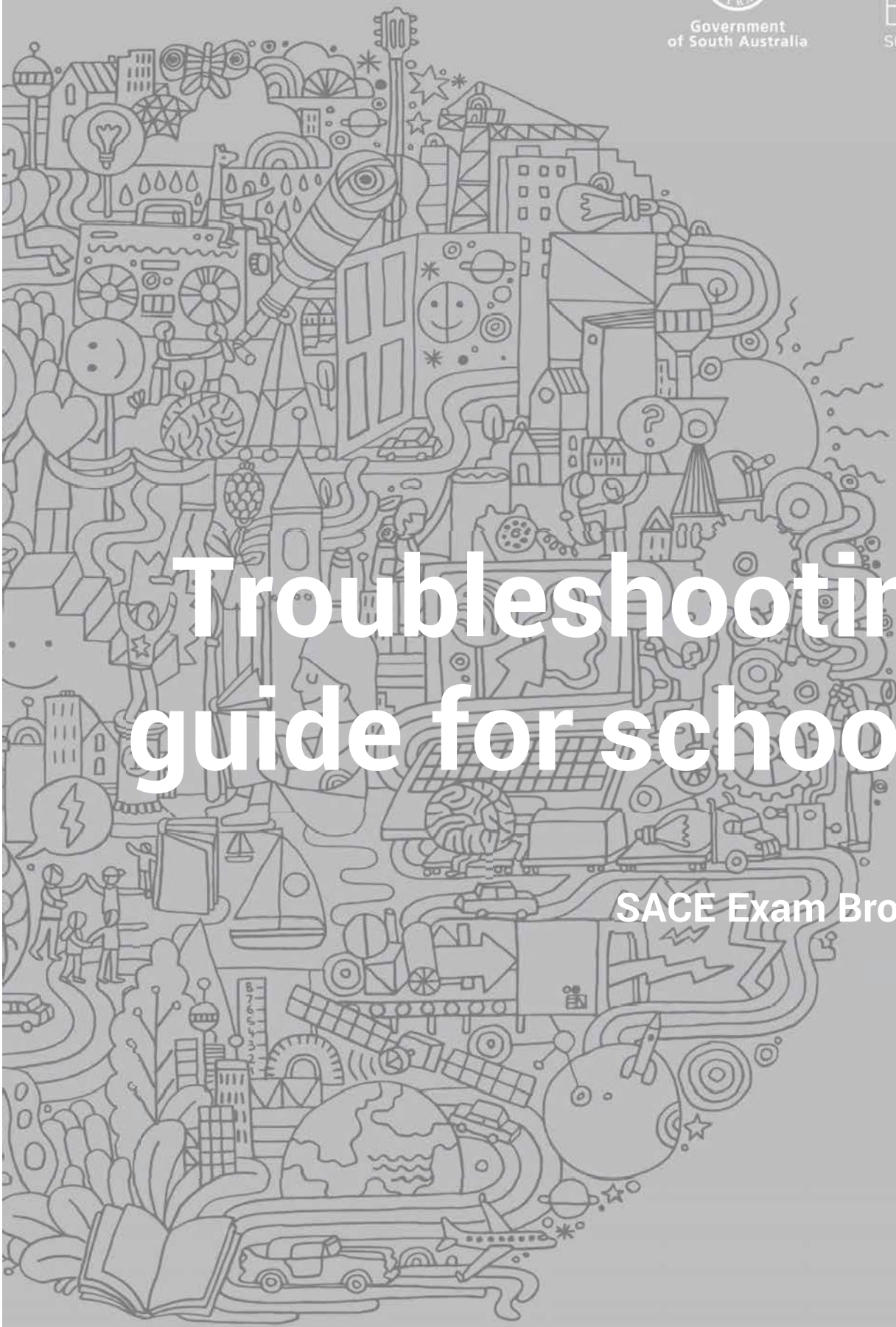
Government of South Australia

SACE BOARD SOUTH AUSTRALIA



Troubleshooting guide for schools

SACE Exam Browser

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Introduction

The following is a guide to assist Schools with troubleshooting SACE Exam Browser issues.

The issues in this guide are the known issues identified during testing with schools during the Electronic Exam Technical Readiness project.

To prevent most of the issues listed here we strongly recommend all schools take part in the technical readiness and practice exam activities each year. We also strongly recommend keeping the devices operating system up to date and ensuring the latest version of SEB is installed.

Useful Information

Electronic examination URLs

Please ensure to whitelist these URLs on any security appliances and firewalls on your network to ensure uninterrupted communication. Doing so will prevent some of the known issues detailed in this document.

