



**Questar®**

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## **Switching Application Error and Solutions**

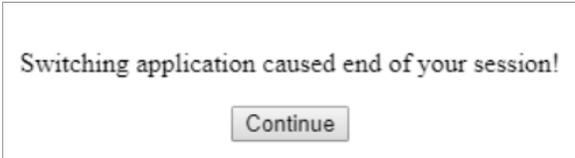
**March, 2019**

## Contents

Overview .....	3
Disabling Background Process and Common Practices to Follow.....	4
Disable Sticky Keys and Filter Keys: Windows.....	4
Disable Sticky Keys .....	4
Disable Filter Keys .....	4
Disable Fast User Switching: Windows & Mac .....	5
Windows, Process 1 .....	5
Windows, Process 2 .....	5
Mac .....	5
Windows Touch Devices.....	6
Disable Edge Swipe.....	6
Disabling Three and Four Finger Actions.....	8
Firewall Pop-up Error Message.....	12
Battery Saver Message.....	12
Preventing Sleep Mode .....	15
Disabling Auto Updates .....	19

## Overview

The purpose of this document is to highlight potential causes of the Switching Application error and how to avoid its occurrence. This error message indicates that another application caused a loss of focus on the Secure Browser, and it only occurs on Windows and Mac Operating Systems. Below is a visual of what the error message looks like and the three possible reasons it may display.

Error Message	Potential Causes
 <p>Switching application caused end of your session!</p> <p>Continue</p>	<ol style="list-style-type: none"> <li>1) A pop-up is generated by the operating system or another application asking for permission to do something.</li> <li>2) An application is activated that has an overlay (Example: OS accessibility features like Windows Sticky Keys, Virtual Keyboard, etc.).</li> <li>3) The operating system login screen displayed and then the user logged back into the operating system.</li> </ol>

## Disabling Background Process and Common Practices to Follow

Common Background Processes to Disable	Common Practices to Follow
<ul style="list-style-type: none"> <li>• Fast User Switching on Windows and Mac</li> <li>• Sticky Keys on Windows</li> <li>• Malware software</li> <li>• Adobe background processes</li> <li>• Workstation lockout application</li> </ul>	<ul style="list-style-type: none"> <li>• Disable keyboard shortcuts</li> <li>• Avoid software updates, patching, and data backups</li> <li>• Remove bandwidth throttling on ports 80/443</li> <li>• Minimize and turn off network bandwidth intensive programs</li> <li>• Plug headsets in prior to launching the Nextera Test Delivery System (TDS)</li> </ul>

### Disable Sticky Keys and Filter Keys: Windows

#### Disable Sticky Keys

Sticky Keys enables users to enter key combinations in sequence one at a time instead of simultaneously. This feature is available on Windows machines. Please disable Sticky Keys using the process below.

- 1) Open the *Control Panel*.
- 2) Open the *Ease of Access Center*.
- 3) Select **Make the keyboard easier to use**.
- 4) Uncheck the *Turn on Sticky Keys* check box.
- 5) Click **Set up Sticky Keys**.
- 6) Uncheck *Turn on Sticky Keys when SHIFT is pressed five times*.
- 7) Click **OK**.

#### Disable Filter Keys

Filter Keys tell the keyboard to ignore brief or repeated keystrokes. This feature is available on Windows machines. Please disable Filter Keys using the process below.

- 1) Open the *Control Panel*.
- 2) Open the *Ease of Access Center*.
- 3) Select **Make the keyboard easier to use**.
- 4) Uncheck the *Turn on Filter Keys* check box.
- 5) Click **Set up Filter Keys**.
- 6) Uncheck *Turn on Filter Keys when right SHIFT is pressed for 8 seconds* check box.
- 7) Click **OK**.

## Disable Fast User Switching: Windows & Mac

Fast User Switching allows multiple users to be logged in to one device and switch between the user profiles quickly. This feature is available on Windows and Mac machines. Please disable Fast User Switching using one of the processes below.

### Windows, Process 1

- 1) Open the *Control Panel*.
- 2) Select **User Accounts**.
- 3) Select **Change the way users log on or off**.
- 4) Uncheck the *Use Fast User Switching* check box.
- 5) Select **Apply Options**.

### Windows, Process 2

- 1) From Start, type **gpedit.msc**.
- 2) Select **Apps** from the sidebar on the right.
- 3) Select **gpedit.msc** in the main window.
- 4) In the *Local Group Policy Editor* window, locate and select **Logon** in the left pane.
- 5) On the right, double-click **Hide entry points for Fast User Switching**.
- 6) In the *Hide entry points for Fast User Switching* dialogue box, select **Enabled** and select **OK**.
- 7) Close the *Local Group Policy Editor* and open the Run dialog box (Windows + R). Enter *gpupdate/force* and select **OK**.

### Mac

- 1) From the Apple menu, select **System Preferences**.
- 2) From the View menu, select **Accounts**.
- 3) Select the **Login Options** button.
- 4) Deselect the *Enable fast user switching* option.

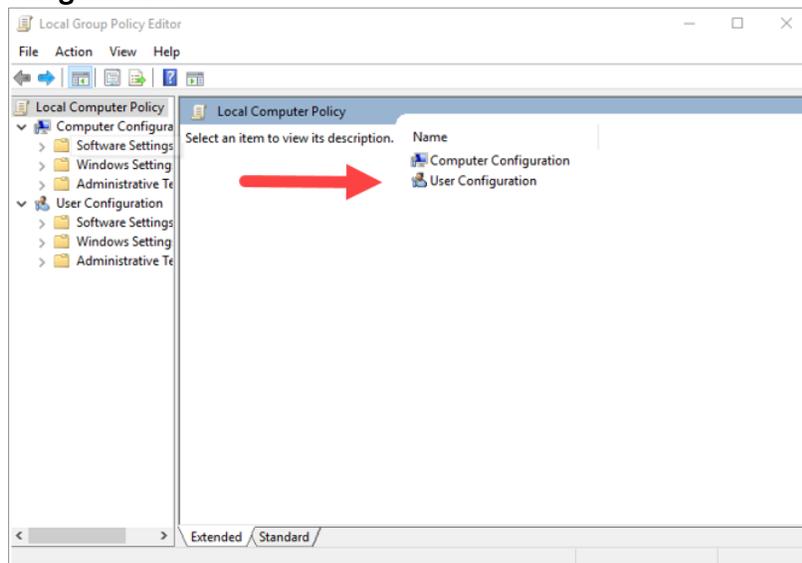
**Note:** Please make sure to complete all iCloud or other configuration tasks prior to testing to ensure that prompts or pop-ups do not interfere with testing.

