

Inspera Integrity Browser (IIB) – Troubleshooting Guide

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Issues during the assessment

If you are logged out of your exam, please relaunch Inspera and attempt to continue your exam.

If you are asked for an **invigilator code/resume code please enter: ab1234**, if you're unable to re-gain access by following those steps, please email Inspera@bpp.com as soon as possible.

Please ensure you remain in exam conditions throughout as your video may still be recording.

Please **do not** ring the examinations team phone line, as they will not be able to help you.

If Inspera stops responding, please wait a moment to see if it is temporary. If not, you may need to restart your machine. Please then follow the above steps.

If you think there is an error in the exam, please continue with the assessment. We have extensive quality assurance processes before and after each assessment, in the unlikely event that there is an error, this will be taken into account in the marking process. Please **do not** contact us about this as we are not able to extend your time or answer any exam specific queries during the assessment.

No test showing

If when you open up Inspera Integrity Browser you have no tests showing on the left-hand side of your screen, please close IIB and log into: <https://bpp.inspera.com/>

- If you are still unable to see your tests, please email Inspera@bpp.com - making sure to include your SRN and which exam you are due to sit.

- If you are now able to see your tests here, please re-start your computer, check you have a strong internet connection and re-launch Inspera Integrity Browser from your desktop. Once you've done this your tests should now be appearing.

At exam start time Inspera says too early or too late

Please make sure the time and date settings on your computer are set to automatically update and match the location in which you are sitting the assessment. For example:

Date and time
09:52, 12 October 2021

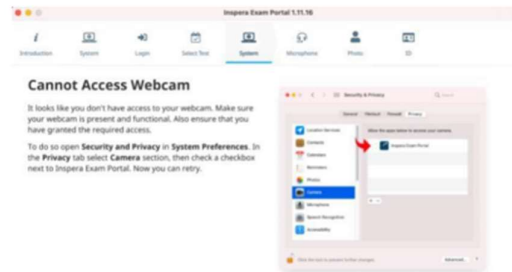
Time zone
(UTC+00:00) Dublin, Edinburgh, Lisbon, London

Adjust for daylight saving time automatically
☒ On

Cannot access webcam

Apple Mac 1:

1. Open security and privacy in system preferences
2. In the privacy tab, select Camera
3. Select the checkbox by Inspera Integrity Browser
4. Click Retry in the Inspera Integrity Browser



Apple Mac 2:

Please follow the steps available on this site:

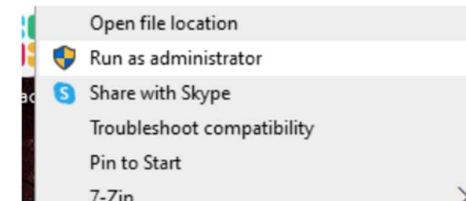
<https://setapp.com/how-to/fix-camera-onmac-not-working>

Windows:

If you are using Windows 10, please try restarting the camera by going into settings on your PC > Apps > Apps & Features > Camera. Select the Camera app and click Advanced options. Click Reset.

User account has insufficient privileges

If you are using your own device and receive the following error message: 'The user account doesn't have enough privileges to establish the required level of security'. Please right-click on the Inspera Icon from your desktop and then click "Run as administrator".



Inspera has closed saying screen is too dark

If the webcam is obstructed or the light is too dark for Inspera to properly identify you, the Inspera Integrity Browser will close. Re-enter your exam as soon as possible. You will be asked for an **invigilator code/resume code please enter: ab1234**, if you're unable to re-gain access by following those steps, please email Inspera@bpp.com as soon as possible.

To avoid this happening, please make sure you are sitting your exam in a light room and ensure your face is well lit. Please also make sure the web cam is not blocked at any point.

Inspira is showing a red error screen

Please log-out of Inspira and log back in (you may also need to re-start your computer). Use the invigilator/resume code **ab1234** to enable you to log back into the exam. Please note that the time will keep running whilst you are logged out of the exam.

