

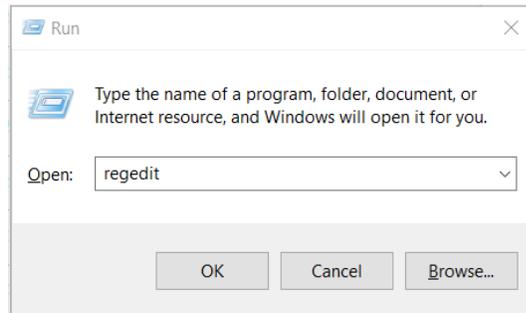
# SEB troubleshooting.

## 1. Task manager disabled after a laptop was locked with SEB.

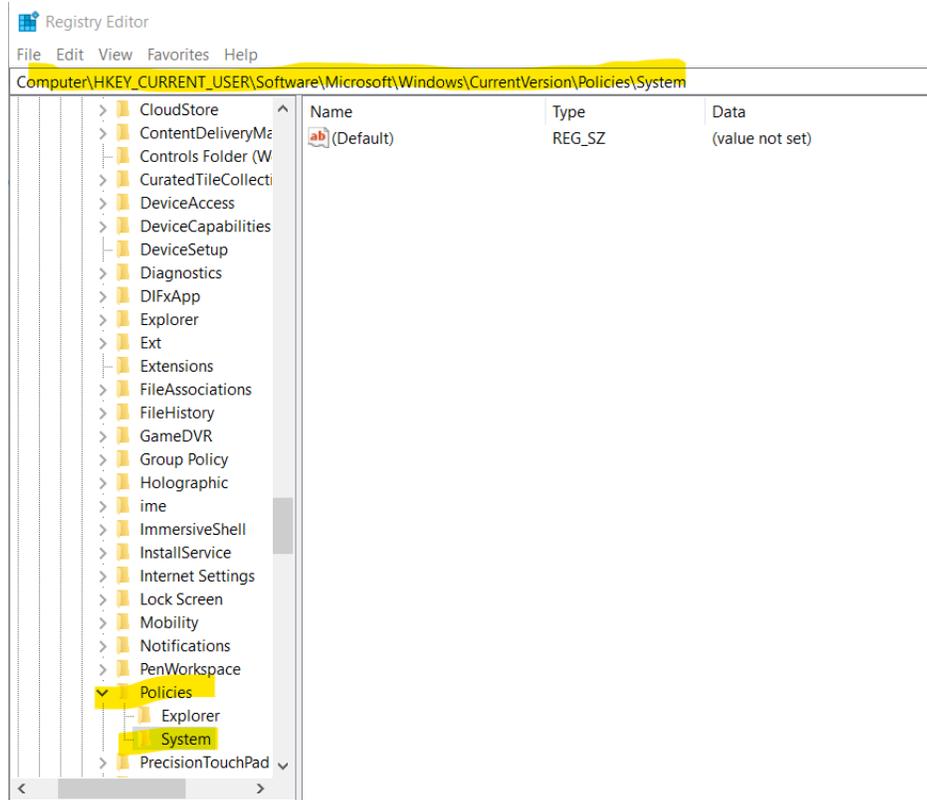
Answer -

Task manager disabled after a laptop was locked with SEB:

- a. Check if you're able to re-launch SEB correctly, and exit properly. In that case, the issue may be fixed. If not - continue with the following steps:
- b. Open the Registry Editor:  
Either press Winkey+R or go to Start and Run.  
Type "regedit" and press Enter.

