

UNIVERSITÀ DEGLI STUDI DI MILANO

Troubleshooting Safe Exam Browser

Version of November 27, 2020



CENTRO PER L'INNOVAZIONE DIDATTICA E LE TECNOLOGIE MULTIMEDIALI





Common issues and checklist

There may be malfunctions in SEB that make it impossible to take the exam. The most frequently occurring error conditions are:

- the quiz page shows the BACK TO COURSE button and not the TRY THE QUIZ NOW button
- when starting SEB, an error message is displayed



First of all: DON'T PANIC!

Checklist:

- 1. Make sure the quiz is open, i.e. that you are accessing the system during the quiz opening hours
- Make sure you have installed the correct version of SEB: the only versions that can be used for exams on the EsamiMoodle platform are 2.4 for Windows PCs and 2.1.4 for MacOS. Both versions may be downloaded <u>only</u> from <u>https://esamionline.unimi.it/seb</u>
 If you have installed Safe Exam Browser, downloading the version available on Exam.Net or any other site, you must re-install SEB
- 3. Make sure you have followed the correct pathway to access the exam: **DO NOT** log in directly from the home page of the MoodleEsami platform, BUT FOLLOW the instructions provided by the instructor, by clicking on the "Login" button on the "Exams with Safe Exam Browser" page. Login with your Unimi credentials **only** when prompted (by the procedure and the instructor)
- 4. It may happen that SEB works properly only immediately after installation, while problems may arise on subsequent uses. For this reason, it is advisable to install SEB before the exam, in order to test the procedure, which is very userfriendly. Then it is better to uninstall and reinstall it immediately before the exam (with no further tests)
- 5. Antivirus and AD-Blocker can conflict with SEB. If possible, disable the antivirus and AD-Blockers temporarily





- 6. If you have checked all the points listed above and still have problems (for example, if a message appears that the SEB installation is corrupt), do not waste time and REINSTALL SEB following the procedure set out below
- Remember: any Windows or MacOs computer can be used to take the exam on Moodle + SEB. If you have several computers, and he "Back to course" button appears, you can try to switch devices even during the exam.

Below you will find instructions for reinstalling SEB on **Windows 10, Windows 7 and MacOS** systems





Reinstalling SEB

Windows 10 version

Follow the steps below to reinstall SafeExamBrowser on your computer

IMPORTANT. The execution of this procedure does NOT count towards the time available for the examination: the exam timer is started when you enter the quiz!

Point 1. Exit Safe Exam Browser

If you are still inside Safe Exam Browser, exit using the close button at the bottom right



Point 2. Uninstall Safe Exam Browser

Click on the Windows menu at the bottom left of the screen and access the computer settings

2. Verifica il o	rretto funzionamento di Safe Exam Browser
Accedi al'ambie	ente di test per verificare il corretto funzionamento del
Safe Exam Brow	ser svolgendo il quiz di prova.
RITENZIONE:	per accedere verrà chiesta una password - digitate " seb "
Q Scrivi qui pe	er eseguire la ricerca
	8 Alessandro Muiesan
	 Alessandro Muiesan Documenti
	 Alessandro Muiesan Documenti Immagini
	 Alessandro Muiesan Documenti Immagini
	 Alessandro Muiesan Documenti Immagini Impostazioni





Select the "App" section in the settings:

Impostazioni					-		×
		Impos	stazioni di Windows				
	Tro	va un'imp	ostazione	Q			
旦	Sistema Schermo, audio, notifiche, alimentazione		Dispositivi Bluetooth, stampanti, mouse		Telefono Collega il tuo Android o iPh	one	
	Rete e Internet Wi-Fi, modalità aereo, VPN	¢	Personalizzazione Sfondo, schermata di blocco, colori	E	App Disinstallacione, valori predefiniti, funzionalità facoltative		
8	Account I tuoi account, messaggi e-mail, sincronizzazione, lavoro, altre persone	企 字	Data/ora e lingua Riconoscimento vocale, area geografica, data	8	Giochi Barra dei giochi, acquisizion trasmissione, Modalità gioco	i,	

Scroll through the list of installed applications until you find the Safe Exam Browser:

