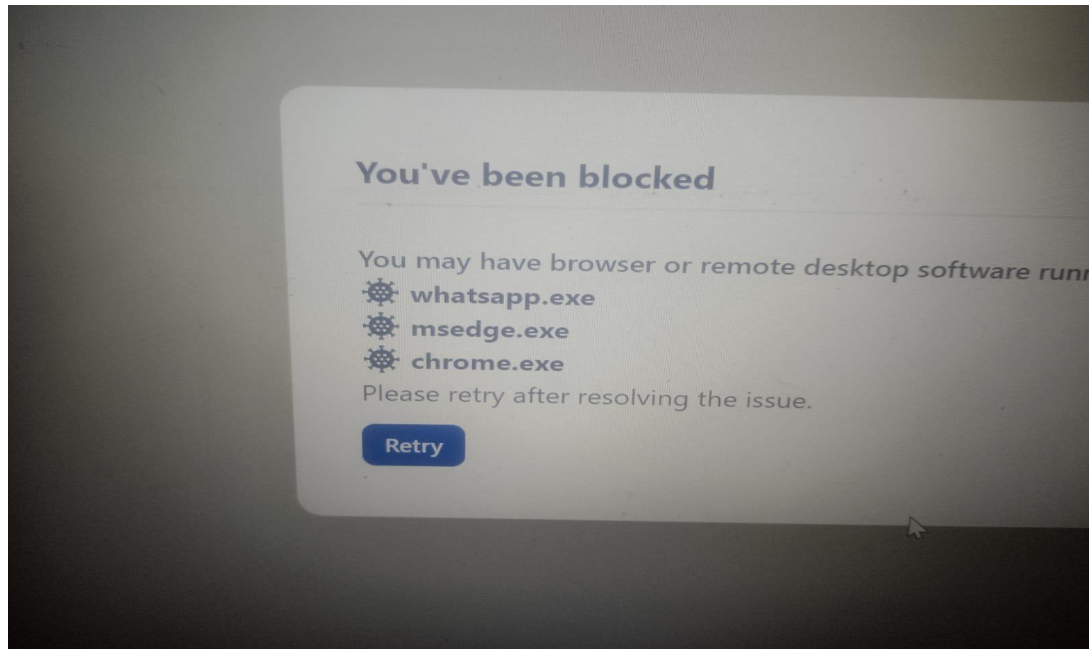


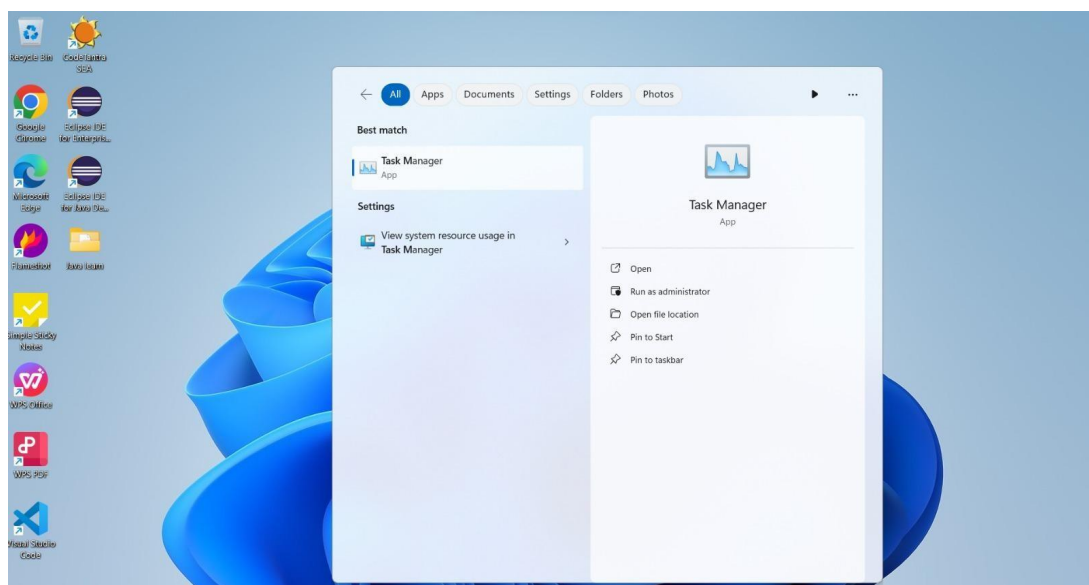
## Steps to unblocking on detection of disallowed processes

Reference Picture:



Follow the below process to unblock

**Step:1)** Exit the application and Open the **Task Manager** as shown in below picture by searching from windows search bar present in task bar.



