

Assignments

I need to close "Dell Dock", "Google Desktop" and "Skype" (Windows users)

Symptom: When LockDown Browser is opened, a message indicates that the user must close an application or program. LockDown Browser offers to close the program but is unable to do, so the application closes.

Solution: If the program indicated is not actually used on this computer, you can uninstall it from Start > Control Panel. To keep the program, change the program's settings so it does not run automatically when Windows starts up, or use Task Manager to stop the program before running LockDown Browser. Below are instructions for specific programs.

Dell Dock

Dell Dock is a utility included with many Dell computers. Follow one of the steps below when encountering issues with the "Dell Dock" and LockDown Browser:

- If the program is not needed, uninstall the Dell Dock from Windows -> Start -> Control Panel -> Add/Remove Programs (Windows XP) or Programs and Features (Windows 7/Vista).
- Or, to block Dell Dock from running at startup:
 1. Press the 'Windows logo' key and the 'R' key simultaneously on the keyboard.
 2. Type "msconfig" (without quotes) in the box that comes up, and then press Enter.
 3. In the next box that comes up, navigate to the start-up tab, then un-check the box next to "delldock".
 4. Click "Apply" then "OK".
 5. Restart the computer.
- Or, to disable the utility from within Dell Dock, see: _____
http://www.ehow.com/how_4773983_remove-dell-dock.html

Google Desktop

Google Desktop is a utility that allows users to search files on the computer and to use a Sidebar gadget bar to display applets on top of other programs. Follow one of the steps below when encountering issues with Google Desktop and LockDown Browser:

- If the Google Desktop is not being used on the computer, the best option is to remove it from the system through Windows -> Start -> Control Panel -> Add/Remove Programs (Windows XP) or Programs and Features (Windows 7/Vista).
- Or, manually stop Google Desktop before starting LockDown Browser by starting Task Manager and using End Process to stop all Google processes.

Skype

Skype is a program that allows conferencing and phone calls over the internet. Follow one of the steps below when encountering issues with Skype and LockDown Browser:

- If Skype is not being used on the computer, the best option is to remove it from the system through Windows -> Start -> Control Panel -> Add/Remove Programs (Windows XP) or Programs and Features (Windows 7/Vista).
- Or, close any browsers that are open, since Skype will attach itself to those browsers.

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Then, manually stop Skype before starting LockDown Browser by starting Task Manager and using End Process to stop all Skype processes.

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