Assigments

I need Administrator rights to install Respondus LockDown Browser? (Windows users)

Symptom: While trying to install LockDown Browser, you are asked for the Windows administrator password (Windows 7/Vista). Or, you are shown an error message saying they "need administrator rights" (Windows XP).

Solution: The InstallShield setup for LockDown Browser needs to run with Administrator rights to work properly. For Windows Vista and 7, this means the setup needs to have permission to run by the administrator of the computer. You may also need to enter a password for the Administrator Windows account. For Windows XP, this means the Windows account used while installing LockDown Browser needs to belong to the Administrator group. Contact your local support staff for additional help.

Recipe for downloading and installing

If you are still unable to download the LockDown Browser installer or run it, these steps will resolve most causes of the problems:

1. Directly log into the Windows computer as a local administrator with full rights. Do not use "Switch User" or a "Remote Desktop" access.
2. Temporarily disable all security software.
3. Download the LockDown Browser installer intended for your institution.
4. Run the installer and accept the prompts to modify or repair LockDown Browser.
5. Start LockDown Browser to verify installation. Exit the browser.
6. Re-enable any security software that was disabled in Step 2.

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