



IIB Troubleshooting Guide

This document provides students a step-by-step guide for solving the various issues they may encounter at any point using Inspera Integrity Browser (IIB). Please read through the information to help prepare for your Inspera final exams.

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Support

If you have trouble with any steps you can:

- Call the Student Experience Centre on **0800 61 62 63** (domestic) or **+64 9 373 7513** (international). The team operates from **8:00 am - 6:00 pm** Monday to Friday (local New Zealand time). During the exam period, the team operates from **8:00 am - 6:00 pm** Monday to Saturday (local New Zealand time).
- Email the Student Experience Centre through studentinfo@auckland.ac.nz for assistance. Please be aware that emailed responses may not be provided before your exam submission deadline.
- Visit Student IT Hub on the ground level in the General library (building 109). They will be able to resolve any device-related issues. The team operates from **8:00 am - 6:00 pm** Monday to Friday (local New Zealand time).
- Email the Assessment Services team through exams@auckland.ac.nz for assistance.

If you have not resolved your issues before your exam:

Mode B	Organise a loan laptop with Student IT Hub.
Mode D (with lockdown)	Use the University desktops or laptops provided in the room.
Mode D* (no lockdown)	

All University-provided devices will already have IIB installed and pass the system checks without issues.

Downloading/installing/opening IIB

Failed to download configuration file: access is denied

This suggests that IIB is not being run as an administrator. Please follow the steps below:

1. Uninstall IIB
2. Navigate to the following file directories on your device:
 - C:\Program Files
 - C:\Program Files (x86)
3. Delete the folder named **Inspera Integrity Browser**.
4. Empty your recycling bin.
5. Restart device.
6. Download IIB again: auckland.inspera.com/get-iib
7. Right-click and press **Open as administrator**.

Follow the instructions and IIB will be installed.



Inspira Integrity Browser missing from the start menu

Type **Inspira** in Windows search or Apple's Finder app.

If IIB is not listed, you need to install the application: auckland.inspera.com/get-iib

Inspira Integrity Browser already running

This message appears when you open IIB but the application is still running in the background. Please follow the steps below:

Windows	MacOS
<ol style="list-style-type: none">1. Open Task Manager2. Find inspera-launcher.exe3. Click End task4. Restart device	<ol style="list-style-type: none">1. Click the Apple button on the top left of your screen.2. Click Force Quit

System Checks

Clock accuracy error

This message appears when your device's clock is manually set. Check to see if your device's date and time are set to **Automatic** or **Sync Now** to New Zealand time.

No external power supply

Plug in a charger into your laptop and restart the system checks.

Incorrect number of screens

This message appears when there are more than one monitor or screen (including virtual and remote screens) connected to your device. Disconnect all additional screens and restart the system checks.

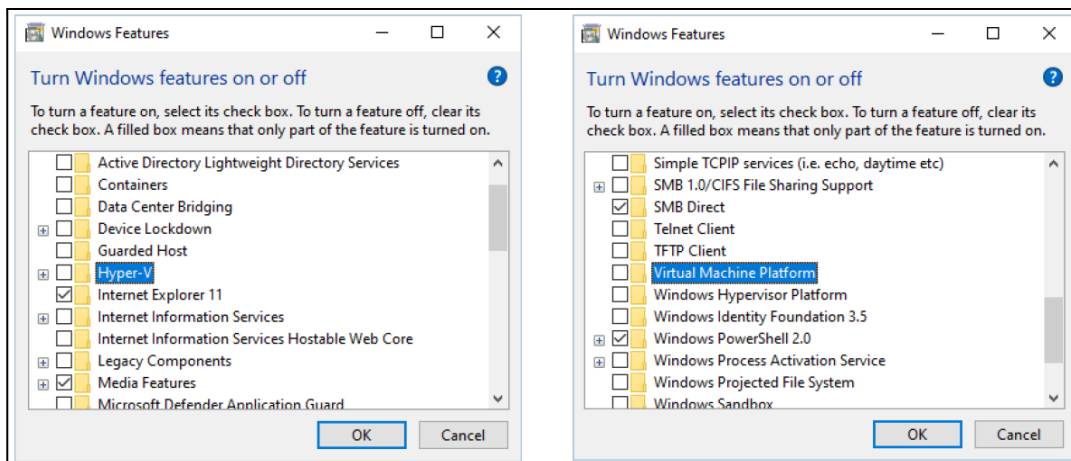
Environment error

Windows:
<ol style="list-style-type: none">1. Check that the device meets the system requirements.2. Check that the IIB is not running from a Virtual Machine (VM – a digital version of a physical computer) and your device is not running any Virtual Machine software.3. Open Task Manager, select your application(s) and click End task.4. Click the Startup tab in Task Manager and disable any applications that contain any features that allow users to remotely control or remotely access another device.5. Restart device and reopen IIB.



If the error still appears, follow the instructions below:


- Manually close other applications running on your device.
- Check that Hyper-V is not enabled on your device:
 - o Click the Start of Windows button on the bottom left of your screen.
 - o Type **Hyper-V** and press enter.
 - o Find **Hyper-V** and **VirtualMachinePlatform** in the Windows Features list and UNCHECK the check boxes to disable both features:



- Restart your device and reopen IIB.

