



TECHNOLOGY USER GUIDE

South Carolina

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Introduction



■ DRC INSIGHT Online Learning System

The *DRC INSIGHT Technology User Guide* describes the components that make up the DRC INSIGHT Online Learning System—a web-based, online interface used with a combination of software and hardware to provide a secure, online testing environment.

The DRC INSIGHT Online Learning System, or DRC INSIGHT, is a proven online testing system that successfully delivers secure statewide assessments.

DRC INSIGHT delivers assessments and related resources online for all content areas and grade levels, as it incorporates computerized testing, related resources, dynamic reporting, and a suite of educator tools. It consists of a software interface that is available from a secure web browser and the Testing Site Manager (TSM) to help manage network traffic, maintain connectivity, and handle bandwidth issues.

■ About This Guide

This user guide is designed primarily for Technology Coordinators (TCs) who are responsible for setting up, managing online testing, and ensuring their systems work effectively and securely. We assume that all TCs are knowledgeable about the technical details of the Windows, Mac (OS X), iOS (iPad), and Chrome (Chromebook) operating systems, and have the necessary security privileges to perform the tasks discussed in this guide.

This guide is also designed to help Test Administrators (TAs), District Test Coordinators, (DTCs), and School Test Coordinators (STCs) use DRC INSIGHT more effectively.

This user guide describes how to configure, install, manage, and troubleshoot DRC INSIGHT. It contains configuration and installation information for various environments, describes how to use DRC INSIGHT and its components, and provides tips and techniques for troubleshooting issues, as well as frequently asked questions (FAQs).

Throughout this user guide, the Information icon (❗) indicates important information or critical tips.

■ INSIGHT Web Browser and INSIGHT Server

The main component of DRC INSIGHT is the secure web browser testing interface installed on each testing device. This software communicates with the DRC INSIGHT server to provide online tools training and test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely. Throughout this user guide, we refer to the secure web browser interface as simply INSIGHT.

■ Testing Site Manager (TSM)

INSIGHT also provides the Testing Site Manager (TSM), a powerful, web-based application that provides caching and a software toolbox to help you plan, configure, and manage your online testing environment.

Usually, you install the TSM caching software on one or more strategic computers with sufficient bandwidth to help manage and streamline communication between the test devices and the DRC INSIGHT server. DRC strongly recommends the TSM caching software for maximum performance.

□ Content and Response Caching

The TSM offers two types of caching—content caching for test content and response caching for student test responses. At test time, the TSM content caching software sends its cached test items to the testing devices. This content must be current in order for students to test.

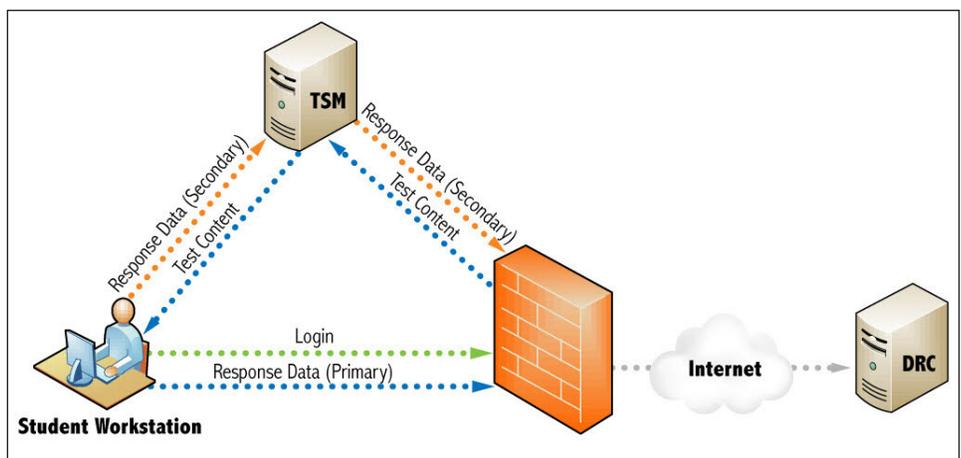


Figure: TSM Content and Response Caching

During testing, if the test computers cannot communicate with the DRC INSIGHT server, the response caching software buffers and stores their test responses. When the response caching software is communicating with DRC, it sends test responses to the DRC INSIGHT server every fifteen minutes. Even if DRC is not currently communicating with the testing computers, the test responses are still being stored on the TSM for transmission to DRC, so no responses are lost.

⚠ Important: TSM response caching is used *during* a test session—students cannot start a test session if there is no communication between the INSIGHT server and the testing device, or if there are unsent responses on the TSM.

□ TSM Diagnostic Tools

In addition to content and response caching, the TSM offers powerful diagnostic software tools, including Load Simulation Tests and Ping Trend Graphs, to help sites prepare and manage their test environment.

■ Online Tools Training (OTT)

DRC INSIGHT’s Online Tools Training (OTT) simulate online testing and allow students to practice using the testing interface’s online tools.

- The OTT allows students to become familiar with the online test environment and the suite of online testing tools, such as the Line Guide tool and the Highlighting tool.
- The OTT contains sample test questions to help students become familiar with the tools and features available during online testing.

Note: It is important to install INSIGHT on the testing computers as early as possible to give students time to familiarize themselves with the INSIGHT test environment and the testing tools.

■ Tutorials

DRC offers optional online tutorials to help students become familiar with all aspects of online testing. After INSIGHT is installed, students can access the tutorials from a desktop shortcut.

■ Testing Accommodations

DRC INSIGHT also offers optional testing accommodations to help students test successfully.

.....
ⓘ Important: There is no separate installation for any accommodation and a TSM is required.
.....

Human Voice Audio (HVA)

Human Voice Audio (HVA) allows a student to listen to the test read by a human voice. For the INSIGHT version of HVA, a computerized voice reads the online help to the student. A human voice reads the directions and test items.

Video Sign Language (VSL)

Video Sign Language (VSL) allows a student to see both the test instructions and the test content signed visually through an online video.

This accommodation is available in two formats: Pidgin Signed English (PSE) and American Sign Language (ASL). The PSE version has audio available and each student using it should have headphones. There is no audio for the ASL version.

System Requirements and Testing Information



■ What's Covered in This Chapter

This chapter describes the specific hardware, software, network, and desktop requirements to configure INSIGHT, the Testing Site Manager (TSM), and automatic software updates.

This chapter also discusses tasks Technology Coordinators (TCs) perform to configure the INSIGHT software environment. TCs must configure INSIGHT to use with TSM systems and to connect directly to the DRC servers and databases through the Internet.

This user guide includes information about the operating systems, software, devices, and accommodations that work with INSIGHT and the TSM.

■ South Carolina Configuration Information

The specific technical information covered in this user guide for South Carolina is shown below. Use this information as reference throughout the user guide.

Operating Systems

Windows

Mac (OS X)

Chrome OS

Apple iOS

TSM and Other Options

Response Caching

Content Caching

Load Simulation Testing

Ping Trends

Accommodations

Human Voice Audio (HVA)

Video Sign Language (VSL)

■ Testing Checklist

The following is a checklist of the tasks TCs must successfully complete before and during testing to use INSIGHT and the TSM.

Before Testing

- ✓ Review this user guide.
- ✓ Uninstall the old TSM and INSIGHT software (if applicable) and install the new TSM and INSIGHT software (see the Installation chapters). Or, use automatic software updates (see “Automatic Software Updates” on page 24). Verify that you have the latest versions of the TSM and INSIGHT software.
- ✓ Start the TSM and ‘name’ it using following naming convention: *district+school+location in the building* (see “Using the TSM” on page 109).
- ✓ Complete a System Readiness Check on each testing computer (see “Using the System Readiness Check” on page 136).
- ✓ If you have students who will test using VSL, review “Video Sign Language (VSL) Configuration” on page 27.
- ✓ If you have students who will test using HVA, review “Human Voice Audio (HVA) Configuration” on page 30.

During Testing

- ✓ On the first day of testing, verify that all content displays a status of **Up to Date** in the TSM (see “Using the TSM” on page 109).
- ✓ During testing, monitor student responses on the TSM (see “Response Caching-Viewing Unsent Student Test Responses” on page 115 to ensure that the value for Unsent Tests is 0 [zero]).

At the End of the Test Administration

- ✓ Verify that all tests are completed.

.....
! **Important:** At the end of the testing window, all of the submitted test responses are scored. At that time, all tests with a status of In Progress are changed to Complete in eDIRECT. This process, called “forced submit,” verifies that all test results are accounted for.
.....

- ✓ Verify that the value for Unsent Tests on each TSM is 0 (zero)—see “Response Caching-Viewing Unsent Student Test Responses” on page 115.

■ Pre-Testing Checklist for iPad and Chromebook Devices

The following is a checklist of items TCs must verify and complete before testing with iPads and Chromebooks.

- ✓ Ensure that the iPad or Chromebook device is connected to the correct Wi-Fi network.
- ✓ Ensure that the latest version of the DRC INSIGHT App is installed on each iPad or Chromebook device.
- ✓ Ensure that all iPad and Chromebook devices are fully charged or plugged in.
- ✓ Manually pair one keyboard with one iPad device if you are using external keyboards. Remember to pair the keyboards as you configure each iPad to avoid confusion about which keyboard is associated with the iPad.

An external keyboard is required for all tests containing open-ended items. An external keyboard is optional for tests containing multiple-choice items only (currently, only wireless external keyboards are supported for iPad devices).

- ✓ Enable and activate Guided Access on each iPad device.*

*Many Mobile Device Management (MDM) solutions can perform this task. If you must perform this task manually, see the following topics: “Installing INSIGHT Using an MDM Solution and Configuring It Manually” on page 70 and “Working with Guided Access” on page 74.

■ Installation Files

Different INSIGHT and TSM installations are available for each operating system. The following table lists the file(s) or URL for each type of installation and operating system.

Note: There is no separate installation for Human Voice Audio (HVA) or Video Sign Language (VSL).

Table: INSIGHT and TSM Installation Files and Links

Installation	Operating System	File(s)/URL
<u>INSIGHT</u>	Windows	DRC_INSIGHT_Setup.msi
	Mac (OS X)	DRC_INSIGHT_Setup.pkg
	Chrome OS	The INSIGHT App ID and URL is contained in the following text (.txt) file: https://sc-insight-client.drccdirect.com/Download/SecureBrowser/ChromeAppIDInfo.txt
	iOS	https://sc-insight-client.drccdirect.com/Download/SecureBrowser/INSIGHT.ipa https://scsc-insight-client.drccdirect.com/Download/SecureBrowser/ManagedAppConfig.plist
<u>TSM</u>	Windows	TESTING_SITE_MANAGER_Setup.exe
	Mac (OS X)	TESTING_SITE_MANAGER_Setup.dmg

INSIGHT System Requirements

This section covers the minimum and recommended requirements for INSIGHT on testing computers, including desktops, laptops, netbooks, and other devices, using the supported operating system platforms. The system requirements for testing with accommodations are higher than for standard testing. Refer to the detailed specifications in this section.

⚠ Important: The minimum level is a low compliance threshold—at this level, the software and/or hardware may not deliver an optimal student testing experience. Devices may struggle with memory and processing power, which can reduce responsiveness and increase response times during testing. DRC advises using the recommended level.

INSIGHT Requirements for Desktop, Laptop, and Netbook Computers

The table on the following page describes the minimum and recommended system requirements for desktop, laptop, and netbook computers.

Notes:

- For Windows users, DRC recommends Windows 7.
- For Windows 8 and other operating systems with touch-screen versions, only non-touch-screen versions are supported.
- Smart Board interfaces, which function as a touch-screen device, are not supported. If you are using a Smart Board, you may need to disable or uninstall it.
- For Mac installations, Mac Server software is not supported.

INSIGHT Requirements for Desktop, Laptop, and Netbook Computers (cont.)

Table: INSIGHT Requirements for Desktop, Laptop, and Netbook Computers

Operating System	Minimum	Recommended
<p>Windows</p> <ul style="list-style-type: none"> • Windows XP with Service Pack 3 • Windows Vista • Windows 7 • Windows 8 (including 8.1) non-touch-screen versions <p>* HVA and TTS are not supported for Windows Vista</p> <p>Windows Server</p> <ul style="list-style-type: none"> • Windows Server 2003 • Windows Server 2008 • Windows Server 2012 <p>Note: INSIGHT supports both 32-bit and 64-bit versions of Windows.</p> <p>Mac OS</p> <ul style="list-style-type: none"> • OS X 10.6.8 • OS X 10.7 • OS X 10.8 • OS X 10.9 • OS X 10.10 	<p>Windows XP with Service Pack 3</p> <p>Microsoft discontinued support for Windows XP April 8, 2014, which presents security and support risks for schools that continue to use it (see “Support for Windows XP and Mac 10.6.8 (OS X)” on page 36).</p> <p>Mac OS 10.6.8</p> <p>Apple discontinued support for Mac 10.6.8 in 2013, which presents security and support risks for schools that continue to use it (see “Support for Windows XP and Mac 10.6.8 (OS X)” on page 36).</p>	<p>Windows 7 or newer</p> <p>Mac OS 10.7 or newer</p>
Memory	512 MB RAM	1 GB RAM or greater
Processor	1 GHz	1 GHz or faster
Disk Space	100 MB available	100 MB or more available
Screen Size	9.5 inches	13 inches or larger
Screen Resolution	1024 x 768	1024 x 768 or higher
Internet Connectivity	Computers must be able to connect to the Internet.	Computers connected to the Internet via wired networks.
Input Device Requirements	Keyboard, wired or wireless, including Bluetooth. To meet secure testing requirements, each Bluetooth or wireless keyboard must be configured to pair with only a single computer during testing. The input device must allow students to select/deselect; drag; highlight text, objects, and areas; enter letters, numbers, and symbols; and use the Shift, Tab, Enter, Delete, and Backspace keys.	
Other Devices	Standard interface devices such as mice, touchpads, headphones, microphones, earphones, and earbuds are supported.	

INSIGHT Requirements for iPad Devices

This section covers the minimum and recommended requirements for INSIGHT on iPad testing devices using the supported operating system.

