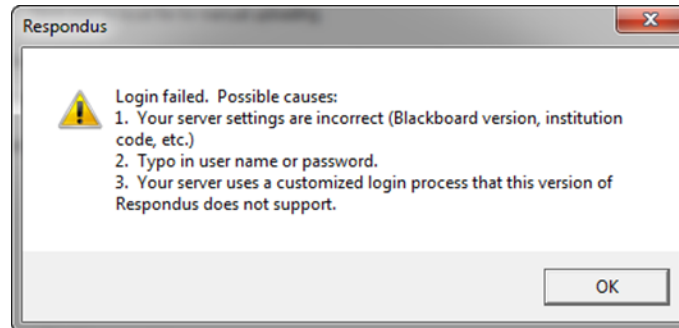


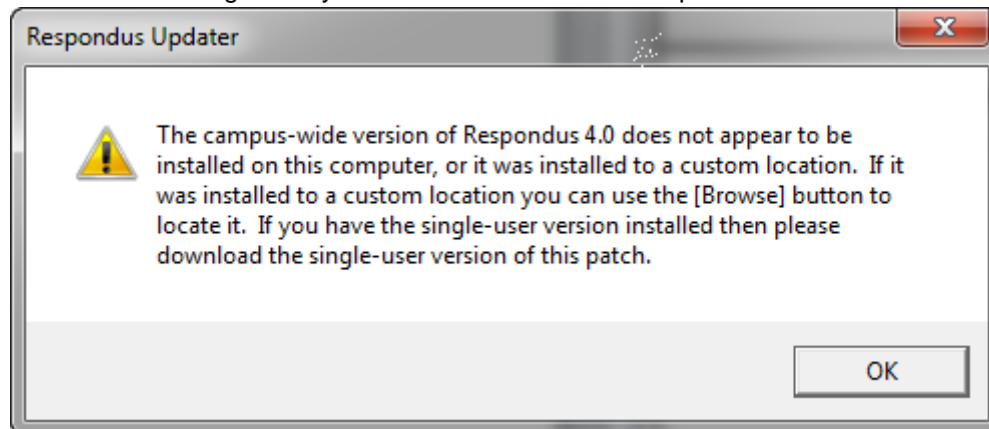
Instructors Only


If you are experiencing problems using Respondus with Learn 9, the following steps need to be completed:

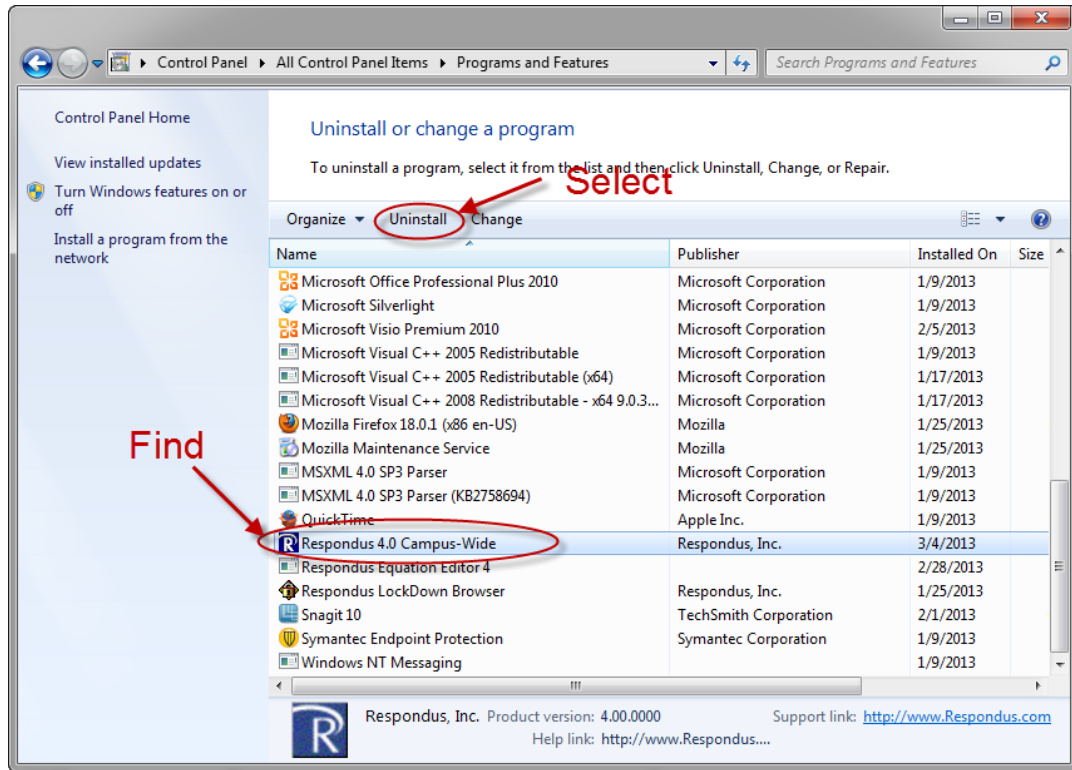
1. If you receive the following error message when trying to upload a test, survey or pool to Learn 9, proceed to the following steps.