Inspira exam duration is different

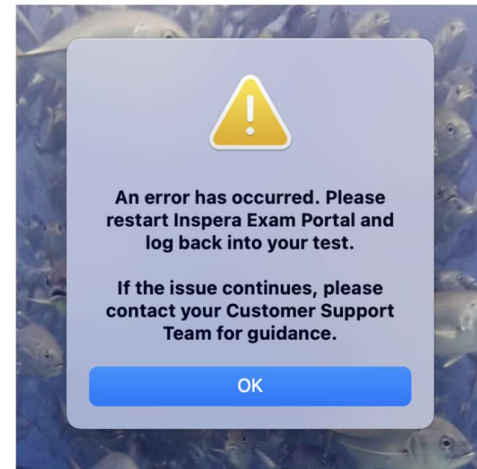
When logging into Inspira Integrity Browser the duration shown will include the assessment grace period. If the exam starts at 10.00am and is a 2-hour paper. The exam time on Inspira will be shown as 10.00am-1.00pm. This means that so long as you start the assessment before 11.00am you will receive the full exam duration.

If you start your exam within the first hour of the assessment window, we can guarantee that you will have your full-time allowance (including any additional time you may have). The exam time will only start counting down once you press start, so you will not lose any time if you have difficulties logging in/starting the exam.

Please note: when you view your exam using Inspira Integrity Browser, the time displayed on the dashboard is the assessment window and **not** your assessment duration. If you would like to check your assessment duration prior to the assessment, please see [Exam Duration and Learning Support Additional Time section in the Inspira Proctored Assessment Guide](#).

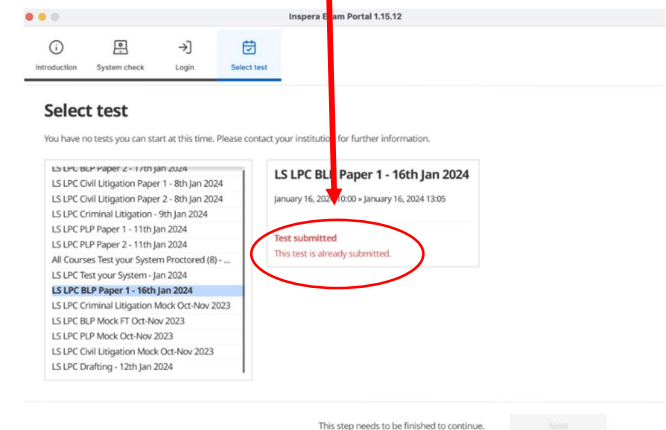
Submission error

Sometimes when the assessment is closed too quick after submission the following error message can occur.



You can see when you try to re-enter the exam that it shows the assessment has been submitted.

If you have any concerns if your assessment has successfully submitted or not, please contact inspera@bpp.com



Submitting without internet

Please see the demo video on how to submit without internet [here](#).

If you lose internet during the assessment, Inspera will continue to run and your assessment will continue to be saved locally on your computer. If at the end of the assessment your internet has returned you should be able to submit normally, it may just take slightly longer to upload. If, however, you are still unable to connect to the internet, please follow the below instructions:

-Go to the menu in the top right and choose "Save submission as file".

-Enter the invigilator password: 'ab1234', and then click save submission.

-**If Mac:** the download is confirmed, you will see information on where to find the file on the computer.

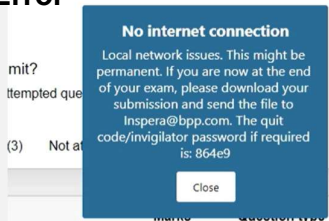
-**If Windows:** the download is not confirmed, the file can be found in the standard download folder - usually C:\Users\\Downloads.

-Exit Inspera Integrity Browser, confirm by clicking "Quit", **please do not leave the Inspera Integrity Browser until you have successfully completed the above steps.**

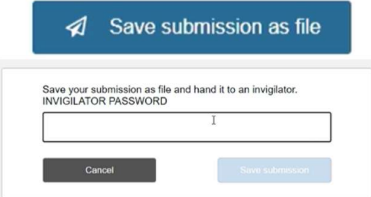
- Find the file at the download location and email it to: Inspera@bpp.com– we can then upload this submission on your behalf. The file name is similar to "Cand_0001-test_12345678.ia", **please note** you will not be able to open this document on your computer.