## Windows Touch Devices

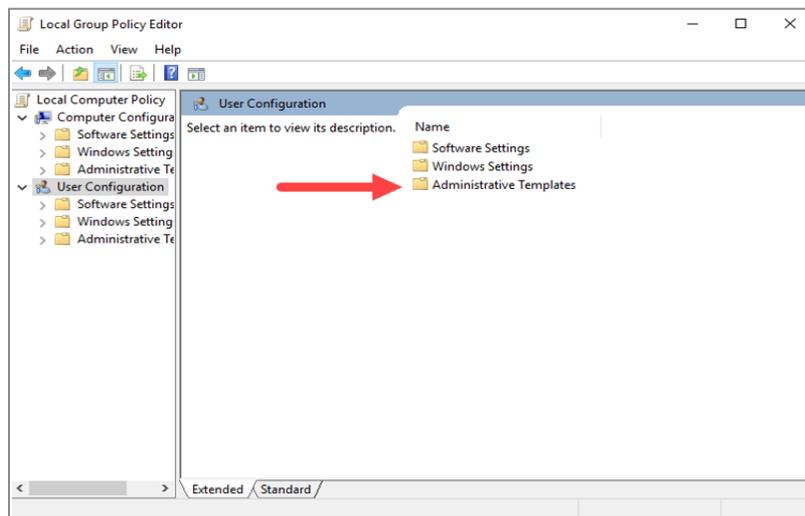
With Windows Touch Devices two and three finger actions need to be disabled. Also, swiping from the edge of the screen to the center is an embedded action within Windows touch devices that can be used to bring up different applications. This action can be detected in the Secure Browser, which will trigger the- “Switching Application”-error and cause the testing session to end to maintain testing security.

### Disable Edge Swipe

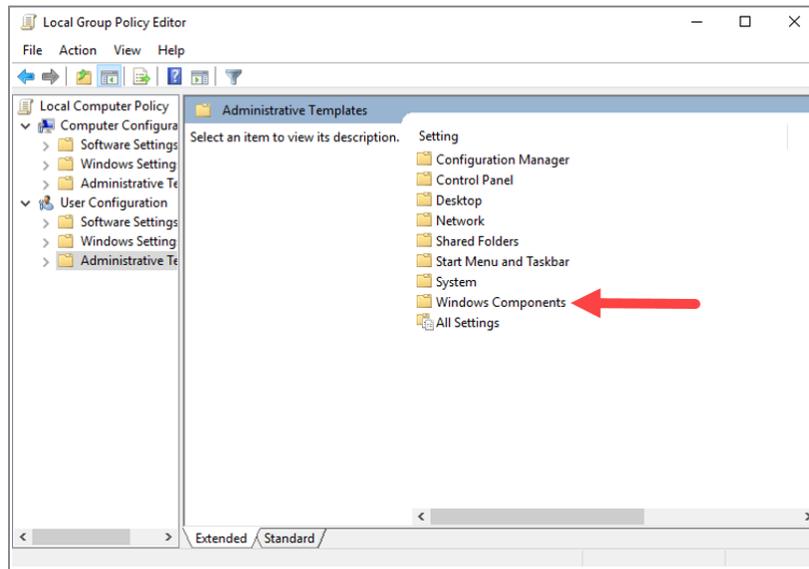
1. Select the **Start Menu** and select **edit Group Policy**.
2. Select **User Configuration**.



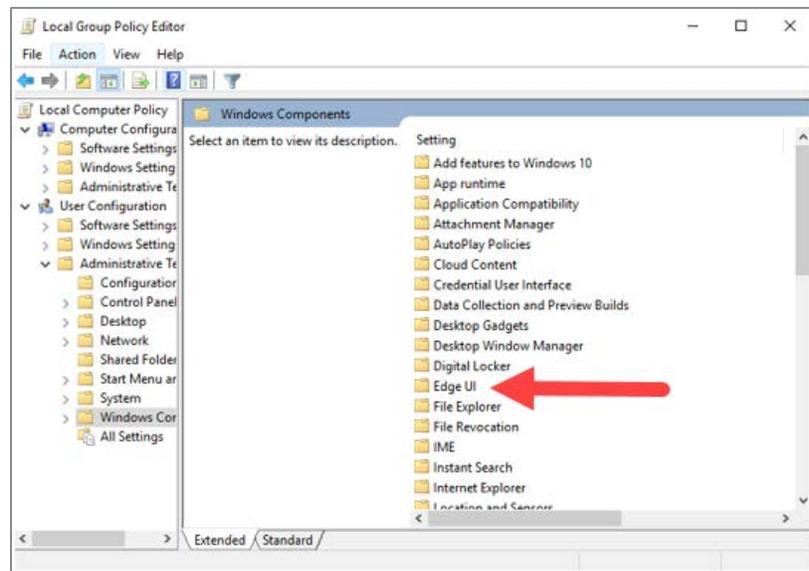
3. Select the **Administrative Templates** folder.



