



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
2. 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 only from <https://esamionline.unimi.it/seb>
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 user-friendly. 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
7. Remember: any Windows or MacOs computer can be used to take the exam on Moodle + SEB. If you have several computers, and the "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

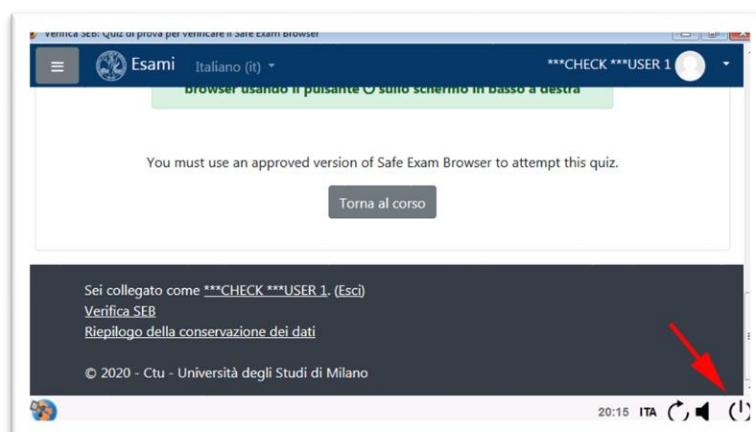
Windows 10 version

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!

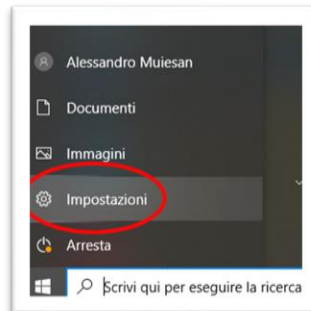
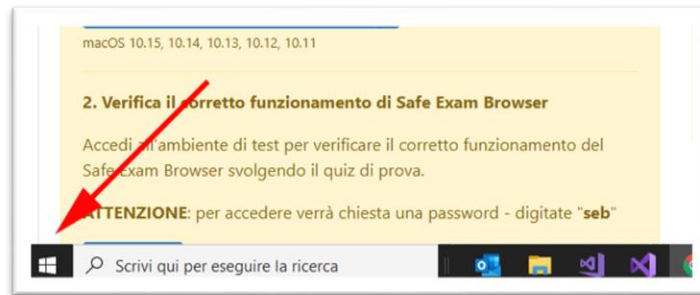
Point 1. Exit Safe Exam Browser

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

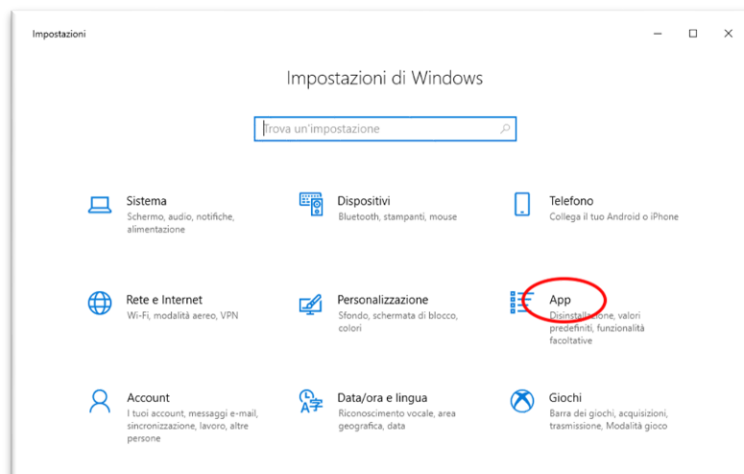


Point 2. Uninstall Safe Exam Browser

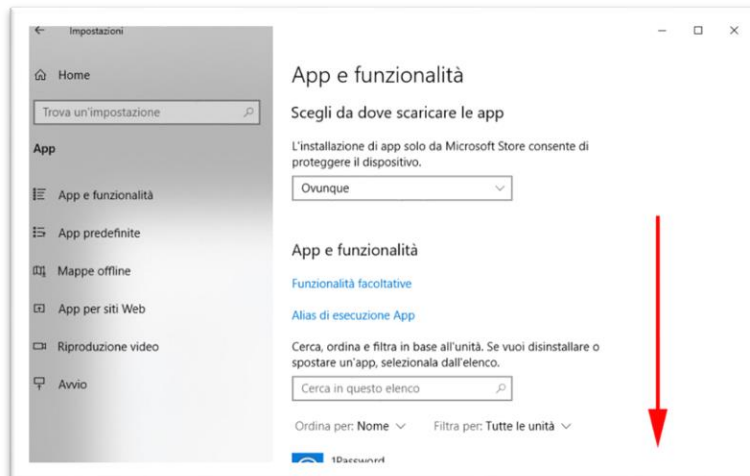
Click on the Windows menu at the bottom left of the screen and access the computer settings