Please note that you are able to change your Wi-Fi – and reconnect whilst remaining within the secure exam settings by clicking on the Wi-Fi symbol in the bottom right of the screen. **Please make sure you try to reconnect and submit via Inspera before attempting to save/download your submission.**

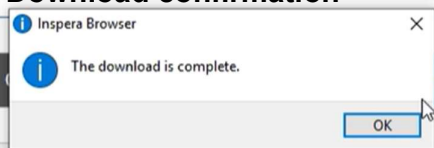
1 - Error



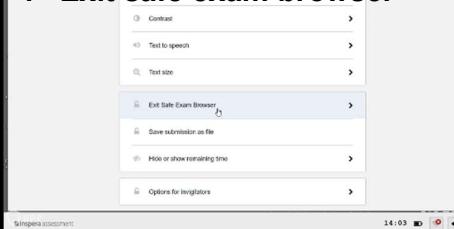
2 – Save and enter invigilator code



3– Download confirmation



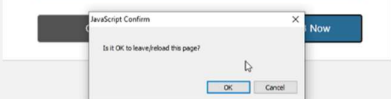
4– Exit safe exam browser



5– Enter same invigilator code



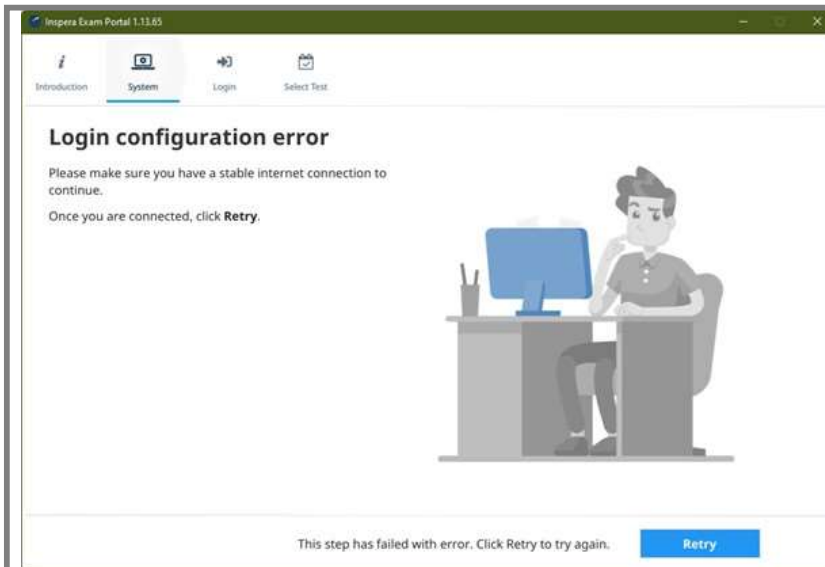
6– Confirm to close page



7– Find download



Error messages

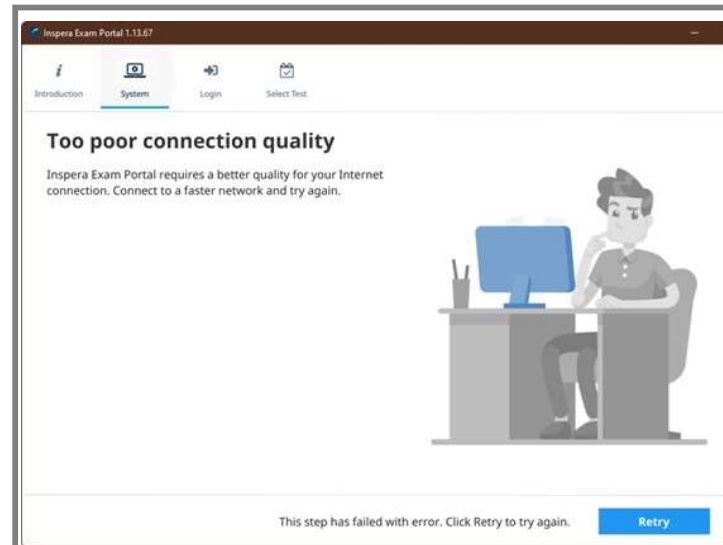


Login configuration error

After completion - failed

Ensures correct sign-in option (SSO)

- A proxy server could be blocking traffic to Inspera. We suggest changing networks.
- Ensure you are online/ connected to the internet.