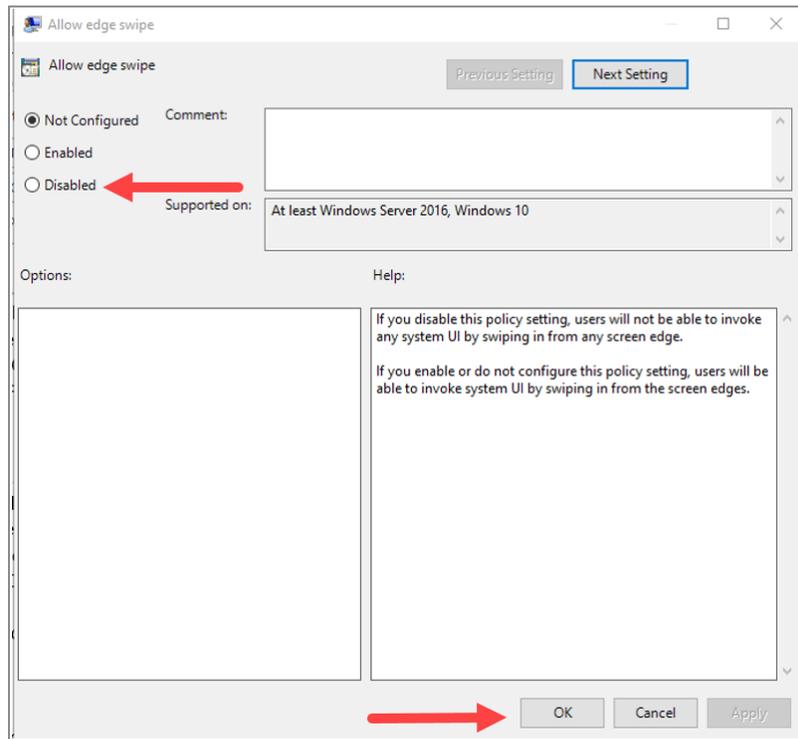
4. Select the **Windows Components** folder.



5. Select the **Edge UI** folder.



6. Double click on **Allow edge swipe**. A pop-up window displays. Select **Disabled** and select **OK**.

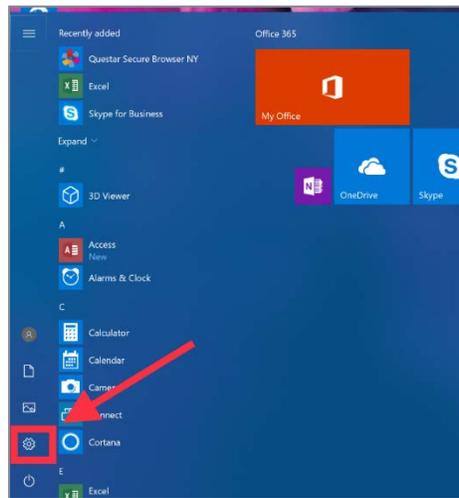


### *Disabling Three and Four Finger Actions*

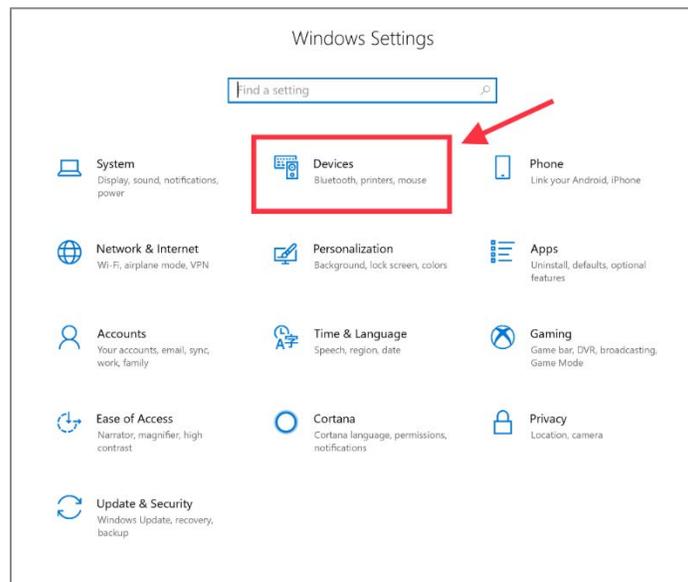
1. Click on the Windows Start Menu.



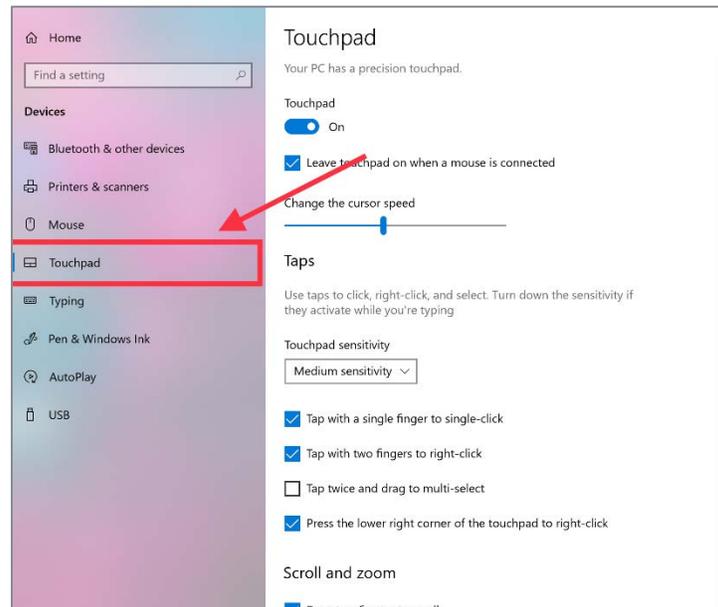
## 2. Select Settings.