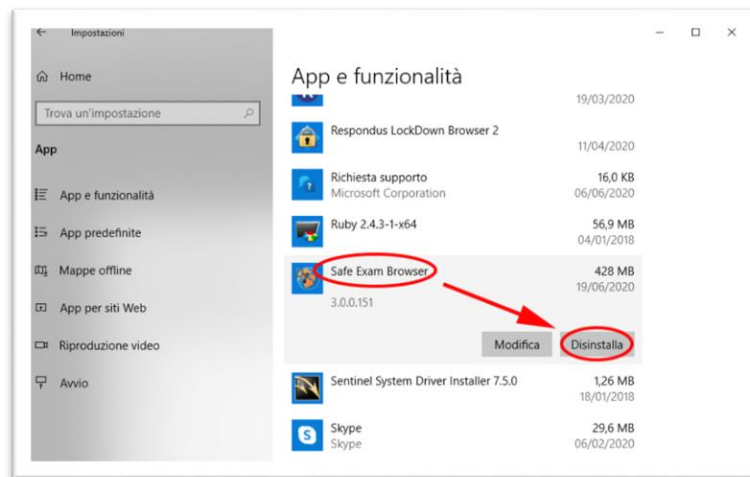
Select the "App" section in the settings:



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



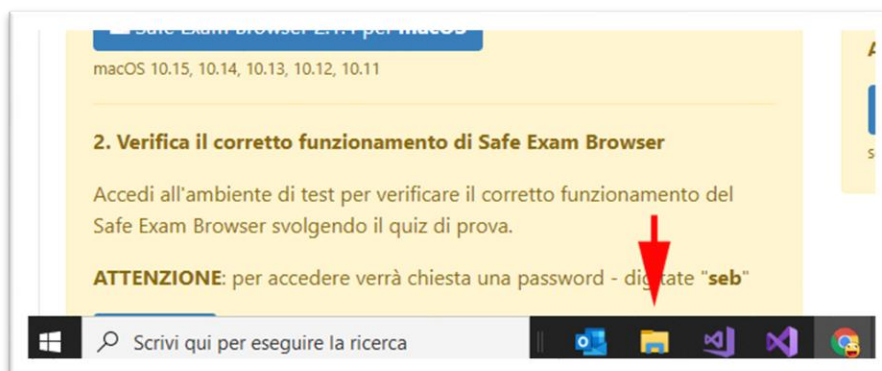
Click on the Safe Exam Browser application and press the "Uninstall" button:



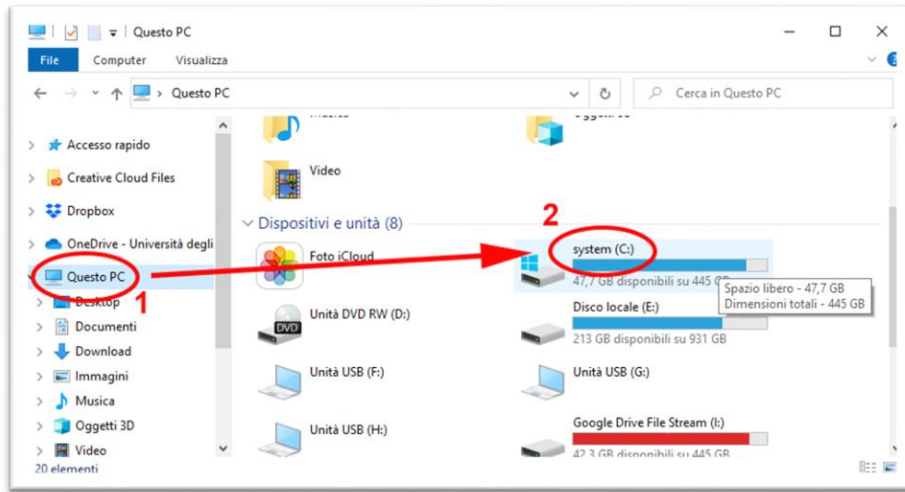
Follow the instructions for uninstalling the SEB browser