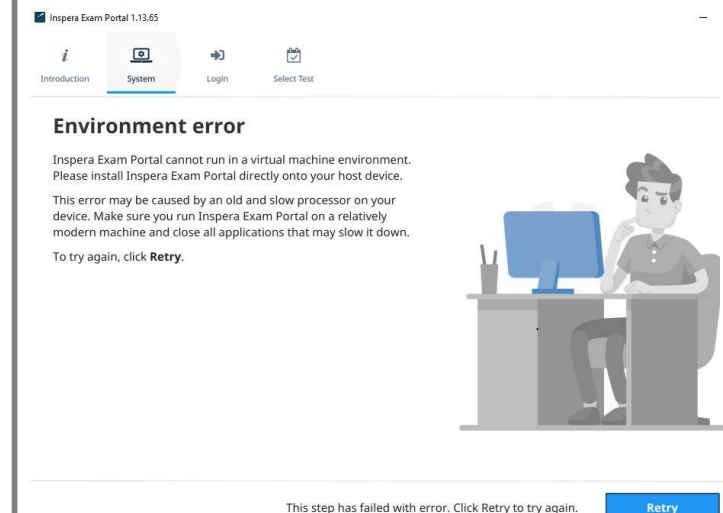


Too poor connection quality

Connection quality - failure

Connection is not good enough

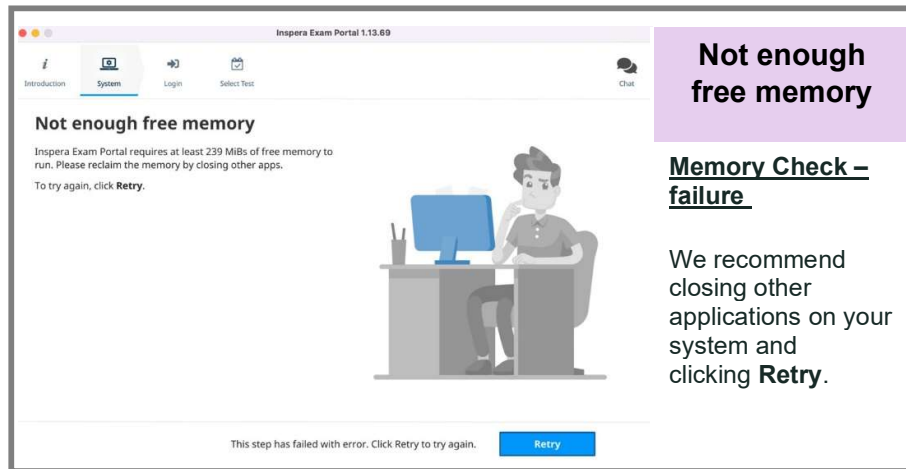
- We suggest clicking **Retry** until IIB connects to a server.
- If you are still unable to pass the check, close and open the software again or change networks.



Environment error

Environment - failure

- Make sure you are not running IIB from within an external machine.
- Try manually closing other applications running on your device.