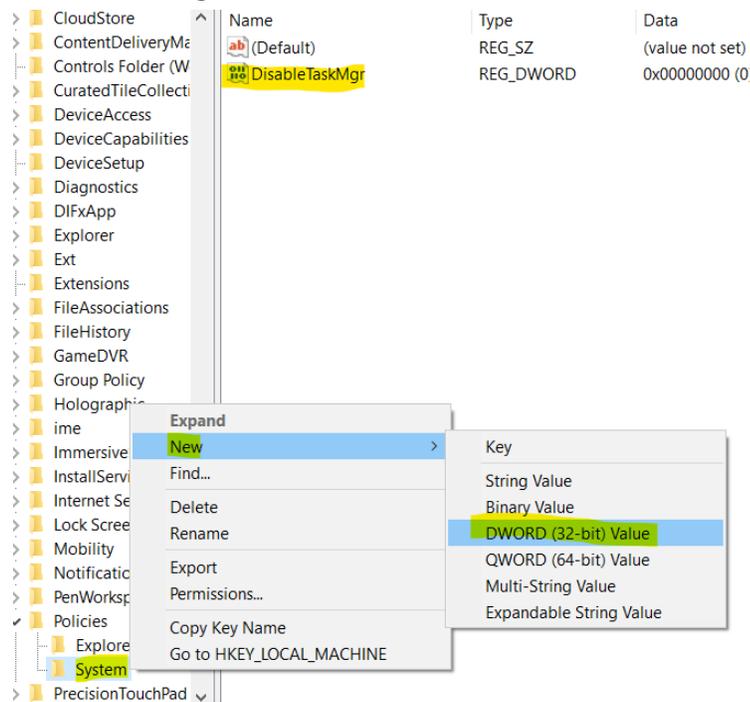


- c. If Registry Editor is also disabled, you will first need to **enable registry editing**.
- d. **Navigate to** : HKEY\_CURRENT\_USER\Software\Microsoft\ Windows\ Current Version\Policies\System

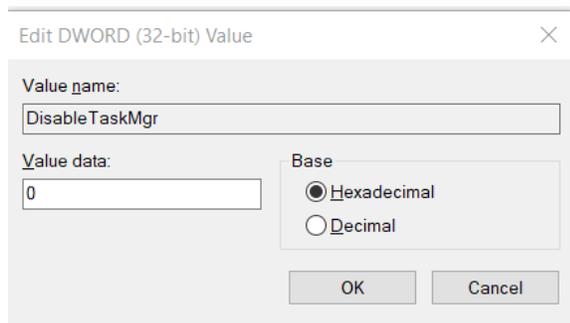


- (If “System” key is not there, you’ll need to create it yourself: click with the right key on “Policies”, Choose “New”, “Key”, name the New Key - System )
- e. On the central area of the Registry Editor, you should find an item named “DisableTaskMgr”. If it’s not there, create it by clicking “System” with the right key. Choose “New”, “DWORD”. A new item will be created, name it

### “DisableTaskMgr”.

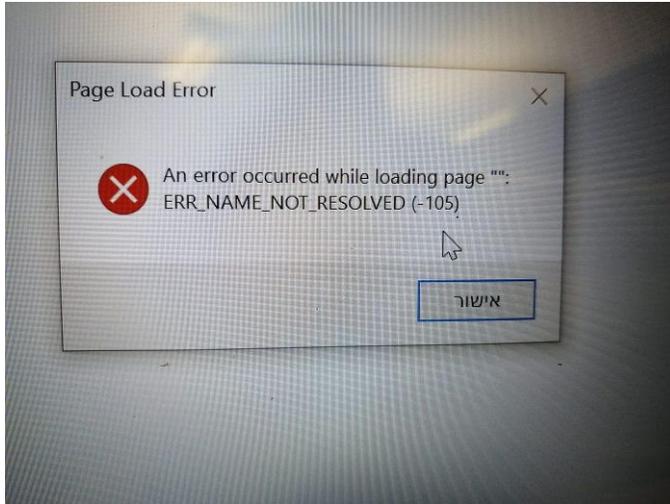


- f. Now double-click “DisableTaskMgr”. A new window will pop-up. Make sure “Value data” is set to 0.