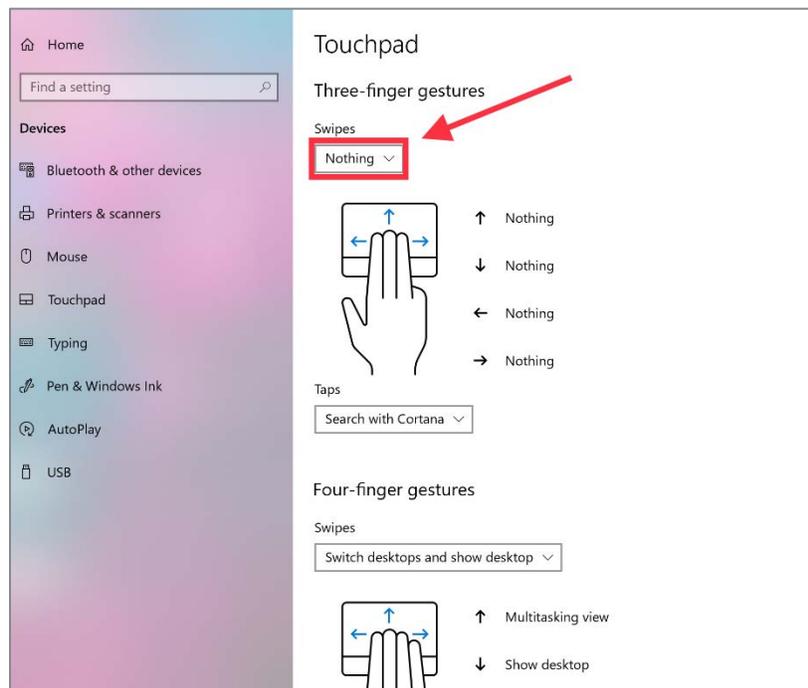
## 3. Select Devices.



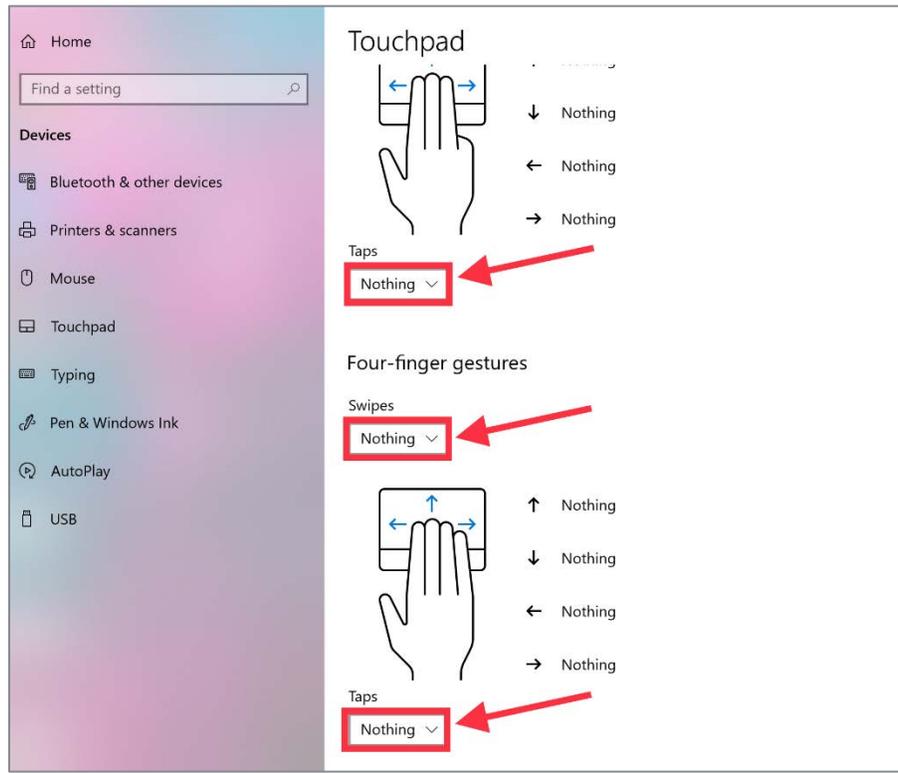
4. Select **Touchpad** from the left side menu.



5. Scroll down the right side options until the *Three-finger gestures* menu is visible. From the Swipes drop-down menu, select **Nothing**.



6. Scroll down further and repeat the selection process. Using the drop-down menus select **Nothing** for all available options.



7. You have now configured the Microsoft Precision Touchpad and may continue using the device for testing at this time.

## Firewall Pop-up Error Message

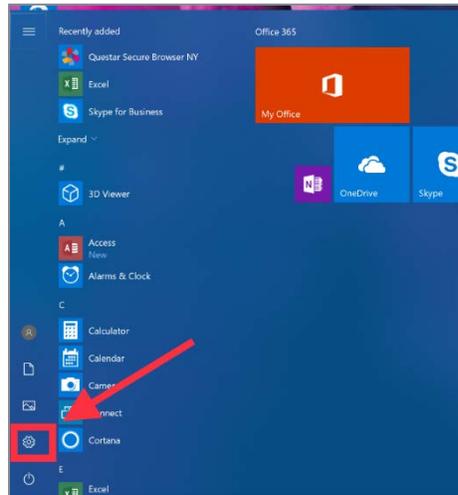
- Confirm the network bandwidth is flowing without impediment.
  - Try opening a website on another device on your network. If you experience latency accessing the Internet on another device, you may be experiencing a broader network issue.
- Confirm the Questar domain name (\*.questarai.com) is whitelisted in your firewall. If your firewall or Web content filter supports SSL inspection, ensure that function is turned off in the firewall and/or content filter.
- If the error occurs intermittently, it may be that the firewall or Web content filter is prioritizing traffic and causing some requests to fail. If the firewall or Web content filter allows it, add a rule to allow traffic to the Questar domain \*.questarai.com to be top priority in the firewall or content filter.
- Add \*.questarai.com to the ignore list/blanket bypass if one is in use.
- Right-click, select quit secure browser, and log in again. This issue may be a result of firewall or content filter inspecting the connection; this resolution may create a new connection that is unlocked.
- If using an iPad, close out of the secure browser then turn on and off Airplane mode under Settings. This will reset all radios, allowing the device to create a clean network connection.

## Battery Saver Message

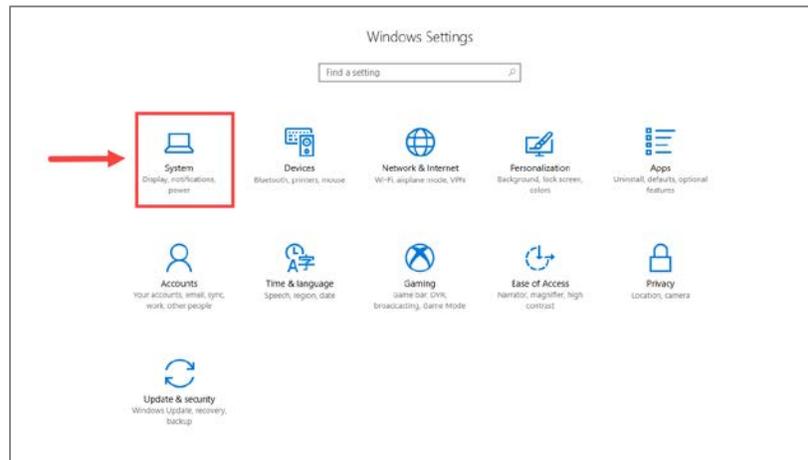
1. Select **Start**.



