

Lockdown Browser FAQ : During a session

Support Admin - 2021-05-28 - [General](#)

Lockdown Browser Student Support FAQ : During a session

Click > [Font size is too small during LockDown Browser exam](#)

If you are a Windows user, to adjust the font size, click on the "i" icon in the LockDown Browser toolbar. This will open a new window where you can adjust the "zoom level" for your test. Zoom magnifies the entire page, including pictures.

Click > [When I start Respondus LockDown Browser a warning message states "You must close the following program before starting the browser..." Why does this occur?](#)

Many types of applications are blocked from running at the same time as Respondus LockDown Browser. These include screen capture, messaging, screen-sharing, network monitors, and several other types of applications.

Click > [Error codes: -7, -21, -101, -105, -106 , -111, -118 and similar 0-199 codes.](#)

The error codes typically indicate a problem with the network, not with LockDown Browser. They will often be accompanied by a message that says _"Failed to load page. Please check network connection."_ If the student receives any of these errors, we sug...

Click > [LockDown Browser froze during a test and I cannot exit.](#)

When LockDown Browser appears to "freeze", it is commonly due

to a dialog box from other applications running in the background appearing underneath the secure LockDown Browser layer or there are corrupted web links, which are blocked.

Click > I receive a warning: The browser cant be used in virtual machine software such as Virtual PC, VMWare and Parallels.

To maintain the academic integrity of an exam, students are not permitted to run LockDown Browser Student Edition when a virtual machine is detected on the system. This includes VM host applications (VMWare, VirtualBox, etc), thin apps (VMWare ThinApp, Mi...