e-exams.sace.sa.edu.au apps.sace.sa.edu.au

MSI Silent Install

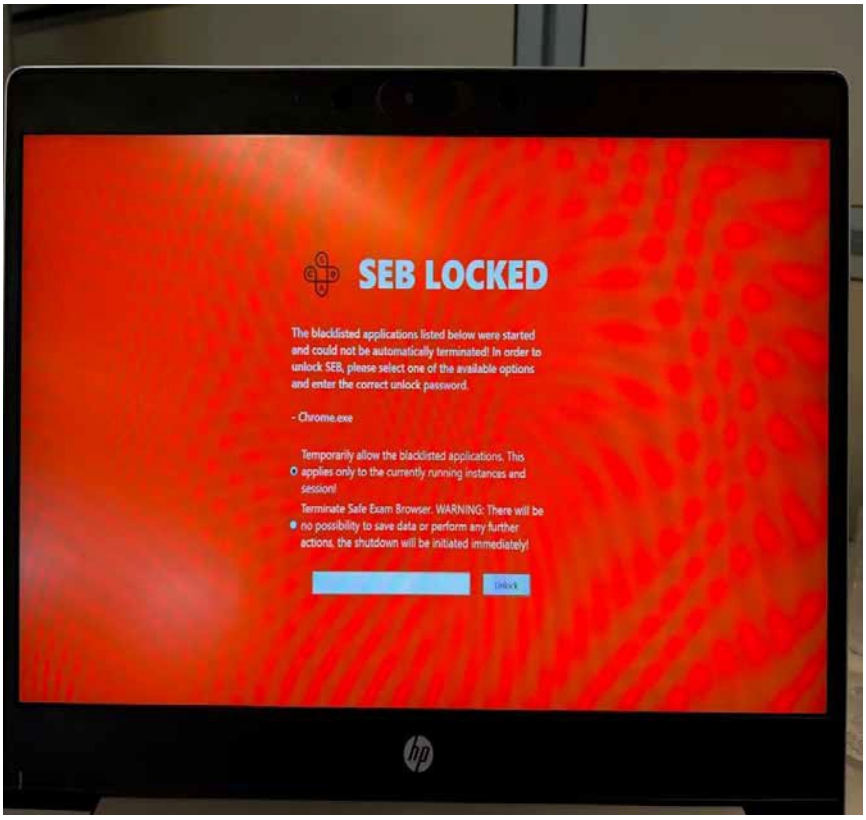
If a mass deployment of SEB is required, the following command including silent install switch can be used.

"SACE_SEB_3.3.2_2022.msi" /qn

Issue: Red Screen Message on SEB

Symptoms

SEB will show a red screen error message covering the whole screen.



This is an example red screen

Cause

There can be various reasons for the red screen appearing. This is an intended feature of SEB to ensure lockdown integrity. The most common cause for it to occur is shutting the laptop lid prior to exiting the examination. Please ensue that the examination is submitted before closing the laptop lid.



Resolution

If a student should receive this message the invigilator should refer to the Electronic Examination Instruction Guide Situations on the Day - SEB Locked. The SACE Board will provide invigilators the exit code unlock screen code but this must not be shared with students.

Issue: MacBook Pro - Spinning Ball preventing SEB launch

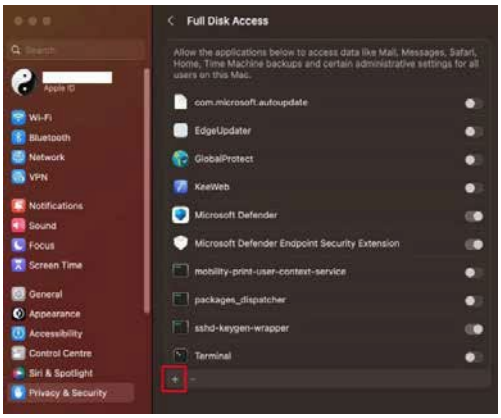
Symptoms

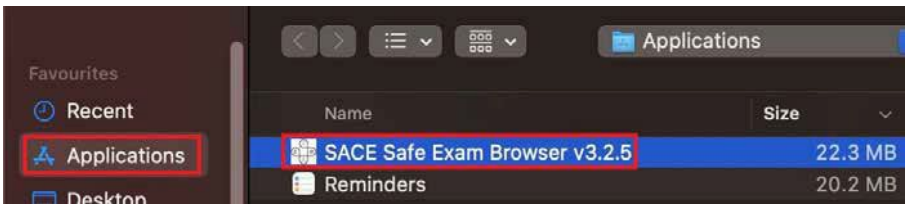
Students are unable to launch SEB application and are presented with a “circle of death” problem on the MacBooks with MacOS Ventura operating system.

Resolution

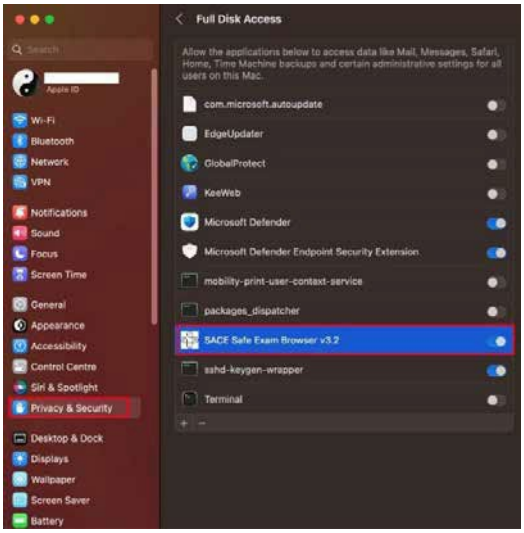
1. Student installs SACE Exam Browser and **DO NOT RUN IT**
2. Student goes to system settings **BEFORE** starting SACE Exam Browser and set:







3. Click “Open”, so “SACE Safe Exam Browser v3.2.5” appears in the list:

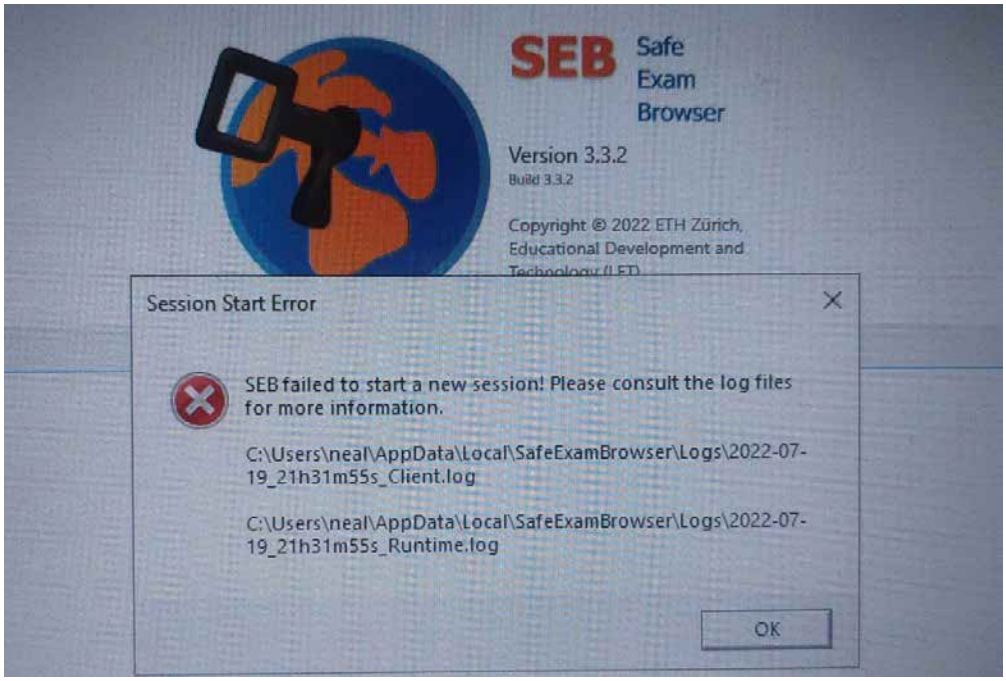


4. Restart MacBook
5. SACE Exam Browser is ready to use

Issue: SEB fails to run with a Session Start Error

Symptoms

An error message appears on SEB start up called “Session Start Error”



Cause

SEB is running on a Windows 10 version older than supported. Please check your windows version by running the command “winver” from your start menu search bar. The minimum supported version for SEB is **Windows 10 Version 21H1**.

Resolution

1. Uninstall SEB from the device. Instructions found here
2. Upgrade your device to at least Windows 10 Version 21H1.
3. Install SEB again and proceed.
4. If same error occurs uninstall SEB , download and install the X64 version of **Visual Studio 2015, 2017, 2019, and 2022** from https://aka.ms/vs/17/release/vc_redist.x64.exe , reinstall SEB then reboot and test again

Issue: Domain whitelist incorrect

Symptoms

SACE Exam Browser loads a blank white screen.

Cause

Domains not whitelisted on school's network

Resolution

Check that the following domains are whitelisted

https://e-exams.sace.sa.edu.au

https://apps.sace.sa.edu.au

Issue: Windows device locked down by SACE Exam Browser

Symptoms

Windows Device is locked by SACE Exam Browser.

Cause

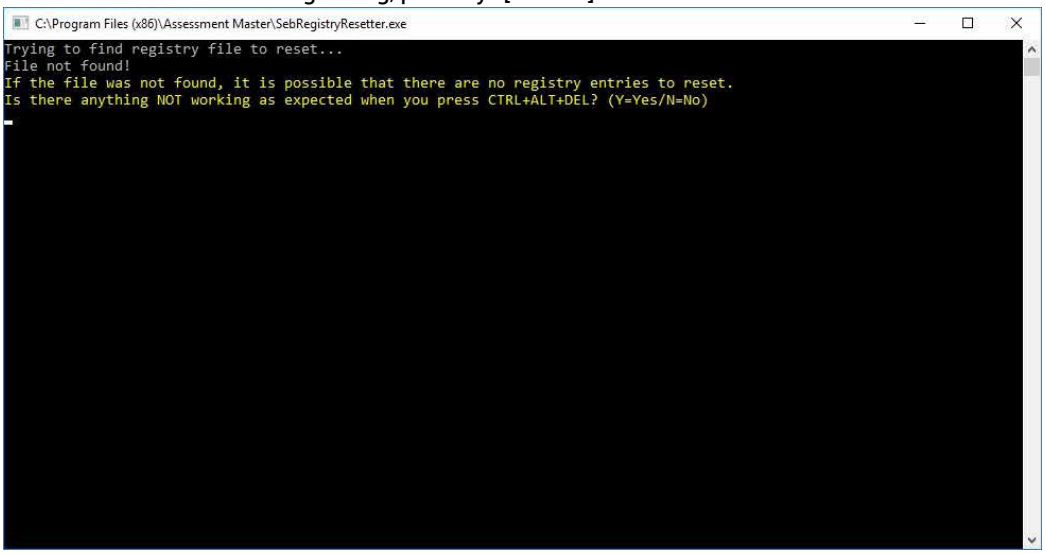
Device locked due to a hard shut down while SACE Exam Browser was running

Resolution

1. Log in as the same user as when you installed SACE Exam Browser the first time
2. Find C:\Program Files\Assessment

   Master\SebWindowsServiceWCF\SebRegistryResetter.exe Or could be

   C:\Program Files (x86)\SACE Safe Exam Browser\SebRegistryResetter.exe
3. Execute this tool as administrator (right mouse button context menu "Run as administrator")
4. You should see the following dialog, press “y” [ENTER]

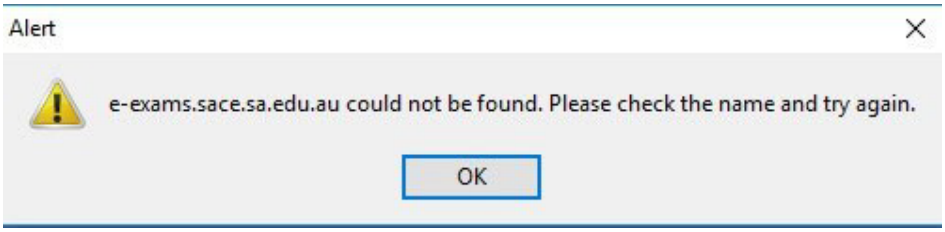


5. You should see “Under what user did you run the SEB Windows Client? (Please type in the username followed by ENTER)
6. Enter the username – same as directory in C:\Users\ (not the long "alias" user name or "Administrator").
7. *SebRegistryResetter* should show in green text which Registry keys were reset. What was the output when you used it the first time? The output should look like in the attached output. The last line should read “Finished, press any key to exit the application”.
8. Press any key to exit.