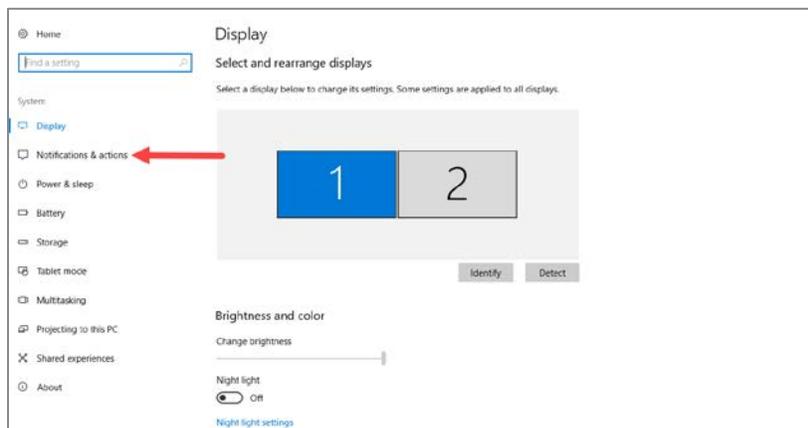
## 2. Select Settings.



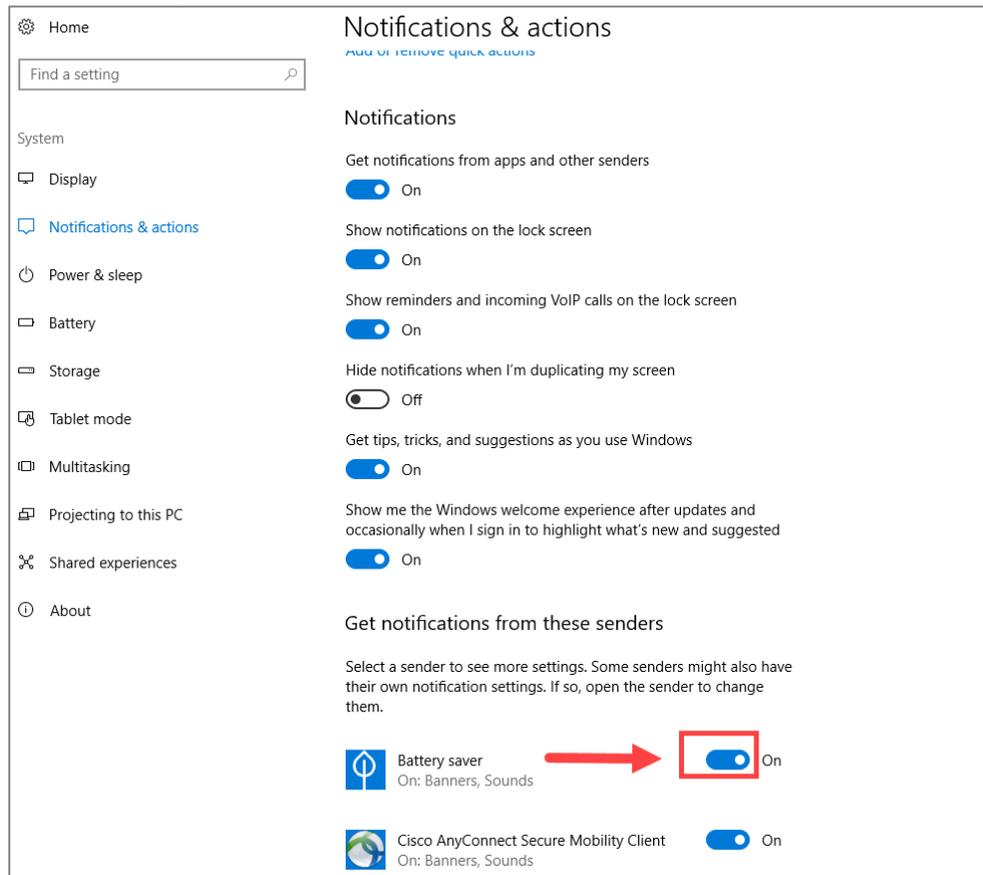
## 3. Select System.