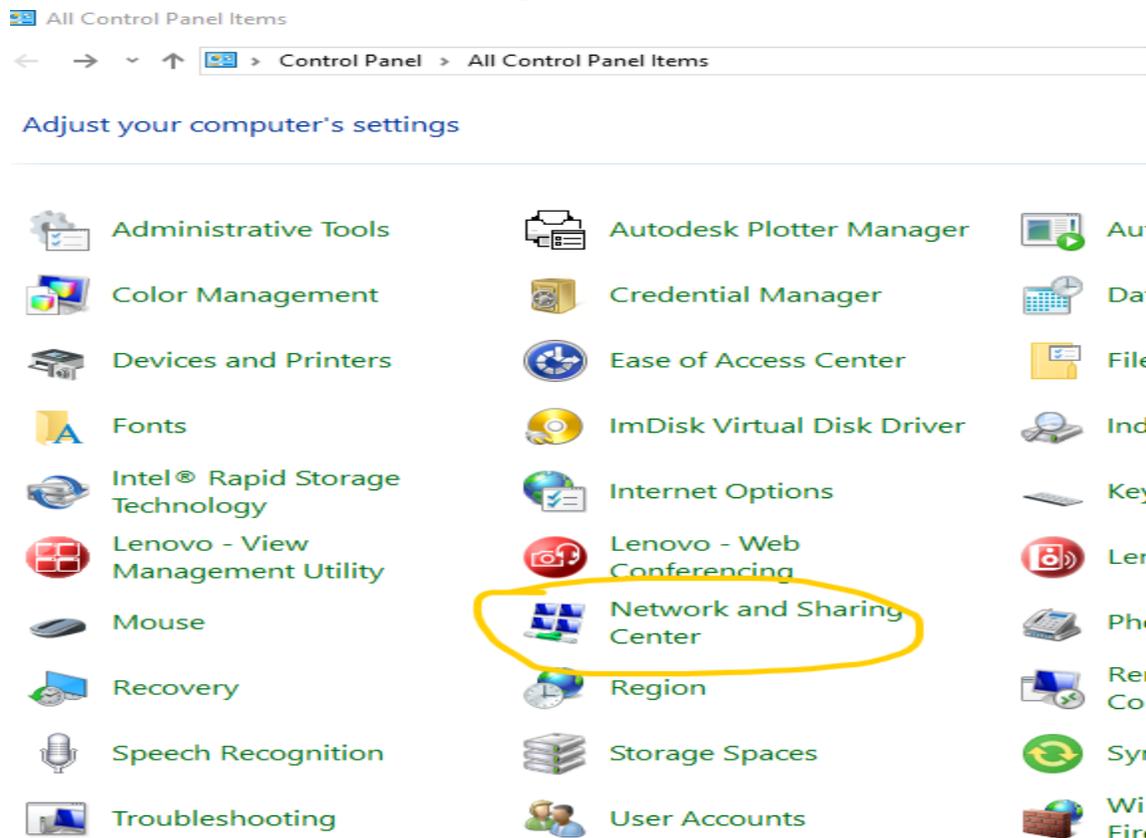
- g. Close the Registry Editor, and give Task Manager another try.
- h. Still not working -> Try restarting your computer and hopefully the issue will be resolved.

## 2. Unable to run SEB with error, due to change of DNS.

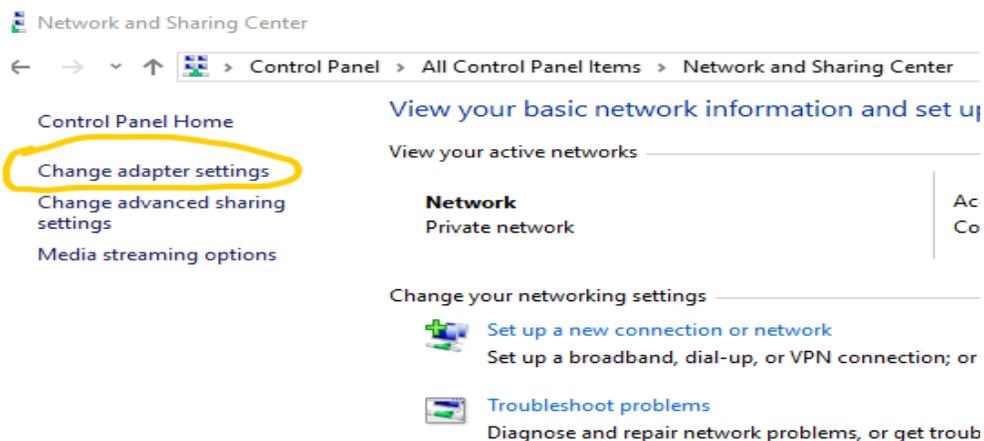


The error can happen when running SEB on an Exams wi-fi network. At the bottom of the screen change to any other wi-fi network. That will give you Quit SEB button. Quit SEB safely.

