

# Troubleshooting guide

## for the OnVUE system test

If you register for an exam delivered with OnVUE, we advise you to take these steps to minimize the possibility of issues with your computer and connection:

1. Run a system test within a few days of your exam appointment.
2. Use the same computer and network when taking your exam as you did for the system test.

What can you do if your setup does not pass the OnVUE system test when you run it?

Use this guide for troubleshooting issues. It offers tips for troubleshooting your computer and network setup—to help you pass the system test and hopefully go on to successfully launch and complete an exam using OnVUE.

Tips are in roughly the same order as the corresponding system test checks are performed. To begin troubleshooting, click a link at right for the first check your system failed.

### Troubleshooting tips for:

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## Microphone check

If OnVUE could not detect sound through your microphone, complete these steps and then try the microphone check again.

1. Ensure that the microphone is positioned correctly and has been powered on.
2. If your microphone has a Mute button, make sure it is not active.
3. Check that your microphone is connected correctly to your computer.
4. On your computer, complete the steps listed for the operating system it uses.

### → Windows 11:

- a. Select **Start > Settings > Privacy & security > Microphone** and do this:
  - Make sure both **Let apps access your microphone** and **Let desktop apps access your microphone** are turned on.
  - If another application shows the microphone is **Currently in use**, close that application.

- b. Select **Start > Settings > System > Sound** and complete these actions:
- Under **Input**, go to **Choose a device for speaking or recording** and select the microphone you want to use.
  - Under **Volume**, make sure the device is not muted, that the volume is turned up, and that the blue bar moves to show that Windows hears you.
  - If the blue bar does not move, go to **Troubleshoot common sound problems > Input devices** to have Windows try to troubleshoot issues with your microphone.
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→ **Windows 10:**

- a. Select **Start > Settings > Privacy > Microphone** and do this:
- Make sure both **Allow apps to access your microphone** and **Allow desktop apps to access your microphone** are turned on.
  - If another application shows that the microphone is **Currently in use**, close that application.
- b. Select **Start > Settings > System > Sound** and complete these actions:
- Under **Input**, go to **Choose your input device** and select the microphone you want to use.
  - Select **Device properties** and under **Volume**, make sure the device is not muted and that the volume is turned up; then go back to the previous page.
  - To test if Windows hears you, verify that the blue bar under **Test your microphone** moves. If not, select **Troubleshoot** to have Windows try to troubleshoot issues with your microphone.
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→ **macOS:**

- a. Select **Apple menu > System Settings > Privacy & Security > Microphone** and do this:
- Make sure access to the microphone is turned on for OnVUE.
  - If another application is using the microphone, close that application.
- b. Select **Apple menu > System Settings > Sound** and under **Input**, complete these actions:
- Select the microphone you want to use.
  - Make sure the device is not muted, the input volume is turned up, and that the bar moves to show that your Mac hears you.

5. In OnVUE, rerun the microphone test and speak aloud while it runs.
6. If you cannot get your chosen microphone to work, try a different microphone. Remember that wearable headsets are not allowed.
7. If all the above steps fail, restart your computer and run the check again.

## Speakers check

If you are unable to hear music playing through your speaker when running the check, complete these steps and then try the speakers check again

1. Make sure the speaker is powered on and the volume is turned up.
2. If your speaker has a Mute button, make sure it is not active.
3. Check that your speaker is connected correctly to your computer.
4. On your computer, complete the steps listed for the operating system it uses.

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### → Windows 11:

Select **Start > Settings > System > Sound** and perform these steps:

- Under **Output**, go to **Choose where to play sound** and select the speaker you want to use.
- Under **Volume**, make sure the device is not muted and that the volume is turned up.
- If this does not resolve the issue, go to **Troubleshoot common sound problems > Output devices** to have Windows try to troubleshoot issues with your speaker.

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### → Windows 10:

Select **Start > Settings > System > Sound** and perform these steps:

- Under **Output**, go to **Choose your output device** and select the speaker you want to use.
- Under **Master volume**, make sure the device is not muted and that the volume is turned up.
- If this does not resolve the issue, select **Troubleshoot** to have Windows try to troubleshoot issues with your speaker.