## 4. Select Notifications & actions.



5. Scroll down to **Battery saver**. Turn the *on/off toggle* to **Off**.

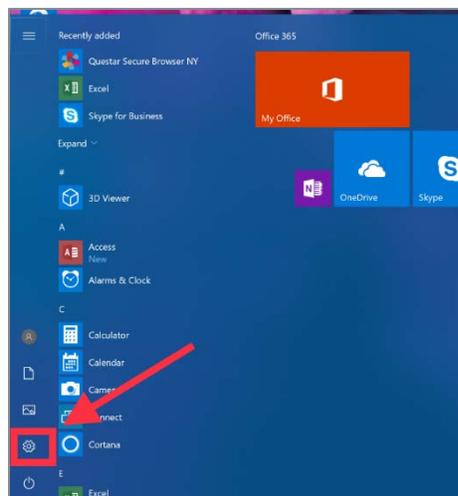


## Preventing Sleep Mode

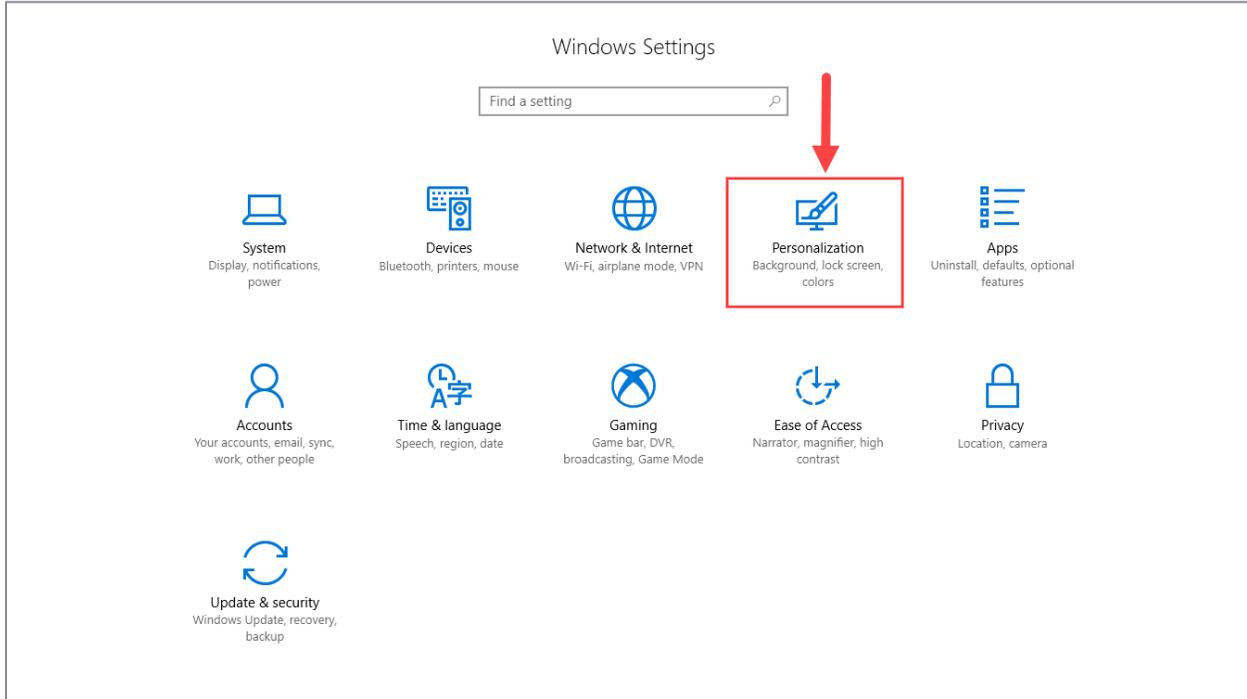
1. Select **Start**.



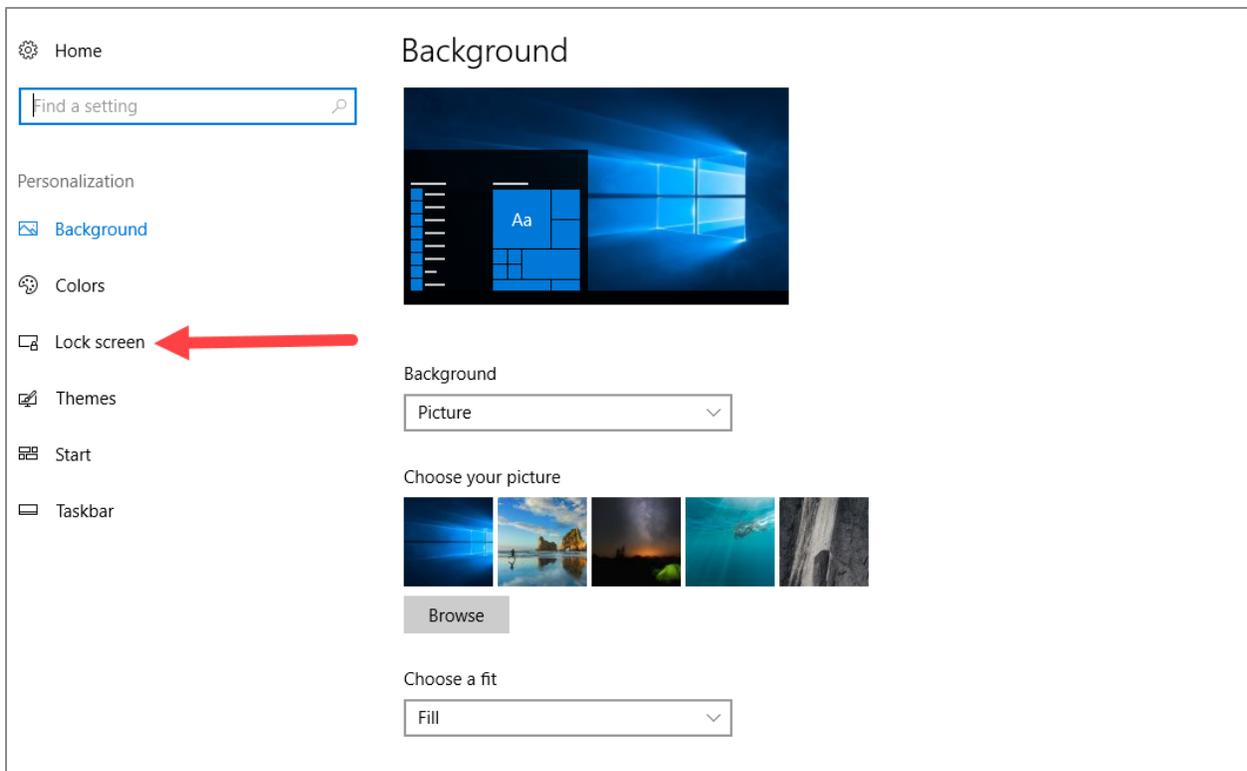
2. Select **Settings**.