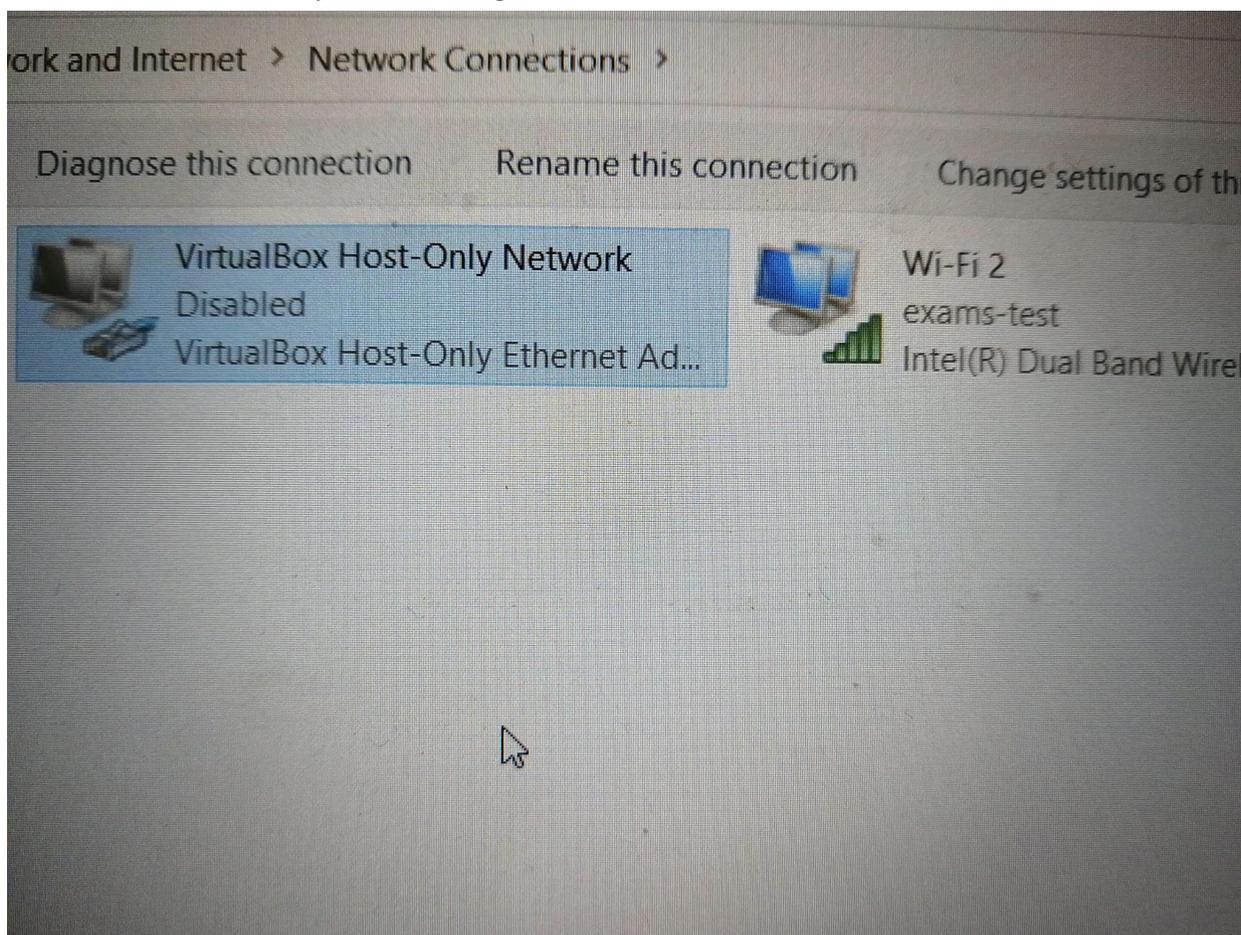
Access the Network and Internet settings.