**Step:2)** Enter in to the Task Manager and identify the processes which are cause of blocking you.

Task Manager

Processes

Name	Status	CPU	Memory	Disk	Network
<b>Apps (4)</b>					
AcerBootApplication_NET_4.5 ...		0%	12.6 MB	0 MB/s	0 Mbps
eclipse		0%	545.0 MB	0 MB/s	0 Mbps
Google Chrome (10)		0%	883.0 MB	0.1 MB/s	0 Mbps
Task Manager		1.7%	53.3 MB	0.1 MB/s	0 Mbps
<b>Background processes (53)</b>					
AMD Crash Defender Service		0%	0.9 MB	0 MB/s	0 Mbps
AMD External Events Client M...		0%	2.2 MB	0 MB/s	0 Mbps
AMD External Events Service ...		0%	0.8 MB	0 MB/s	0 Mbps
Antimalware Service Executable		0.2%	149.4 MB	0 MB/s	0 Mbps
Application Frame Host		0%	7.8 MB	0 MB/s	0 Mbps
A-Volute NS		0%	4.6 MB	0 MB/s	0 Mbps
Background Task Host (2)		0%	2.4 MB	0 MB/s	0 Mbps
COM Surrogate		0%	4.2 MB	0 MB/s	0 Mbps
CTF Loader		0%	4.9 MB	0 MB/s	0 Mbps
DCHUService		0%	8.0 MB	0 MB/s	0 Mbps
Flameshot		0%	4.6 MB	0 MB/s	0 Mbps
Fn hotkeys and OSD		0%	34.1 MB	0 MB/s	0 Mbps
Host Process for Windows Tasks		0%	2.8 MB	0.1 MB/s	0 Mbps
LiveUpdate Checker		0%	1.6 MB	0 MB/s	0 Mbps
Location Notification		0%	0.8 MB	0 MB/s	0 Mbps
Microsoft (R) Aggregator Host		0%	2.1 MB	0 MB/s	0 Mbps
Microsoft Edge (11)		0%	119.3 MB	0.1 MB/s	0 Mbps

Chrome.exe

Msedge.exe

Identify the processes as shown in above image.

