

IEP TROUBLESHOOTING GUIDE

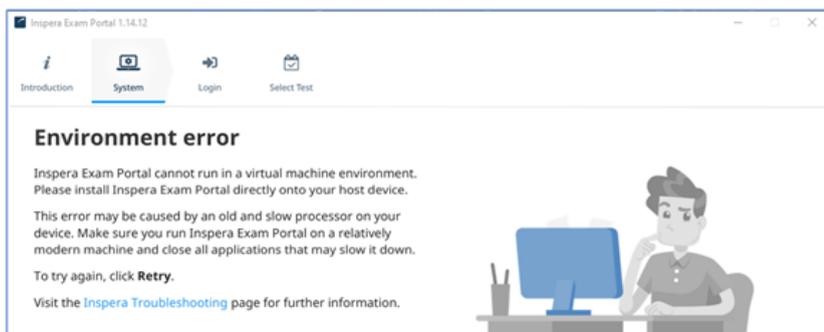
If you have encountered issues with passing IEP checks, please have a look through the troubleshooting guide below.

Environment error - virtual machine

Operating system: Windows

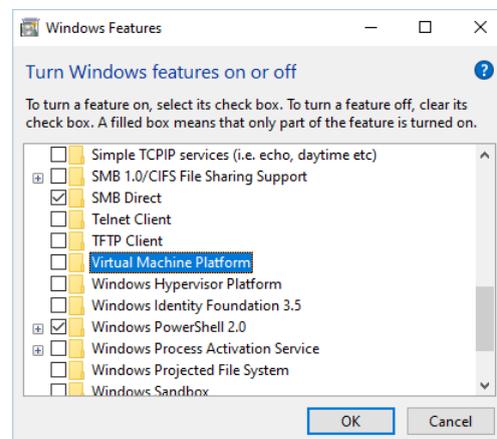
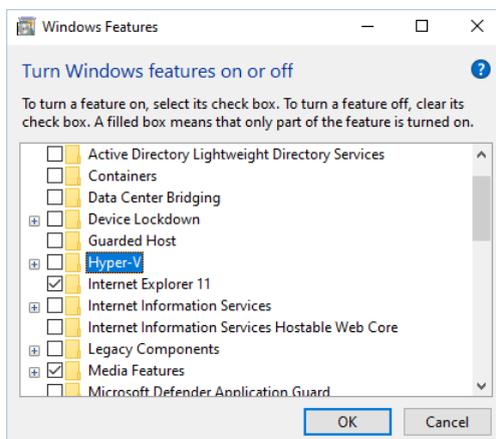
1. Make sure that your device meets all the [system requirements](#).
2. Check that IEP is not running from within a virtual machine (VM - a digital version of a physical computer).

If the error still appears, please follow the instructions below:



Solution:

- Manually close other applications running on your device
- Check that Hyper-V is not enabled on your device:
 - Click the Start or Windows button on the bottom left of your screen.
 - Type "Hyper-V" without the quotes and press enter.
 - Find **Hyper-V** and **Virtual Machine Platform** in the Windows Features list and UNCHECK the checkboxes to disable both features:



- Restart your device.
- Restart IEP

Inspera Exam Portal is missing from Start Menu

Operating system: Windows

If you are unable to see the Inspera Exam Portal application on your start menu, please follow the instructions below:

Solution:

Type “Inspera” into the search window of your device toolbar to locate the Inspera Exam Portal (IEP). If you are still unable to see the application, try searching for “Exam” and see if the IEP application appears in the results.

Camera access on Surface Pro gen5

Operating System: Windows on Microsoft Surface Pro gen5

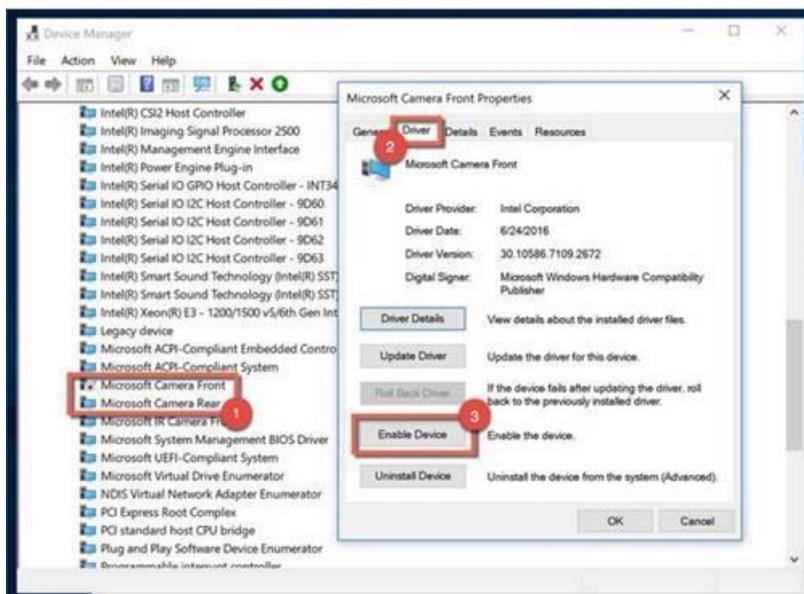
If you are using a Surface Pro gen5 and your camera does not have access, please follow the instructions below:

Solution:

Microsoft Surface has two cameras, a front-facing, and a rear-facing camera. Depending on which camera you want to use, you can either enable or disable these cameras in the Device Manager settings of your Microsoft Surface.

