

Troubleshooting IRIS – Intelligent Remote Invigilation System

Troubleshooting Overview

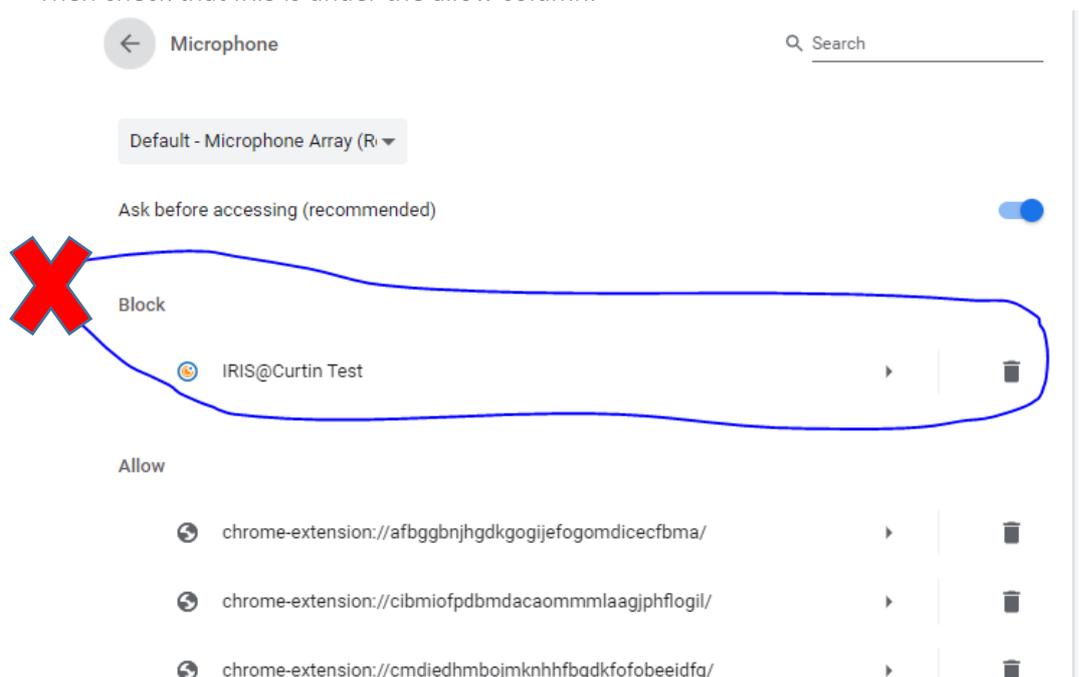
1. Ensure you are running the latest version of Chrome: <chrome://settings/help>
2. Check that you are running the latest version of IRIS:
To install IRIS:
<https://chrome.google.com/webstore/detail/iriscurtin/ncidnmjpnbljffflgbchghmpnndnhali>
3. On the above extension page, be sure to double check under “Site Access” that “On all sites” is selected.

Site access

Allow this extension to read and change all your data on websites you visit:

- On click
- On specific sites
- On all sites

4. Then check that you have not accidentally blocked IRIS:
In your Chrome URL bar, enter: <chrome://settings/content/camera>
Then check that IRIS is under the allow column.



5. If all seems fine, close and restart Chrome, and try the test again.
6. If it still does not work, read through the troubleshooting FAQs below and information on the [IRIS@Curtin website](#). You can also email Service.Desk@curtin.edu.au or IRIS@curtin.edu.au and our team will arrange a time to troubleshoot your IRIS installation.

Troubleshooting FAQs (Frequently Asked Questions)

1. I am using a MAC and I am getting an error because IRIS does not recognise my mic and or webcam.
What do I do?

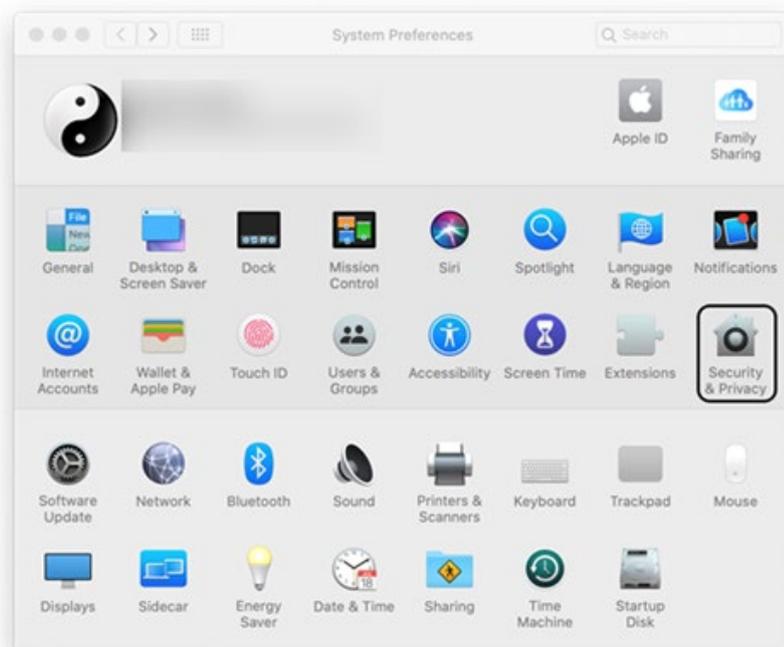
Mac users may have a permissions issue due to MAC OS, which is another layer of permissions not set by Chrome browser. Please try following steps to resolve the issue:

a) General Instructions:

- (1) Open up System Preferences on your computer. (You can use Spotlight Search to find this quickly by hitting the Command + Space keys)
- (2) Open Security & Privacy, Under the Privacy Tab select Camera
- (3) If you see Google Chrome unchecked, check it in
- (4) Select the Microphone option and do the same. Make sure Google Chrome is checked in to let IRIS access your microphone

b) For MAC 10.15 OSX

- (1) Go to System Preferences
- (2) Locate Security & Privacy
- (3) Locate Screen Recording and tick the box to allow Google Chrome
- (4) Save changes by clicking the padlock.
- (5) Close all Chrome applications and launch again





c) For MAC OSX 10.14

- (1) Go to System Preferences
- (2) Locate Sharing
- (3) Enable Screen Sharing for all users
- (4) Save changes
- (5) Close all Chrome applications and launch again

2. I am using Windows and IRIS does not recognise my mic and or webcam. What do I do?

This is likely to be a Chrome browser permissions issue. Sometime users click "Block" accidentally or on purpose while the browser is asking for permission to use mic or webcam. Follow these steps:

- a) Type this into the Chrome address bar to get to the mic and camera permissions: `chrome://settings/content`
- b) Click on either Camera or Microphone
- c) Ensure IRIS is in the Allow list and not Blocked

3. I have tried the above solutions, my mic and or webcam is still not being detected by IRIS, what do I do?

You can try following solutions for general mic and or webcam issues irrespective of the Operating System you are using:

- a) General issues with audio/video/desktop feeds can be encountered during all steps of the setup wizard as the inputs start receiving data. If all of a sudden, you see the error screen, it might again be due to the mic/cam permissions. If it's not that, then another thing to check is that you can use your mic/cam in a 3rd party Chrome webpage. This is a good tool to use: <https://webcammictest.com/>.
- b) If still having issues with the cam/mic, check if your camera and mic works using a 3rd party program such as Skype, this is a good way to rule out cam/mic issues. Around 95% of the mic/cam issues are due to the users' mic/cam permissions either in browser or set by OS for MAC users.

- c) Sometimes, 3rd party programs lock access to the cam and mic. You can try restart the machine/computer. When you log back in, only open the necessary programs they need to run the plugin (ideally just Chrome). This might free up access to use the cam/mic.

4. My test is next week, when I should do the demo test with IRIS?

It is strongly recommended to go through demo test at least a week before your actual test. It is also recommended that you run the demo test on the same machine/computer you will sit in actual test. This allows you to test your webcam, microphone and audio in order to smoothly run the actual test. You will also have sufficient time to troubleshoot or report any possible technical issues you might encounter.

5. IRIS Invigilation Plugin gives an error message and fail to start, what do I do?

If the error text/message is similar to that shown below:

*An unexpected error has occurred!
Please close this window and try again by refreshing the first page of the assessment.
If the issue persists, contact your lecturer.*

Please try to uninstall IRIS Chrome plugin and reinstall. Please note that this will wipe any stored session recordings you might have. This often happens when you do not have your permissions settings correct.

6. I am at work. May I use my work computer to take my test using IRIS?

To conduct a hassle free test via IRIS, it is recommended that you should avoid using your work computer and use a personal/home device instead. Work computers might be locked down by corporate security department in many different ways. This could cause issues, as could the corporate VPN or WIFI if you are doing the test from work.

7. Does IRIS self-submit my test or should I be pressing submit button?

Students should ensure that they submit their test within the Learning Management System (Blackboard, Moodle). IRIS self-submits the recording of the test when you submit your assessment.

8. What if I finish my test earlier than allowed time, how do I ask IRIS to finalise my video and upload?

Once you complete and submit your test within the Learning Management System (Blackboard, Moodle), IRIS will self-submit and auto upload your recordings.

9. There was an error while IRIS was uploading my invigilated video. Will I fail the test?

Please take a screenshot of the error or the recordings page if possible. Then contact your lecturer or tutor as soon as possible to let them know about the issue. Attach the screenshot for troubleshooting and evidence of your attempt.

10. I do not have my ID card with me, can I still take my test with IRIS?

Students are required to use a student ID to take a test using IRIS. If you do not have your ID and the test is time dependent, use another form of identification such as a drivers licence or passport. Contact the lecturer as soon as possible and let them know about the issue.

11. I closed the browser window by mistake as IRIS was still uploading my test video. What do I do?

Please follow this steps:

- a) Re-open the plugin by navigating back to the assessment start page (or by clicking the Open Plugin button in the top-right context icon)
- b) Then click the [Finalise Recording] button and then click [Manual Upload]

12. When I navigate to the test, IRIS does not prefill the password for me. What do I do?

- a) Please ensure you have properly completed the setup and clicked [Start Invigilation]. Sometimes this requires you to click on the image of the screen before you are select the [Start Invigilation] button.
- b) If you have not done this, restart your machine and try again.
- c) If you still face the same issue, contact your lecturer/support.

13. IRIS is telling me that that password is incorrect. What do I do?

Sometimes this occurs if you do the demo test directly before an assessment and have saved the password on your machine, or you select Begin too quickly before IRIS has had a chance to update the password. To fix this, close your browser and reopen the assessment and go through the setup process again. When IRIS populates the password for you, wait approximately five seconds before you select Begin to ensure that IRIS has had enough time to populate the correct password. If this does not solve the issue contact your lecturer/support.

14. My video is being captured by IRIS but my desktop is not being captured, what do I do?

Please review Question 2, 3 and 5 to try troubleshoot the issue yourself. If you cannot resolve the issue, please contact your lecturer/support.

15. I am using Windows 7, would I be Ok using IRIS on Windows 7?

If you only have 4GB RAM and the OS is a 32 bit version then probably not. 4GB RAM with a 64 bit OS will likely be OK assuming there's no other issues with your machine.

16. I think I have messed up with IRIS settings on my computer, what do I do?

It is best to try to reinstall IRIS Plugin.