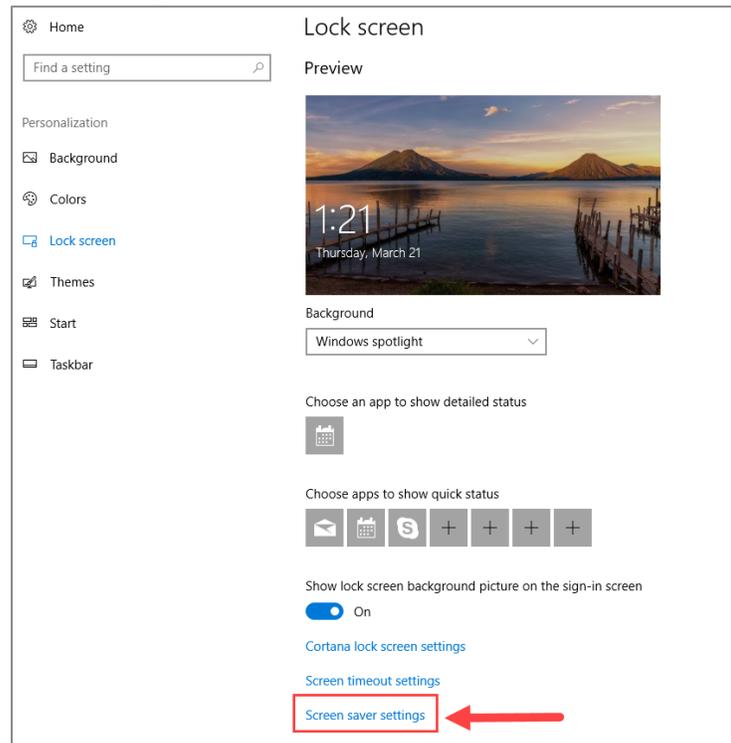
### 3. Select Personalization.



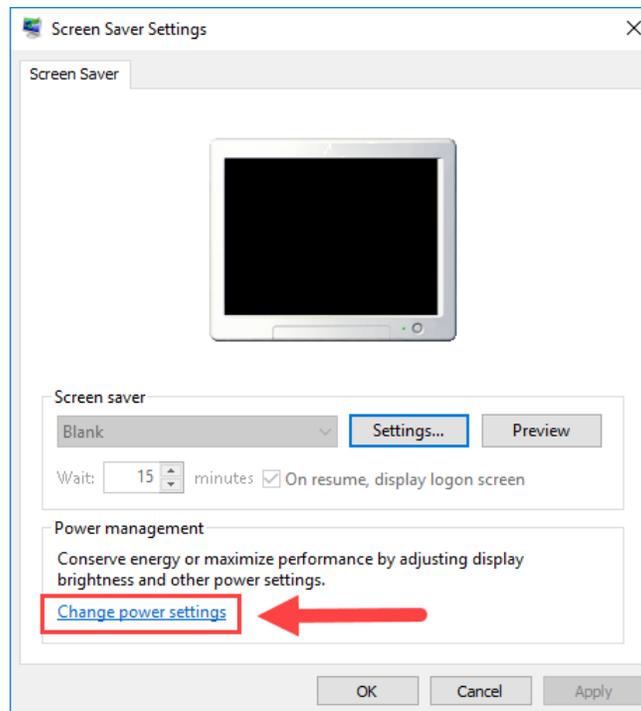
### 4. Click/tap Lock screen.



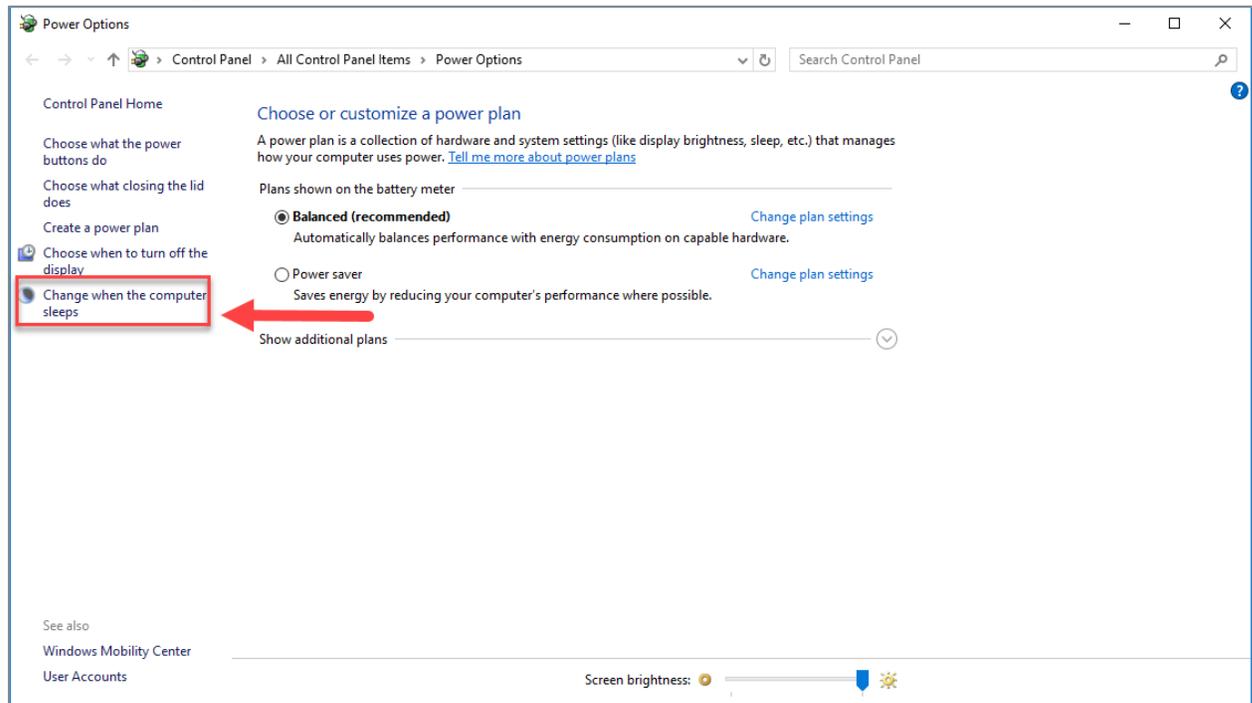
5. Click/tap Screen saver settings.



