

# ExamGuard Troubleshooting Guide

(Updated 9-11-2015)

ExamGuard is a program that some faculty require for online exams. It is a free download to be installed on the computer students will use for testing. When beginning an online exam requiring the ExamGuard download, if you encounter problems, the following steps will help successfully troubleshoot so you can launch the exam. Instructions for some of these steps are included. Most ExamGuard issues are caused by browser, network or security software settings.

Before starting any exam, you will want to:

- Have a wired connection to the Internet, if possible.
- [Delete the Internet temp files and cookies](#). Close the browser and re-open.
- Disable your popup blockers.
- Verify ExamGuard is fully installed on your computer – is it in your programs list or is it just downloaded and waiting to be installed?
- Make certain the most current version of ExamGuard is installed. Restart the computer after the installation is complete.
- Close all programs, including those that may be on in the background. For example, Skype, instant messaging and remote programs.

Below are more detailed instructions for troubleshooting steps.

1. **Close all other programs** except course, especially email, instant messenger or Skype types of programs, and remote access programs.
2. **Disable Pop-up blockers**
  - a. In Internet Explorer –
    - i. Click Tools > Popup Blocker > check “Turn off Popup Blocker” (If it shows “Turn On Popup Blocker” – it is already off so don’t do anything)
  - b. In Google Chrome –
    - i. Click the menu icon in the top right corner (three lines).
    - ii. Select “Settings”
    - iii. Click “Show Advanced Settings” (red text toward the bottom of the page)
    - iv. Click “Content Settings”
    - v. Scroll down to the “Pop-ups” section, select “Allow all sites to show pop-ups.”
      1. You can also click “Manage Exceptions” in the Location section to Allow or Block specific websites.
    - vi. Closing the “Settings” page
  - c. In Mozilla Firefox –
    - i. Click “Tools”
    - ii. Click “Options”
    - iii. Click “Content
    - iv. Uncheck “Block Popup Windows”
  - d. Safari (Mac)
    - i. Click “Safari” > “Preferences”
    - ii. Turn off “Block Pop-Up Windows.”
  - e. View additional information at [http://247support.custhelp.com/app/answers/detail/a\\_id/7834/kw/disable%20popup%20blockers](http://247support.custhelp.com/app/answers/detail/a_id/7834/kw/disable%20popup%20blockers)
  - f. **Tip – Press Ctrl+Begin Exam** buttons when entering test pages. This may bypass some hidden blockers. You may need to repeat this step a couple of times for it to work.

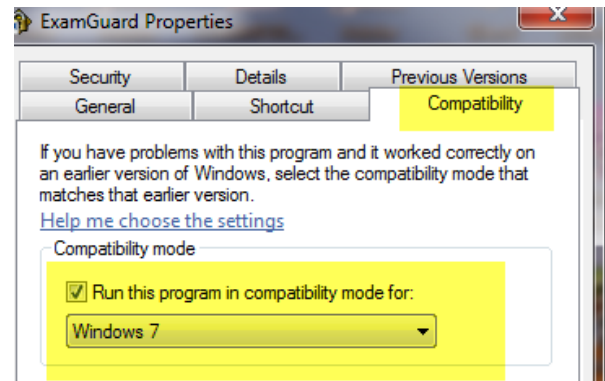
- g. You may perform a **pop-up test** on your computer by going to <http://www.popuptest.com> and clicking "Multi-Popup Test #2." A test will be performed on your computer and, if your computer has no ad popup blockers, you will see three popup windows. After you close the three windows and click "Back," a final window will open. If any or all of the first three popup windows are missing, you have blockers working on your computer and you need to disable them.
3. **Disable other toolbars/pop-up blockers** you have on your browser window because they have their own blockers and should be disabled when working in online classes and testing. (ex: Yahoo, Google, Bing, Ask, etc) You can put them back on when not working in a test by repeating the steps and checking them in your list again.
    - a. Internet Explorer - Click View > Toolbars and uncheck all except Menu, Favorites and Status.
      - i. If you can't see your "View" menu option in Internet Explorer, right click the gear icon in the upper right corner and click "Menu Bar" to add that menu to the toolbars.
    - b. Chrome – Click the menu icon in the top right corner. Click Settings and click Extensions (left navigation bar, light gray). Uncheck the items to remove toolbars.
    - c. Mozilla Firefox – Click Firefox Icon > "View" < "Toolbars"> Uncheck the ones to remove.
  4. **Clear Cache** – Delete Temporary Internet files and Cookies
    - a. INTERNET EXPLORER –
      - i. Click Tools > Internet Options > Delete (in Browsing History section).
      - ii. In the box that pops up, make sure the boxes are checked by at least the first 3 items listed.
      - iii. Click Delete.
    - b. CHROME –
      - i. Click the Menu icon
      - ii. Click "Settings."
      - iii. Click "Show Advanced Settings"
      - iv. In the "Privacy" section, click "Clear browsing data..."
      - v. Check the boxes to clear (minimum to select - Browsing history, Cookies, Cached images and files)
      - vi. Click "Clear Browsing Data"
      - vii. Close the "Settings" window when it is finished.
    - c. MOZILLA FIREFOX –
      - i. Click the Menu icon
      - ii. In the Options window, select "Advanced"
      - iii. Click "Network" tab
      - iv. Click "Clear Now" in the "Cached Web Content" section.
      - v. Click "OK" to Close the window.
        1. You could also click "Privacy" and select "Clear history when Firefox closes.
        2. Click "Settings" and select "Cache" in the next window. Click "OK."
    - d. SAFARI (MAC) – (Authentication Error is common with Safari)
      - i. Click "Safari" > "Preferences" > "Advanced."
      - ii. Check box by "Show Develop menu in menu bar."
      - iii. Click "Develop" > "Empty Cache."
      - iv. Return to "Preferences" menu and click "Privacy."
      - v. Click "Remove all website data."
      - vi. Click "Remove Now."
    - e. **To flush DNS Cache in Windows 8** – see instructions at <http://theunlockr.com/2013/04/23/how-to-flush-dns-cache-in-windows-8/>
- View additional information at <http://247support.custhelp.com/>.