Table: INSIGHT Requirements for iPad Devices

Operating System	Minimum	Supported/Recommended
<u>Apple iOS</u>	<p>iOS 7.1</p> <p>Requires an iPad 2 device or newer. iPad mini devices and the iPad Air 2 device are not supported.</p> <p>! Important:</p> <ul style="list-style-type: none"> To distribute the INSIGHT App to iPad devices, you must use an MDM solution. To mass configure the INSIGHT App for iPad devices, you must use an MDM solution that supports the Managed App Configuration feature. You also can manually configure the INSIGHT App on each iPad. <p>For more information, see “Distributing and Configuring INSIGHT to iPad Devices” on page 86.</p>	<p>iOS 7.1</p> <p>iOS 7.2</p> <p>iOS 8.0</p> <p>iOS 8.1</p>
Screen Size	A standard iPad 9.7" screen	A standard iPad 9.7" screen
Battery	A fully charged battery with a two-hour life	A device connected to a plugged-in power supply
Internet Connectivity	iPad devices must be able to connect to the Internet.	
Input Device Requirements	<p><u>Bluetooth Keyboard</u> To meet secure testing requirements, each Bluetooth keyboard must be configured to pair with only a single device during testing.</p> <p><u>External Keyboard</u> An external keyboard is optional and recommended for testing. External keyboards are required for all assessments that include constructed response items. External wired keyboards are currently not supported for testing.</p> <p><u>Internal Keyboard</u> The internal, virtual iPad keyboard is also supported.</p>	
Other Devices Supported	Earphones, microphone, stylus	

INSIGHT Requirements for Chromebook Devices

This section covers the minimum and recommended requirements for INSIGHT on Chromebook testing devices using the supported operating system.

! Important: Only non-touch-screen Chromebook devices are supported.

Table: INSIGHT Requirements for Chromebook Devices

Operating System	Minimum	Recommended
<u>Chrome OS</u>	<p>The latest stable channel version of Chrome OS with a non-touch-screen Chromebook.</p> <p>! Important:</p> <ul style="list-style-type: none"> To lock down the Chromebook device for test security, the Chromebooks must run on a level of Chrome that supports Single App Kiosk Mode. The DRC INSIGHT Chrome App requires Single App Kiosk Mode to launch and ensure a secure testing environment on Chromebook devices. See “Q1: Of the three secure testing scenarios provided by Google, which one did DRC select and why?” on page 168. To distribute the INSIGHT App to Chromebook devices, you must have Google Apps for Education set up and have your devices enrolled in Chrome device management (allows you to manage multiple Chrome devices from a central console). See “Q3: Why does DRC require Google Apps for Education and the Google Administrator accounts?” on page 170 and “Example of Chromebook Setup and Configuration for INSIGHT” on page 87. 	The latest stable channel version of Chrome OS with a non-touch-screen Chromebook.
Memory	512 MB RAM	1 GB RAM or greater
Processor	1 GHz	1 GHz or faster
Disk Space	100 MB available	100 MB or more available
Screen Size	9.5 inches or larger	13 inches or larger
Battery	A fully charged battery with a two-hour life	A device connected to a plugged-in power supply
Screen Resolution	1024 x 768	1024 x 768 or higher
Internet Connectivity	Chromebook devices must be able to connect to the Internet.	
Input Device Requirements	The built-in Chromebook keyboard and a mouse (recommended) or touchpad. The input device must allow students to select/deselect; drag; highlight text, objects, and areas; enter letters, numbers, and symbols, and press the Shift, Tab, Return, Delete, and Backspace keys.	
Other Devices Supported	Earphones, microphone, mouse	

■ The TSM

The TSM offers two types of caching: content caching for tests and test items, and response caching for student responses. With response caching, if the Internet connection to DRC fails, students can continue testing. When the TSM is communicating with DRC, it transmits its cached response information every fifteen minutes. If the TSM is not currently communicating with the testing computers, testing is halted until communication with the TSM is re-established.

DRC recommends using a TSM.

.....
! **Important:** A TSM is required for HVA and VSL.
.....

□ Benefits and Features

A TSM offers many benefits and features, including a typical reduction in bandwidth traffic of about 50% when downloading test content.

- You can install the TSM using an easy-to-use installation wizard (requires administrative rights).
- You can populate the TSM with test content using its content caching option. After the content is installed, updates to test content are automatically downloaded.

□ Connection Information

A TSM can help students during exams.

- With no TSM, the testing computers submit answers directly to the DRC servers through the Internet. If that communication stalls because the Internet connection is congested, messages between the testing computers and DRC are delayed. If the delay is too long, the software stops testing and the student loses the connection.
- With a TSM, if the communication stalls because the Internet connection is congested, the testing computer sends its answers to the TSM response cache. Every fifteen minutes, the TSM attempts to automatically submit its collected test responses to DRC, which helps manage message traffic. You also can submit test responses manually.

❑ TSM Installation and the Number of Students Testing

As a general guideline, you can install the TSM software once for every 150 students that are testing at the same time (concurrently). This guideline is based on the following assumptions:

- The TSM software is configured for content and response caching.
- The TSM software is installed on a dedicated device.
- The TSM device and network meet the following specifications:
 - 4 GB of RAM
 - 2 x 2.4 GHz processors
 - 64-bit Windows operating system
 - 100 Mbps WAN or LAN data speed

.....
! Important: This is only a guideline. The number of TSMs required may differ based on the actual hardware and software specifications of the TSM device, the network speed, and the TSM caching options selected.
.....

❑ iPads and Chromebooks and the TSM

A TSM is used primarily to cache and manage test content and responses. For various reasons, iPad and Chromebook devices do not provide a suitable environment for a TSM. As a result, you should install the TSM software on a Windows PC or Mac (OS X) computer and connect to the TSM when you install INSIGHT on the iPad or Chromebook device.

For specific TSM installation instructions, refer to the appropriate installation chapter.

TSM Requirements

This section covers the minimum and recommended requirements for the TSM using the supported operating system platforms. The following table describes these requirements.

Note: A TSM is required for HVA and VSL, and there is no separate installation.

Table: System Requirements for the TSM

Operating System	Minimum	Recommended
<p>Windows</p> <ul style="list-style-type: none"> Windows XP with Service Pack 3 Windows Vista Windows 7 Windows 8 and 8.1, non-touch-screen versions <p>*HVA is not supported for Windows Vista</p> <p>Windows Server</p> <ul style="list-style-type: none"> Windows Server 2003 Windows Server 2008 Windows Server 2012 <p>Note: The TSM supports both 32-bit and 64-bit versions of Windows.</p> <p>Mac OS*</p> <ul style="list-style-type: none"> OS X 10.6.8 OS X 10.7 OS X 10.8 OS X 10.9 OS X 10.10 <p>*For Mac installations, Mac Server software is not supported.</p>	<p>Windows XP with Service Pack 3</p> <p>Microsoft discontinued support for Windows XP April 8, 2014, which presents security and support risks for schools that continue to use it (see “Support for Windows XP and Mac 10.6.8 (OS X)” on page 36).</p> <p>Windows Server 2003</p> <p>Mac OS 10.6.8</p> <p>Apple discontinued support for Mac 10.6.8 in 2013, which presents security and support risks for schools that continue to use it (see “Support for Windows XP and Mac 10.6.8 (OS X)” on page 36).</p>	<p>Windows 7 or newer</p> <p>Windows Server 2008 or newer</p> <p>Mac OS 10.7 or newer</p>
Memory	1 GB	1 GB or more
Processor	1 GHz	1 GHz or faster
Disk Space	10 GB	10 GB or more
Screen Size	9.5 inches or larger	13 inches or larger
Screen Resolution	1024 x 768	1024 x 768 or higher
Internet Connectivity	Computers must be able to connect to the Internet.	Computers connected to the Internet via wired networks.

TSM Requirements (cont.)

Accommodation	Minimum	Recommended
<p><u>HVA TTS</u></p> <p>Memory</p> <p>Processor</p> <p>Disk Space</p>	<p>1 GB RAM</p> <p>1 GHz</p> <p>10 GB available</p> <p>These TSM disk space requirements assume an average fixed-form item size of 2 MB and an average computer adaptive test (CAT) item pool size of 2 GB (shared across all CAT items).</p>	<p>1 GB RAM or greater</p> <p>1 GHz or faster</p> <p>10 GB or more available</p>
<p><u>VSL</u></p> <p>Memory</p> <p>Processor</p> <p>Disk Space</p>	<p>1 GB RAM</p> <p>1 GHz</p> <p>20 GB available</p> <p>Because of the size of video files, VSL can increase storage needs an additional 10 GB.</p> <p>These TSM disk space requirements assume an average fixed-form item size of 2 MB and an average computer adaptive test (CAT) item pool size of 2 GB (shared across all CAT items).</p>	<p>1 GB RAM or greater</p> <p>1 GHz or faster</p> <p>20 GB or more available</p>

Automatic Software Updates

For online testing, both the INSIGHT software and the TSM software must be up to date. You can perform this task manually or automatically. You can use the System Readiness Check at any time to confirm that you have the latest version of the INSIGHT and/or TSM software (see “Using the System Readiness Check” on page 136).

! **Important:** INSIGHT and TSM software updates are different than operating system updates. On testing days, testing devices should not be set to automatically update the operating system.

INSIGHT Software Updates

To specify that the INSIGHT software automatically update the testing devices, check the **Enable Automatic Update** checkbox on the INSIGHT Automatic Update dialog box during the INSIGHT installation process (see the Installation chapters). After installation, you can modify this setting by using the System Readiness Check (see “Setting DRC INSIGHT Properties” on page 145).

- If the Auto Updates feature is enabled, the software checks the version each time INSIGHT is launched, and provides the option to install any software updates.
- If the Auto Updates feature is not enabled, the software also checks the version when INSIGHT starts.
 - When a student attempts to log in to a test, the student is notified that they do not have the latest version of the software and cannot continue.
 - You must update the software manually by downloading the latest version from eDIRECT and reinstalling.

Update your software *before* testing begins to avoid delays.

! **Important:** Updates do not require administrative rights, but you must have Write privileges to the installation folder.

TSM Software Updates

For a TSM machine, you can specify whether to have TSM software updates performed automatically, or to be notified when updates are available and install them manually. When you install a TSM, on the Automatic Update window you specify whether to enable notification of TSM software updates.

- If you select **Enable Automatic Update** (the default value), DRC updates the TSM software automatically.
- If you select **Disable Automatic Update**, DRC notifies you whenever an update to the TSM software is available and you must update the TSM software manually.

! **Important:** On the day of testing, confirm that the TSM software is up to date to ensure that students can test. For example, if the machine where the TSM is installed was turned off recently, it is possible that the TSM software is out of date.

Network Requirements for Testing Computers

This section describes various network considerations for online testing.

Network Connectivity

To ensure proper network connectivity for testing, keep the following information in mind:

- All testing computers should have access to the Internet and be able to access the DRC servers using HTTP/HTTPS protocols on ports 80 and 443.
- All firewalls at the testing computer and the network level should allow connectivity on ports 80 and 443.
- Make sure that you whitelist the URLs below on the content filtering systems or other proxy/firewall software that you use locally:
 - http://sc-insight-client.drccdirect.com
 - https://sc-insight.drccdirect.com
 - https://wbte.drccdirect.com
- If your location uses an Internet connection idle timeout, please verify that the timeout limit is sufficient to allow students to complete testing.
- If your location uses screensavers, please verify that the timeout limit is sufficient to allow students to complete testing.
- DRC recommends allowing INSIGHT traffic to bypass your firewalls and proxies if possible. For more information, see “Question 1: I Don’t Know What to Whitelist, Allow, or Unblock?” on page 174 in Appendix B.

Wireless Networking

INSIGHT supports wireless networks. However, sites may experience issues on less reliable wireless networks, or if too many students attempt to connect to a single access point. When you test load capacity in a wireless network, verify that your access points and network can handle the number of simultaneous users that will be testing. DRC recommends performing load testing in a wireless network (see “Load Simulation Testing” on page 125).

Desktop Monitoring

⚠ Important: If your testing location uses remote desktop monitoring software to monitor the computers that will be used for testing, you should **disable the monitoring software on these computers during test times to guarantee adequate security.**

The particular steps you need to take vary, depending on the monitoring software you are using and the operating system of the testing computer. If it is not feasible to disable your monitoring software, ensure that any staff members who can use the monitoring software refrain from using it during testing periods.

INSIGHT Bandwidth and Connectivity Requirements

To start a test, INSIGHT contacts DRC to log in. After a successful login, INSIGHT downloads the test from the DRC server (or the TSM if available). INSIGHT sends answers to DRC every time the page is changed (or to the TSM if communication with DRC is lost*).

- INSIGHT must maintain connectivity to the Internet or a TSM throughout the test.
- INSIGHT supports wireless networks.

*If a testing computer cannot communicate with DRC, the student cannot log on to start a test.

Bandwidth Calculation Guidelines

Bandwidth requirements and recommendations are based on the *actual amount of bandwidth available*. Even with a high-speed communication line, only part of the connection may be available for online testing due to Internet traffic. The greatest amount of bandwidth is required when students download tests.

Calculating Bandwidths

You can estimate bandwidth requirements by dividing the size of the test by your target wait time (the amount of time it should take the test to load).

The bandwidth calculations that follow are based on the following assumptions:

- A T1 line transfers data at 1.54 Mbps.
- The average test size is 2 MB (16 Mb).
Note: HVA tests contain audio files. VSL tests contain audio and video files. These files make the test size larger and the download time longer.
- Your target wait time to load a 2 MB test is 20 seconds.
- Approximately 80% of your total bandwidth is available for testing.
- All of your students load the test at the same time, instead of staggering log in attempts.
Note: You can increase your capacity by increasing the wait time and staggering your log in attempts.

Bandwidth Required with no TSM

Each student requires 16 Mb/20 seconds, or .8 Mbps, so approximately two students at a time can load the test in 20 seconds ($2 \times .8$ is just slightly more than 1.54). To have 12 students load their tests simultaneously within 20 seconds, you would need a total bandwidth of approximately $12 \times .8$ Mbps, or 9.6 Mbps.