**Step:3)** Now End the process by selecting the process and click on end.

Task Manager

Processes

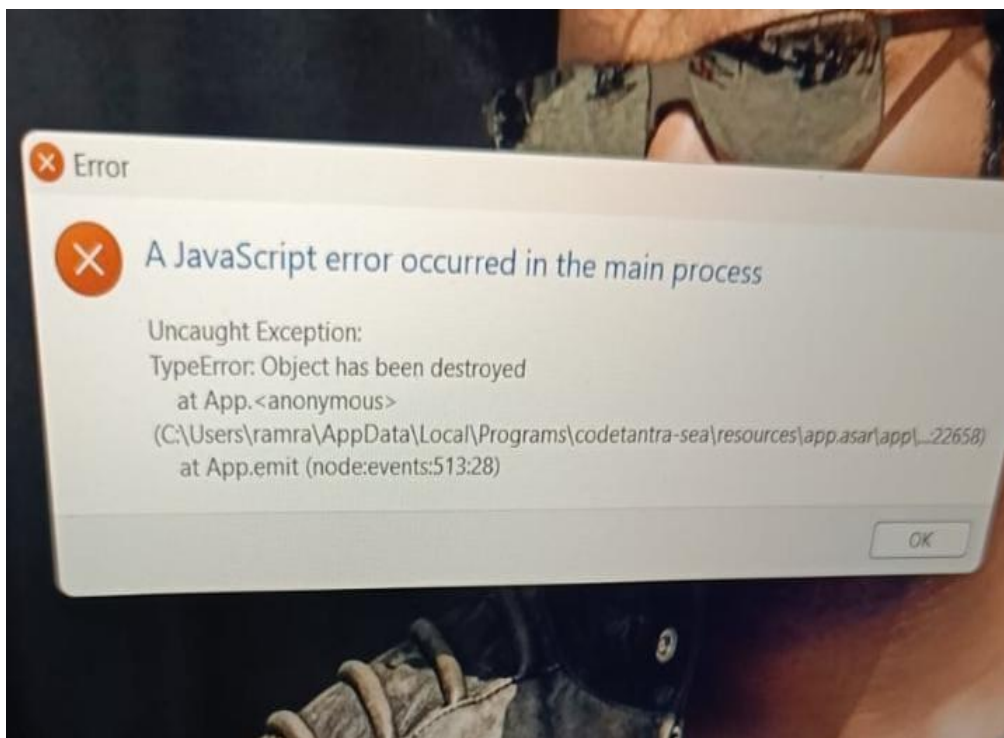
Name	Status	CPU	Memory	Disk	Network
<b>Apps (4)</b>					
AcerBootApplication_NET_4.5 ...		0%	12.6 MB	0 MB/s	0 Mbps
eclipse		0.8%	545.1 MB	0 MB/s	0 Mbps
Google Chrome (10)		0%	896.6 MB	0.1 MB/s	0 Mbps
Task Manager		2.0%	53.2 MB	0.1 MB/s	0 Mbps

Run new task End task Efficiency mode ...

## **To Avoid the Blocking Issue Permanently Follow these steps:**

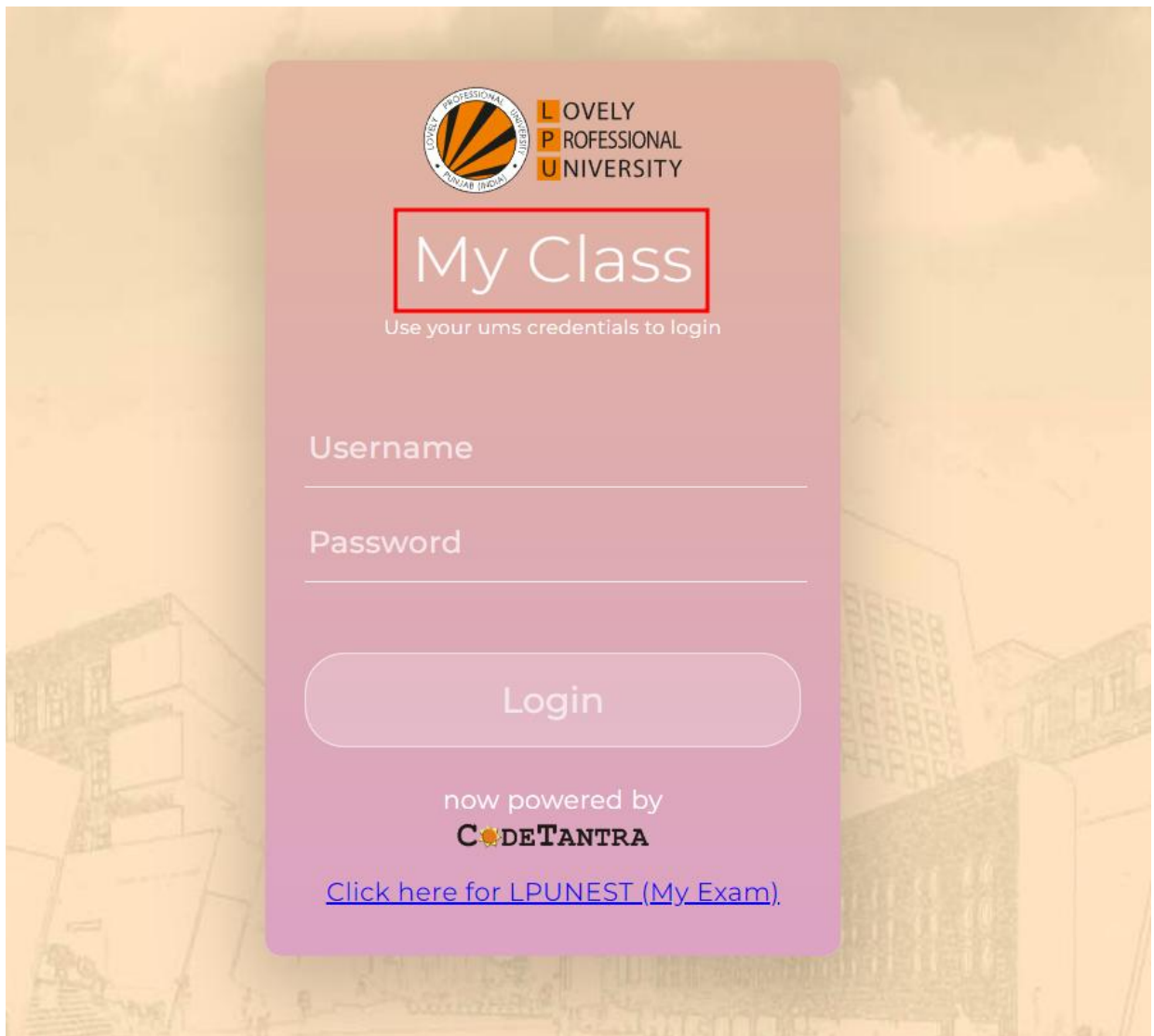
- 1.) Go to windows search bar which will be at the bottom of the screen and search for Startup Apps
- 2.) In that turn off the applications like Anydesk, Microsoft Edge, Whatsapp, Chrome, Opera or any other unnecessary applications.
- 3.) Restart the system.