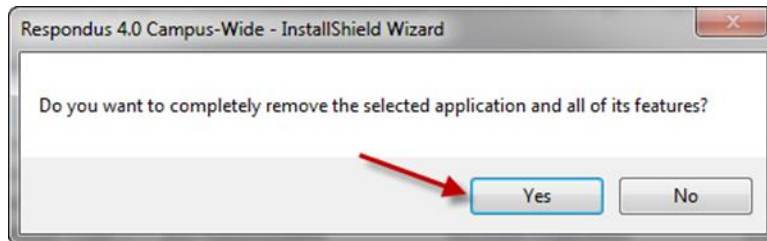
2. A patch will need to be installed in order for Respondus to work with Learn 9. Follow the directions [here](#).
3. If you receive the following error message when trying to install the patch, proceed to step 4. If you do not receive an error message then you should be able to use Respondus with Learn 9.



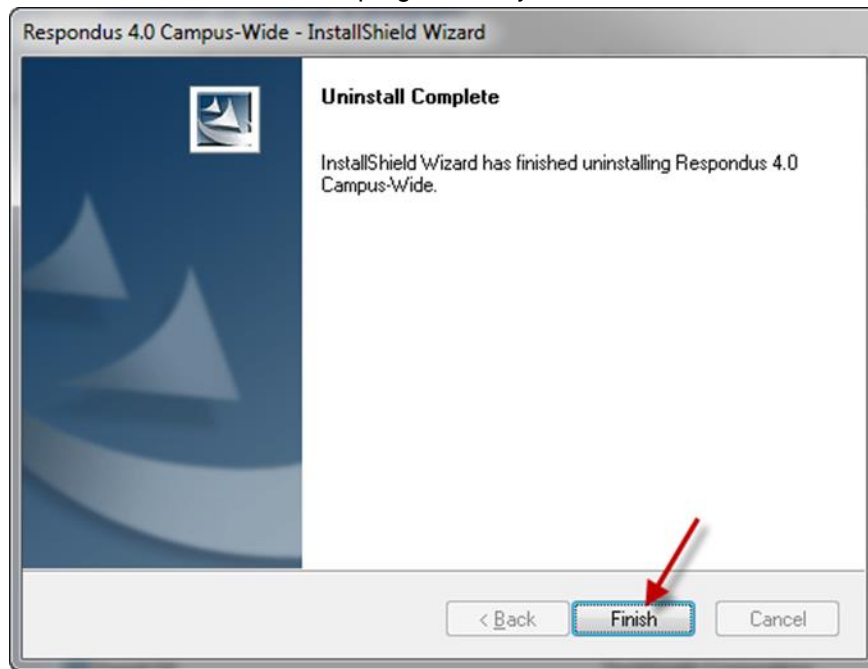
4. You will need to uninstall Respondus using the control panel of your computer.
 - Go to the **Start** menu 
 - Select **Control Panel**
 - Select **Programs and Features**
 - Find **Respondus 4.0 Campus-Wide** and then select **Uninstall**



5. The InstallShield Wizard will begin and you will be asked "Do you want to completely remove the selected application and all of its features?" Select **Yes**.



- The InstallShield Wizard will uninstall the program and you will need to select **Finish**.



- Once you have uninstalled the program you will now have to install a new version. Follow the instructions [here](#).