Bandwidth Required with a TSM

With a TSM, many more students can load the test at a time. A TSM decreases your Internet bandwidth requirements because you can load the test from the TSM rather than from the DRC server, which greatly increases your capacity.

ⓘ Important: The bandwidth calculation numbers are estimates. There are many variables, including network traffic, that can impact actual network performance.

Video Sign Language (VSL) Configuration

The hardware and software requirements differ for VSL.

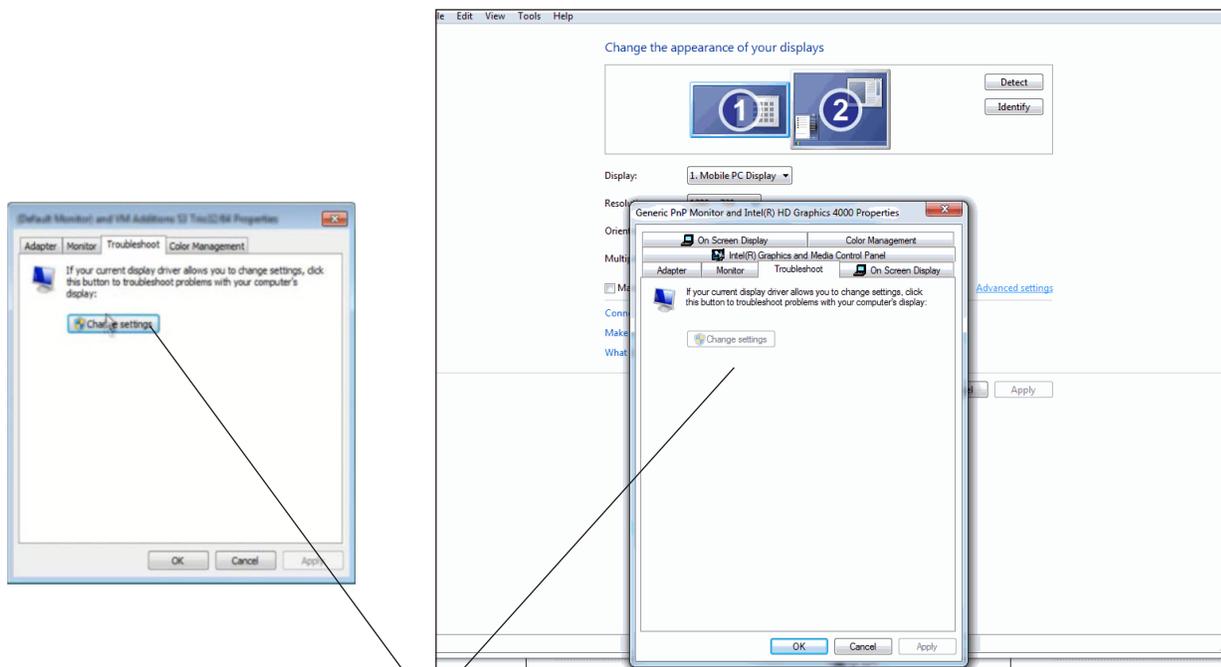
- You can download the VSL content on any machine whose hardware meets the minimum VSL system requirements.
- Schools are responsible for supplying the headphones required for the Pidgin Signed English (PSE) version of VSL. The American Sign Language (ASL) version of VSL does not contain audio.
- VSL requires a TSM.
- VSL does not run on remote or virtual configurations.
- VSL runs on Windows XP, Windows 7, Windows 8 (non-touch-screen versions), and Mac OS X.
- VSL requires more memory for INSIGHT.
- VSL requires more disk space for the TSM than a standard configuration.

System Requirements and Testing Information

Changing the Monitor Display for VSL

After you have installed VSL, if the video looks pixelated or there is a semi-transparent grid or halo displaying over the video, you may need to change the testing computer's hardware acceleration setting from **None** to **Full**. Hardware acceleration uses the computer's hardware to perform certain tasks faster than is possible with software. This can cause smoother rendering of graphics and better application performance. The hardware accelerator is often described as either a graphics card or a video card.

Windows 7



1. To reset this setting on a Windows 7 computer, select **Control Panel–Display–Change Display Settings–Advanced settings–Troubleshoot** and click the **Change Settings** button.

Note: If the Change Settings button is greyed out, you do not have the necessary permissions to change the setting.

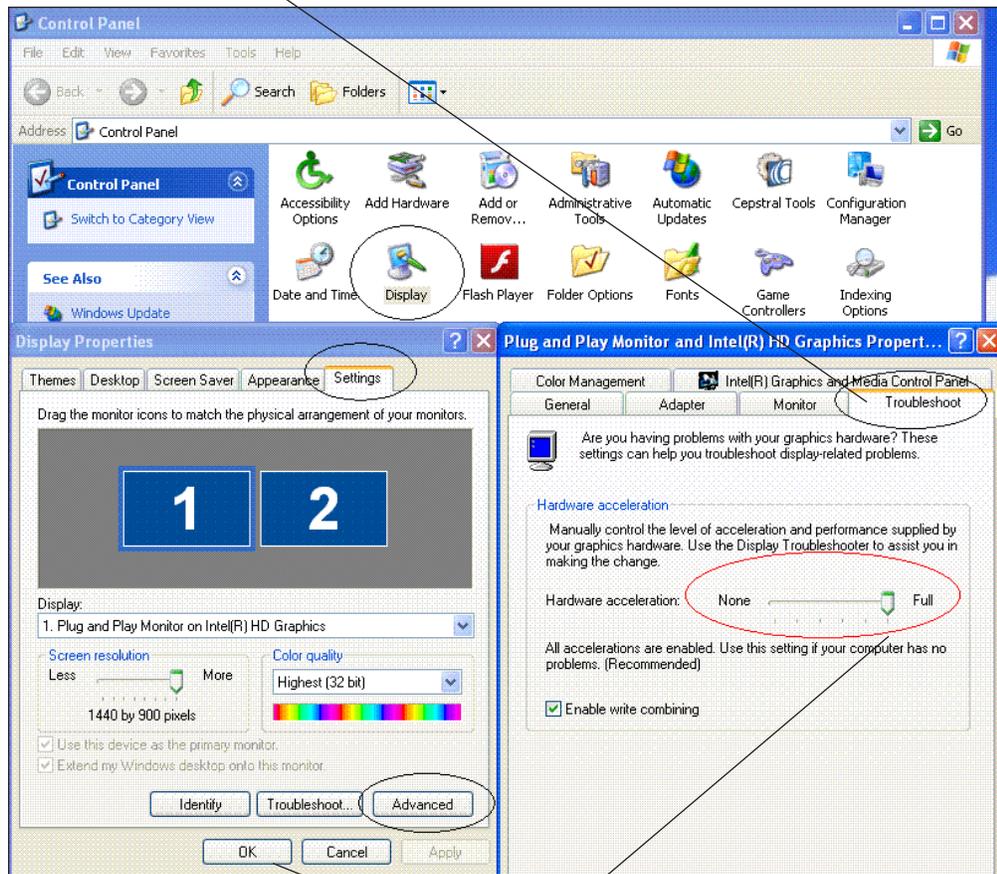
2. The Display Adaptor Troubleshooter window displays. Move the Hardware acceleration slider to **Full** and click **OK**.



Changing the Monitor Display for VSL (cont.)

Windows XP

1. To reset this setting on a Windows XP computer, select **Control Panel–Display–Settings–Advanced–Troubleshoot**.



2. The Troubleshoot tab displays. Move the Hardware acceleration slider to **Full** and click **OK**.

Human Voice Audio (HVA) Configuration

The hardware and software requirements differ for HVA:

- Schools are responsible for supplying the headphones required for HVA.
- HVA requires a TSM with content caching and response caching.
- HVA does not run on remote or virtual configurations.
- HVA does not run on Windows Vista.

HVA Testing Considerations

Students who test using HVA hear a TTS-synthesized voice for online help, and they hear a human voice for the test directions and items.

To ensure that HVA works correctly, perform the following tasks.

Before Testing

- Complete a System Readiness Check and verify that the testing computer passes the Audio Capability test (see “The System Readiness Required Tests” on page 140).
- Verify that the correct number of headphones are available and working.
- Adjust the volume on each testing computer to a comfortable level for the students.

During Testing

- Verify that when a student logs on, they see the audio buttons on the Welcome Student screen.
- If a student needs to adjust their computer’s volume during testing, they should click the **Options** button and select **Audio Settings**.

INSIGHT and Virtual or Remote Desktops

INSIGHT is a desktop-installed application that runs natively* on specific operating systems. To successfully launch and run INSIGHT, you must meet system requirements, such as operating system, processor, disk space, memory, Internet connectivity, screen resolution, and so forth.

As long as your site meets these requirements, you can run INSIGHT in a virtual or remote desktop environment. However, if your site uses virtual computing technology and runs INSIGHT on unsupported operating systems and/or devices, you must implement appropriate security measures to ensure that these virtual/remote desktops cannot access other applications during the administration of an online assessment.

**Running natively refers to running without external support, as opposed to running in an emulation.*

Kiosk Mode and Security

The risk of running INSIGHT on unsupported operating systems and devices in a virtual or remote desktop environment is the loss of built-in security. When INSIGHT runs on a supported device and operating system, it uses Kiosk Mode to “lock down” student access and prevent students from performing inappropriate testing activities, such as accessing the Internet.

INSIGHT’s Kiosk Mode is not available for unsupported operating systems and devices. Sites using virtual computing technology for unsupported operating systems and devices must implement security measures to ensure that any virtual or remote desktops a student is using cannot access other applications while online assessments are being administered.

Native Operating Systems

The following table lists the supported operating systems on which INSIGHT runs natively, as well as unsupported operating systems.

Supported Operating Systems	Unsupported Operating Systems
<ul style="list-style-type: none"> • Windows XP* • Windows Vista • Windows 7 • Windows 8 (including 8.1)** • Windows Server 2003 • Windows Server 2008 • Windows Server 2012 • Mac (OS X) 10.6*, 10.7, 10.8, 10.9, 10.10 • Apple iOS • Google Chrome OS • Linux: Ubuntu 12.04 and 12.04.1 	<ul style="list-style-type: none"> • Other versions of Microsoft Windows, Mac (OS X), and Linux • Google Android • Other UNIX variants

**See “Support for Windows XP and Mac 10.6.8 (OS X)” on page 36.*

***Only non-touch-screen versions of Windows are supported.*

Native Devices

INSIGHT also supports many types of computer devices. However, not all devices work with all operating systems and vice-versa. The following table lists the devices that can currently run INSIGHT-supported operating systems natively if they meet the minimum system requirements as well as unsupported devices.

! Important: Except for iPads, only non-touch-screen versions of these devices are supported.

Supported Devices	Unsupported Devices
<ul style="list-style-type: none"> • Desktop Computers • Laptops • Netbooks • Servers • Chromebooks • iPads 	<ul style="list-style-type: none"> • Phones • iPods • Other Tablets

Virtual Desktop Operating Systems

Beside the physical devices that host operating systems directly, virtual desktops can indirectly host some supported operating systems for INSIGHT. Typically, users access these virtual desktops from another operating system, on another device, across a network boundary. The following table lists the supported and unsupported operating systems for virtual or remote desktop sessions.

Supported Operating Systems	Unsupported Operating Systems
<ul style="list-style-type: none"> • Microsoft Windows • Mac (OS X) • Linux • nComputing vSpace 	<ul style="list-style-type: none"> • Google Chrome OS • Apple iOS • Google Android • PCoIP

Virtual Desktop Devices

The device a student interacts with is actually a gateway to the virtual or remote desktop. However, the device may or may not be capable of supporting INSIGHT natively, or be able to run an operating system that INSIGHT supports. The following table lists the types of devices that can run the various operating systems that INSIGHT supports.

Supported Devices	Unsupported Devices*
<ul style="list-style-type: none"> • Desktop Computers • Laptops • Netbooks • Servers • Wyse Thin Clients and Wyse Zero Clients • nComputing Devices 	<ul style="list-style-type: none"> • Chromebooks • Tablets • Convertible devices and hybrid devices • Phones • iPods • Other UNIX devices

! Important: *Virtual desktop and remote desktop software can access supported operating systems. If you test using unsupported devices, ensure that students cannot access the Internet and other resources.

Windows 7 Desktop Font Size Requirements

The testing computers' font size settings must match the test settings to guarantee that line breaks and other items display correctly during testing. The following table shows the correct font size setting for testing and how to specify it for the Windows 7 operating system.

Operating System	Font Size Setting	How to Check or Change
Windows 7	100% (Custom DPI)	Select Control Panel–Appearance and Personalization–Display–Set custom text size (DPI) . When you click Apply , your new font size setting will be used in your Windows programs.

Enabling ClearType for Windows XP

For the secure browser to display screen font characters correctly on Microsoft Windows, ClearType should be turned on. ClearType is turned on by default for Windows Vista and Windows 7, but is turned off by default on Windows XP.

To turn on ClearType for screen fonts for Windows XP, perform the following steps:

1. Select **Start–Control Panel–Appearance and Themes–Display**.
2. On the Appearance tab, click **Effects**.
3. Select the **Use the following method to smooth edges of screen fonts** checkbox and click **ClearType** in the list.

ClearType Tools

The following Microsoft website provides tools to turn ClearType on or off and adjust the contrast:

<http://www.microsoft.com/typography/cleartype/cleartypeactivate.htm>

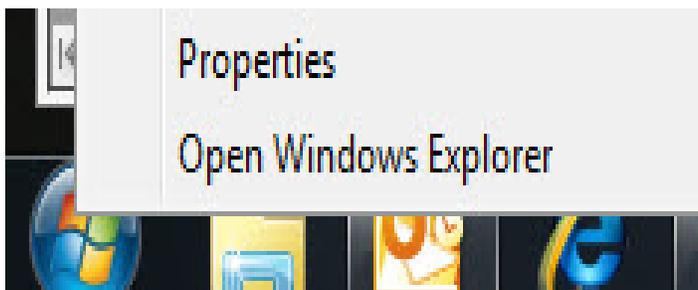
Windows 7/Windows XP Taskbar Security Requirement

During testing, each testing computer is locked down while INSIGHT is active to prevent the student from having access to outside information. For Windows 7 and Windows XP computers, you must be sure the **Auto-hide the taskbar** setting is turned off to secure the testing computer.