## **JavaScript Error**



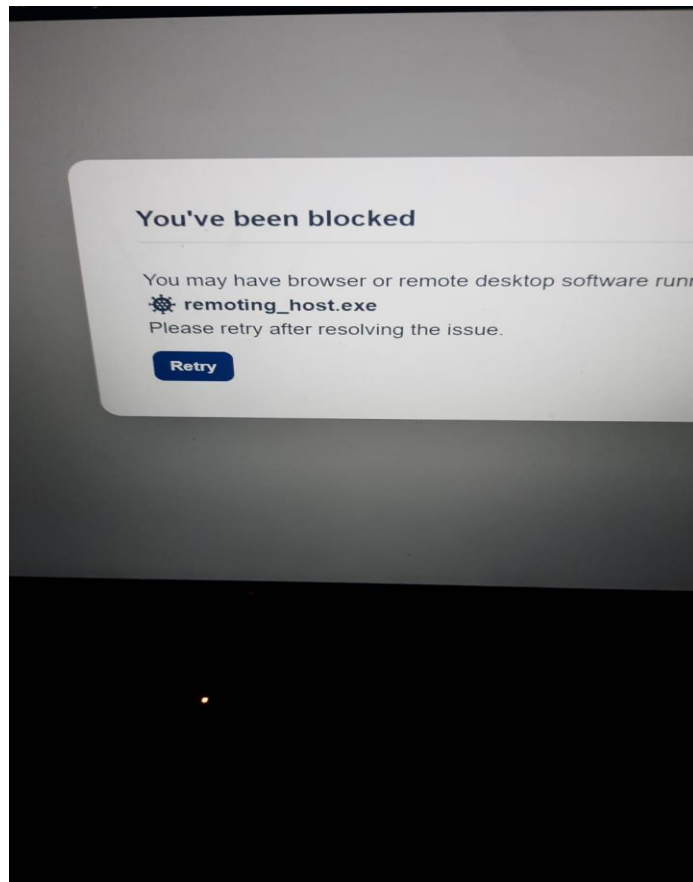
- 1.) Press Windows+R.
- 2.) Type %appdata% in the search bar.
- 3.) Then you will see the CodeTantra SEA folder.
- 4.) Kindly delete that folder.
- 5.) Then open the application and select the correct institute name <https://lovelyprofessionaluniversity.codetantra.com/> and login

