Troubleshooting

- Secure Testing - Snipping Tool and Google Chrome Errors

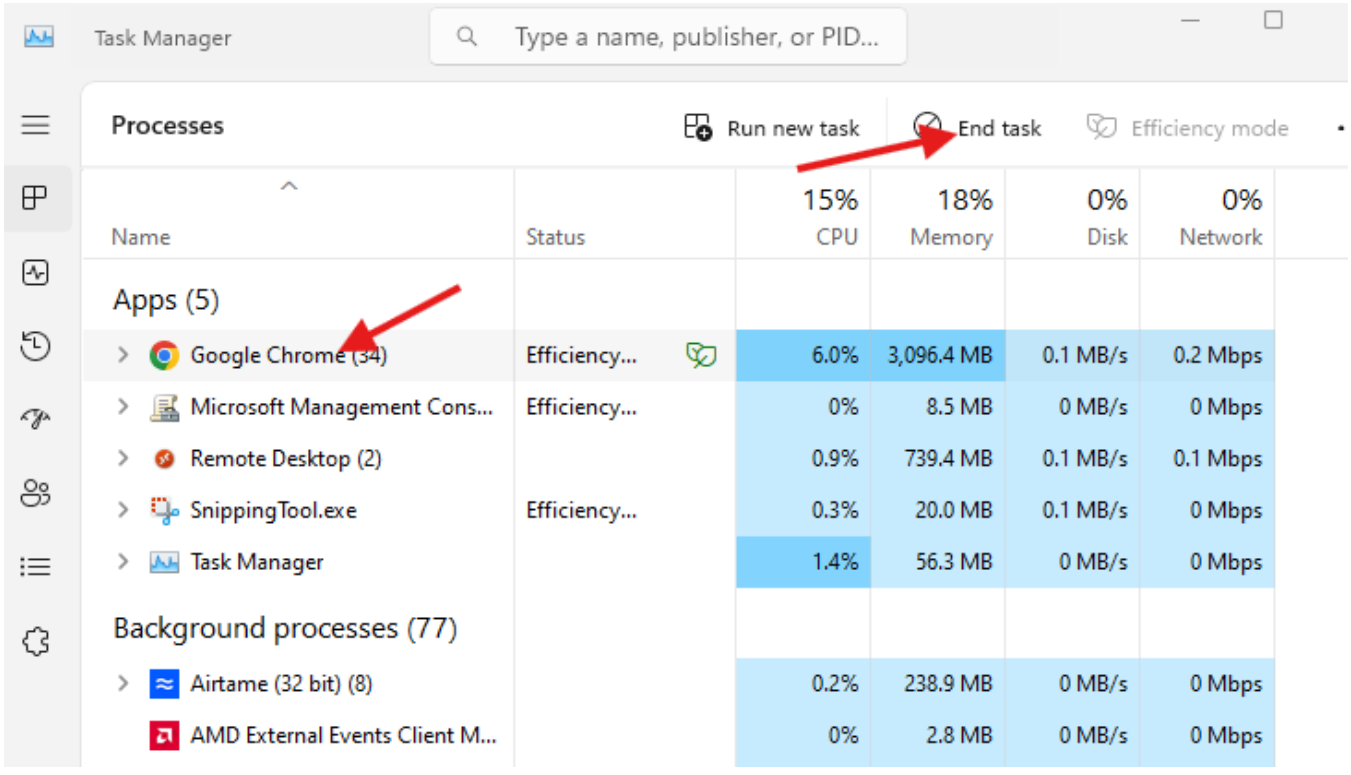
Secure Testing - Snipping Tool and Google Chrome Errors

The secure testing browser is rather picky about programs that have been opened. On a lot of occasions, you will get a message that the student may not test until Snipping Tool and or Google Chrome is closed.

This should be simple... Just close the program. But sometimes (a lot of times), these programs keep tasks running in the background.

To fix this issue:

1. Make a mental note of the program(s) listed in the error message. Typically Google Chrome and/or Snipping Tool.
2. Exit Secure Test.
3. If the app(s) are running, exit them and launch Secure Test again. The error might persist. If so, continue to step 4.
4. If the apps are **not** running press ctrl-alt-del and click Task Manager.
5. Locate the program from the error message. (In this example Google Chrome). It may be listed under Apps or Background processes. There is a search bar at the top of the window where you can type some or all of the program name.
6. Click on Google Chrome (in this example) to highlight it
7. Click End task.



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8. Relaunch Secure Test.