5. **Change Privacy settings** to "Medium."

- a. Internet Explorer - Click Tools, Internet Options. Then click the "Privacy" tab. Set the Levels bar to Medium.
6. **Change Security settings** to "Low or Medium."
- a. Internet Explorer - Click Tools, Internet Options. Then click the "Security" tab. Set the Security Levels bar to Low or Medium.
7. **Manage "Trusted sites"** - There are various possible URL addresses for the online class pages which may occasionally be blocked. They can be added to an "Allow" list of sites. Below are the most common URLs for the online class websites. Add these to your "Trusted Sites" list.
1. [\*.]pearson.com
  2. [\*.]pearsoncmg.com
  3. [\*.]pearsoned.com
  4. [\*.]ecollege.com
  5. [\*.]Myitlab.com
  6. [\*.]mathxl.com
- b. Internet Explorer –
    - i. Click "Tools" > "Internet Options" > "Security."
    - ii. Click "Sites."
    - iii. Enter each of the following URLs to be trusted into the "Add this website to the zone:" box and click "Add."
    - iv. Click "Close" when all are entered.
  - c. Chrome –
    - i. Click the Menu icon
    - ii. Click "Settings."
    - iii. Click "Show Advanced Settings"
    - iv. Under "Network," click "Change proxy settings"
    - v. Click "Security" tab
    - vi. Click "Trusted Sites" > "Sites"
    - vii. Enter the URLs listed above and click "Add."
    - viii. Click "Close > OK" when finished.
  - d. Firefox –
    - i. Click "Tools"
    - ii. Click "Options"
    - iii. Under "Content" click "Exceptions" for the "Load images automatically"
    - iv. Add the URLs listed above and choose "Allow."
8. **Is ExamGuard installed** on your computer?
- a. Verify that it is listed in your Programs list. Open your Control Panel and look in the "Programs and Features" to see if "ExamGuard" is listed. If it is there, it installed properly. If it is not there, it didn't install properly so you'd need to complete that process and reboot the computer. (It may be that it was saved to your desktop but not installed. Double click the icon to install the software.
  - b. Reboot the computer after installing ExamGuard (before beginning the exam).

## 9. ExamGuard Compatibility

- a. Right click the ExamGuard icon on your desktop or in your "Start > All Programs" list and open the ExamGuard folder. Right click the "ExamGuard" title.)
- b. Click "Properties."
- c. Click the "Compatibility" tab.
- d. Check the box to "Run this program in compatibility mode for: "
- e. Select your operating system from the dropdown box options below the checkbox. (ex Windows 7)
- f. Click "OK."