Steps to follow to switch to the front-facing camera on a Microsoft Surface.

- a) Open Windows Device Manager (Right click on the Windows menu, and select Device Manager)
- b) Scroll down to System Devices; click to expand the menu.



- c) Double-click on either Microsoft Camera Front or Microsoft Camera Rear
- d) Select Enable Device on the camera you want to use; Select Disable Device on the other.

Positioning of face for a photo check

Operating system: Windows or Mac

If you are having difficulty with the positioning of your face for the photo check, please have a look below:

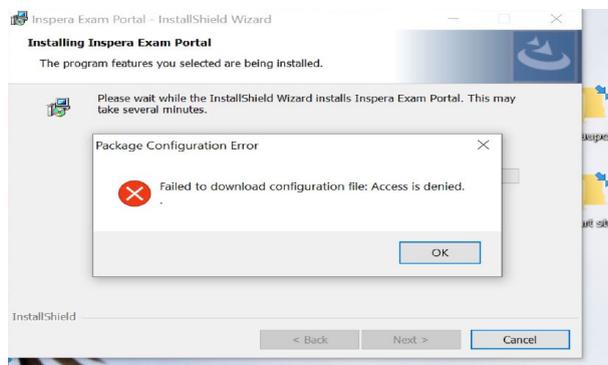
Solution:

Instructions for test taker journey are here (Look at **Step 6** for more info):

<https://support.inspera.com/hc/en-us/articles/360056495731-Candidates-Test-taker-journey>

Configuration error message

Operating system: Windows



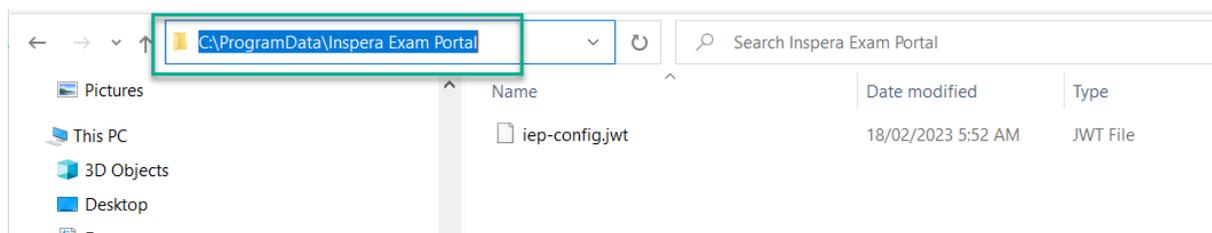
If you have received the error message above, please follow the instructions below:

Solution:

- Uninstall IEP
- Use the File Explorer to find and delete two files named 'iep-config.jwt', which are in these two folders:

- C:\ProgramData\Inspera Exam Portal\
- C:\Users\[yourusername]\AppData\Local\Inspera Exam Portal\
(where [yourusername] is the username on your PC)

Note that the folders 'ProgramData' and 'AppData' may be hidden folders, but can be accessed by typing the folder name into the address bar in File Explorer - for example:



- Restart your device
- Reinstall IEP
- Run IEP

IEP Crashing on MacBook

Operating system: Mac

If you are using a Mac device and IEP continues to crash, please follow the instructions below in order to provide Inspera with information to help identify the issue:

- Open Finder
- Select 'Applications'
- Right-click 'Inspera Exam Portal'
- 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 IEP 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 IEP, click 'Next' to start the System Checks
- Once the IEP 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.

IEP Crashing on Windows

Operating system: Windows

If you are using a Windows device and IEP continues to crash, please follow the instructions below:

Solution:

- Uninstall IEP
- Use the File Explorer to find and delete two files named 'iep-config.jwt', which are in these two folders:

- C:\ProgramData\Inspera Exam Portal\
- C:\Users\[yourusername]\AppData\Local\Inspera Exam Portal\
(where [yourusername] is the username on your PC)

Note that the folders 'ProgramData' and 'AppData' may be hidden folders, but can be accessed by typing the folder name into the address bar in File Explorer - for example:



- Once the two iep-config.jwt files have been deleted, restart the PC
- Reinstall IEP - from <https://auckland.inspera.com/get-iep>
- Re-run IEP

If the IEP continues to crash, you will need to get the log files. Please see below for "[Where can I get the log files](#)":

Where can I get the log files

Solution:

Windows: The simplest way to access the user temp folder on Windows is through *Windows search*:

1. Open *Windows Search* by clicking on it or with the **Win + S** shortcut, then enter "**%temp%**" into the search box and then click on its entry when it comes up.
2. The log files are named `inspera-launcher-xxxxxxx.log`

macOS: The simplest way to access the user temp folder on macOS is through *Terminal*:

1. Open *Terminal* through *Spotlight* by pressing the "Command" button and the space bar, simultaneously (this will open a search bar on your screen).
2. Type "Terminal" (as you type, it should auto-fill)
3. Double click "Terminal" in 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-xxxxxxx.log`

Once you have the log files, please send it through to exams@auckland.ac.nz. This will assist Inspera with identifying the issue. Alternatively you can have a look at the link below for instructions:

<https://support.inspera.com/hc/en-us/articles/360018558518-Where-can-I-find-local-log-files-for-Inspira-Exam-Portal->

If your issue was not mentioned above, please have a look at the links below:

<https://support.inspera.com/hc/en-us/articles/4409547578769-Troubleshooting-Proctoring-and-Device-errors>
<https://support.inspera.com/hc/en-us/articles/5118836955549-Troubleshooting-System-errors>