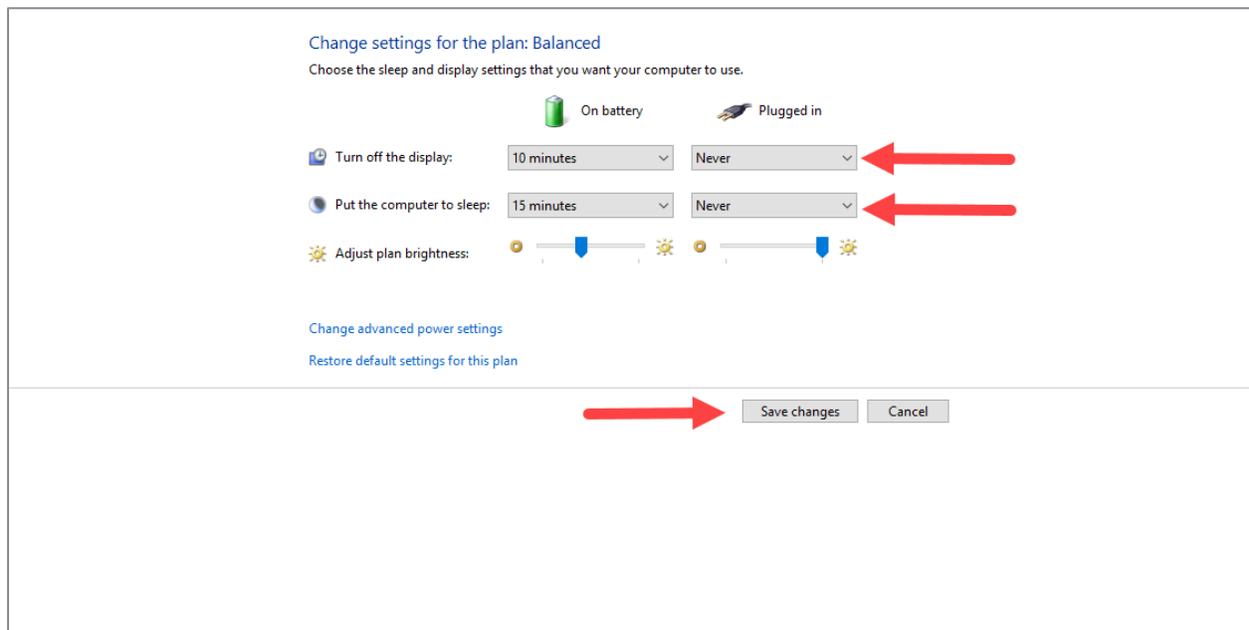
6. Click/tap Change power settings.



7. Click/tap **Change when the computer sleeps.**



8. Select **Never** under the Plugged in column for **Turn off the display**, and **Put the computer to sleep**. Click/tap **Save changes**.



Please note: Adjust Screen Saver timeout so it doesn't display during testing.

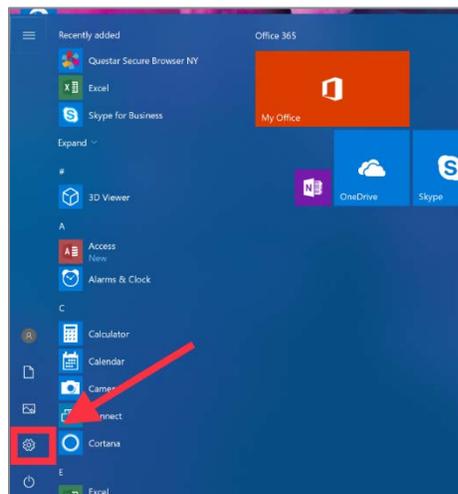
## Disabling Auto Updates

It's important that the computer does not auto update during testing hours. To avoid automatic updates, please follow the steps below.

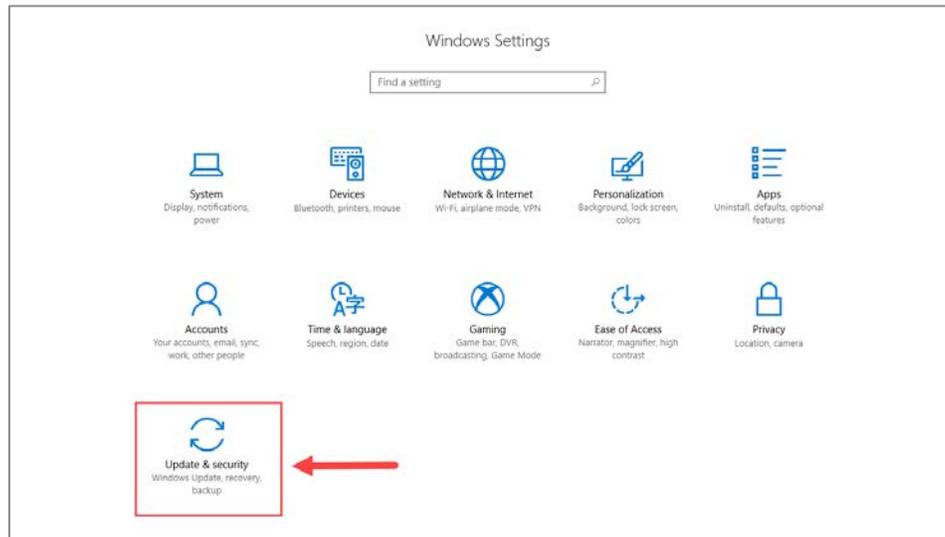
1. Select **Start**.



2. Select **Settings**.



### 3. Select Update & Security.



### 4. Select Advanced Options.



5. Select **Pause Updates** using the on/off toggle or select **Choose how updates are delivered**. Choose the best of these two options for your school or district.

 Advanced options

*\*Some settings are hidden or managed by your organization.*

Choose how updates are installed

\*  Give me updates for other Microsoft products when I update Windows.

Pause Updates

Temporarily pause updates from being installed on this device for up to 35 days. When updates resume, this device will need to get the latest updates before it can be paused again.

Off

*Updates have been resumed so we are checking for updates to keep your machine current with the latest security and quality updates before you can pause updates again.*

[Choose how updates are delivered](#)

Note: Windows Update might update itself automatically first when checking for other updates.

[Privacy settings](#)