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

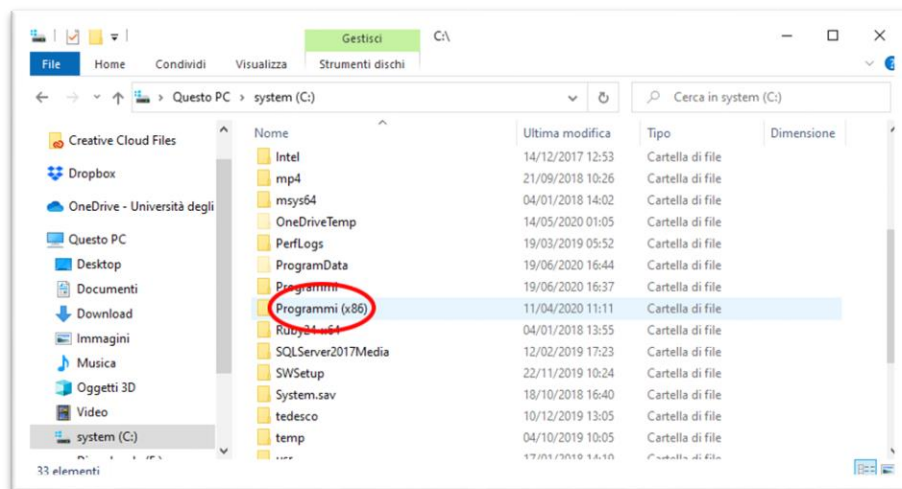
When uninstallation is complete, access the computer resources using the "File Explorer" icon in the Windows bar:



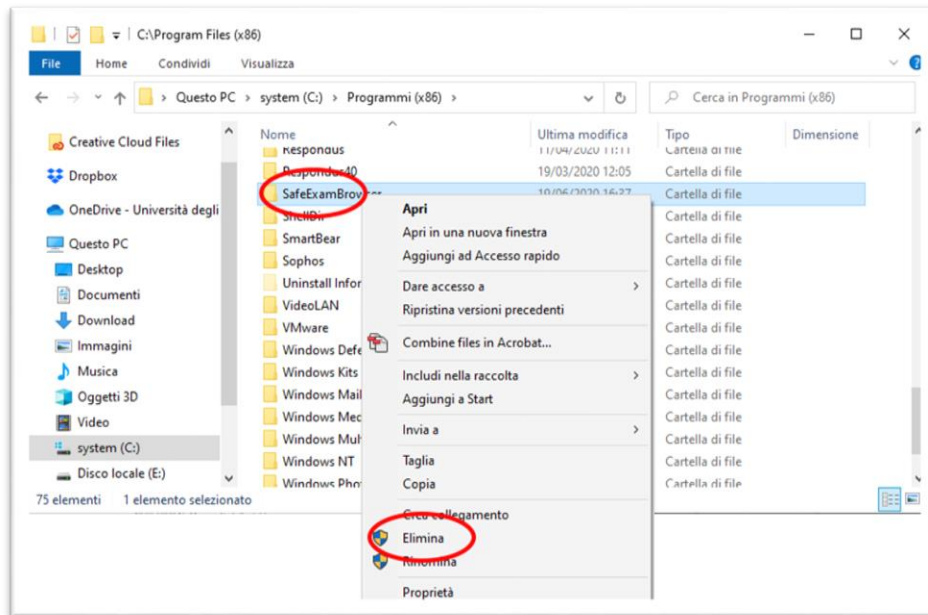
In the My Computer window select "This PC" and access the C: drive of your computer:



Access the "Programmi (x86)" folder:

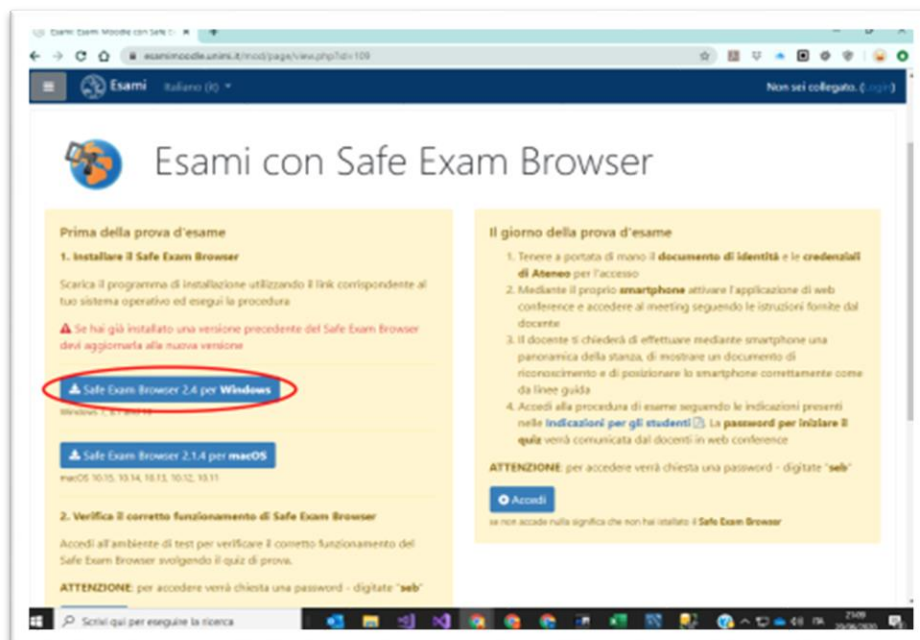


Delete the "SafeExamBrowser" folder:



Point 4. Reinstall the Safe Exam Browser

Go back to the EsamiMoodle platform (<https://esamimoodle.unimi.it>), 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.

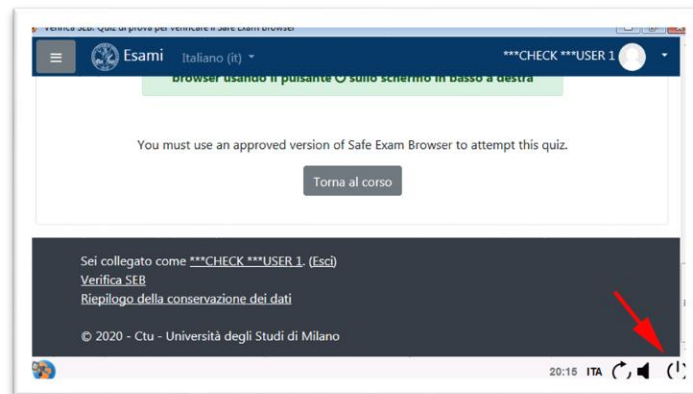
Windows 7 version

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

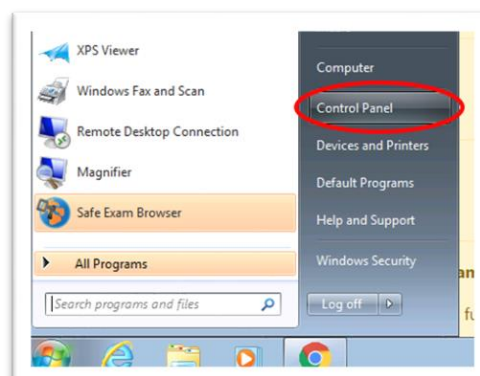
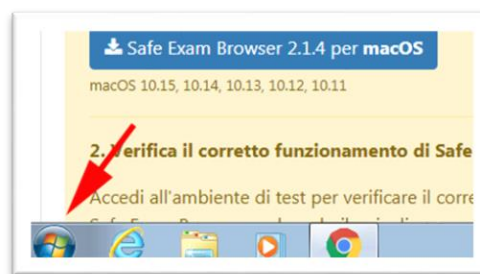
If you are still inside Safe Exam Browser, exit using the close button at the bottom right