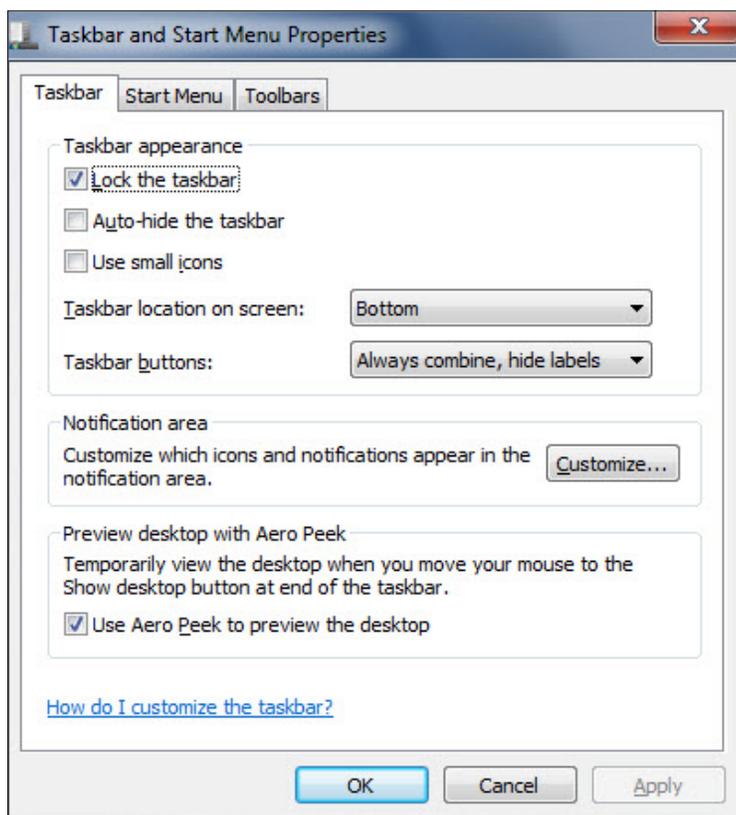
Windows 7

To turn off the **Auto-hide the taskbar** setting on a Windows 7 computer, perform the following steps:

1. Right-click on the Windows logo on the taskbar and select **Properties**.



2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).

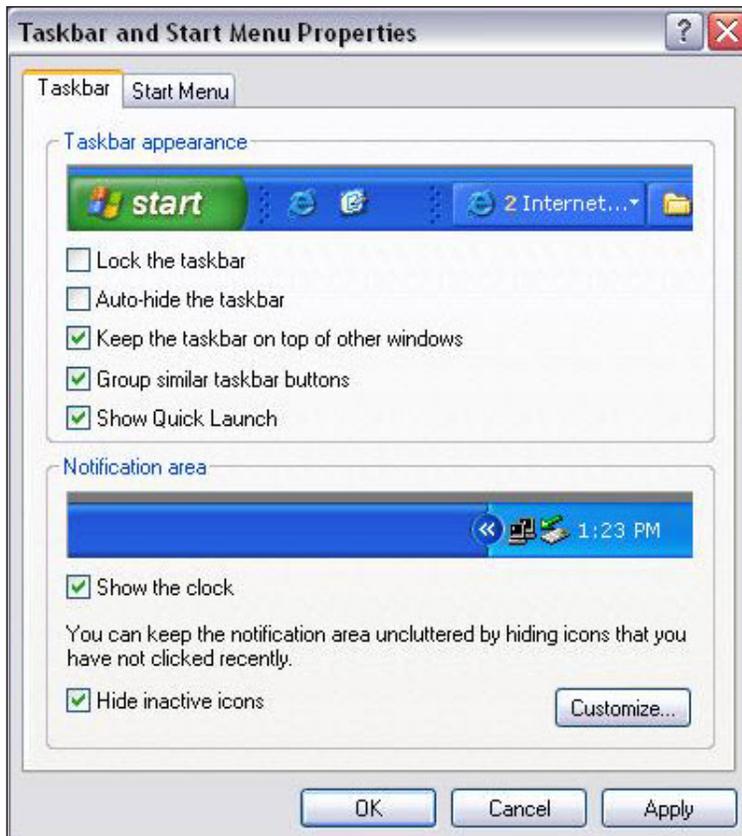


3. Click **Apply** to verify your change and **OK** to save it.

Windows XP

To turn off the **Auto-hide the taskbar** setting on a Windows XP computer, perform the following steps:

1. Right-click on the taskbar and select **Properties**.
2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).



3. Click **Apply** to verify your change and **OK** to save it.

■ Support for Windows XP and Mac 10.6.8 (OS X)

Microsoft ended support for Windows XP on April 8, 2014 (see <http://windows.microsoft.com/en-US/windows/end-support-help>). Apple unofficially ended support for Mac OS X level 10.6.8 (Snow Leopard) in September of 2013.

When a vendor ends support for an operating system, the operating system no longer receives security updates, which can present both large and immediate security and support risks to its users.

To accomplish the dual goals of minimizing security risks to our clients while making necessary software changes, DRC has established a two-step support timeline for the transition away from Windows XP and Mac 10.6.8 to different operating system levels. DRC assumes no responsibility or liability for this transition or its outcome.

□ Best Effort Support

Between now and September 1, 2015, DRC will offer “best effort” support for Windows XP and Mac 10.6.8. Best effort support means that the DRC Support team will help troubleshoot issues reported concerning Windows XP or Mac 10.6.8 and DRC software applications as best we can—DRC cannot guarantee a resolution.

If a bug is uncovered, DRC Support will report the issue to DRC Development. Again, we cannot guarantee a fix, software update, or resolution timeline for software fixes or updates. If DRC determines that an issue is related to a client’s network, hardware, or third-party software, the client must obtain support directly from the software vendor or hardware manufacturer.

□ End of Support

After September 1, 2015, DRC will not support Windows XP or Mac 10.6.8 and they will be restricted from use with the next release of DRC software applications. Restricted from use means that the next release of DRC software applications will no longer work with Windows XP or Mac 10.6.8.

As a result, DRC strongly recommends that all clients affected begin the migration away from Windows XP and/or Mac 10.6.8 as soon as possible to allow sufficient time for this process.

Windows Installation



■ What's Covered in This Chapter

This chapter describes the various methods of installing and uninstalling the Testing Site Manager (TSM) and INSIGHT on Windows operating systems. In addition, there are tips and techniques for troubleshooting TSM and INSIGHT installations.

The first part of this chapter provides basic information about installing and uninstalling a TSM and INSIGHT. Then, the chapter provides more advanced technical information about:

- Managing a TSM—starting, stopping, and uninstalling.
- Working with the TSM in a non-graphical (terminal) mode using Windows operating system commands.
- Uninstalling INSIGHT.

■ Installing a TSM

Because of the role that the TSM plays in testing, there are some special considerations regarding TSM software installation.

- The computer on which you install the TSM software should have a static IP address (an address that does not change when the computer is restarted or rebooted). If the IP address of a TSM machine changes, you must reconfigure the testing computers that connect to that TSM.
- Install the TSM *before* you install INSIGHT so that you can specify the path to the TSM and the communication port during the INSIGHT installation.
- If you need to change the configuration of a TSM after it is installed, you must uninstall the TSM and install a new version. If you reinstall a TSM after you have installed INSIGHT, you may need to reconfigure the testing computers that connect to it.

Quick Tour 1: Installing a TSM for Windows OS

This Quick Tour describes how to install a TSM for Windows. DRC provides an easy-to-use wizard to install the TSM software.

1. To launch the wizard and start the installation, sign in to eDIRECT, select **Test Setup—General Information—Downloads**, and click on the **Testing Site Manager (TSM)** installer icon (📄) for Windows.

At this time, you also may want to download the INSIGHT Secure Browser Installer for Windows.

Note: If you have another version of the TSM installed, verify that you have the latest version (see “TSM Software Updates” on page 24 and “Uninstalling the TSM” on page 48).

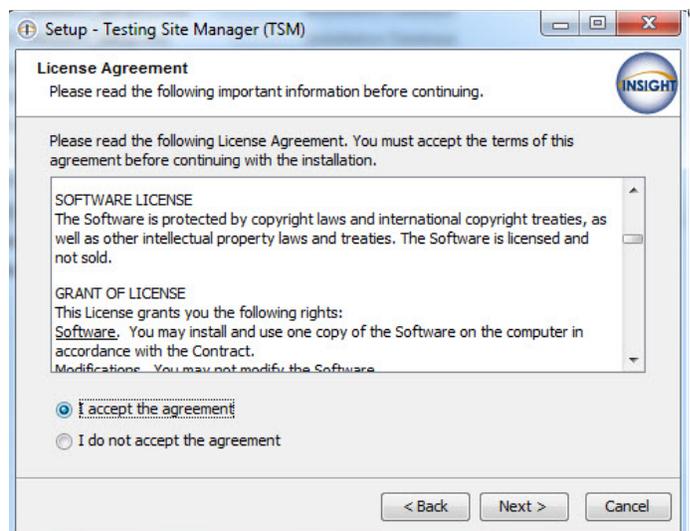
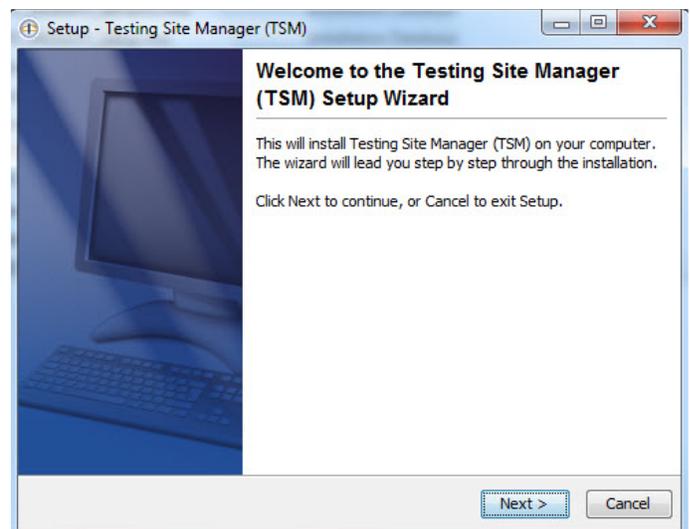
2. After you download the installation program, click on **TESTING_SITE_MANAGER_Setup.exe** to launch the wizard and start the installation.

The Welcome screen displays the Testing Site Manager (TSM) Setup Wizard. Click **Next** to continue.

Note: On most installation windows, you have the option of clicking **Back** to return to the previous window or **Next** to proceed to the next window. Some windows display other options.

3. The DRC INSIGHT License Agreement window displays. To continue the installation, you should read the agreement and select the option **I accept the agreement**. (If you do not accept the agreement, the installation ends.)

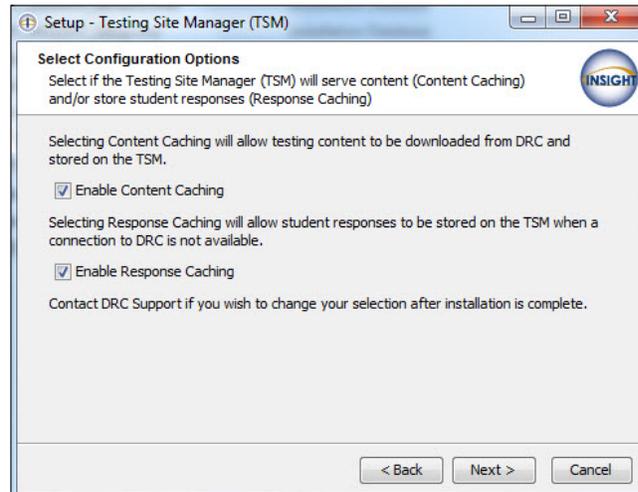
When the Next button becomes active, click **Next** to continue.



Quick Tour 1: Installing a TSM for Windows OS

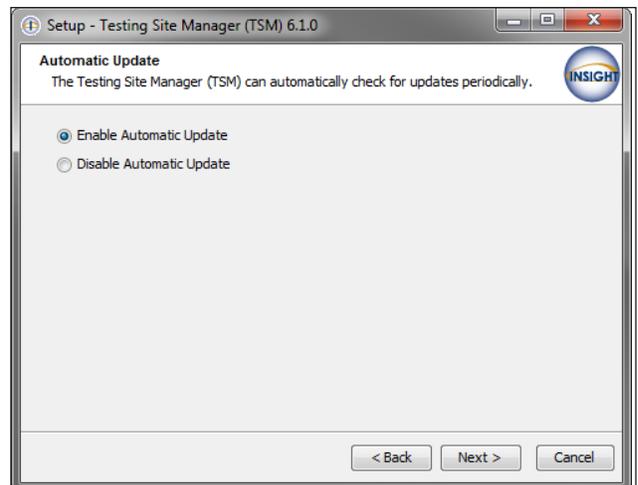
4. The Select Configuration Options window displays. On this window you specify whether to enable content caching and/or response caching. The default values are to enable both types of caching. After you make your selections, click **Next** to continue.

.....
! **Important:** Install the TSM software on a computer that will be powered on when test content is automatically updated. If the computer is not on or is unavailable, it will not be updated. Whenever you restart a computer that has the TSM software installed, or anytime you plan to use the TSM for testing, verify that the TSM software and test content are up to date before you attempt to test (see “Content Caching” on page 112).
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5. The Automatic Update window displays. On this window, specify whether to enable automatic TSM software updates.

