Hello everyone,

Below is the response I received from Respondus.  I followed the directions and was able to take the quiz.  Even though the instructions did not state, before launching Respondus I logged on Blackboard and made my way to the quiz.  Before selecting 'Begin" I launched the program.  It worked.  I honestly do not know if it was a combination or just clearing out the cache.  In any case, I wish you the best logging in!

Hello,

Thank you for contacting Respondus Support.

By your description, we suspect security settings or other programs blocking access to the Respondus servers or your school's Blackboard Learn system.

When you indicate "Mac Pro", can you clarify it's the Mac Pro 1st generation workstation tower, or are you referring to the MacBook Pro notebook?

First, if LockDown Browser appears to "freeze" it is often due to a dialog box hidden underneath the secure LockDown Browser window. To do a power down restart on Macs, you will need to hold down the power button for several seconds to initiate the power down. Also, any prompts to "Sleep, Restart, Shutdown" should be ignored. On most older Macw, there is often a small chirp, click or buzz as the hard drive locks down and the display discharges when it fully powers down.

Once you have restarted your Mac, please do the following:

1. Start Safari and under the Safari menu, select "Reset" or "Clear History" (it will vary depending on the version of Safari and Mac OS X).

2. Next, go to Safari->Preferences->Privacy tab to verify "Cookies and website data:" is set to "Always Allows" (wording will vary depending on the version of Safari.)

3. While in Safari, log into your UTPB Blackboard course and take any practice exam without the LockDown Browser requirement.

4. Download and re-install LockDown Brower-Mac 1.0.8.01 from UTPB's unique download link, "<http://www.respondus.com/lockdown/download.php?id=841715130>". Do not use any other web link.

5. Prior to starting LockDown Browser, go to System Preferences->Security & Privacy to verify the "FileVault" is turned off.

6. Close down all other applications.

7. Temporarily disable any third party security software on the Mac.

Also, we see that UTPB also has an Instructure Canvas system. Instructure only supports Safari 8 and 9 on OS X 9 Mavericks (Safari 9), OS X 10.10 Yosemite (Safari 8 and 9) and OS X 10.11 El Capitan (Safari 9). You may want to consider updating your Mac OS X in the near future.

If the deadline for an exam is near, we recommend locating another computer, Windows or Mac, with LockDown Browser. There is also LockDown Browser for iPad, if allowed by the instructor.

Hope this helps...

Cheers,

Bob

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Bob Boufford
Technical Support Services

For technical help, visit the Respondus Knowledge Base: <http://support.respondus.com/kb>

**Other methods to try with the above:**

Clear out the entire browsing history, and add these two sites to the trusted sites of the browser being used: \*.respondus.com, and \*.respondus2.com