Failed to acquire full disk access

Full disk access - failure (Mac only)

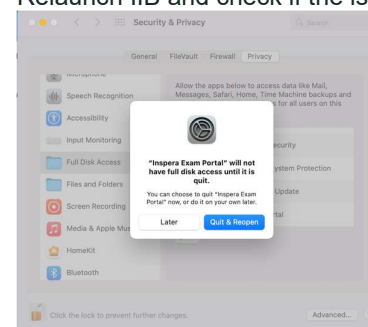
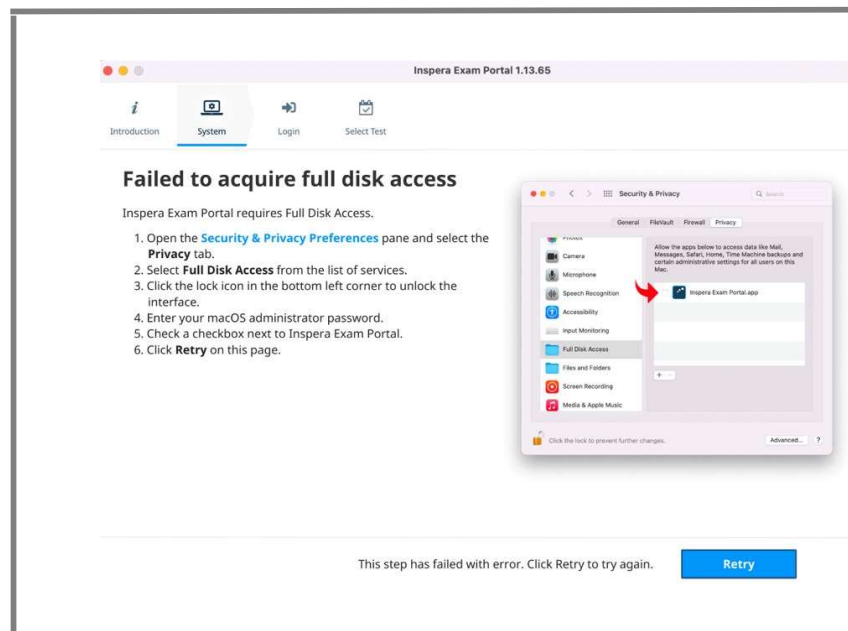
When the relevant setting is enabled, this error message appears on Macs when IIB does not have the "full disk access" permission in the "Security and Privacy" settings".

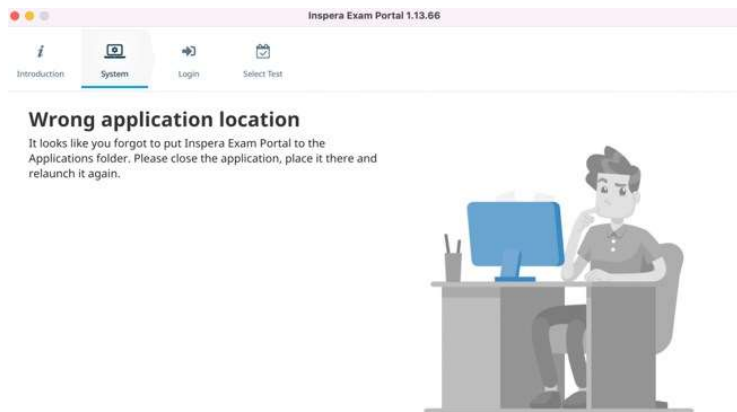
Instructions:

1. Follow instructions on screen and provide full disk access to IIB. When prompted to close IIB, choose the option "Later" instead of "Quit and reopen".
2. Click the "Retry" button in IIB.

If this does not resolve the issue then:

1. Navigate back to the settings page for full disk access.
2. Unselect and re-select IIB in the list. When prompted to close IIB, choose the option "Quit and reopen" instead of "Later".
3. If the check fails again, then close IIB.
4. Go back to the settings and remove the access provided.
5. In the settings, provide access to IIB again.
6. Restart mac
7. Relaunch IIB and check if the issue is resolved