Issue: Lack of connectivity to e-exams.sace.sa.edu.au

Symptoms

SACE Exam Browser displays error message “e-exams.sace.sa.edu.au could not be found. Please check the name and try again.”



Cause

- Loss of network connection at the device / school-network / ISP
- e-exams system down
- SEB proxy settings incorrect

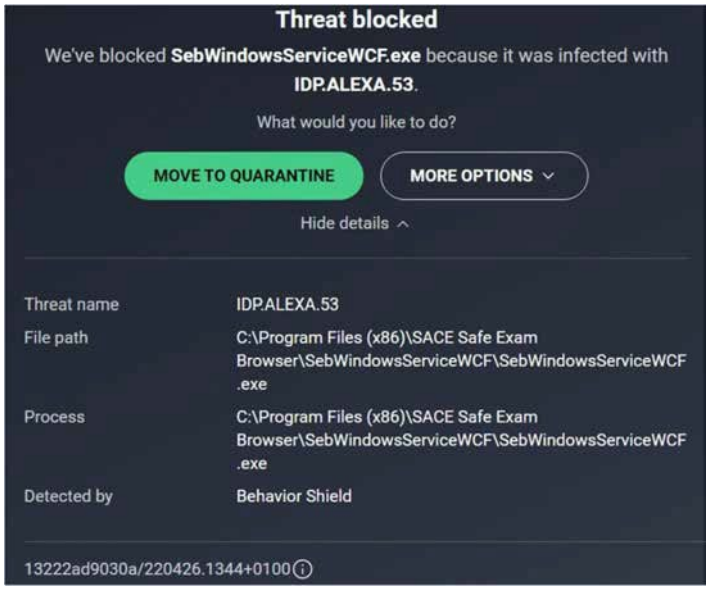
Resolution

- Check school network has internet connection: Close SACE Exam Browser or from another device, use a regular browser and check that https://www.google.com loads.
- Check school network can access electronic exams site: Close SACE Exam Browser or from another device, use a regular browser and check that https://e-exams.sace.sa.edu.au loads.

School IT to resolve school-related network connectivity issue

Issue: Antivirus firewall exception

Symptoms
When first running SEB, a blank screen appears instead of the SACE SEB Portal. SEB is closed and an AV popup appears stating SebWindowsServiceWCF.exe was blocked. In this example we have used AVG



Cause
Your Antivirus mistakenly believes the SEB Windows service is a threat.

Resolution
Most Antivirus applications provide an option to add an exception for the SEB service.

More information on some Antivirus can be found at the following links

AVG :- https://support.avg.com/SupportArticleView?l=en&urlName=AVG-Antivirus-scan-exclusions&supportType=home

Avast :- https://support.avast.com/en-au/article/antivirus-scan-exclusions/#pc

McAfee :- https://www.mcafee.com/support/?articleId=TS102056&page=shell&shell=article-view

Kaspersky :- https://support.kaspersky.com/ksvla/5.1/en-US/65916.htm

Norton :- https://support.norton.com/sp/en/us/home/current/solutions/v3672136

Issue: SACE Exam Browser Windows Service Issue (Naplan)

Symptoms

When running SACE Exam Browser for Windows, it displays an error message

“SEB Windows services is stopped or the installed SEB got corrupted. Rebooting your machine or reinstalled SEB might help. Inform your exam administrator/supporter.”



Cause

Either:

1. The “SEB Windows Service” is not installed or is not running. Or

2. Naplan locked down browser is also installed on the device. Naplan locked down browser also installs a Windows service with the same name, therefore the device will have two windows services installed called “SEB Windows Service”. In this case, on some devices, SACE Exam Browser is trying to use NAPLAN’s SEB Windows Service. If this the case, none of the following will work:

    2. Restarting SACE Exam Browser
    3. restarting the workstation
    4. re-installing SACE Exam Browser

Resolution

Option 1

(Quick fix) Click OK to close the error message and continue the exam.

Option 2

(For issue 1) Check that the SEB Windows service is installed and running.

1. If it is not installed then re-install SACE Exam Browser
2. If it is not running, then start the Windows Service

(For Issue 2)

If Naplan locked down browser is installed, and there are two Windows Services for SEB then either disable the Naplan Windows Service or add the following to the Windows login script:

NET STOP "NAP Windows Service" NET STOP "SACE SEB Service" NET START "SACE SEB Service"

Issue: Removing Headphones during exam causes audio playback failure.

Symptoms

If headphones are removed during the exam and reinserted the audio stops working.

Cause

Headphone devices cannot be readded due to the lockdown conditions during the examination.

Resolution

1. Student will need to prematurely finish the examination to close SEB.
2. Ensure headphone is correctly seated in audio port.
3. Invigilator to reset student status to allow logging into the unfinished exam.
4. Student to log in and continue exam.

