LOCKDOWN BROWSER QUIZ IMPORT/EDIT FIX

This guide is meant to document and guide you through an error that occurs after importing Lockdown-Browser-enabled Canvas Quizzes from one course to another. It may also happen after editing or adjusting settings for these assessments. The error may go unnoticed since there is no visual evidence of a problem until students attempt to take your quizzes.

WHAT DOES THE ERROR LOOK LIKE?

This error shows up on the student-side after they have launched the Lockdown Browser application and try to start your quiz. Depending on their operating system and the cause of the error, they may see a message similar or identical to the examples below:

- "Error: unable to continue. Exam title indicates a webcam must be used, but the course is unknown to our system."
- "There is a problem with the LockDown Browser settings for this exam"
- "Exam title states a webcam must be used, but the exam settings don't indicate its selected"

HOW TO RESOLVE THE ERROR

1. After you import/edit your Canvas quizzes, click the **Lockdown Browser** link in the navigation menu to access its Lockdown Browser dashboard.
2. If prompted, click the **Go to Dashboard** button (Go to Dashboard >>).
3. A message should now appear stating **"Your Settings have been Updated!"** This message means that your assessments are now recognized by Lockdown Browser's servers and the issue is likely resolved.
4. Close the message by clicking the **X** in the popup.
5. In the list of assessments on the dashboard, check for any errors to the right of their titles and click any **Fix It** buttons (Error Fix It) that appear.
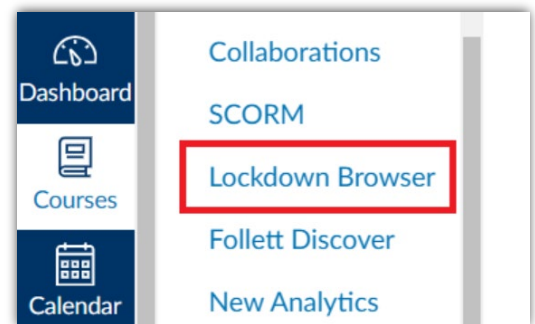
Lockdown Browser link in course navigation menu.
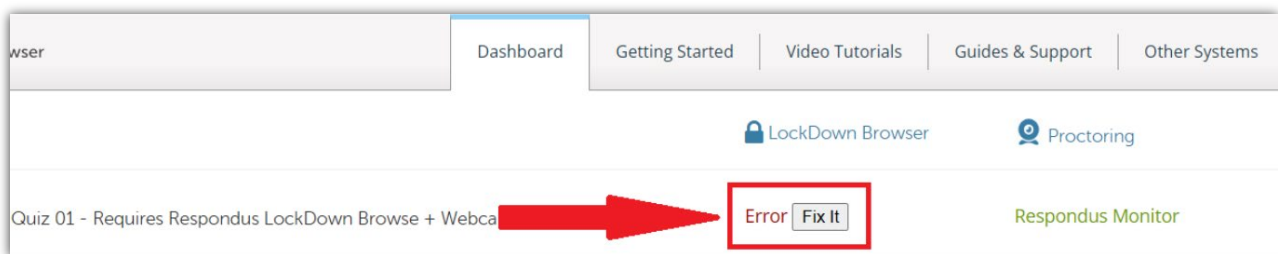
"Fix It" button appearing to the right of a quiz.

Once you've done the above steps, your students will be able to take their Lockdown Browser quizzes/exams without experiencing this issue.

To prevent it from happening in the future, remember to click the **Lockdown Browser** link in your course navigation menu (step 1 above) after editing Lockdown Browser assessments or performing a course import/copy that includes these quizzes/exams.

For help or questions about this process, please **submit this Help Desk request** or book an appointment with an expert by using our team's **Appointment Scheduler**.