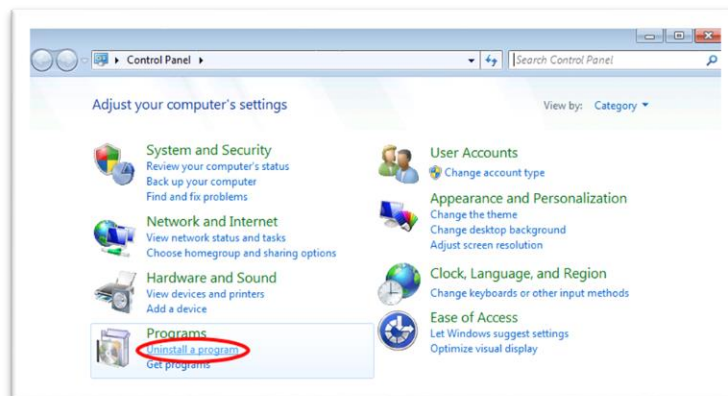
Point 2. Uninstall Safe Exam Browser

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

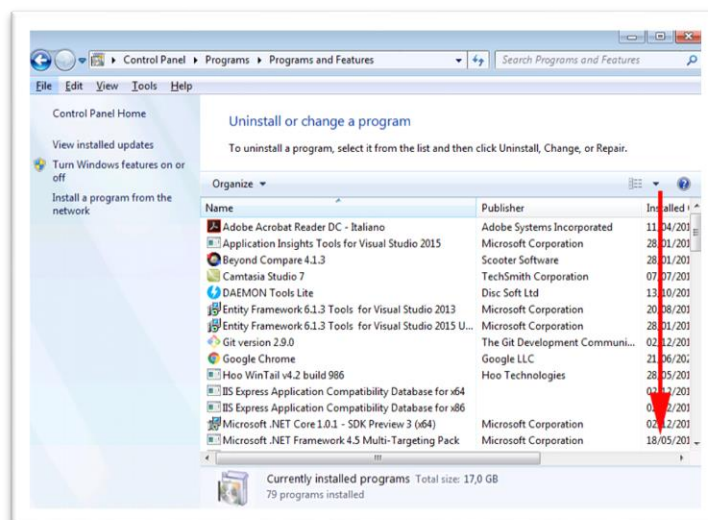
Click on the Windows menu at the bottom left of the screen and access the computer settings through the "Control Panel"



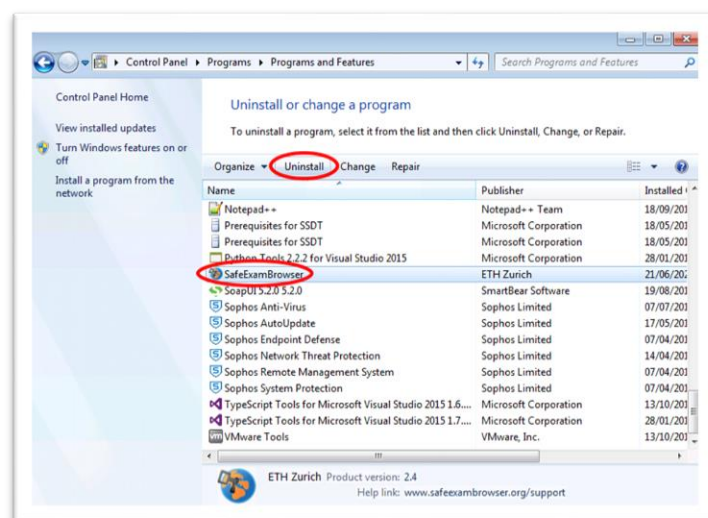
Select the "Uninstall a program" section in the settings:



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



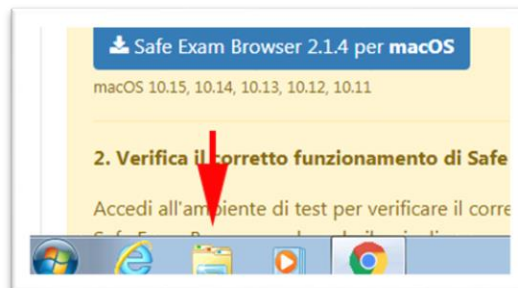
Click on the Safe Exam Browser application and press the "Uninstall" button:



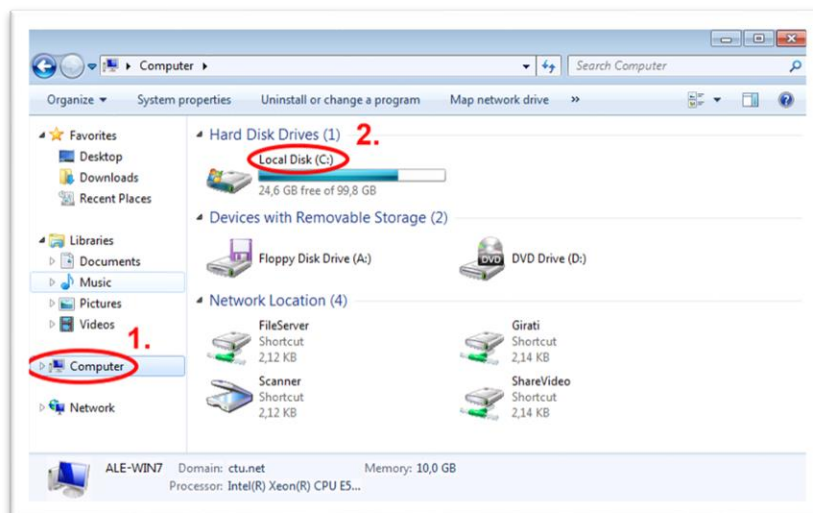
Follow the instructions for uninstalling the SEB browser

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

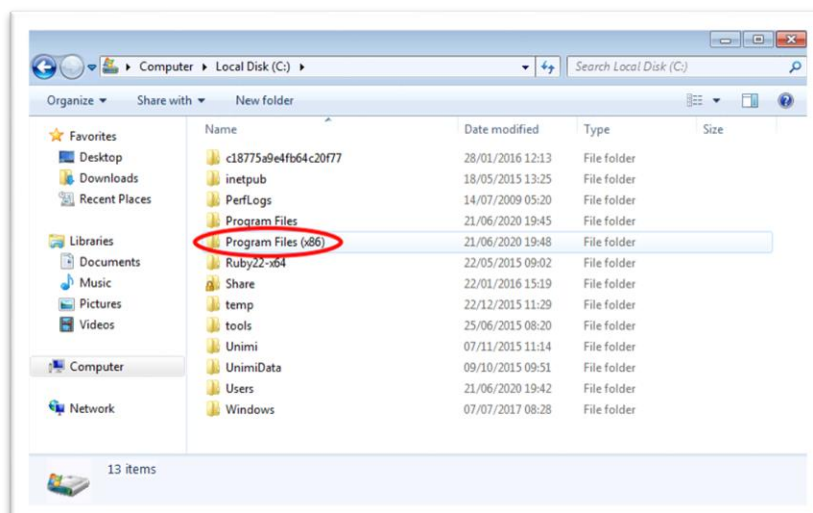
When uninstallation is complete, access the computer resources using the "File Explorer" icon in the Windows bar



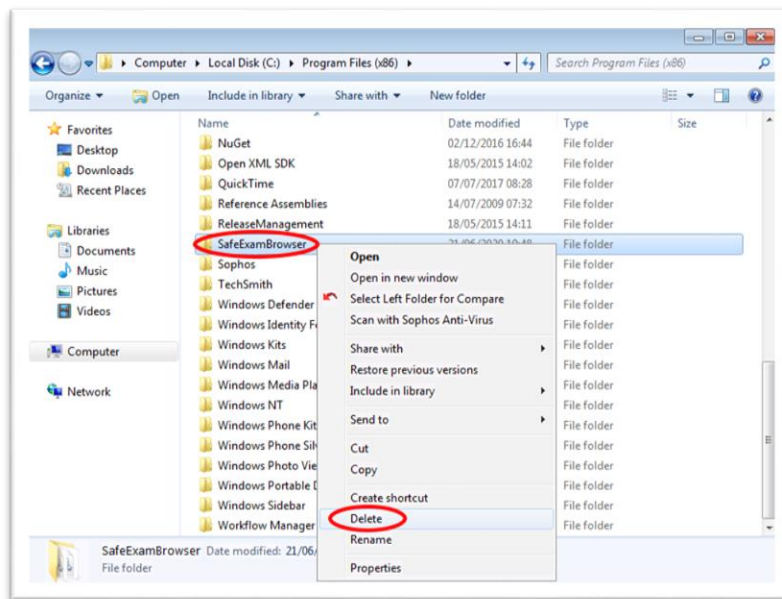
In the My Computer window select "Computer" and access the C: drive of your computer:



Access the "Programmi (x86)" folder:

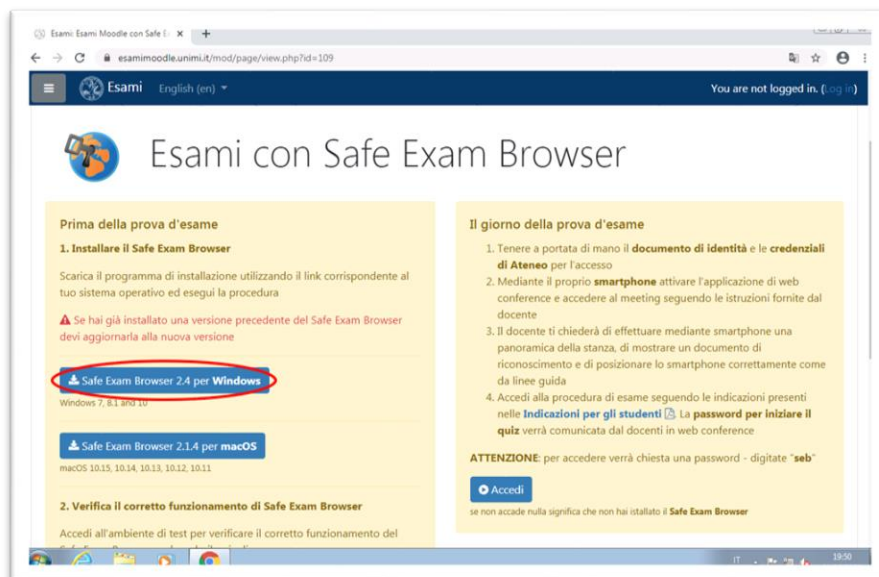


Delete the "SafeExamBrowser" folder:



Point 4. Reinstall the Safe Exam Browser

Go back to the EsamiMoodle platform (<https://esamimoodle.unimi.it>), 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

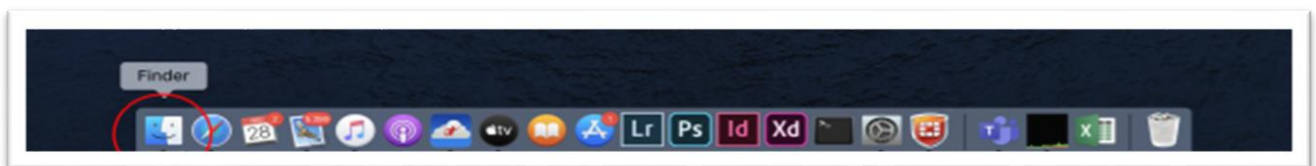
If you are still inside Safe Exam Browser, exit using the close button at the bottom right