Issue: Blurry Text on SACE Exam Browser for Windows

Symptoms

Text is blurry in SACE Exam Browser for Windows

Cause

SACE Exam Browser unable to scale text on high DPI devices

https://support.microsoft.com/en-us/help/3025083/windows-scaling-issues-for-high-dpi-devices

Resolution

For Students: Contact your School IT Support

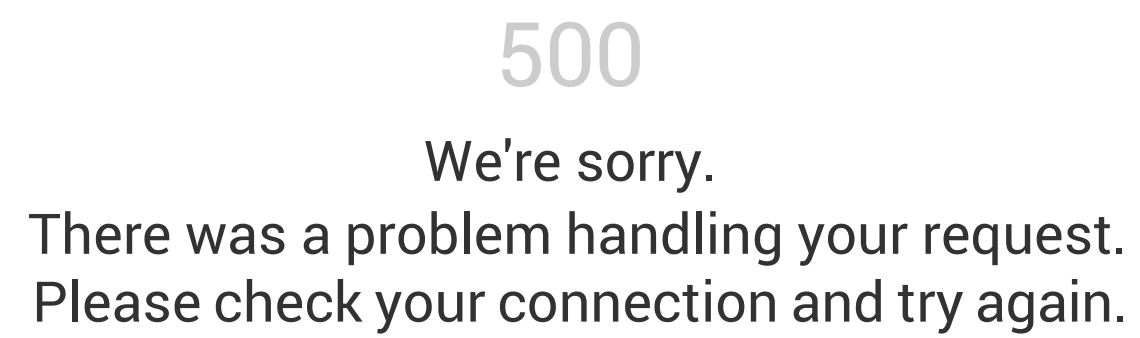
For School IT Support:

1. In File Explorer, go to C:\Program Files (x86)\SACE Safe Exam Browser\SafeExamBrowser.exe
2. Right click on the .exe and select Properties
3. Go to the “Compatibility” tab
4. Select/Check the “Override high DPI scaling behaviour, Scaling performed by:” checkbox
5. Ensure Application is the selected item in the combo box.
6. Click Apply or OK

Issue: SACE Exam Browser for Mac version is out of date

Symptoms

SACE Exam Browser displays the error below, after installing the latest version of SACE Exam Browser for Mac



Cause

This is due to files from an older version of SACE Exam Browser not being automatically removed during the upgrade process.

Resolution

For Students: Contact your School IT Support

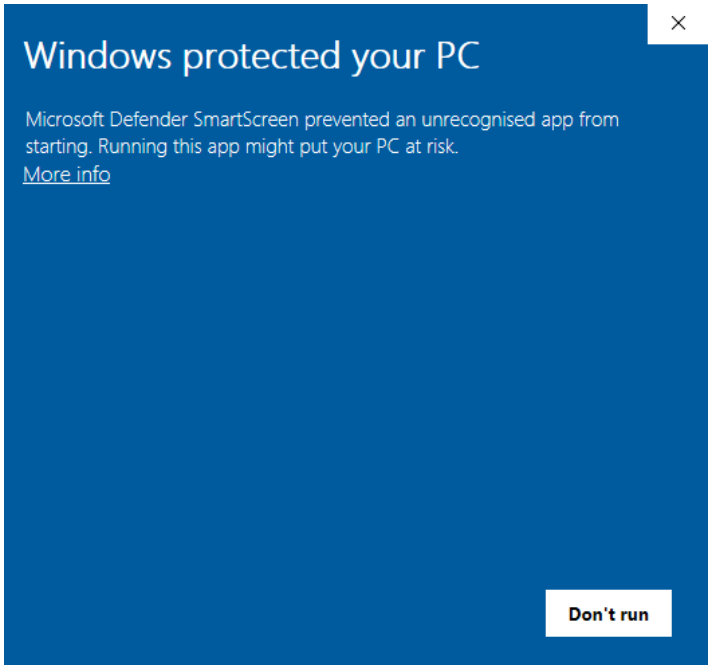
For School IT Support

- Uninstall SACE Exam Browser Instructions found here
- Re-install SACE Exam Browser

Issue: Microsoft Defender SmartScreen preventing SEB from installing

Symptoms

When attempting to install SEB the following popup appears (or a close variant).



Cause

This issue is caused by Windows Defender not trusting the self-signed code signing certificate used by SEB.

Resolution

A permanent solution will be available in future versions of SEB. To resolve this issue you can select "More info" on the popup and an additional button to "run anyway" should appear.

If this option is not available to you then follow these steps:

1. Open Windows Defender Security Center
2. Click *App & browser control*.
3. Under the sub-heading *Check apps and files*
4. Select Off or Warn.
5. Install SEB
6. Restore the Security Center setting to its previous state if that is your preference.

Issue: SSL Inspection Issue

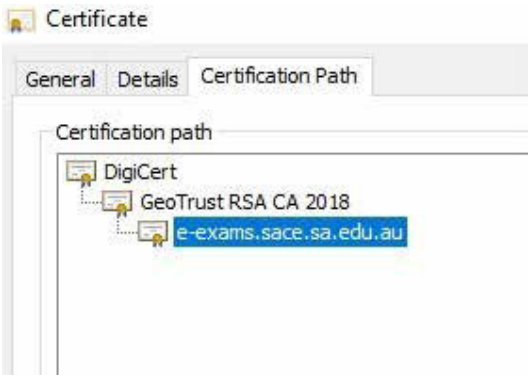
Symptoms

When running SACE Exam Browser, it displays the following error message:

“The connection was refused when attempting to contact e-exams.sace.sa.edu.au”

Cause

SSL Inspection software on the School’s network (e.g. Cyberhound) is unable to decrypt and re-encrypt the intermediate certificate in the SSL certificate chain of e-exams.sace.sa.edu.au



Resolution

School to update their SSL Inspection configuration to whitelist e-exams.sace.sa.edu.au from SSL inspection.