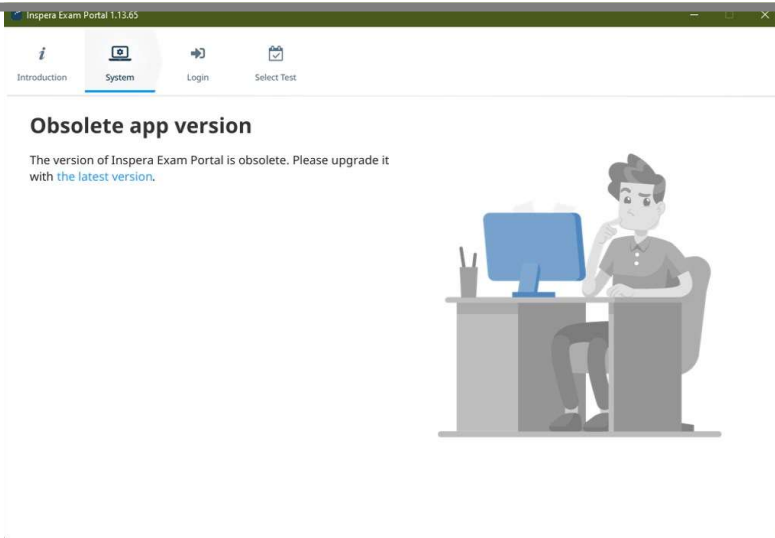
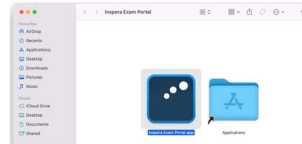
Wrong application location

App location – failure (Mac only)

On Macs, when IIB is not installed and is instead run before installation, this is the message shown to the candidate.

- Try moving IIB to the application folder on your device and relaunching IIB.

Note: This error occurs when launching IIB directly instead of completing the installation process. See screenshot below for example of the IIB app situated outside of the Applications folder:

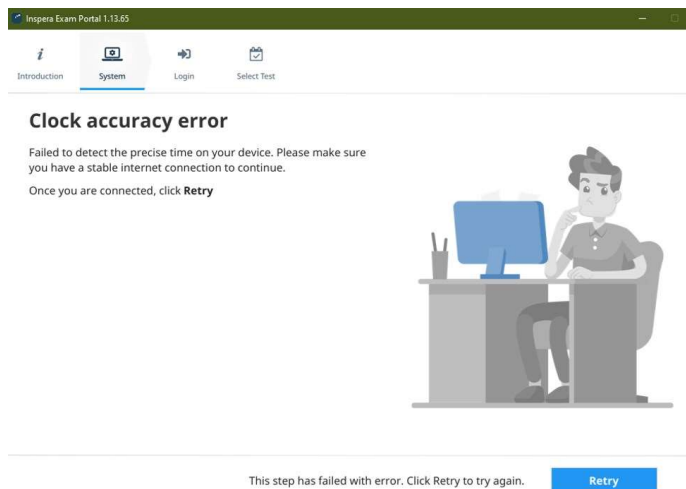


Obsolete app version

App version - failure

If this "obsolete app version" message is displayed then the version of IIB being used is no longer supported for your exams.

- Contact your institution to request a more up to date version.
- Uninstall the old version and then install the newer version



Clock accuracy error

Clock accuracy - failure

This error appears if your computer clock and global clock do not match. You may need to ensure that your clock is synched to the correct global time.

- If you have manually set the time on your device, you may need to instead sync your clock with a global clock server.
- Try opening the date and time settings on your device and synching with the Windows or Mac Servers.
- Sync the device clock with a new server. Inspira uses Google's NTP server: time.google.com
- You may need to allow access through the firewall: NTP is on port 123 and TCP & UDP.

Date and time

09:52, 12 October 2021

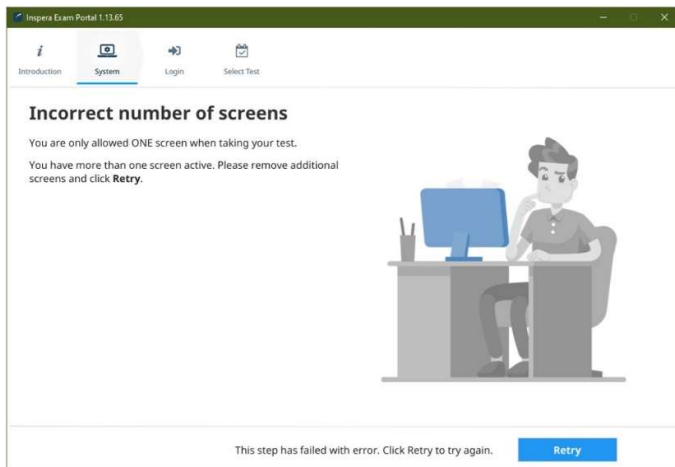
Time zone

(UTC+00:00) Dublin, Edinburgh, Lisbon, London

Adjust for daylight saving time automatically

☒ On

Check the time zone on device.