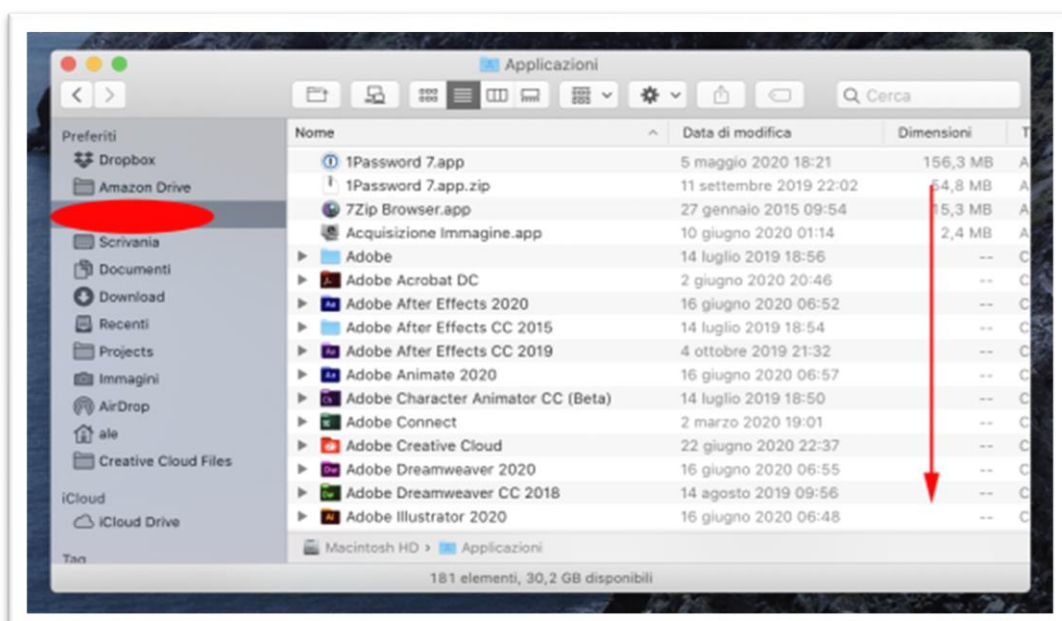
Quit Safe Exam Browser

Point 2. Uninstall Safe Exam Browser

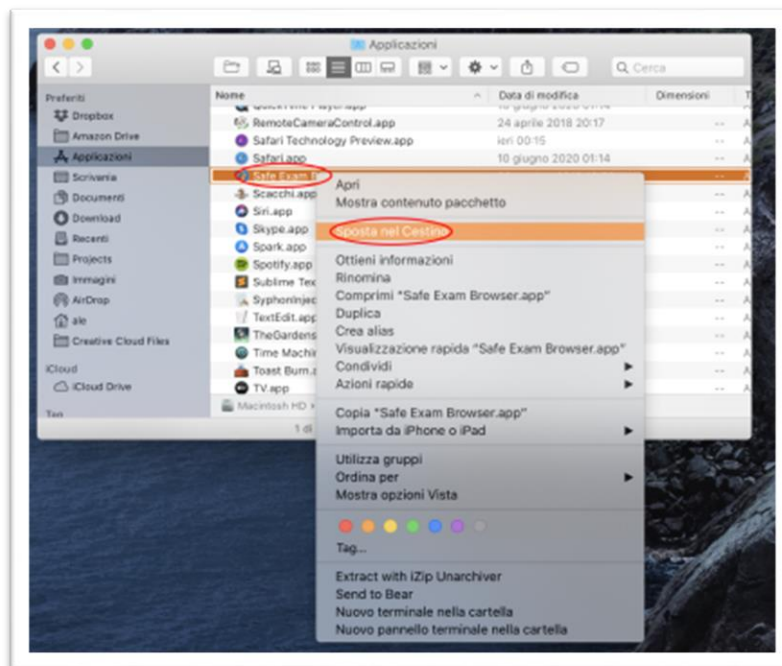
Access the Finder using the appropriate icon in the Dock



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

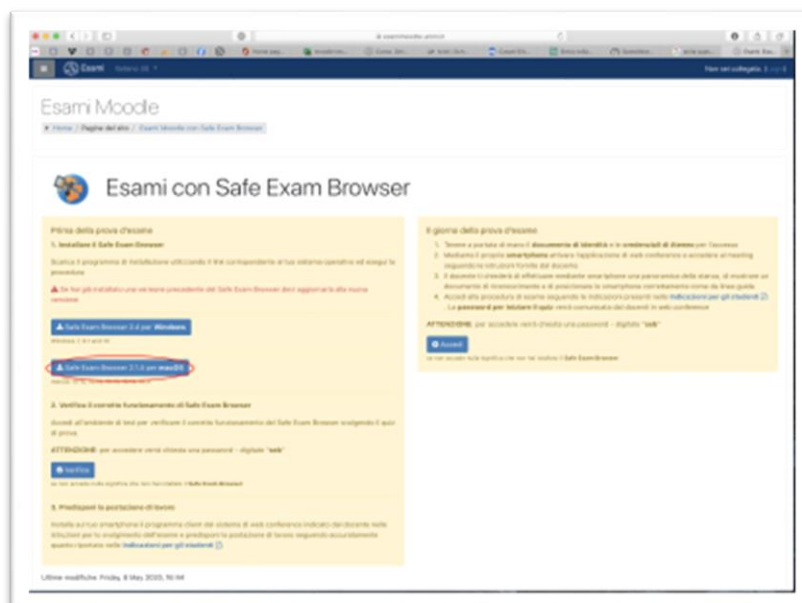


Move the Safe Exam Browser application to the trash



Point 3. Reinstall the Safe Exam Browser

Go back to the EsamiMoodle platform (<https://esamimoodle.unimi.it>), 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.