

FAQs: Online Examinations

1. I am having difficulties in installing PEXA Lite, what do I do?

Before installation all back end applications are to be stopped (Antivirus/anti malware/windows defender). They may be enabled after installation is completed

2. How do I improve the quality of image capture using web cam?

- Use A5 sheets (OR A4 paper folded widthwise) preferably.
- Hold answer sheet in front of web camera to obtain sharp/ clear images.
- Use clipboard to hold answer sheets.
- Preferably use black/blue ink pen

3. Is PEXA Lite platform compatible to all the operating system?

PEXA Lite platform is compatible only with Windows operating system

4. What if I miss online sessional test 2?

The marks will be prorated as per UGC/MAHE guidelines.

5. When do I get to write missed sessional test 1?

Re-test is scheduled in the last week of June 2020. This will be using PEXA Lite platform.

6. Whom do I approach in case of any technical glitches?

Contact +91-80-47191777, +91-44-46315161

7. Where do I approach for any support related to the online examinations?

Contact the respective members of Helpdesk managed by our faculty members.

INFORMATION FROM PEXA LITE:

OS Crash:

The PEXALite Application has been tested thoroughly, and there has been no incident of this application causing the OS to crash. PEXA Lite does not change any OS level settings during or post installation. Before installation, the Students are requested to turn off the Firewall / Antivirus software in order to obtain the required system permissions for the software to be installed properly. If the steps mentioned are followed, then the application works fine. Incase the permissions are not provided some files of the application are not copied / installed and different system / access errors are shown.

Please note: If you have downloaded the software after 6:00 pm on 4th June 2020, then you have downloaded the latest version of the software. This is not packaged with the 3rd party application that the 1st release of the software was bundled with. Therefore, the blue / black screen will not apply in this regard.

Turning off Firewall / Antivirus:

The PEXALite application is a software used to provide a secure exam environment which is possible only if full permissions are given to the application. By adding the PEXA Lite application to the 'White-list' of Firewall & Antivirus settings the application will install and function properly. We also recommend the students to turn off any Firewall / Antivirus software before download up until the Installation has been completed. If these instructions are not followed, these Firewall / Antivirus applications report false alerts, which need to be ignored and moreover there is an attempt to block the proper installation of the software. PEXALite software has been thoroughly tested and does not contain any Malware. It is not an open software and is provided as a trusted partner of the university to enrolled students only.