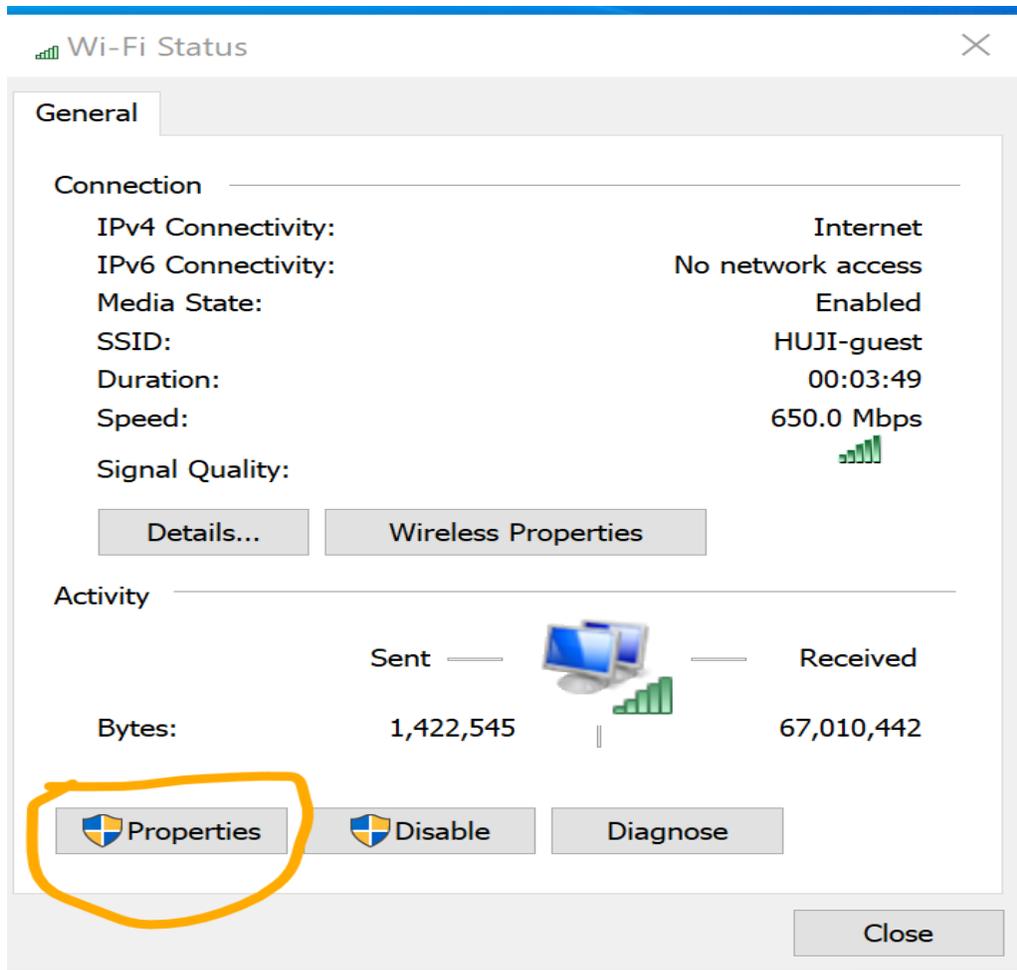
Change Adapter settings



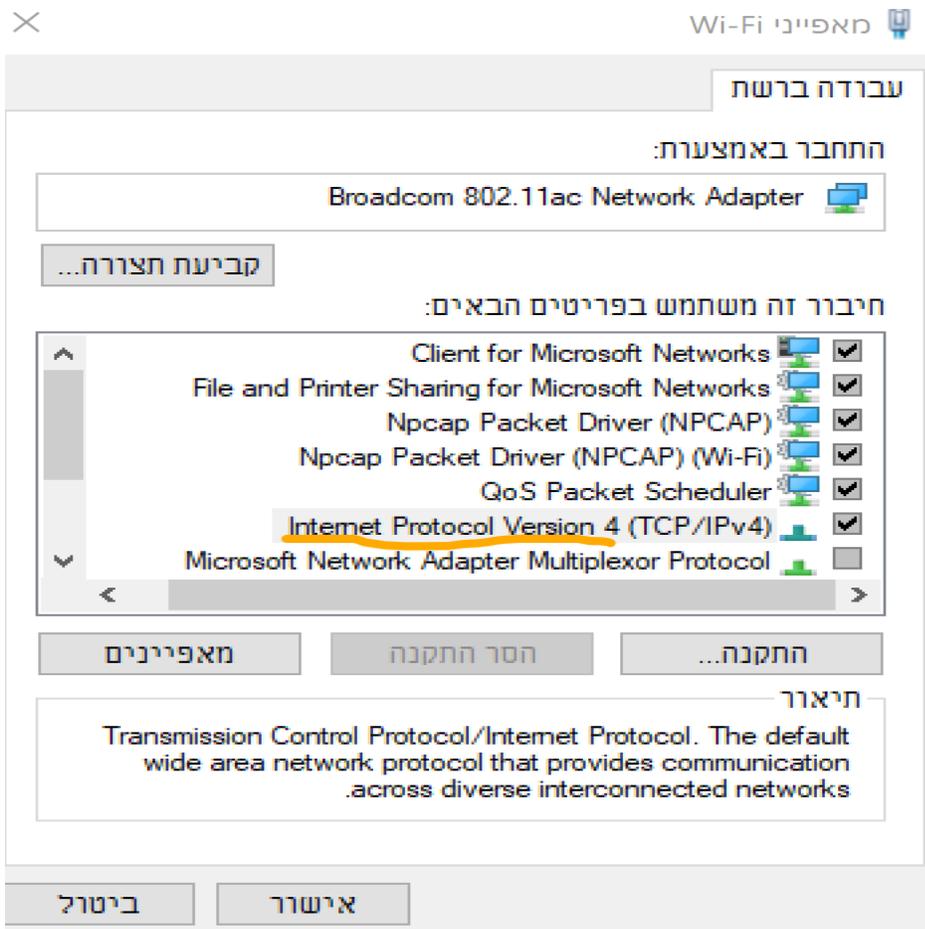
Disable Virtual Host-Only Network. Right click on the network icon and disable.