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### → macOS:

Select **Apple menu > System Settings > Sound** and perform these steps:

- Select the speaker you want to use.
  - Make sure the device is not muted and that the output volume is turned up.
5. In OnVUE, rerun the speaker test and listen for sound while it runs.
  6. If you cannot get your chosen speaker to work, try a different speaker. Remember that wearable headphones are not allowed.
  7. If all the above steps fail, restart your computer and run the check again.

## Webcam check

If OnVUE is unable to detect your webcam, complete the following steps and then try the webcam check again.

1. Check that your webcam is connected correctly to your computer.
2. Verify that no physical switches on your device have switched off your webcam.
3. Make sure your webcam is not covered by anything, including a privacy shutter.
4. On your computer, complete the steps listed for the operating system it uses.

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### → Windows 11:

Select **Start > Settings > Privacy & security > Camera** and do this:

- Make sure both **Let apps access your camera** and **Let desktop apps access your camera** are turned on.
- If another application shows the webcam is **Currently in use**, close that application.

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### → Windows 10:

Select **Start > Settings > Privacy > Camera** and perform these steps:

- Make sure both **Allow apps to access your camera** and **Allow desktop apps to access your camera** are turned on.
- If another application shows the webcam is **Currently in use**, close that application.

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→ **macOS:**

Select **Apple menu > System Settings > Privacy & Security > Camera** and perform these steps:

- Make sure access to the camera is turned on for OnVUE.
  - If another application is using the webcam, close that application.
5. In OnVUE, rerun the webcam test and check whether you can see yourself.
  6. If you cannot get your chosen webcam to work, try a different webcam. Remember that mobile phone cameras are not allowed.
  7. If all the above steps fail, restart your computer and run the webcam check again.

## Network—bandwidth checks

If OnVUE reported that your internet connection failed to meet the minimum speed requirement for video streaming, complete these steps and then try the check again.

1. Make sure you are connected to a home network. Corporate networks and mobile hotspots are a common source of issues.
2. Use a wired (Ethernet) connection instead of wireless network (e.g., Wi-Fi). If a wireless connection is your only option, make sure you are as close to your router as possible and that your wireless signal is at maximum strength.
3. Switch off other devices that have an internet connection, and ask others not to use the internet while you are taking your exam.
4. If you are connected to a VPN (virtual private network) or proxy gateway, disconnect from that service.
5. Turn your router off for 60 seconds; then switch it back on and wait for your computer to reconnect.
6. If all the above steps fail, restart your computer and try the check again.

# Network—connection checks

If OnVUE reported that your computer could not connect to the services required for video streaming and taking an exam, complete the following steps and then try again.

1. Make sure you are connected to a home network. Corporate networks and mobile hotspots are a common source of issues.
2. If you are connected to a VPN (virtual private network) or proxy gateway, disconnect from that service.
3. On your computer, complete the steps listed for the operating system it uses.

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## → Windows 11:

Select **Start > Settings > Privacy & security > Windows security > Firewall & network protection** and do this:

- Select **Change settings > Allow an app through firewall > Allow another app > Browse** and browse to and select the onvue.exe application. After adding it, make sure both **Private** and **Public** are checked and select **OK**.
- Select **Advanced settings** and delete any **Inbound** and **Outbound** rules for OnVUE in which the **Action** is **Block**.

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## → Windows 10:

Select **Start > Settings > Update & Security > Windows Security > Firewall & network protection** and perform these steps:

- Select **Change settings > Allow an app through firewall > Allow another app > Browse**; then browse and select the onvue.exe application. After adding it, make sure both **Private** and **Public** are checked and select **OK**.
- Select **Advanced settings** and delete any **Inbound** and **Outbound** rules for OnVUE in which the **Action** is **Block**.

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## → macOS:

Select **Apple menu > System Settings > Network > Firewall > Options** and then select the **Add** button (+) under the list of applications to add OnVUE. Make sure you allow connections through the firewall

4. If you have other firewall or antivirus software running, ensure it is not blocking any TCP or UDP ports for OnVUE. For help on this, check the documentation for the specific apps you are running.
5. If all the above steps fail to resolve the issue, restart your computer and run the check again.