## Login Issues



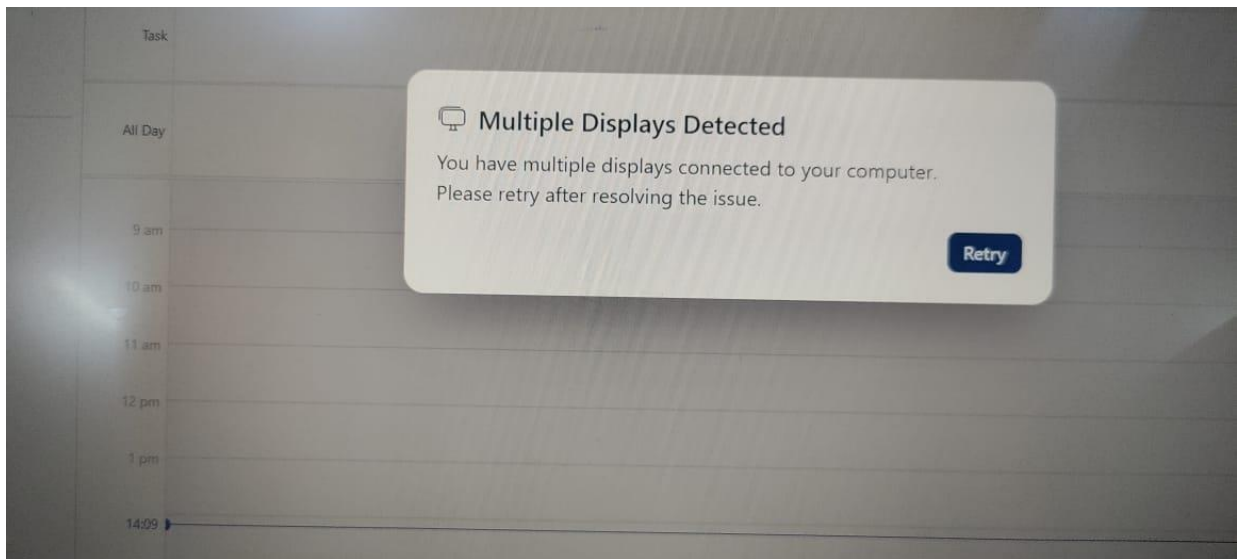
1. Make Sure that student is visiting the right login page as shown in the above image
2. If student is getting any other domain, there will be 3 dots at the right bottom corner of application. Ask the student to click on that and click on reset and exit
3. Reopen the application and select the institute name as <https://lovelyprofessionaluniversity.codetantra.com/> and login
4. If still they are getting Invalid credentials, Ask them to change the UMS password and try to login after two minutes.

## Remoting Host Issue



- 1) Go to Google Chrome and at the right-side top corner there will be a puzzle icon to view the extensions.
- 2) As shown in the above image there will be a CHROME REMOTE DESKTOP extension and remove that extension.
- 3) If issue still exists open control panel and search for the application CHROME REMOTE DESKTOP and uninstall it.
- 4) Also suggest the student to close all background processes like chrome, msedge...etc

## Multiple Screen Displays



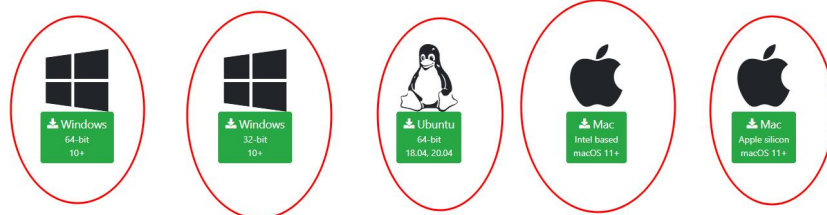
- 1) Go to the Windows search bar and search for display and open that.
- 2) At the top right side there will be an option Show on 2 displays.
- 3) Click on that option, select Show on 1 display and save the settings.
- 4) Now restart the app.

## Application Issues

This course can only be taken in CodeTantra Secure Exam App.

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Make Sure Student Downloaded the suitable version of Application for specified system.