If the issue persists, uninstall all applications that have remote control, remote access, or screen sharing features, and restart your device.

MacOS:

1. Check that the device meets the [system requirements](#).
2. Check that the IIB is not running from a Virtual Machine (VM – a digital version of a physical computer) and your device is not running any Virtual Machine software.
3. Open Activity Monitor and click the **CPU** tab.
4. Select your application(s) and click the  button.
5. Click **Force Quit**.
6. Restart device and reopen IIB.

If the issue persists:



1. Open **Terminal**.
2. Type `tccutil reset All no.inspera.launcher`
3. Enable all permissions again.

If the issue continues, uninstall all applications that have remote control, remote access, or screen sharing features, and restart your device.

Applications that *could* cause the Environment Error are (but not limited to):

- Anydesk
- Microsoft Teams
- Skype
- Steam
- TeamViewer
- Zoom

Incorrect keyboard language

Set your *primary* keyboard language to **English**.

Obsolete app version

You have an outdated version of IIB installed on your device.

Uninstall IIB on your device and install the latest version: auckland.inspera.com/get-iib

Not enough free memory

This occurs when the device meets the system requirements to run IIB but does not have available system memory to complete the system checks.

Open **Task Manager** (Windows) or **Activity Monitor (MacOS)** to see which applications have high memory usage. Close, disable and/or uninstall any applications running in the background and restart device.

IIB stuck on the login screen or dashboard

Windows	MacOS
<ol style="list-style-type: none"> 1. Search Task Manager in the Windows start button or use the Win + S shortcut. 2. Find inspera-launcher.exe and click End task. 3. Restart device. 	<ol style="list-style-type: none"> 1. Click the Apple button on the top left corner of your screen. 2. Click Force Quit.



Unable to pass webcam check (Mode B only)

Manually select your camera and microphone inputs (even if Inspira already selected them for you) from the dropdown menus and click **Select**. You may also need to speak into your microphone to pass this stage.

If you still have issues with your camera:

- Uncover your camera (this can be a physical slider or button on your device)
- Check if you are sitting in a well-lit environment
- Check that you are centred in the camera
- Close, disable, or uninstall any applications that can access your camera

If the issue persists, restart device, reopen IIB, and repeat the above steps.

IIB detecting the wrong camera (Mode B only)

Manually select your camera and microphone inputs (even if Inspira already selected them for you) from the dropdown menus and click **Select**. You may also need to speak into your microphone to pass this stage.

You may also need to disconnect any additional webcams connected to your device and reopen IIB.

Some Windows devices have two or more cameras and you may need to disable one of them:

1. Open **Device Manager**
2. Click the **Camera** or **System Device** section
3. Right-click on a camera input
4. Click **Disable Device**
5. Close and reopen IIB

If the issue persists, re-enable the disabled camera and disable the other camera. You will need to quit and reopen IIB.

Unable to pass microphone check (Mode B only)

Manually select your camera and microphone inputs (even if Inspira already selected them for you) from the dropdown menus and click **Select**. You may also need to speak into your microphone to pass this stage.

If you still have issues with your microphone:

- Check that your microphone volume is set at 100% under the device's sound settings.
- Talk loudly, play loud music or make lots of noise.
- Close, disable, or uninstall any applications that can access your device's microphone.
- If you are using an external microphone, check that all of the cable connections are firmly plugged in. You may need to unplug and replug them or plug them into different ports on your device. Also check that the cables are not twisted or damaged in any way.
- If there are multiple microphone inputs, change the default microphone under your device's sound settings to another input and test each available input to see if any sound is registering



in IIB.

- Disable all microphone inputs under your device's sound settings and enable them one at a time until sound is registering in IIB.
- Close, disable, or uninstall any applications that can access your device's microphone.

If the issue persists, restart the device and reopen IIB.

MacOS failed security checks

Inspira Integrity Browser requires Full Disk Access:

1. Open **System Settings**
2. Click the **Security and Privacy** panel and select the **Privacy** tab.
3. Select **Full Disk Access** from the list of services.
4. Click the lock icon in the bottom left corner to unlock the interface.
5. Enter your macOS administrator password.
6. Tick a checkbox next to Inspira Integrity Browser.
7. Untick all other applications on the list.
8. Click **Retry** on this page.

Inspira Integrity Browser requires Camera access:

1. Open **System Settings**
2. Click the **Security and Privacy** panel and select the **Privacy** tab.
3. Select **Camera** from the list of services.
4. Click the lock icon in the bottom left corner to unlock the interface.
5. Enter your macOS administrator password.
6. Tick a checkbox next to Inspira Integrity Browser.
7. Untick all other applications on the list.