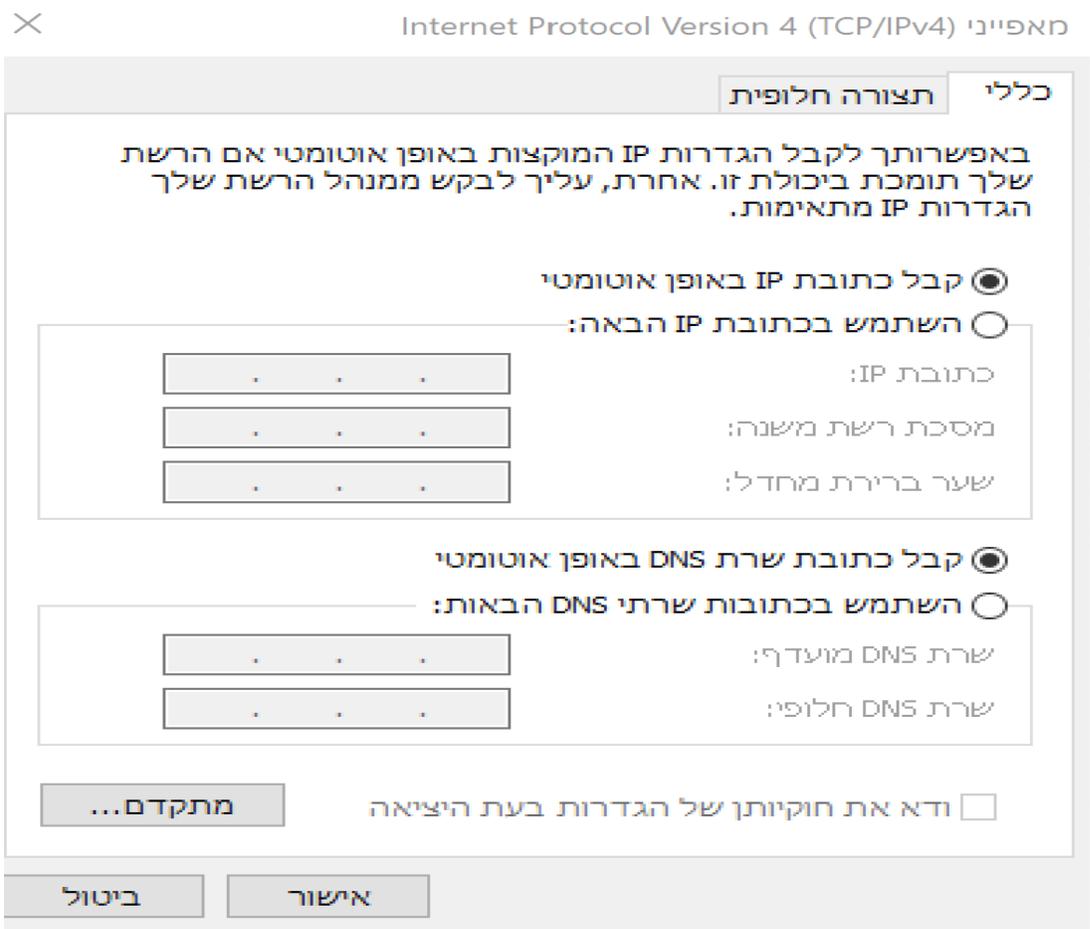
Double click Wi-Fi adapter -> Properties.



Choose the properties of Internet Protocol Version 4



Change the DNS setting to Automatically.