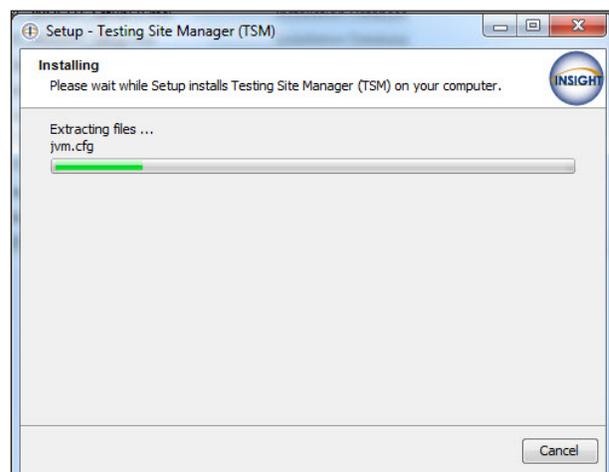
- If you select **Enable Automatic Update** (the default value), DRC updates the TSM software automatically.
- If you select **Disable Automatic Update**, DRC notifies you whenever an update to the TSM software is available and you must update the software manually.



.....
! **Important:** To change the configuration of a TSM after it is installed, you must uninstall the TSM and install a new version. If you reinstall a TSM after you have installed INSIGHT, you may need to reconfigure the INSIGHT configuration properties for the testing computers that use the TSM (see “Setting DRC INSIGHT Properties” on page 145).
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Click **Next** to continue.

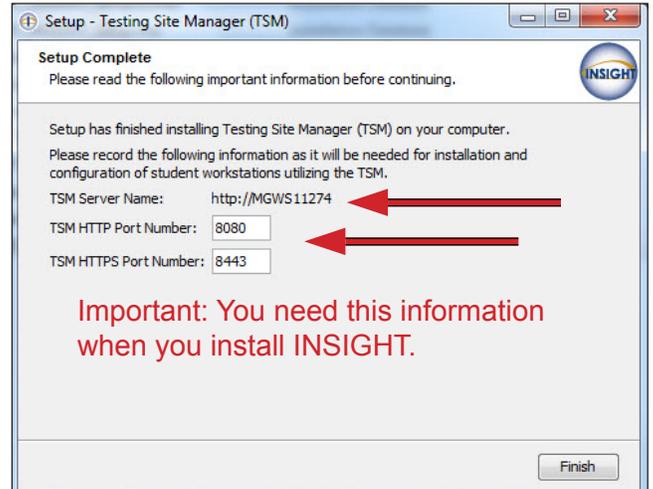
6. During the installation, a window displays to indicate the progress of the installation. If necessary, click **Cancel** to end the process.



Quick Tour 1: Installing a TSM for Windows OS

- The Setup Complete window displays. **Record the TSM server name and port numbers—you need this information when you install INSIGHT.** You can change the port numbers from this window.

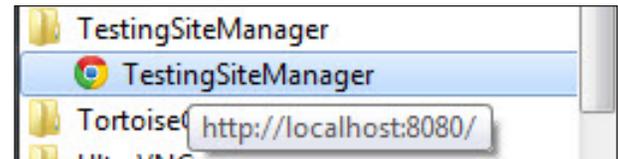
The TSM HTTP Port Number is the port number for regular communication. **The TSM HTTPS Port Number is the port number for encrypted communication that the INSIGHT secure web browser uses.** Click **Finish** when you are ready.



! **Important:** To avoid conflicts, verify that no other device is using either port. For Windows 7, you can enter the command **netstat -a** from a command prompt to display the list of ports currently being used.

- After the installation is complete, start the TSM from the Start menu by selecting **All Programs–TestingSiteManager–TestingSiteManager**.

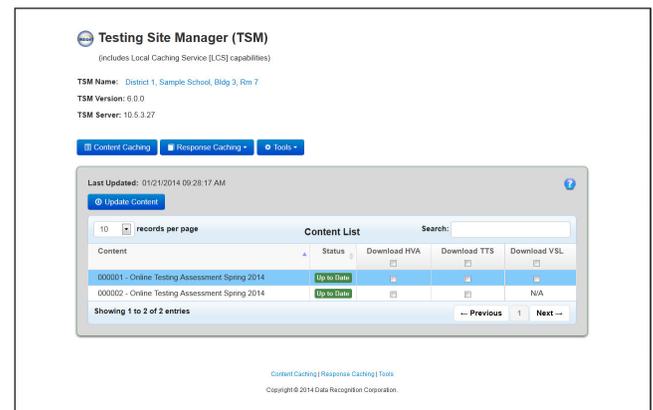
Note: When the TSM is first installed, the forms and items for all standard tests (no accommodations) are downloaded automatically. The TSM will not display until these forms and items are downloaded, which can take a few minutes.



- When the Enter Testing Site Manager Name window displays, enter a name (up to 40 characters) that will help you remember the location of the TSM machine in the TSM Name field and click **Save**. DRC recommends that you include the district, school, and location (building and/or room number) of the TSM.



- The TSM displays. If you specified Content Caching (Step 4), your test forms and items were downloaded with the TSM installation. If you are using accommodations, check the appropriate checkboxes to select the media content you need and click **Update Content** to load the latest test versions (see “Content Caching” on page 112).



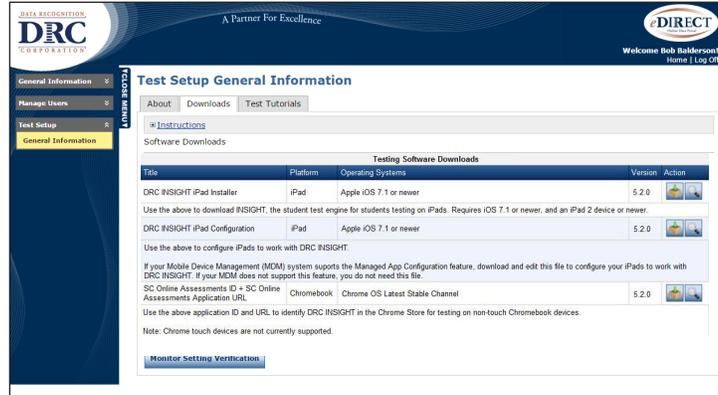
You are ready to install INSIGHT.

Quick Tour 2: Installing INSIGHT for Windows OS

This Quick Tour describes how to install INSIGHT for Windows. DRC provides an easy-to-use wizard to install the software.

1. If the location used INSIGHT the previous year, verify that you have the latest version (see “INSIGHT Software Updates” on page 24 and “Uninstalling INSIGHT” on page 52).

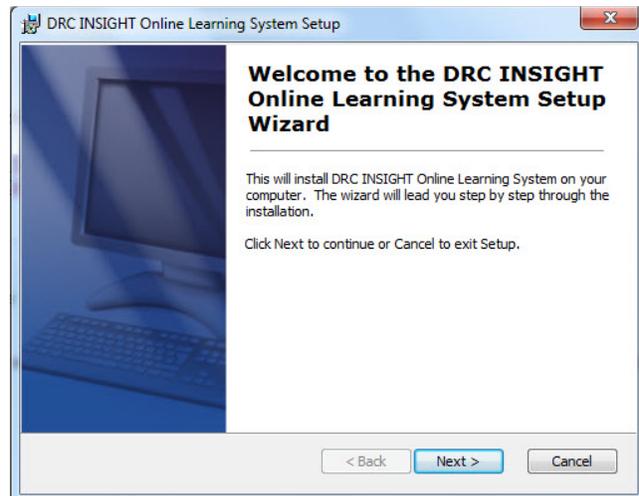
To launch the wizard and start the installation, sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the DRC INSIGHT Windows Installer icon (📄).



2. After you have downloaded the installation program, click on the **DRC_INSIGHT_Setup.msi** icon to start an installation.

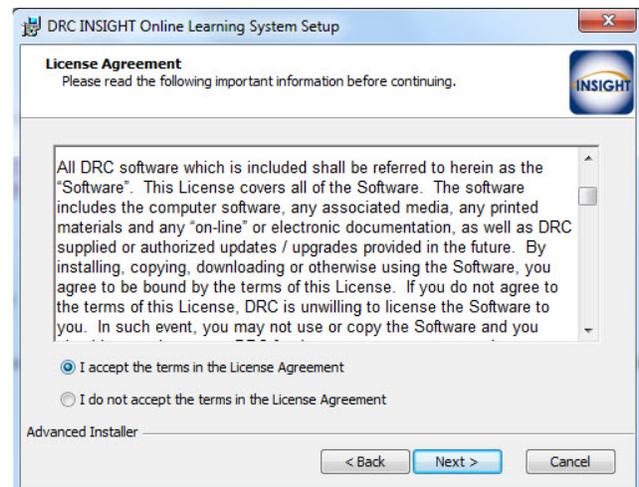
The Welcome screen displays the DRC INSIGHT Online Learning System Setup Wizard. Click **Next** to continue.

Note: On most installation windows, you can click **Back** to return to the previous window or **Next** to proceed to the next window. Some windows display other options.



3. The DRC INSIGHT License Agreement window displays. To continue the installation, read the agreement and select the option **I accept the agreement**. (If you do not accept the agreement, the installation ends.)

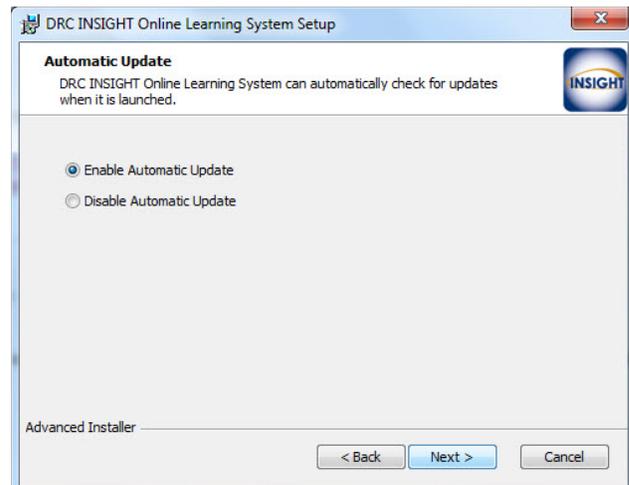
Click **Next** to continue when the Next button is active.



Quick Tour 2: Installing INSIGHT for Windows OS

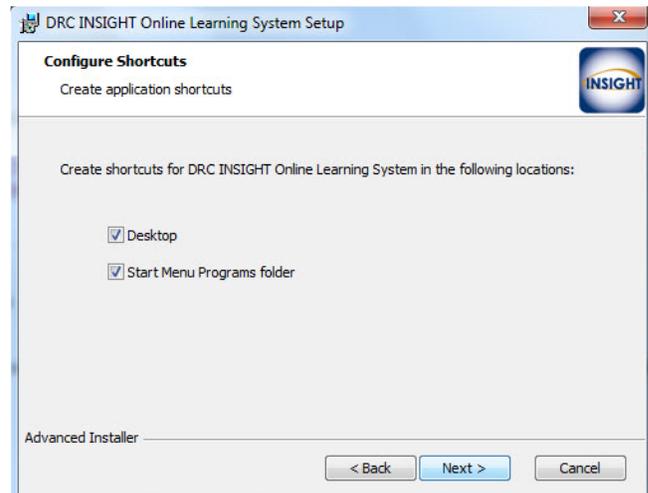
- The Automatic Update window displays. You use this window to indicate whether to use automatic software updates. Select **Enable Automatic Update** to use automatic updates (recommended) or **Disable Automatic Update** to use manual updates.

Click **Next** to continue.

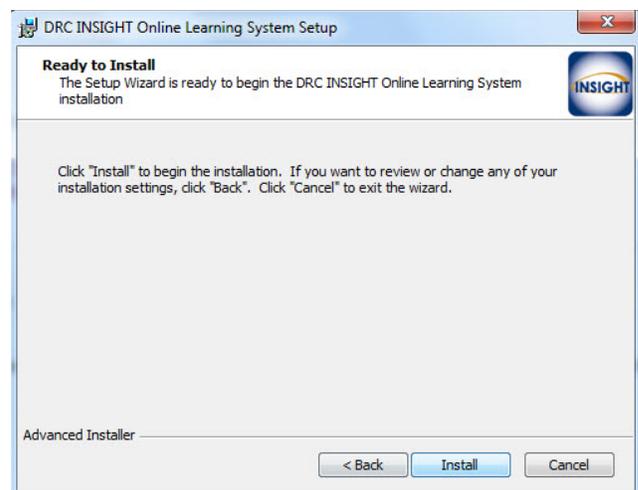


- The Configure Shortcuts window displays. Use this window to indicate which shortcuts the installation process should create. DRC recommends that you select both shortcuts.

After you have made your selections, click **Next** to continue.

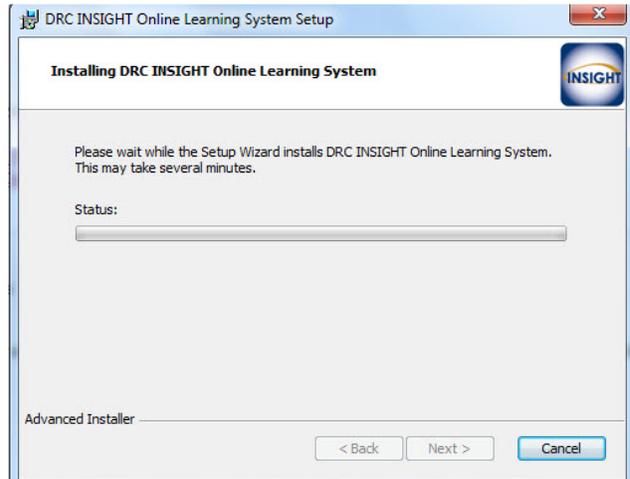


- The Ready to Install window displays. Click **Back** to review or change your settings, **Install** to start the installation, or **Cancel** to cancel the process.



Quick Tour 2: Installing INSIGHT for Windows OS

7. While INSIGHT is being installed, a progress window indicates the state of the installation. If necessary, you can click **Cancel** to end the installation process.