Impostazioni	- 0	×
命 Home	App e funzionalità	
Trova un'impostazione	Scegli da dove scaricare le app	
Арр	L'installazione di app solo da Microsoft Store consente di proteggere il dispositivo.	
IΞ App e funzionalità	Ovunque 🗸	
E App predefinite	App e funzionalità	
	Funzionalità facoltative	
App per siti Web	Alias di esecuzione App	
Riproduzione video	Cerca, ordina e filtra in base all'unità. Se vuoi disinstallare o soostare un'app, selezionala dall'elenco.	
₽ Avvio	Cerca in questo elenco	
	Ordina per: Nome V Filtra per: Tutte le unità V	
	1Dassword	

Click on the Safe Exam Browser application and press the "Uninstall" button:

Impostazioni			-	>
යි Home	App e funzionalità			
Trova un'impostazione		19/03/2020		
Арр	Respondus LockDown Browser 2	11/04/2020		
App e funzionalità	Richiesta supporto Microsoft Corporation	16,0 KB 06/06/2020		
App predefinite	Ruby 2.4.3-1-x64	56,9 MB 04/01/2018		
D1 Mappe offline	Safe Exam Browser	428 MB 19/06/2020		
App per siti Web	3.0.0.151			
Riproduzione video	Modifica	Disinstalla		
₽ Avvio	Sentinel System Driver Installer 7.5.0	1,26 MB 18/01/2018		
	Skype	29,6 MB		

Follow the instructions for uninstalling the SEB browser





Point 3. Delete the folder c:\Programmi (x86)\SafeExamBrowser

When uninstallation is complete, access the computer resources using the "File Explorer" icon in the Windows bar:



In the My Computer window select "This PC" and access the C: drive of your computer:



Access the "Programmi (x86)" folder:

Tome condividi v	Strumenti distri			
 → × ↑ → ↓ →	> system (C:)	5 V		em (C:)
Creative Cloud Files	Nome	Ultima modifica	Тіро	Dimensione
	Intel	14/12/2017 12:53	Cartella di file	
💱 Dropbox		21/09/2018 10:26	Cartella di file	
🔷 OneDrive - Università degli	msys64	04/01/2018 14:02	Cartella di file	
	OneDriveTemp	14/05/2020 01:05	Cartella di file	
Questo PC	PerfLogs	19/03/2019 05:52	Cartella di file	
E Desktop	ProgramData	19/06/2020 16:44	Cartella di file	
🔁 Documenti	Programmi	19/06/2020 16:37	Cartella di file	
🕹 Download	Programmi (x86)	11/04/2020 11:11	Cartella di file	
E Immagini	Ruby24 w61	04/01/2018 13:55	Cartella di file	
h Musica	SQLServer2017Media	12/02/2019 17:23	Cartella di file	
Casatti 2D	SWSetup	22/11/2019 10:24	Cartella di file	
	System.sav	18/10/2018 16:40	Cartella di file	
Video	tedesco	10/12/2019 13:05	Cartella di file	
system (C:)	temp	04/10/2019 10:05	Cartella di file	





UNIVERSITÀ DEGLI STUDI DI MILANO

Delete the "SafeExamBrowser" folder:

$\leftarrow \rightarrow \land \uparrow \Box$ > Questo PC >	system (C:) > Program	nmi (x86) >	~	Q	, Cerca in Prog	rammi (x86)	
Creative Cloud Files Creative Cloud Files	Nome respondus SafeExamBro SmatBear Sophos Uninstall Infor VideoLAN VMware Windows Defe Windows Mail Windows Mail Windows Mail Windows Mut Windows Mut Windows NT Windows NT	Apri Apri in una nuova finest Aggiungi ad Accesso ra Dare accesso a Ripristina versioni prece Combine files in Acroba Includi nella raccolta Aggiungi a Start Invia a Taglia Copia Error cellegamento Elimina Rinomina	Ultima moc 11/04/2020 19/03/20 19/03/2020 10/03/2020 19/03/20 10/00/00 10/00 10	>	Tipo Cartella di file Cartella di file	Dimensione	

Point 4. Reinstall the Safe Exam Browser

Go back to the EsamiMoodle platform (<u>https://esamimoodle.unimi.it</u>), access the "Exams with Safe Exam Browser" section, download Safe Exam Browser again and reinstall it:



At the end of the installation process, DO NOT click on "Verification" again but use the "Login" button to return to the exam.