2.1 On MAC computers DNS error can appear as white screen when running SEB on exams-test network.

Go to Preferences -> Network-> Advanced -> DNS.



Safari

File

Edit

View

History

About This Mac

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System Preferences...

App Store...

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Recent Items >

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Force Quit Safari



Sleep

Restart...

Shut Down...

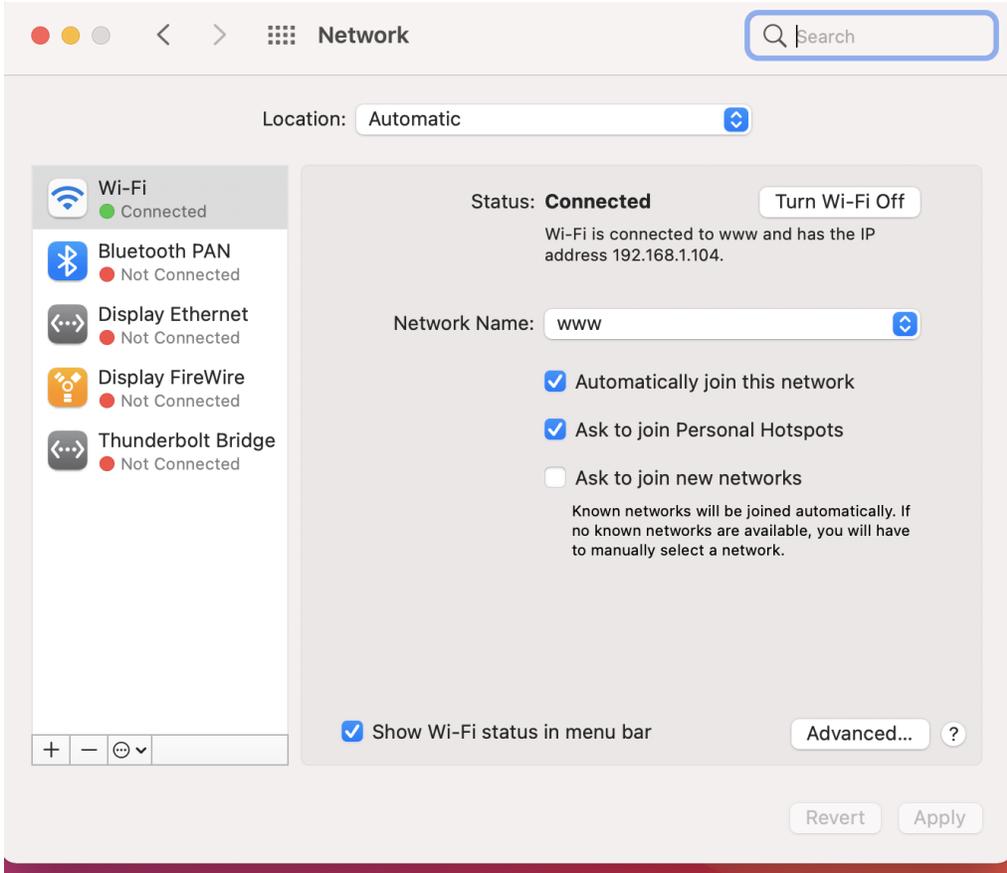
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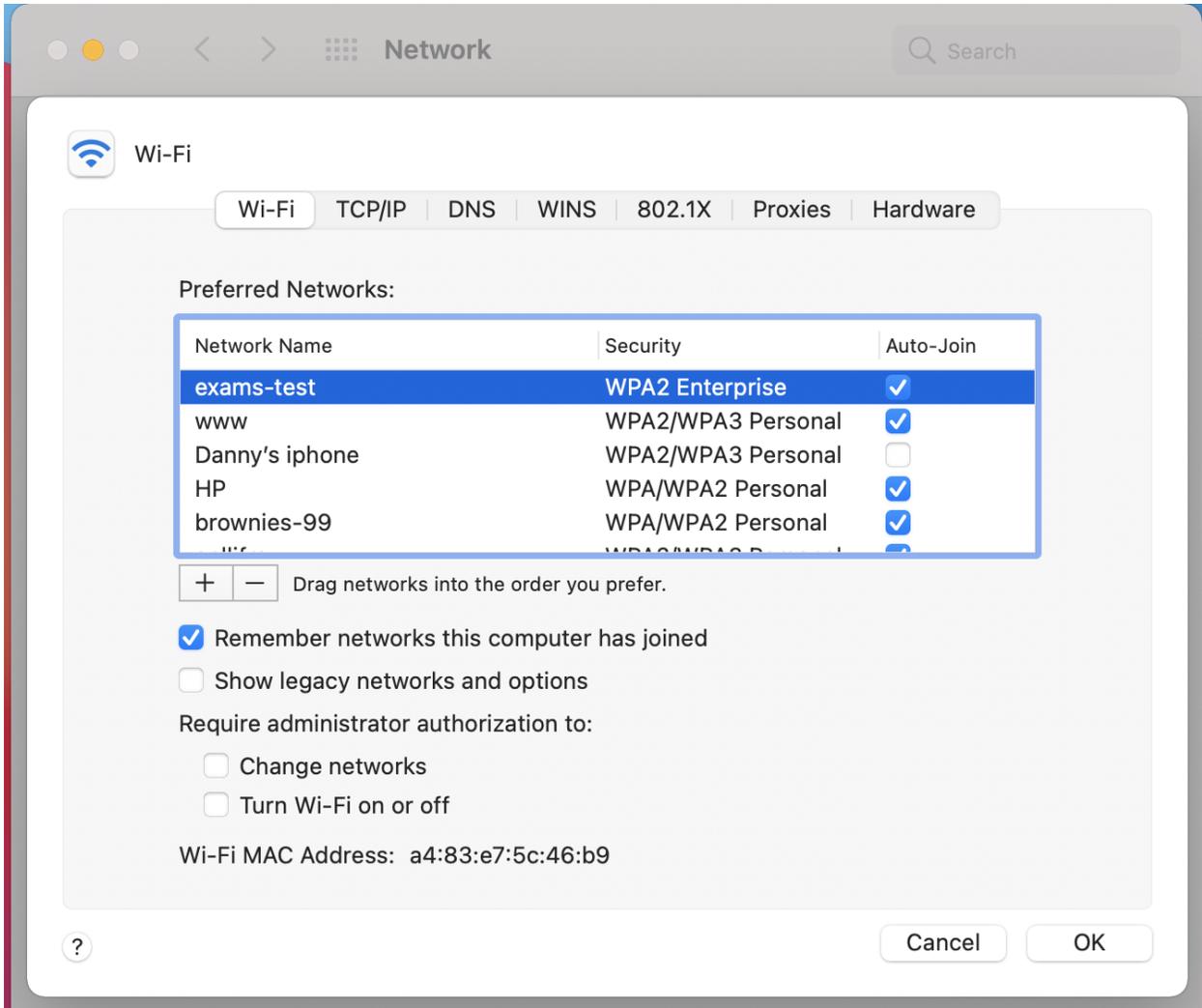
Lock Screen