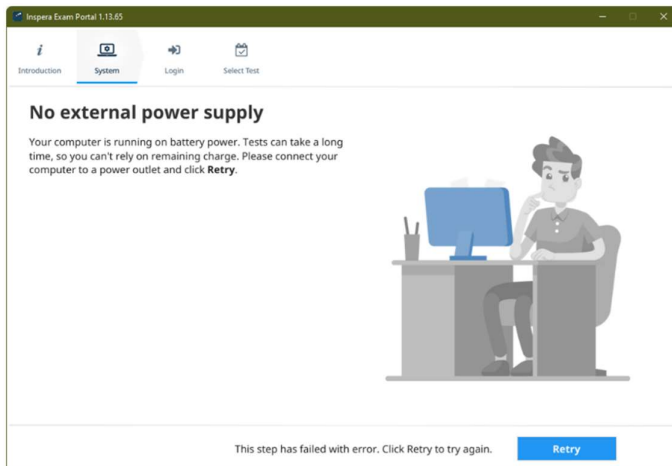


Incorrect number of screens

Number of screens - failure

An "incorrect number of screens" message is shown to the test taker.

- Disconnect your secondary monitor and click **Retry**.

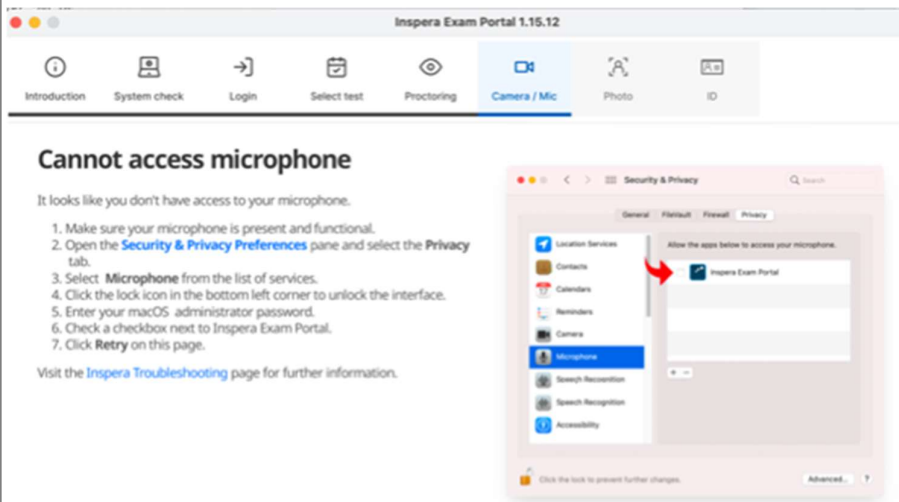


No external power supply

Power state - failure

When the relevant setting is enabled, this error message appears if you are not plugged into a power outlet / plug socket.

- Plug your charger into your device and click **Retry**.



Cannot access microphone

Mac denies access to camera, screen, and microphone

If permission is already given, remove permissions and re-add for the camera, microphone, and screen-recording

1. Go to privacy settings for Camera/microphone/screen
2. Uncheck Inspira Integrity Browser > Re-check Inspira Integrity Browser

In certain cases, macOS will not grant permissions to an application, even with it shown in the Preferences. To work around this issue:

1. Open your [Terminal](#).
2. Type `tccutil reset All no.inspera.launcher` in the Terminal and then enable all the permissions again.

```
-- zsh -- 80x24
Last login: Wed May 25 12:57:05 on console
s-MacBook-Air ~ % tccutil reset All no.inspera.launcher
Successfully reset All approval status for no.inspera.launcher
```