

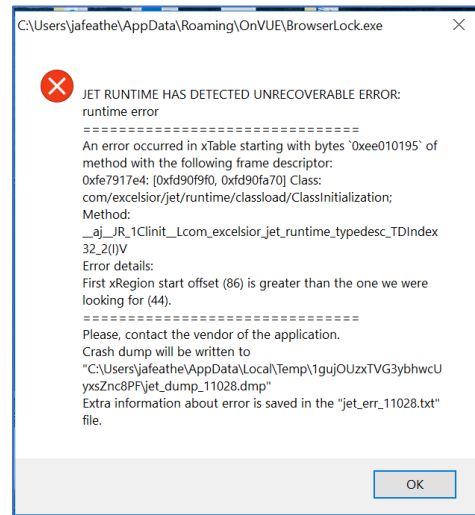
# Online Proctoring Secure Browser Troubleshooting steps

Cisco employees may experience trouble launching the secure browser during an online proctored exam system test.

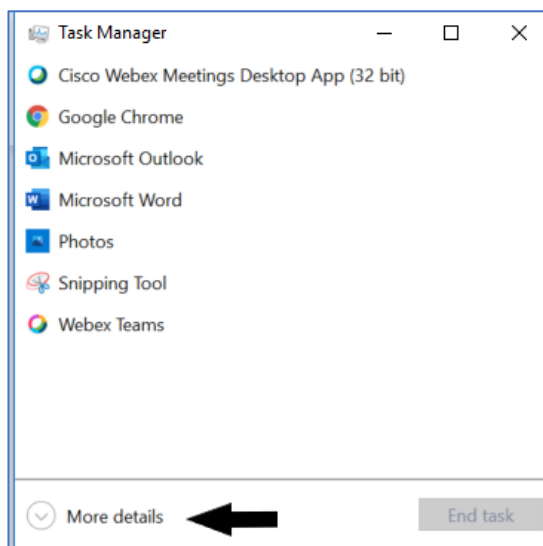
Launch a secure browser and run a system test to check your Cisco computer:

<https://home.pearsonvue.com/cisco/onvue>.

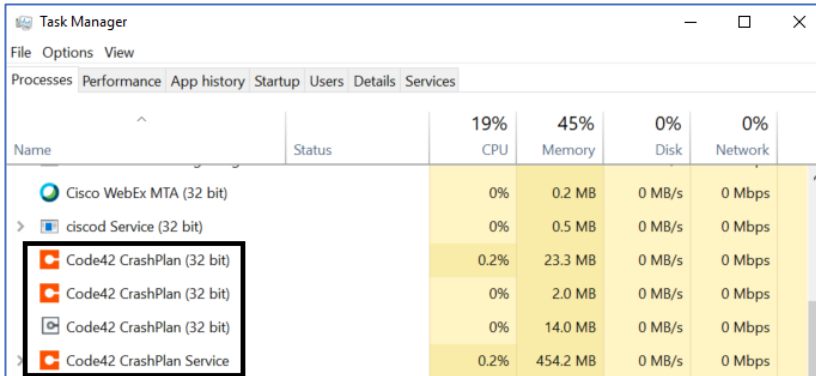
If you receive a “JET RUNTIME” error message (see image), use the following steps to close the conflicting application running in the background:



1. Open Task Manager using Ctrl+Alt+Delete.
2. Open the section “More details” at the bottom of the window and locate the program “Code42.”



3. Select and close all Code42 applications (see below).



The screenshot shows the Windows Task Manager Performance tab. The 'Processes' section is expanded to show a list of running processes. The following table represents the data shown in the screenshot:

Name	Status	19% CPU	45% Memory	0% Disk	0% Network
Cisco WebEx MTA (32 bit)		0%	0.2 MB	0 MB/s	0 Mbps
> ciscod Service (32 bit)		0%	0.5 MB	0 MB/s	0 Mbps
Code42 CrashPlan (32 bit)		0.2%	23.3 MB	0 MB/s	0 Mbps
Code42 CrashPlan (32 bit)		0%	2.0 MB	0 MB/s	0 Mbps
Code42 CrashPlan (32 bit)		0%	14.0 MB	0 MB/s	0 Mbps
> Code42 CrashPlan Service		0.2%	454.2 MB	0 MB/s	0 Mbps

4. Relaunch the system test. The practice test at the end of the system test should now launch successfully. You should now have the capabilities to take your Cisco online proctored exam.
5. Once your online proctored exam is complete, re-launch Code42 software applications:
  - a. Open the “Start” or “Microsoft Windows” menu.
  - b. Launch all Code42 applications.
  - c. Your system backup and security settings will be reinstated.