Inspira Integrity Browser requires Microphone access:

1. Open **System Settings**
2. Click the **Security and Privacy** panel and select the **Privacy** tab.
3. Select **Microphone** from the list of services.
4. Click the lock icon in the bottom left corner to unlock the interface.
5. Enter your macOS administrator password.
6. Tick a checkbox next to Inspira Integrity Browser.
7. Untick all other applications on the list.

Inspira Integrity Browser requires Screen Recording access:

1. Open **System Settings**
2. Click the **Security and Privacy** panel and select the **Privacy** tab.
3. Select **Screen Recording** from the list of services.
4. Click the lock icon in the bottom left corner to unlock the interface.
5. Enter your macOS administrator password.
6. Tick a checkbox next to Inspira Integrity Browser.

7. Untick all other applications on the list.

If the issues persist, uncheck all other applications that have Full Disk Access and access to your camera, microphone and screen recording. You may need to restart IIB or the device.

Incorrect PIN-code

The PIN-code is case-sensitive so ensure you are typing the code correctly.

Doublecheck that you are inputting the correct number of characters in the PIN-code.

Cannot upload files - proctoring check (Mode B only)

This message appears when you are connected to an unstable WiFi network. There may also be an application preventing IIB from allowing you to pass this system check.

Please follow one or more of the steps below:

- Disconnect and reconnect to the internet.
- Connect to an alternative internet source (ethernet or WiFi).
- Disable any firewalls and antivirus software running on your device.
- Restart your device after performing one or more of the above steps.

Exam requires IIB despite being in IIB

This occurs when you click the back arrow in the Inspera dashboard AFTER you selected your exam and entered the PIN-code. Inspera will detect a discrepancy in the selected exams and will not allow you to access any exams in IIB.

Exit IIB (requires the invigilator password from an invigilator) and reopen IIB.

After you select the exam and enter the PIN-code, the Inspera dashboard loads. Do NOT click the back arrow button on the dashboard.

During IIB Exams

IIB freezes or crashes / unable to click back to Inspera questions

Mode B	<p>There should be NO clickable hyperlinks in any part of a Mode B exam. If you click a link in your Mode B exam, the website will open but you may not be able to return to the Inspera questions.</p> <p>If you find yourself stuck:</p> <ol style="list-style-type: none">1. Quit IIB (requires an invigilator password from an invigilator)2. Reopen IIB and follow the instructions on-screen again.3. Re-enter the exam using the invigilator password. <p>Instead, you should copy the link and paste it into a web browser.</p>
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Mode D (with lockdown)	There should be NO hyperlinks in any way, in any part of a Mode D exam. You will not be able to switch windows or access any website or applications under Mode D.
Mode D* (no lockdown)	Same as Mode B.

Unable to use device's split-screen mode

Mode B	IIB does not allow split-screen accessibility (e.g. view Inspera on one side of your screen and another application on the other). You will still be able to switch between windows by pressing ALT + Tab or Windows + Tab on Windows devices or Command + Tab on MacOS devices.
Mode D (with lockdown)	You will not be able to switch windows or access any websites or applications.
Mode D* (no lockdown)	Same as Mode B.

IIB crashing on MacOS devices

Please follow the instructions below to provide Inspera with information to help identify the issue:

- Open Finder
- Select 'Applications'
- Right-click 'Inspera Integrity Browser'
- Select 'Show Package Contents'
- Open 'Contents' folder
- Open 'MacOS' folder
- There should be an icon for 'inspera-launcher'. Double-click this icon to start it running.
- This will open IIB with an inspera-launcher window behind it. The inspera-launcher window will display white logging text on a black background (or possibly black text on a white background on some computers) and each line has a date and time. Keep that inspera-launcher window open
- In IIB, click 'Next' to start the System Checks
- Once the IIB crash occurs, go to the inspera-launcher window and take a screenshot of all the text in that window, then share the screenshots with exams@auckland.ac.nz



IIB crashing on Windows devices

Please follow the steps below:

1. Uninstall IIB.
2. Use File Explorer (or the MacOS equivalent) to find and delete the **Inspira Integrity Browser** folder in the following locations:

C:\ProgramFiles\InspiraIntegrityBrowser

*C:\Users\[yourusername]\AppData\Local\InspiraIntegrityBrowser\
(where [yourusername] is the username on your PC)*

3. Empty recycling bin.
4. Restart device.
5. Reinstall and run IIB.

If IIB continues to crash, you will need to get the log files (see below).

Where to get the log files?

Windows	MacOS
<ol style="list-style-type: none">1. Open Windows Search by clicking the Windows start button or with the Win + S shortcut.2. Type %temp% into the search box and click on the entry when it comes up.3. The log files are named inspera-launcher-xxxxxxxxx.log	<ol style="list-style-type: none">1. Press Command + Spacebar (this will open a search bar on your screen).2. Type Terminal.3. Doubleclick Terminal on the left sidebar to open your Mac's terminal.4. Type open \$TMPDIR and the user temp folder will open in Finder.5. The log files are named inspera-launcher-xxxxxxxxx.log

Once you have the logs, send the file(s) to exams@auckland.ac.nz

This will assist Inspira with identifying issues. Alternatively, you can have a look for instructions [here](#).