Issue: Spinning Balls within the browser

Symptoms

While running SACE Exam Browser or other browser, and moving between questions or pages, it displays spinning balls:



Cause

See Issue: Lack of connectivity to e-exams.sace.sa.edu.au

Resolution

See Issue: Lack of connectivity to e-exams.sace.sa.edu.au

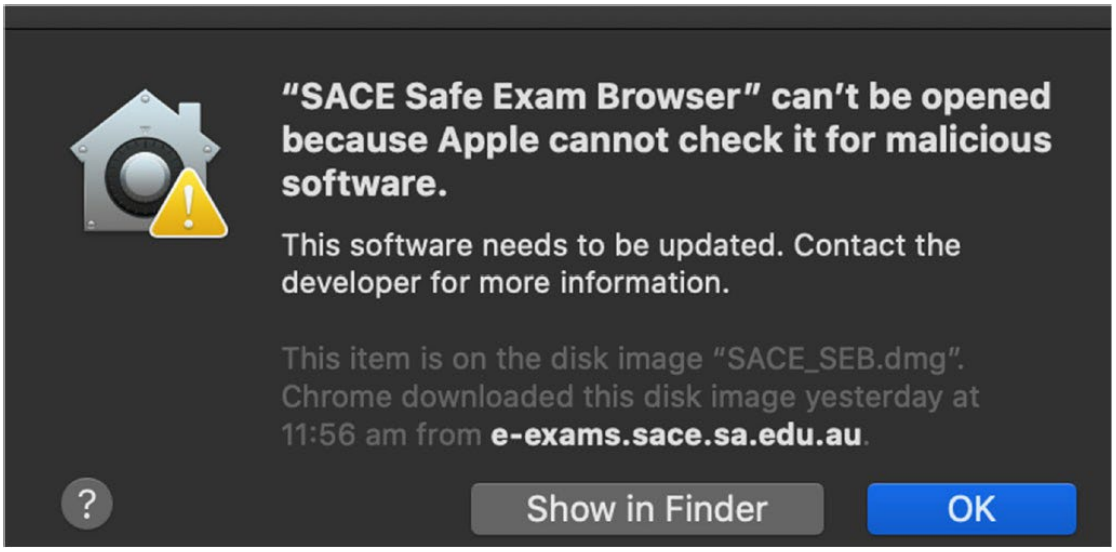
Issue: SEB can't be opened because Apple cannot check it for malicious software.

Symptoms

When attempting to install SEB the following popup appears (or a close variant).

Cause

This issue is caused by Apple not trusting the self-signed code signing certificate used by SEB.



Resolution

A permanent solution will be available in future versions of SEB.

The workaround steps are:

1. Click OK to clear the dialog
2. Mac Top Menu : System Preferences -> Security
3. The Security Dialog will display.
4. (In the left hand bottom corner), click "Click the lock to make changes"
5. The username and password dialog will display
6. Enter username and password and click "Unlock"
7. The Security Dialog will display.
8. Click the "Allow" button

Issue: Unable to zoom in during exam once zoomed out.

Symptoms

When using SEB to conduct exam activities a student zooms out and is unable to zoom back in.

Cause

This is caused when a student uses the browser zoom shortcut (Ctrl&+) to zoom

out but then tries to use the zoom functionality built into the exam to zoom in.

Because the exam template is not zoomed out this will not work.

Resolution

If the browser zoom has been used to zoom out, then the browser zoom shortcut key will need to be used to zoom back in again.

The shortcut key is (Ctrl &-)

Issue: SEB will not run due to remote management software installed on device.

Symptoms

SEB fails to run due to detecting remote management software installed on the device.

Cause

As a part of the SEB lockdown functionality remote sessions are disabled.

Resolution

If you are experiencing this issue, please contact AskSACE for assistance.

Issue: Error adding SEB package to software deployment solution.

Symptoms

Applications like Intune fail to add SEB package stating the same version already exists.

Cause

In some cases, the same version of SEB is used from previous years but packaged with a newer configuration file. Applications like Intune reads the installer signature and detects the same version is already added from the previous year.

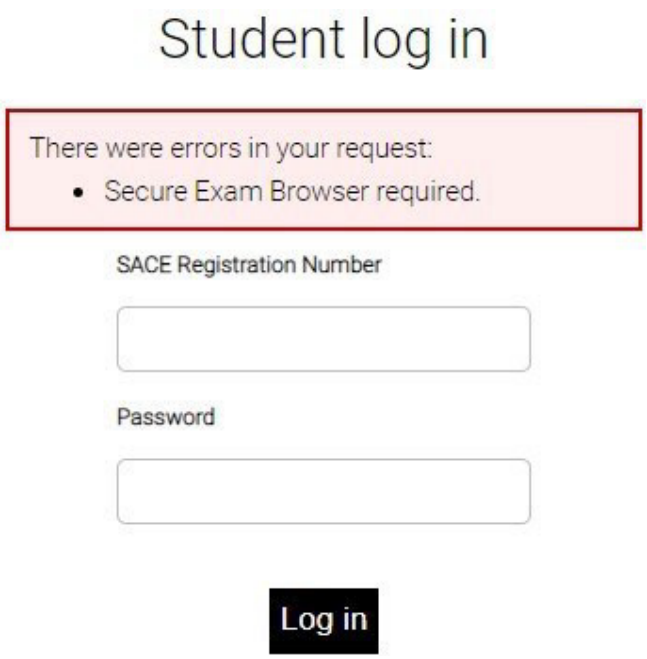
Resolution

Manually remove previous versions of SEB from Intune (or other software deployment solutions) before adding the new version. If the deployment package is configured to check the version of SEB change the check method to data.