Windows 7 version

Follow the steps below to reinstall Safe Exam Browser on your computer

IMPORTANT. The execution of this procedure does NOT count towards the time available for the examination: the exam timer is started when you enter the quiz!

Point 1. Exit Safe Exam Browser

If you are still inside Safe Exam Browser, exit using the close button at the bottom right



Point 2. Uninstall Safe Exam Browser

Through the Windows menu at the bottom left of the screen:

Click on the Windows menu at the bottom left of the screen and access the computer settings through the "Control Panel"







UNIVERSITÀ DEGLI STUDI DI MILANO

Select the "Uninstall a program" section in the settings:



Scroll through the list of installed applications until you find the Safe Exam Browser:

Eile	<u>Edit View Tools H</u> elp					
Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.					
	off	Organize 👻				
	Install a program from the network	Name	Publisher	Installed		
network	Adobe Acrobat Reader DC - Italiano Application Insights Tools for Visual Studio 2015 Gegoad Compare 4.1.3 Cantasia Studio 7 DAEMON Tools Line Flatthy Framework 6.1.3 Tools for Visual Studio 2013 Flatthy Framework 6.1.3 Tools for Visual Studio 2013 Cantasia Studio 2.3 Cantasia Studio 2	Adobe Systems Incorporated Microsoft Corporation Socoter Software TechSmith Corporation Dics Soft Lid Microsoft Corporation Microsoft Corporation The Git Development Communi Google LLC Hoo Technologies Microsoft Corporation	11 04/20 28 01/20 28 01/20 28 01/20 07 07/20 13 10/20 20 08/20 28 01/20 02 12/20 21 06/20 22 05/20 02 12/20 02 12/20 02 12/20 02 2/20 02 2/20			
		Microsoft .NET Framework 4.5 Multi-Targeting Pack	Microsoft Corporation	18/05/20		
		Currently installed programs Total size: 17, 79 programs installed	0 GB	,		

Click on the Safe Exam Browser application and press the "Uninstall" button:



Follow the instructions for uninstalling the SEB browser





Point 3. Delete the folder c:\Programmi (x86)\SafeExamBrowser

When uninstallation is complete, access the computer resources using the "File Explorer" icon in the Windows bar

Safe Exam Browser 2.1.4 per macOS
macOS 10.15, 10.14, 10.13, 10.12, 10.11
2. Verifica il corretto funzionamento di Safe Accedi all'ampiente di test per verificare il corre

In the My Computer window select "Computer" and access the C: drive of your computer:

Organize - System	properties Uninstall or change a pro	gram Map network drive »	S - 1
🚖 Favorites	Hard Disk Drives (1)		
Desktop	Local Disk (C)		
Downloads			
Recent Places	24,6 GB free of 99,8 GB		
	Devices with Removable Sto	prage (2)	
📜 Libraries			
Documents	Floppy Disk Drive (A:)	DVD DVD Drive (D:)	
▶ ♪ Music			
Pictures	 Network Location (4) 		
Videos	FileServer	Girati	
- 1.	Shortcut	Shortcut	
Computer	2,12 KB	2,14 KB	
	Scanner	ShareVideo	
Setwork	Shortcut	Shortcut	
*	2,12 KB		

Access the "Programmi (x86)" folder:

Organize 🔻 Share w	ith ▼ New folder			= -	
🔆 Favorites	Name	Date modified	Туре	Size	
E Desktop	鷆 c18775a9e4fb64c20f77	28/01/2016 12:13	File folder		
〕 Downloads	🍌 inetpub	18/05/2015 13:25	File folder		
E Recent Places	🍌 PerfLogs	14/07/2009 05:20	File folder		
	Program Files	21/06/2020 19:45	File folder		
; Libraries	Program Files (x86)	21/06/2020 19:48	File folder		
Documents	kuby22-x64	22/05/2015 09:02	File folder		
J Music	🎒 Share	22/01/2016 15:19	File folder		
E Pictures	퉬 temp	22/12/2015 11:29	File folder		
Videos	🎉 tools	25/06/2015 08:20	File folder		
	퉬 Unimi	07/11/2015 11:14	File folder		
🖳 Computer	🔰 UnimiData	09/10/2015 09:51	File folder		
	🎉 Users	21/06/2020 19:42	File folder		
🙀 Network	indows 🔒	07/07/2017 08:28	File folder		





