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...