Issue: Error message on exam login stating SEB browser required.

Symptoms

Error message below is displayed on attempted login in exams using the SEB browser.



Cause

Older version of SEB browser being used to access online exams.

Resolution

Uninstall SEB from device and install latest version available from the SACE website. Instructions found here

https://www.sace.sa.edu.au/coordinating/admin/exams/electronic/technical/browser

Issue: Switching Language Keyboard on Mac Device.

Symptoms

No visible option to switch language keyboards on Mac device.

Cause

On screen options have been disabled to prevent access to other settings.

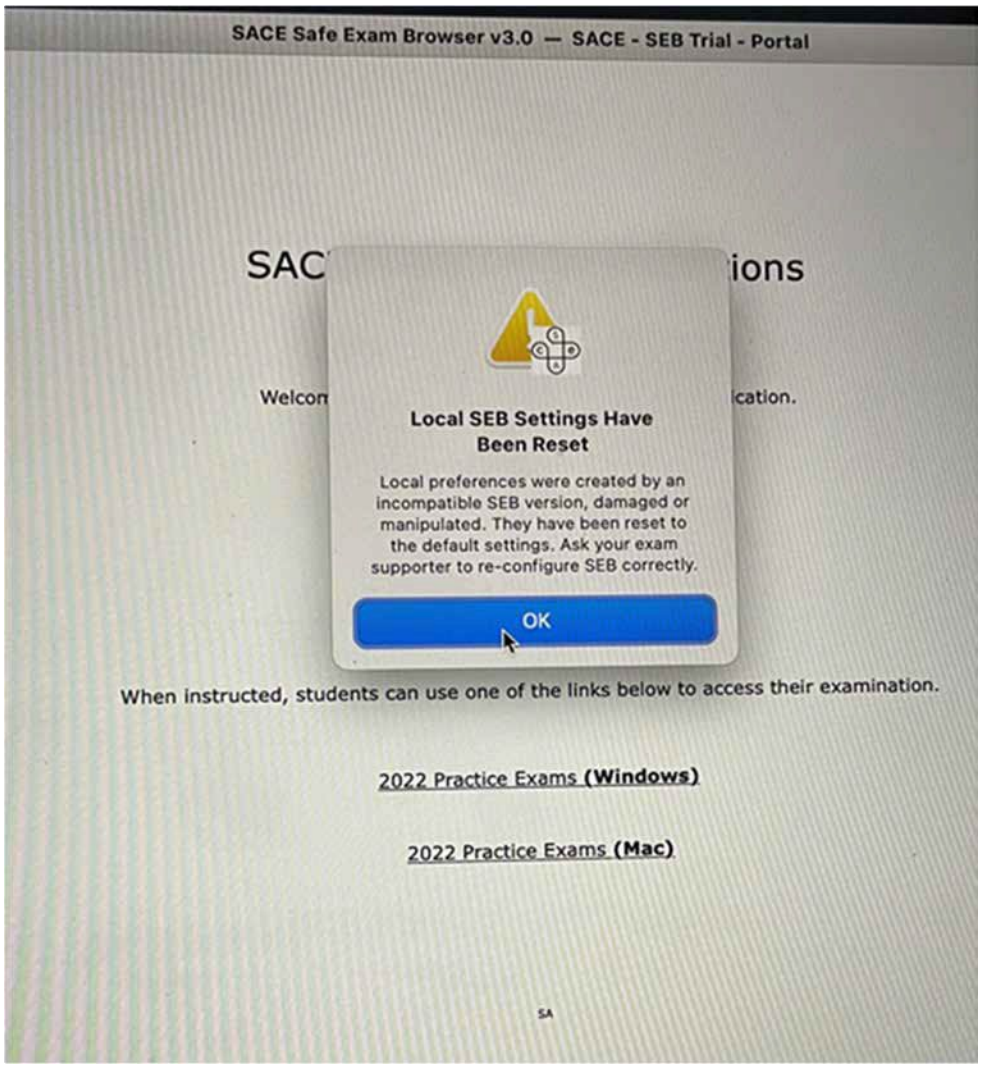
Resolution

In order to switch language keyboards on Mac use the command: Control + Space.

Issue: Settings reset message on first run of SEB on Mac.

Symptoms

When running SEB for the first time on Mac devices a warning popup appears stating Local SEB settings have been reset.



Cause

Appears to be an issue where SEB is not finding previous settings (because no previous SEB has been installed on the device). This is not an issue and will not impact usage of SEB.

Resolution

No resolution, simply click Ok to continue.

How to uninstall SACE Exam Browser (SEB)

Steps for Mac and Windows devices

Use these steps to fully remove SEB, including leftover files from older versions, before installing a new version.

Uninstall SEB on Mac
Uninstall SEB on Windows

Uninstall SEB on Mac

Before you start: close SEB if it's open.
If a file or folder listed below isn't on your Mac, skip it and move to the next step.