# Secure browser check

The system test starts the secure browser and checks whether you can use it to run a short sample exam. If you are unable to pass the secure browser test, complete the following steps and try again.

1. Make sure you are connected to a home network. Corporate networks and mobile hotspots are a common source of issues.
2. Unplug all but one display to test on. Close the lid if you are using a laptop with an external display.
3. Disconnect and/or remove all other electronics that will not be used for testing. You need only a computer with a suitable display, microphone, speaker, and webcam.
4. If you are connected to a VPN (virtual private network) or proxy gateway, disconnect from that service.
5. In the OnVUE system test, select **Test** to check which applications must be closed and then close them by completing these steps on your computer:

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## → Windows 11 or Windows 10

- a. Select Ctrl+Shift+Esc on your keyboard.
- b. Under **Processes**, select an app that the OnVUE test indicated should be closed and select **End task**.
- c. Repeat step b until all indicated processes have been closed.

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## → macOS:

- a. Select Cmd+Shift+Esc on your keyboard.
- b. Select an app that the OnVUE test indicated should be closed and select **Close**.
- c. Repeat step b until all indicated processes have been closed.

# Video streaming check

If you cannot see yourself clearly in your video stream during the check, complete the following steps and then try the check again.

1. Check that your webcam is connected correctly to your computer.
2. Verify that no physical switches on your device have switched off your webcam.
3. Make sure your webcam is not covered by anything, including a privacy shutter.
4. Make sure you are connected to a home network. Corporate networks and mobile hotspots are a common source of issues.

5. Use a wired (Ethernet) connection instead of wireless network (e.g., Wi-Fi). If a wireless connection is your only option, make sure you are as close to your router as possible and that your wireless signal is at maximum strength.
  6. Switch off other devices that have an internet connection, and ask others not to use the internet while you are taking your exam.
  7. If you are connected to a VPN (virtual private network) or proxy gateway, disconnect from that service.
  8. On your computer, complete the steps listed for the operating system it uses.
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### → Windows 11:

- a. Select **Start > Settings > Privacy & Security > Camera** and follow these steps:
    - Make sure both **Let apps access your camera** and **Let desktop apps access your camera** are turned on.
    - If another application shows the webcam is **Currently in use**, close that application.
  - b. Select **Start > Settings > Privacy & security > Windows security > Firewall & network protection** and do this:
    - Select **Change settings > Allow an app through firewall > Allow another app > Browse** and browse to and select the onvue.exe application. After adding it, make sure both **Private** and **Public** are checked and select **OK**.
    - Select **Advanced settings** and delete any **Inbound** and **Outbound** rules for OnVUE in which the **Action** is **Block**.
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### → Windows 10:

- a. Select **Start > Settings > Privacy > Camera** and complete these steps:
  - Make sure both **Allow apps to access your camera** and **Allow desktop apps to access your camera** are turned on.
  - If another application shows the webcam is **Currently in use**, close that application.
- b. Select **Start > Settings > Update & security > Windows security > Firewall & network protection** and do this:
  - Select **Change settings > Allow an app through firewall > Allow another app > Browse** and browse to and select the onvue.exe application. After adding it, make sure both **Private** and **Public** are checked and select **OK**.
  - Select **Advanced settings** and delete any **Inbound** and **Outbound** rules for OnVUE in which the **Action** is **Block**.

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→ **macOS:**

- a. On your computer, select **Apple menu > System Settings > Privacy & Security > Camera** and complete these steps:
  - Make sure access to the camera is turned on for OnVUE.
  - If another application is using the webcam, close that application.
- b. On your computer, select **Apple menu > System Settings > Network > Firewall** and then select the **Add** button (+) under the list of options to add OnVUE. Make sure you allow connections through the firewall.
9. If you have other firewall or antivirus software running, ensure it is not blocking any TCP or UDP ports for OnVUE. For help on this, check the documentation for the specific apps you are running.
10. Turn your router off for 60 seconds; then switch it back on and wait for your computer to reconnect.
11. If all the above steps fail, restart your computer and run the check again.