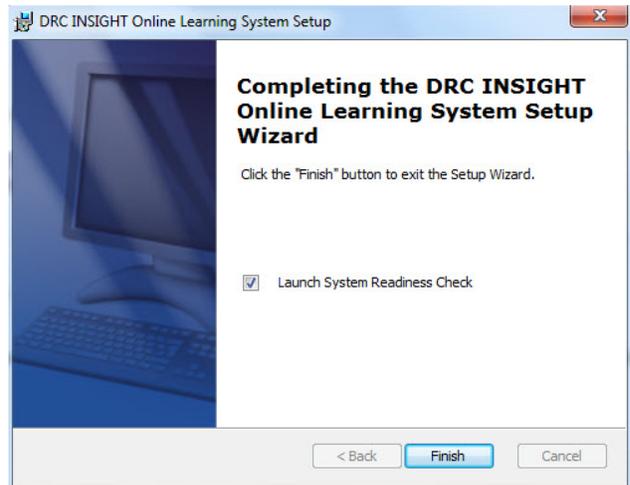


8. When the installation completes, the DRC INSIGHT Online Learning System Setup window displays indicating that INSIGHT is installed.

You can specify whether to run the System Readiness Check (the default value).

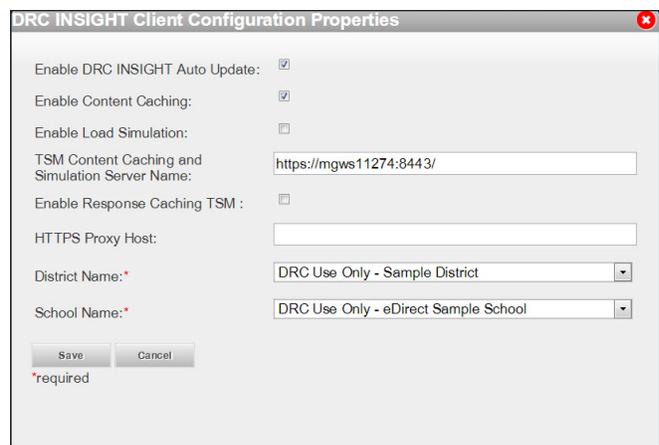
The System Readiness Check verifies that the testing computer has sufficient screen resolution, Internet connectivity, memory (RAM), and other technical specifications needed to perform online testing (see “The System Readiness Check” on page 135).

Make your selections and click **Finish** to end the installation process.



9. When the System Readiness Check launches, the System Information screen displays. You can see details about each test, execute the tests, and view the results (see “Using the System Readiness Check” on page 136).

If you installed one or more TSMs, you can connect to your TSM machines (see Steps 10 and 11). Otherwise, go to Step 11.



Quick Tour 2: Installing INSIGHT for Windows OS

10. To connect to a TSM, click **DRC Properties** to display the **DRC INSIGHT Client Configuration** window (see “Setting DRC INSIGHT Properties” on page 145 for details), enter your changes, and click **Save**.

- If you specified Content Caching, check **Enable Content Caching**.
- If you want to perform load simulation testing, check **Enable Load Simulation**.

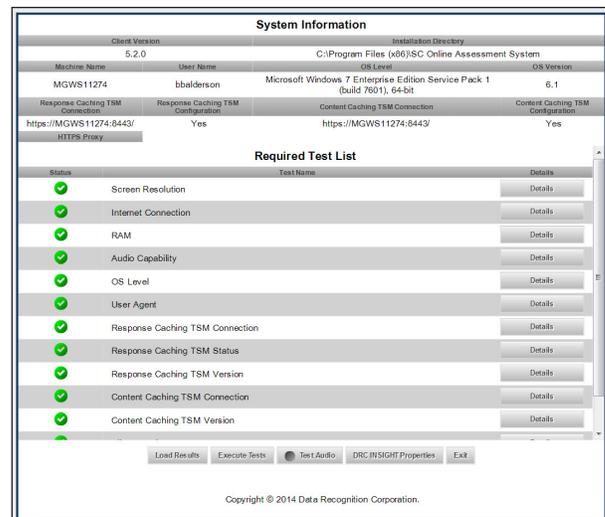
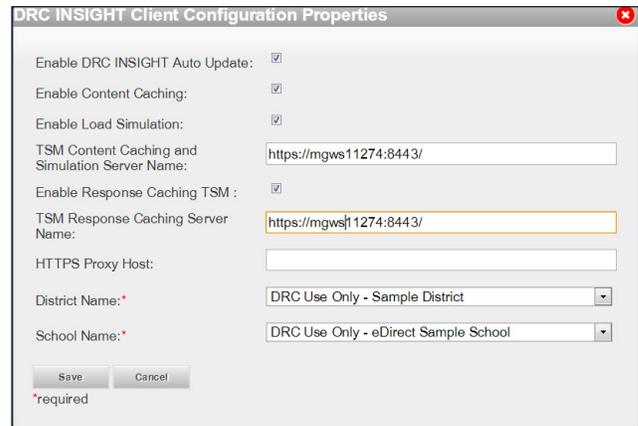
Enter the server name (or IP address) and port number of the TSM server in the **TSM Content Caching and Simulation Server Name** field.

- If you specified Response Caching, check **Enable Response Caching TSM** and enter the server name (or IP address) and port number of the TSM server in the **TSM Response Caching Server Name** field that displays (see “Quick Tour 1: Installing a TSM for Windows OS” on page 39, Step 7).

11. Select the district, and school for the testing computer (required) from the drop-down menus. This information is used for load simulation reports. Click **Save**.

12. Click **Execute Tests** to verify that the testing computer and any TSM(s) are configured correctly. Click **Details** next to any test you need more information about (see “Resolving System Readiness Required Tests” on page 141). When ready, click **Exit**.

13. The installation adds one or more shortcuts based on what you specified in Step 5. Use the Online Assessments shortcut to sign in to the Online Tools Training (OTT) or to a test, using your INSIGHT log-in information. Use the Online Tutorials shortcut to access test tutorials.



Managing the TSM

This section describes how to install a TSM from the command line, how to start and stop a TSM from a command line, and how to remove a TSM.

Installing a TSM from the Command Line

You can install a TSM in the Windows environment using the command line interface instead of the graphical interface. This type of installation is useful to install the software in unattended mode, or to install it quickly on a number of computers.

To run the TSM installation in unattended mode, do the following:

1. Download the TSM setup command file, TESTING_SITE_MANAGER_Setup.exe, from eDIRECT to a directory or location that you specify.
2. Start a command prompt (**Start–Run–Cmd**), navigate to the directory or location where the file was downloaded, and execute the TESTING_SITE_MANAGER_Setup command with the appropriate options (see below).

TESTING_SITE_MANAGER_Setup -q

The following figure shows the list of setup options.

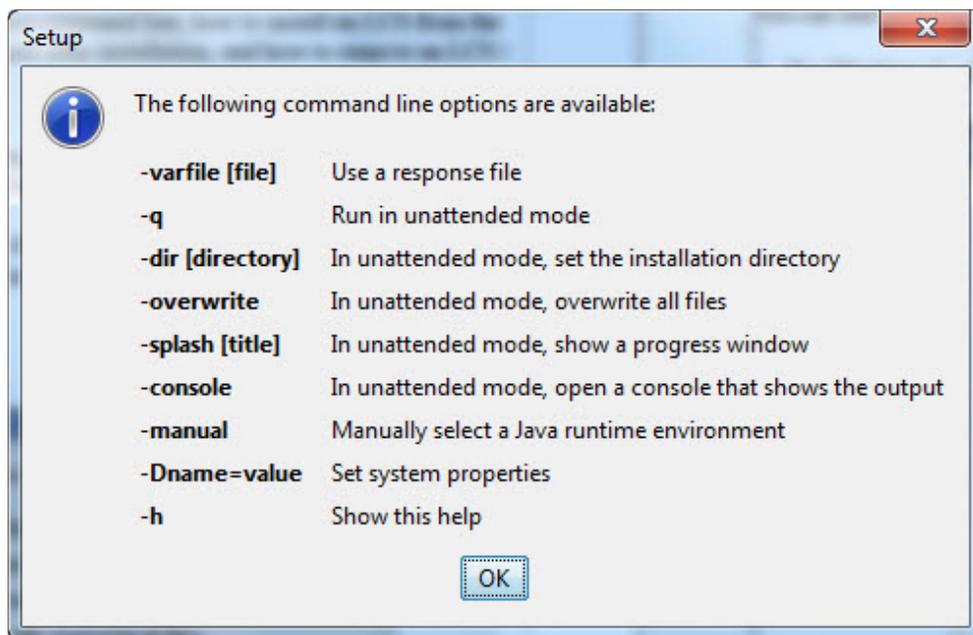
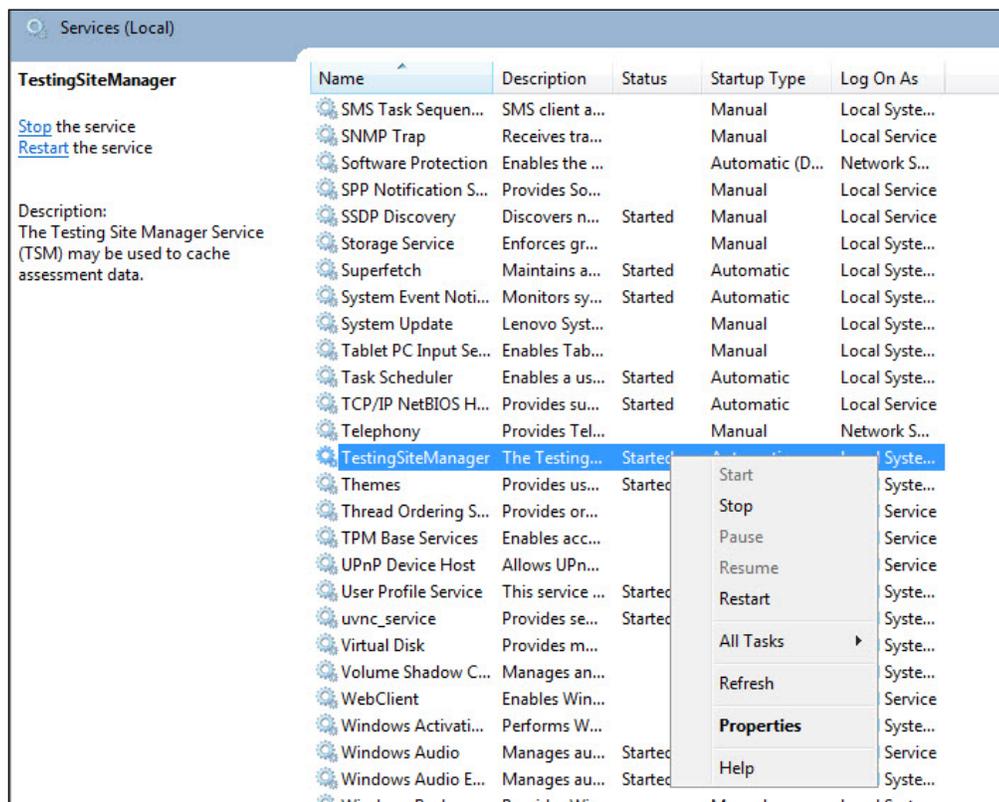


Figure: TSM Setup Command Options

Starting and Stopping the TSM

You can start and stop the TSM using the Control Panel.

1. For Windows 7, select **Control Panel–Administrative Tools–Services**.



2. The Services window displays. Select **TestingSiteManager**.
3. To stop the TSM, right-click and select **Stop**. To restart the TSM, right-click and select **Start**.

Uninstalling the TSM

You can uninstall (remove) the TSM using the Control Panel. If you want to uninstall the TSM, verify that there are no unsent responses. If there are, transmit them manually first. If the TSM has unsent stored responses, the uninstall won't finish (see "Response Caching-Viewing Unsent Student Test Responses" on page 115).

Note: If you are unable to remove a TSM, please contact DRC Technical Support.

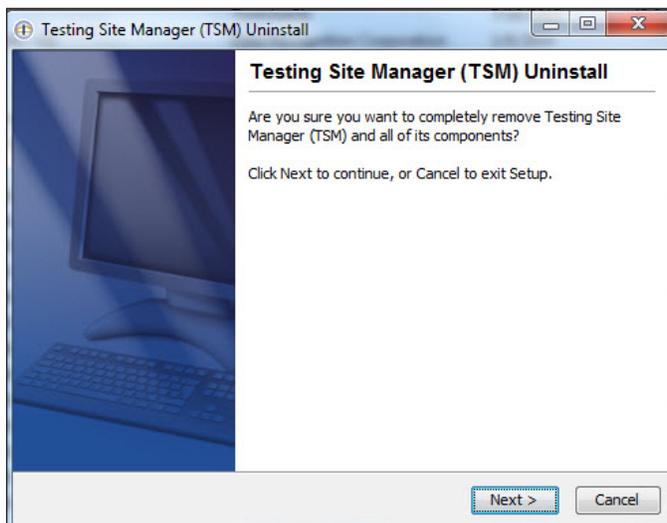
Using the Control Panel

To uninstall the TSM using the Control Panel, do the following:

1. Select **Uninstall a Program** and select **Testing Site Manager (TSM) – SC**.
2. Right-click and select **Uninstall/Change**.



3. Click **Next** when the Testing Site Manager (TSM) Uninstall wizard displays. The wizard walks you through the process.



Managing INSIGHT

This section describes how to install INSIGHT from a command line, how to start and stop INSIGHT and the System Readiness Check, and how to uninstall INSIGHT.

Installing INSIGHT from a Command Line

To install INSIGHT from a command line, execute the INSIGHT setup command—**DRC_INSIGHT_Setup.msi**—using the specific options you want to use.

To display a list of the command line options, use the **/h** (help) parameter with the setup command by selecting **Run...** and specifying **DRC_INSIGHT_Setup.msi -h**.

The following figure shows a list of the standard options.