Step 1: Delete the SEB app

1. Open **Finder** and click **Applications**.
2. Drag any app starting with the following to the **Bin**:
   - `SACE Safe Exam Browser`
   - `Safe Exam Browser`

Step 2: Open your Library folder

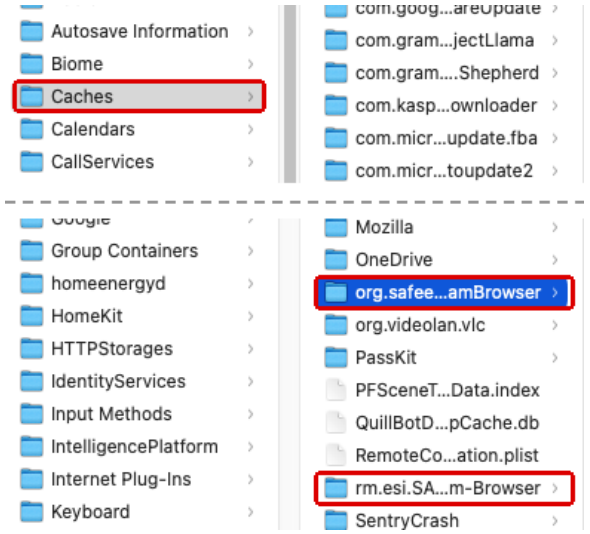
1. In Finder, click **Go** in the top menu, then **Go to Folder**.
2. Type `~/Library` and press **Enter**.

Tip: switching to List view (**View > as List**) makes it easier to find names in alphabetical order.

Step 3: Delete SEB files in the Caches folder

Open the **Caches** folder. Delete any folders starting with the following (if found):

- `org.safeexambrowser`
- `com.rm.sace`
- `rm.esi.SACE`
- `au.com.sonet.SACE`



Example: SEB folders in the Caches folder (names may be shortened in Finder)

Step 4: Delete SEB files in the Preferences folder

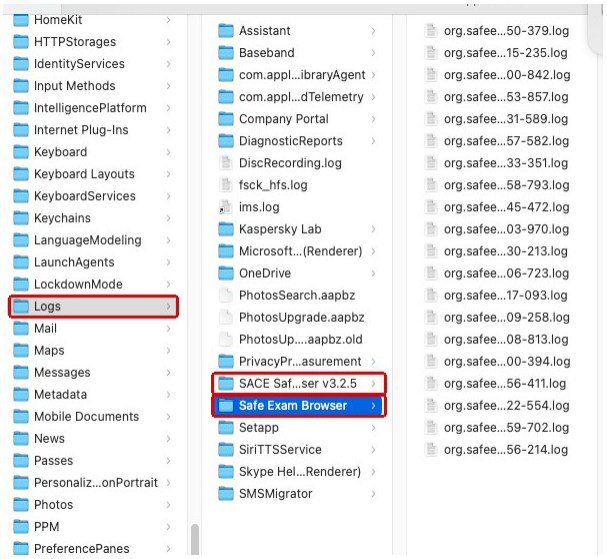
Go back to the Library folder and open **Preferences**. Delete any files starting with the following (if found):

- `org.safeexambrowser`
- `com.rm.sace`
- `rm.esi.SACE`
- `au.com.sonet.SACE`

Step 5: Delete SEB files in the Logs folder

Go back to the Library folder and open **Logs**. Delete any folders starting with the following (if found):

- `Safe Exam Browser`
- `SACE Safe Exam Browser`



Example: SEB folders in the Logs folder

Step 6: Delete the SEB settings file

1. Click **Go**, then **Go to Folder**, type `/Library/Preferences` and press **Enter**. This is a different folder from Step 4, as it has no ~ at the start.
2. Delete the file `SebClientSettings.seb` (if found). Enter your Mac password if asked.

Step 7: Remove old SEB installer files

Check your **Downloads** and **Desktop** folders. Delete any old SEB installer files ending in `.pkg`, or SEB settings files ending in `.seb` (if found).

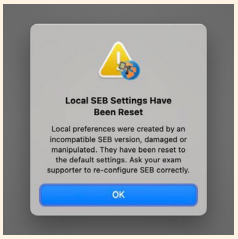
Step 8: Restart the Mac

Restart the Mac to finish removing SEB.

You can now install the new version of SEB.

Note: the first time you open the new version, you may see a message saying **"Local SEB Settings Have Been Reset"**.

This is expected after uninstalling. Click **OK** to continue.



Uninstall SEB on Windows

Before you start: close SEB if it's open.
If a file or folder listed below isn't on the computer, skip it and move to the next step.

Step 1: Uninstall the SEB app

1. Click **Start**, then **Settings**, then **Apps**.
2. Find any app starting with `SACE Safe Exam Browser` or `Safe Exam Browser`.
3. Click it, then click **Uninstall**, and follow the prompts.

Step 2: Delete SEB files in the Local folder

1. Press the **Windows key + R** on the keyboard.
2. Type `%localappdata%` and press **Enter**.
3. Delete any folders starting with the following (if found):
   - `SafeExamBrowser`
   - `SACE`

Step 3: Delete SEB files in the Roaming folder

1. Press the **Windows key + R** on the keyboard.
2. Type `%appdata%` and press **Enter**.
3. Delete any folders starting with the following (if found):
   - `SafeExamBrowser`
   - `SACE`

Step 4: Delete the SEB settings folder for all users

1. Press the **Windows key + R** on the keyboard.
2. Type `%programdata%` and press **Enter**.
3. Delete any folders starting with the following (if found). Click **Continue** if Windows asks for permission:
   - `SafeExamBrowser`
   - `SACE`

Step 5: Remove old SEB installer files

Check your **Downloads** folder and **Desktop**. Delete any old SEB installer files ending in `.exe` or `.msi`, or SEB settings files ending in `.seb` (if found).

Step 6: Restart the computer

Restart the computer to finish removing SEB.

You can now install the new version of SEB.

Note: Step 4 needs administrator rights. On school-managed devices, your IT team may need to complete this step.