Delete the "SafeExamBrowser" folder:

Organize 👻 🔭 🔭 Open	Include in library 👻 S	hare with 👻 New folder		BE - 🔟	0
Favorites Desktop Downloads Recent Places Libraries Documents Music Nusic	Name NuGet Open XML SDK QuickTime Reference Assemblies ReleaseManagement SafeExamBrowser Sophos TechSmith	Date modified 02/12/2016 16:44 18/05/2015 14:02 07/07/2017 08:28 14/07/2009 07:32 18/05/2015 14:11 Open Open in new window	Type File folder File folder File folder File folder File folder File folder File folder	Size	
Videos	Windows Defender Windows Identity For Windows Kits	Select Left Folder for Compare Scan with Sophos Anti-Virus Share with	File folder File folder File folder		
🙀 Network	 Windows Mail Windows Media Pla Windows NT Windows Phone Kit 	Restore previous versions Include in library Send to	File folder File folder File folder File folder		E
	Windows Phone Sile Windows Photo Vie Windows Portable [Cut Copy Create shortcut	File folder File folder File folder		
	Windows Sidebar	Delete Rename	File folder File folder		

Point 4. Reinstall the Safe Exam Browser

Go back to the EsamiMoodle platform (<u>https://esamimoodle.unimi.it</u>), access the "Exams with Safe Exam Browser" section, download Safe Exam Browser again and reinstall it



At the end of the installation process, DO NOT click on "Verification" again but use the "Login" button to return to the exam.





MacOS version

Follow the steps below to reinstall Safe Exam Browser on your computer

IMPORTANT. The execution of this procedure does NOT count towards the time available for the examination: the exam timer is started when you enter the quiz!

Point 1. Exit Safe Exam Browser

If you are still inside Safe Exam Browser, exit using the close button at the bottom right



Quit Safe Exam Browser

Point 2. Uninstall Safe Exam Browser

Access the Finder using the appropriate icon in the Dock

Finder 🖳 🕐 🗺 🔚 🗊 💿 💁 🛶 🛄 冬 Lr Ps Id Xd 🐂 🚱 😇 👘

Select Applications on the left side of the window and scroll through the list looking for the Safe Exam Browser application

< >			erca	
Preferiti	Nome	 Data di modifica 	Dimensioni	
😻 Dropbox	1Password 7.app	5 maggio 2020 18:21	156,3 MB	
Amazon Drive	1 1Password 7.app.zip	11 settembre 2019 22:02	64,8 MB	
	7Zip Browser.app	27 gennaio 2015 09:54	15,3 MB	
Scrivania	Acquisizione Immagine.app	10 giugno 2020 01:14	2,4 MB	
(B) Decement	Adobe	14 luglio 2019 18:56		
Documenti	Adobe Acrobat DC	2 giugno 2020 20:46		
O Download	Adobe After Effects 2020	16 giugno 2020 06:52		
Recenti	Adobe After Effects CC 2015	14 luglio 2019 18:54		
Projects	Adobe After Effects CC 2019	4 ottobre 2019 21:32		
💼 Immagini	Adobe Animate 2020	16 giugno 2020 06:57		
AirDrop	Adobe Character Animator CC (Beta)	14 luglio 2019 18:50		
(A ala	Adobe Connect	2 marzo 2020 19:01		
	Adobe Creative Cloud	22 giugno 2020 22:37		
Creative Cloud Files	Adobe Dreamweaver 2020	16 giugno 2020 06:55	1	
iCloud	Adobe Dreamweaver CC 2018	14 agosto 2019 09:56		
Cicloud Drive	Adobe Illustrator 2020	16 giugno 2020 06:48		
Tag	Macintosh HD > Macintosh HD >			





Move the Safe Exam Browser application to the trash



Point 3. Reinstall the Safe Exam Browser

Go back to the EsamiMoodle platform (<u>https://esamimoodle.unimi.it</u>), access the "Exams with Safe Exam Browser" section, download Safe Exam Browser again and reinstall it



At the end of the installation process, DO NOT click on "Verification" again but use the "Login" button to return to the exam.