

# Course unknown error when using Respondus LockDown Browser

## Problem

When attempting to take a quiz or test using Respondus Lockdown browser, the student receives an error: "Course unknown. Exam not attempted. Unable to connect to Respondus Server for the course or exam settings. Unable to obtain exam title to determine webcam requirement."

## Solution

This occurs when a course is copied from one semester to another but the professor does not activate Respondus for the copied course by accessing the Lockdown Browser dashboard. If you are a student, you should contact your professor for assistance. Professors can fix the issue with the steps below.

To ensure Lockdown Browser is properly set up for use in the copied course, the professor will need to access the LockDown Browser dashboard at least one time.

1. Select LockDown Browser from the course menu.
2. Proceed to the LockDown Browser dashboard.
3. You should see a message similar to below indicating that the settings have been updated for the new course.

MKTG 401-701 > Summer 2018 5W1 MKTG 401-701 BUSINESS MARKETING

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**Respondus LockDown Browser Dashboard** About LockDown Browser ⓘ

**Important Message** X

Your Settings Have Been Updated!  
Copied courses require instructors to access the LockDown Browser dashboard before exams can be taken by students. You just did that, so you're all set!

Exam/Quiz	Required	Not Required
EXAM # 2- Requ...		
EXAM # 3- Requires Respondus LockDown Browser	Required	Not Required
EXAM 1- Requires Respondus LockDown Browser	Required	Not Required
QUIZ # 1- Requires Respondus LockDown Browser	Required	Not Required
QUIZ # 2- Requires Respondus LockDown Browser	Required	Not Required
QUIZ # 3- Requires Respondus LockDown Browser	Required	Not Required

[Get help or provide feedback on LockDown Browser or Respondus Monitor](#)

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