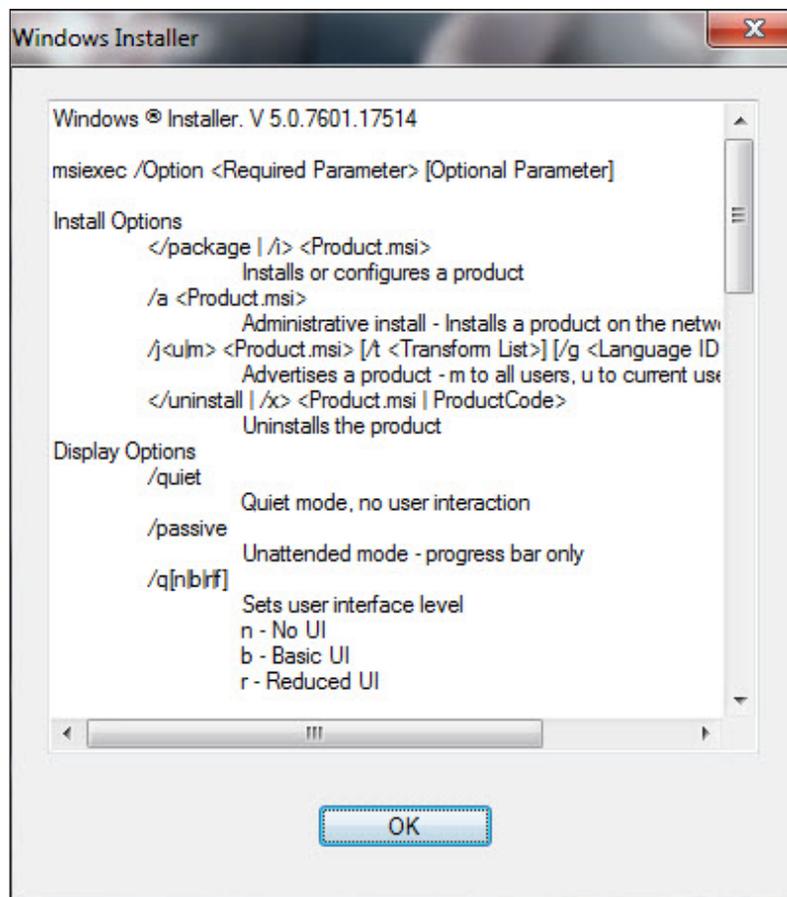


Figure: INSIGHT Setup Command Options

Refer to the *Windows Installer Software Development Kit (SDK)* for detailed information about the command line syntax.

INSIGHT Installation Program Options

The following table shows the custom properties that are available for the installation program.

Important: Ignore the ADMINID and ADMINNAME properties in the DRC Configuration.json file.

Property/Switch	Description	Default Value
AUTOUPDATEFLAG	Enables and disables the automatic update feature.	True
ENABLELCS	Enables and disables a TSM for response caching. If true, include the LCSURL property to specify the TSM that will perform response caching.	False
LCSURL	The URL and secure port of the TSM server that caches test responses. Replace localhost with the name or IP address of the TSM server.	https://localhost:8443/
LOADSIMULATIONENABLE	Specifies that load simulation testing is enabled for the testing computer. If true, include the CONTENTCACHEENABLE property set to true and the CONTENTCACHE property to specify the TSM that will perform load simulation tests. You also must specify DISTRICT_NAME, DISTRICTID, SCHOOL_NAME, and SCHOOLID.	True
DISTRICT_NAME*	The district name for load simulation testing.	None
DISTRICTID*	The district ID for load simulation testing.	None
SCHOOL_NAME*	The school name for load simulation testing.	None
SCHOOLID*	The school ID for load simulation testing.	None
CONTENTCACHEENABLE	Enables and disables a TSM for content caching. If true, include the CONTENTCACHE property to specify the TSM that will perform content caching.	False
CONTENTCACHE	The URL and secure port of the TSM server that caches test content and performs load simulation tests. Replace localhost with the name or IP address of the TSM server.	https://localhost:8443/
HTTPSPROXY	The URL and port of the proxy host server. Depending on your configuration, this URL can start with either http:// or https://.	Blank
/qn (/qb for Windows 8)	Runs the installation in silent mode.	NA

*Use the name and/or numeric code from the locations file located at <https://sc-insight.drcedirect.com/InsightClientRESTServices/ClientRESTService.svc/locations> (see below).

Using the Locations File

To locate district and school names and IDs, do the following:

1. Paste the locations file link into a browser and open it (download the file into a text editor if necessary).
2. Search for the string **district_name** to locate the district name and ID (to the left).
3. Search for the string **school_name** to locate the school name and ID (see below).

```
{
  "districtid": "88888",
  "district_name": "Sample District",
  "schools": {
    "schoolid": "8888",
    "school_name": "Sample School"
  }
}
```

Installation Command Syntax and Example

The following is the syntax for the install program command:

```
DRC_INSIGHT_Setup.msi <properties> <MSI switches>
```

Note: All properties are passed in a *key=value* format (see the Example).

Example

The following example installs the software in silent mode (the /qn switch [/qb for Windows 8]). It specifies the TSM location for each type of caching—response and content, enables load simulation testing and automatic software updates, and specifies a school district, school, and proxy host.

! **Important:** Do not copy and paste this information—it is meant as an example only.

```
msiexec /i DRC_INSIGHT_Setup.msi /qn CONTENTCACHEENABLE="true"
LOADSIMULATIONENABLE="true" AUTOUPDATEFLAG="true" ENABLELCS="true"
DISTRICT_NAME="""Sample District"" DISTRICTID="88888" LCSURL="https://10.3.97.11:8443/"
CONTENTCACHE="https://10.3.97.11:8443/" SCHOOLID="8888" SCHOOL_NAME="""Sample
School"" HTTPSPROXY="http://10.3.98.61:8081/"
```

Note: To see the other MSIEEXEC properties and switches that you can use with the installation application, refer to the Microsoft Command Line options page.

Starting INSIGHT

You can start INSIGHT and the System Readiness Check from a testing computer using the desktop shortcut, the Windows Start menu, or the Windows Explorer. For Windows 7, start the Explorer and select the installation drive—**Program Files (x86)–SC Online Assessment System–DRCInsight.exe** for INSIGHT, or **Readiness** for the System Readiness Check.

Stopping INSIGHT

If INSIGHT becomes unresponsive, you can stop it by using the Windows Task Manager. To start the Task Manager, press **Ctrl-Alt-Delete** and select **Task Manager** (see the figure).

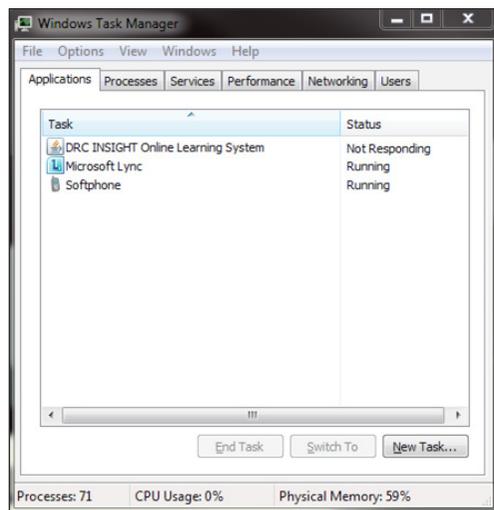


Figure: Task Manager – Windows 7 Environment

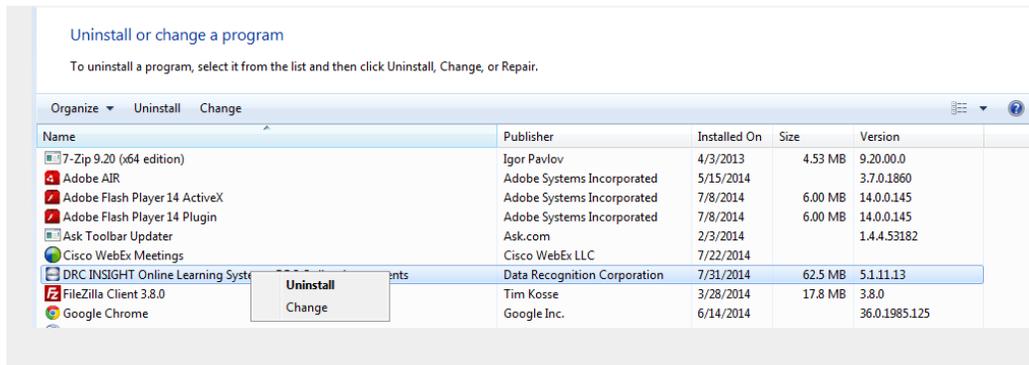
Uninstalling INSIGHT

You can uninstall (remove) INSIGHT from a Windows machine by using the Control Panel, the INSIGHT Uninstaller program, or the Start menu.

Note: If you cannot remove INSIGHT, please contact DRC Technical Support.

Using the Control Panel

To uninstall INSIGHT using the Control Panel, select **Uninstall a Program** and select **DRC INSIGHT Online Learning System–SC Online Assessment System**, right-click and select **Uninstall**.



Using the Start Menu

To uninstall INSIGHT using the Start Menu, select **All Programs–SC Online Assessment System–DRC INSIGHT Uninstaller** and click **Yes** when the Windows Installer dialog box displays.

Mac (OS X) Installation



■ What's Covered in This Chapter

This chapter describes the installation process in a Mac (OS X) environment.

First, it provides basic information about installing and uninstalling a Testing Site Manager (TSM) and INSIGHT using the standard Mac graphical interface. Then, the chapter provides more advanced technical information about:

- Managing a TSM: starting, stopping, and uninstalling.
- Working with a TSM in a non-graphical (terminal) mode using Mac (OS X) operating system commands.
- Uninstalling INSIGHT.

■ Installing a TSM

Because of the role that the TSM plays in testing, there are some special considerations regarding TSM software installation.

- The computer on which you install the TSM software should have a static IP address (an address that does not change when the computer is restarted or rebooted). If the IP address of a TSM machine changes, you must reconfigure the testing computers that connect to that TSM.
- You should install the TSM *before* you install INSIGHT so that you can specify the path to the TSM and the communication port during the INSIGHT installation.
- If you need to change the configuration of a TSM after it is installed, you must uninstall the TSM and install a new version. If you reinstall a TSM after you have installed INSIGHT, you may need to reconfigure the testing computers that connect to it.

Quick Tour 3: Installing a TSM for Mac OS (OS X)

This Quick Tour describes how to install a TSM in the Mac (OS X) environment. DRC provides an easy-to-use wizard to install the TSM software.

1. To launch the wizard and start the installation, sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the **Testing Site Manager (TSM) installer icon** (📄) for Mac OS. At this time, you also may want to download the Macintosh Installer for INSIGHT.

Note: If you have another version of the TSM installed, verify that is the latest version (see “TSM Software Updates” on page 24 and “Uninstalling the TSM” on page 62).

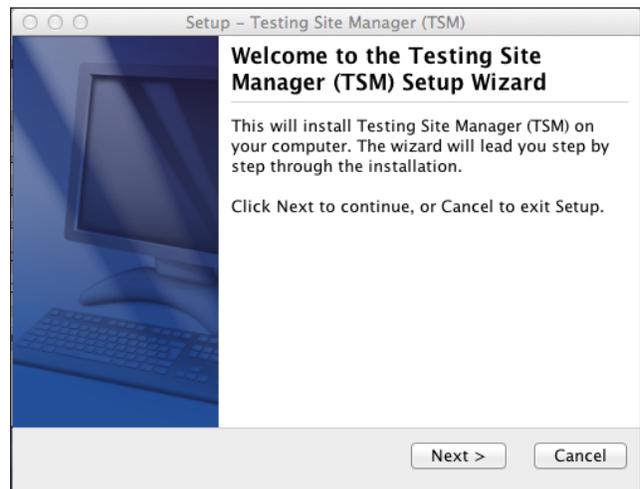
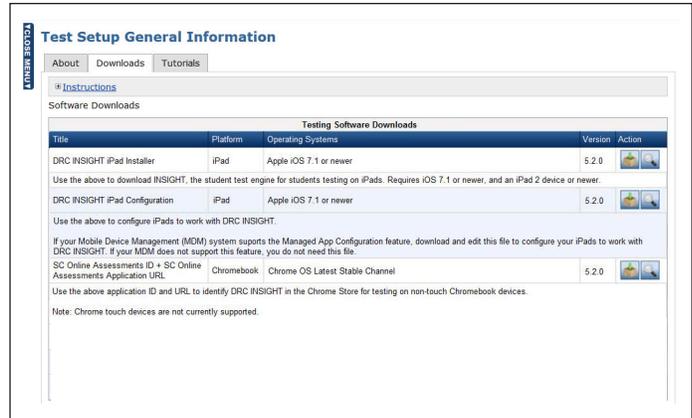
2. After you have downloaded the installation program, double-click on the **TESTING_SITE_MANAGER_Setup.dmg** file and double-click on the **Testing Site Manager (TSM) Installer** to start the installation.

Note: You must be a Mac System Administrator to install the TSM from this file.

3. The Welcome screen displays for the Testing Site Manager (TSM) Setup Wizard.

Note: On most of the installation windows, you can click **Back** to return to the previous window, **Next** to proceed to the next window, and **Cancel** to cancel the installation. Click **Next** to continue.

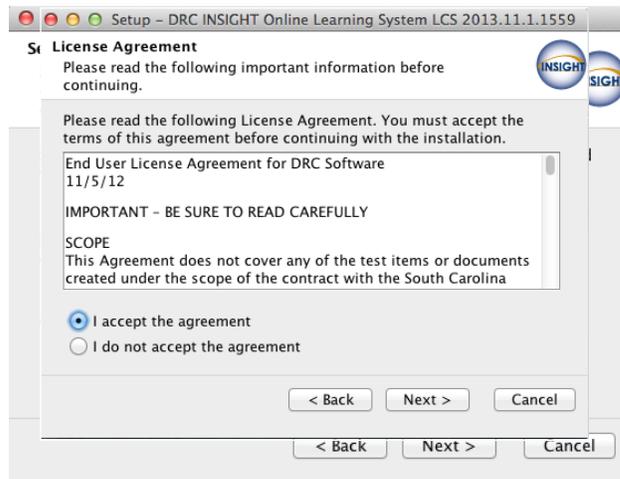
4. The DRC INSIGHT License Agreement windows displays. Read the agreement and select the option **I accept the agreement**. When the Next button becomes active, click **Next** to continue.