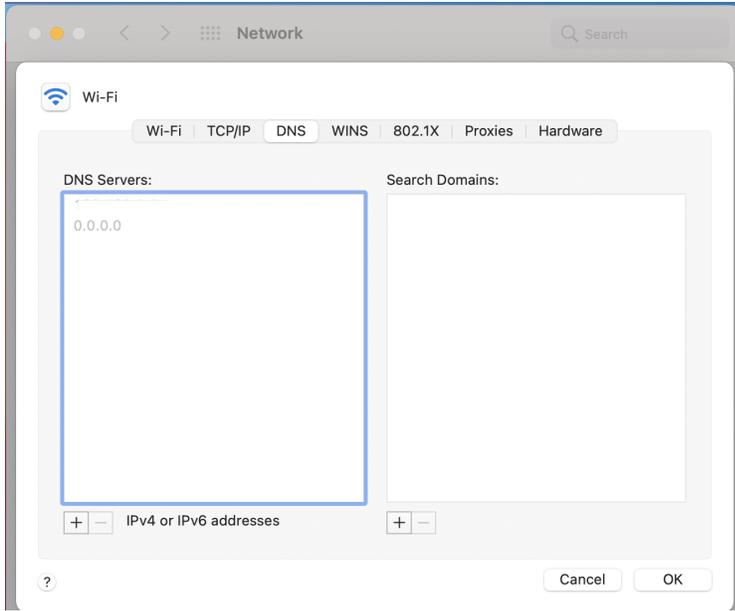


Log Out Administrator...









DNS should be set for 0.0.0.0