10. **Use a different browser.** Have more than one browser installed on your computer. Frequent updates may change how a browser works with online exams. If something doesn't work in one browser, try another browser. What worked last time may not work next time if there was an update. (Browsers – Google Chrome, Mozilla Firefox, Internet Explorer, Safari for Macs) Download browsers free on the Internet.
11. **Windows 8 Compatibility** - If you have Windows 8 on your computer, recommended browsers are Chrome or Firefox. Sometimes Internet Explorer 11 with Windows 8 creates problems for online classes. Adjusting the compatibility often helps. To do this:
  - a. Close all Chrome browser windows.
  - b. Right click on the *Chrome* icon on your Desktop or in your Start Programs list.
  - c. Go to Properties
  - d. Click the *Compatibility* tab.
  - e. Check the box by "Disable Visual Themes" or "Run this program in compatibility mode."
  - f. Close the Properties window.
  - g. Open Chrome Browser.

### **Adjusting Browser Settings in Windows 8 –**

When in Windows 8, be sure you use the full browser program when logging into online classes. Do not use the browser app.

- a. To find your PC Settings –
  - i. Swipe in from the right edge of the screen (called the "charms bar") and tap SETTINGS, then tap CHANGE PC SETTINGS. This where most Windows settings such as screen resolution, adding/removing devices, personalizing the lock screen, changing date/time, and adding user accounts can be changed.
- b. The lower left and right corners of the Windows 8 screen are "Hot Corners" where users can right click to get a context menu with several options. The Control Panel is toward the bottom of that list.
- c. Source for this information - <http://www.howtogeek.com/116382/how-to-access-the-control-panel-in-windows-8/>

**Finding the Control Panel in Windows 8** - To open the Windows 8 Control Panel, swipe in from the right edge of the screen and tap SETTINGS. There you will find links to several settings areas as well as the Programs installed on your computer. (You could also just type "Control Panel" in the Search bar when you first open the list from the right edge)

- a. Source for this info - <http://www.howtogeek.com/116382/how-to-access-the-control-panel-in-windows-8/>

12. **Chrome Version Downgrade** –Because the newest version of Chrome is often not compatible right away, you could downgrade to an older one through this website:  
[http://www.oldapps.com/google\\_chrome.php](http://www.oldapps.com/google_chrome.php).
13. **Have a hard-wired connection** to the Internet, if possible. Wireless connections are not as reliable.
14. **Disable your Firewall** - If you get a message “Page cannot be displayed” or “action canceled” it could be the result of a firewall conflict. Disable your firewall and try again. Reactivate your firewall when the exam is completed.
15. **Uninstall/Reinstall/Restart Computer** – You may need to Uninstall and Reinstall ExamGuard.
  - a. Go to your Control Panel and open the *Programs* item.
  - b. Right Click *ExamGuard* in the list of programs.
  - c. Click Uninstall.
  - d. Restart your computer.
  - e. Go to the ExamGuard link in your online class or go directly to the link below:
    - i. Windows: <http://files.ecollege.com/examguard/windows/examguard.exe>
    - ii. Apple or Mac: <http://files.ecollege.com/examguard/Mac/InstallLDBPackage.tar>
  - f. After the installation is completed, make sure it is listed in your Control Panel > Programs group to be sure it installed.
  - g. Restart your computer.
  - h. Log back into your class and try the exam again.
16. **Run Malwarebytes to check for viruses** – It’s a good habit to run virus/malware checks on your computer occasionally. Below are three that have been used by our IT Service Desk at NDSCS. Each one searches for different types of malware/viruses.
  - a. MalwareBytes - <https://www.malwarebytes.org/>
  - b. SuperAntiSpyware – <http://superantispyware.com> (look for the red box for the “Free Edition”)
  - c. Microsoft Security Essentials - <http://windows.microsoft.com/en-us/windows/security-essentials-download>
    - i. If you have Windows 8, this should already be installed. If you have Windows 7, open the Start menu and search for “Windows Defender.”

Due to frequent browser updates and individual settings on computers, there may be additional troubleshooting needed if these steps do not work. If additional assistance is needed, you may contact the helpdesk at 877-740-2213, or chat live with a technician at <http://247support.custhelp.com>. If further assistance is needed, contact Distance Education at 701-671-2347 (800-342-4325 ext 3-2347) or email [ndscs.distance.ed@ndscs.edu](mailto:ndscs.distance.ed@ndscs.edu).