Quick Tour 3: Installing a TSM for Mac OS (OS X)

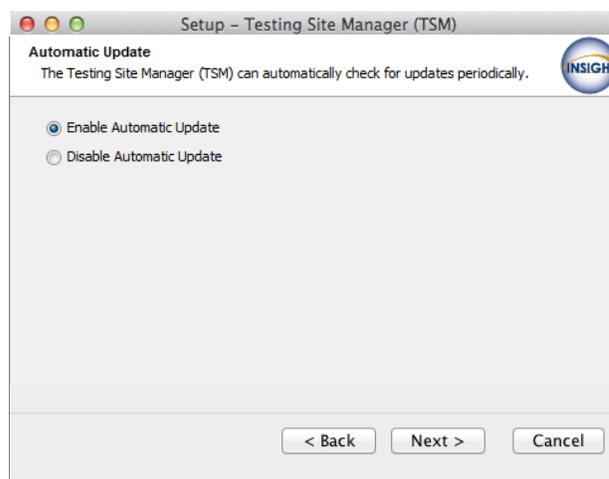
5. The Select Configuration Options window displays. On this window you specify whether to enable content caching and/or response caching. The default values are to enable both types of caching. After you make your selections, click **Next** to continue.

! Important: Install the TSM software on a computer that will be powered on when the TSM software or test content is automatically updated. If the computer is not on or is unavailable, it will not be updated. Whenever you restart a computer that has the TSM software installed, or anytime you plan to use the TSM for testing, verify that the TSM software and test content are up to date before you attempt to test (see “Content Caching” on page 112).

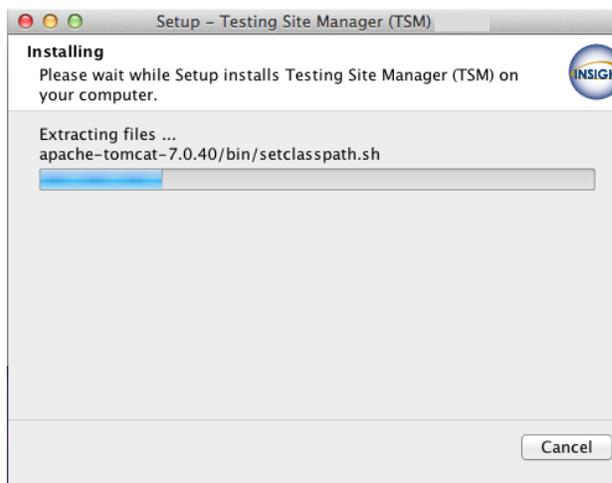


6. The Automatic Update window displays. On this window, specify whether to enable automatic TSM software updates.

- If you select **Enable Automatic Update** (the default value), DRC updates the TSM software automatically.
- If you select **Disable Automatic Update**, DRC notifies you whenever an update to the TSM software is available and you must update the software manually.



! Important: To change the configuration of a TSM after it is installed, you must uninstall the TSM and install a new version. If you reinstall a TSM after you have installed INSIGHT, you may need to reconfigure the INSIGHT configuration properties for the testing computers that use the TSM (“Setting DRC INSIGHT Properties” on page 145).



After you have made your selection, click **Next** to start the installation. During the installation, a window displays to indicate the progress of the installation. If necessary, you can click **Cancel** to end the installation process.

Quick Tour 3: Installing a TSM for Mac OS (OS X)

7. When the installation completes, the Setup Complete window displays. **Record the TSM server name and port numbers—you need this information when you install INSIGHT.** You can change the port numbers from this window.

- The TSM HTTP Port Number is the port number for regular communication.
- **The TSM HTTPS Port Number is the port number for encrypted communication that the INSIGHT secure web browser uses.**

.....
! **Important:** To avoid conflicts, verify that no other device is using either port.

Click **Finish** when you are ready.

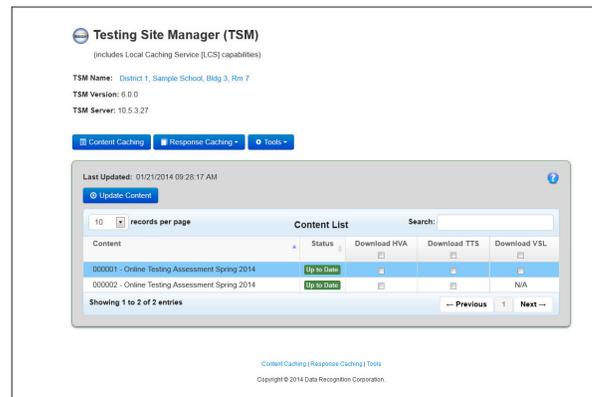
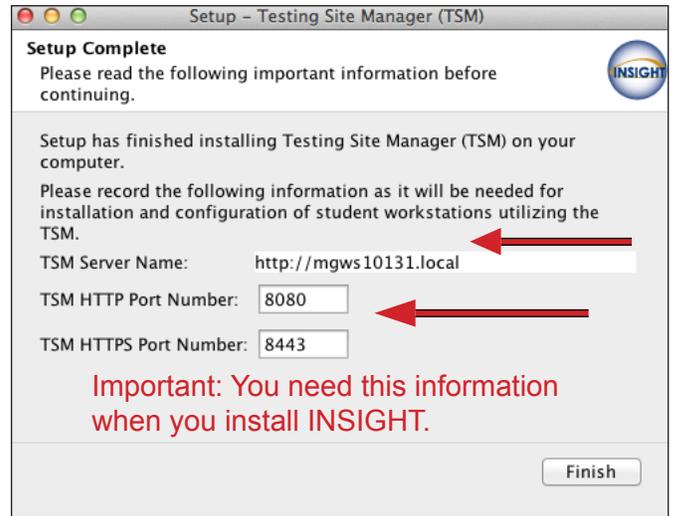
8. Start the TSM by selecting **Applications–TestingSiteManager–TestingSiteManager.url**.

Note: When the TSM is first installed, the forms and items for all standard tests (no accommodations) are downloaded automatically. The TSM will not display until these forms and items are downloaded, which could take a few minutes.

When the **Enter Testing Site Manager Name** windows displays, enter a name in the TSM Name field to help you remember the location of the TSM machine. DRC recommends that you include the district, school, and location (building and/or room number) of the TSM. Click **Save**.

Note: The name is limited to 40 characters with no special formatting requirements.

9. The TSM displays and you are ready to install INSIGHT. After installation is complete, select the **TESTING_SITE_MAN** volume from the desktop, right-click on it (**Ctrl-click**) and select **Eject “TESTING_SITE_MAN”** to unmount the volume and avoid potential conflicts with automatic updates.



Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

This Quick Tour describes how to install INSIGHT on a Mac. DRC provides an easy-to-use wizard to install the software.

1. If the location used INSIGHT the previous year, you should uninstall the old version of the software first (see “Uninstalling INSIGHT” on page 65).

Download the dedicated installer for the Mac (OS X) operating system, **DRC_INSIGHT_Setup.pkg**, that DRC created. Sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the DRC INSIGHT Macintosh Installer icon (📦).

2. Double-click on the downloaded **DRC_INSIGHT_Setup.pkg** file to start the wizard.

Note: You must be a Mac System Administrator to install INSIGHT.

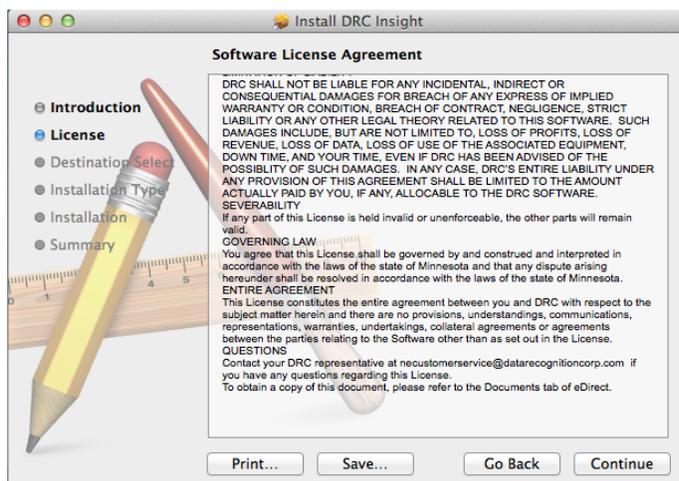
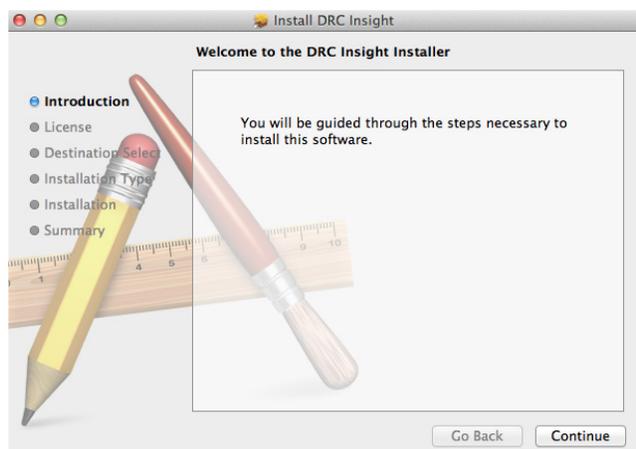
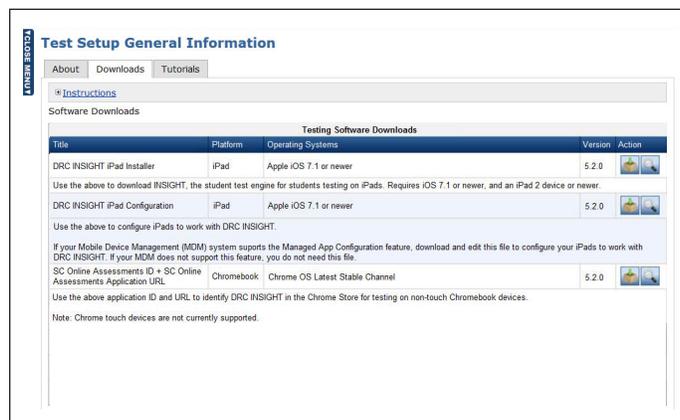
3. The Welcome screen for the DRC INSIGHT Online Assessments Installer displays.

Note: On most installation windows, you can click **Go Back** to return to the previous window, **Continue** to proceed to the next window, or **Cancel** to cancel the installation. Some windows display other options.

Click **Continue**.

4. The Software License Agreement window displays. You can read through the Agreement and select a different language from the Language drop-down menu.

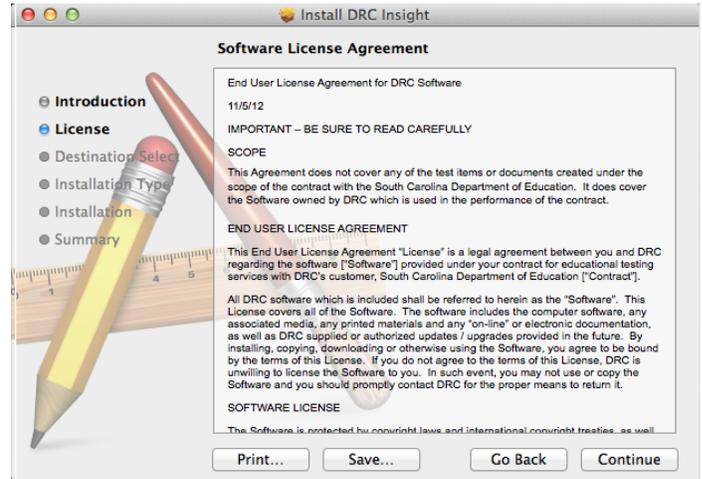
To continue, scroll down and read the agreement and click **Agree**, or click **Save**.



Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

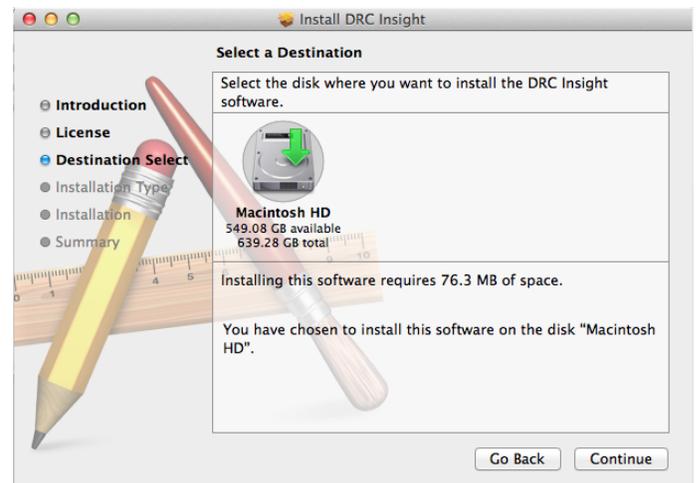
If you click **Continue** without reading the agreement or clicking **Save**, a window displays to verify your choice and explain the options.

To continue, click **Agree** and **Continue**.



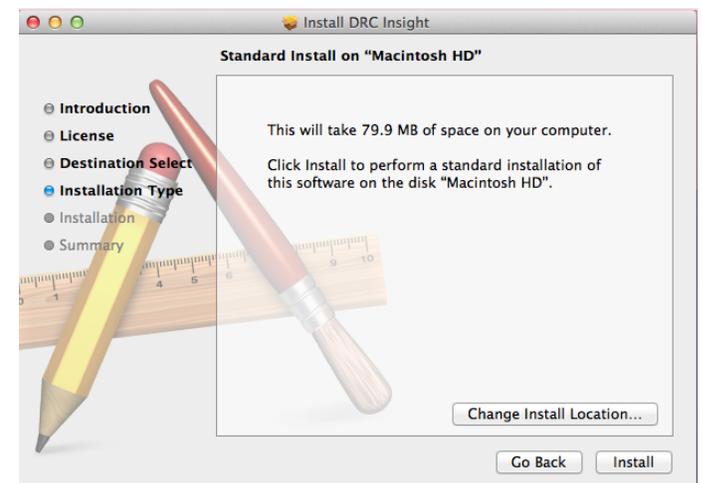
- The Select Destination window displays, indicating the amount of disk space the installation will require.

Click **Continue**.



- The Standard Install on “Macintosh HD” window displays. You can change the installation location, or use the default location.

To use the default location, click **Install**.



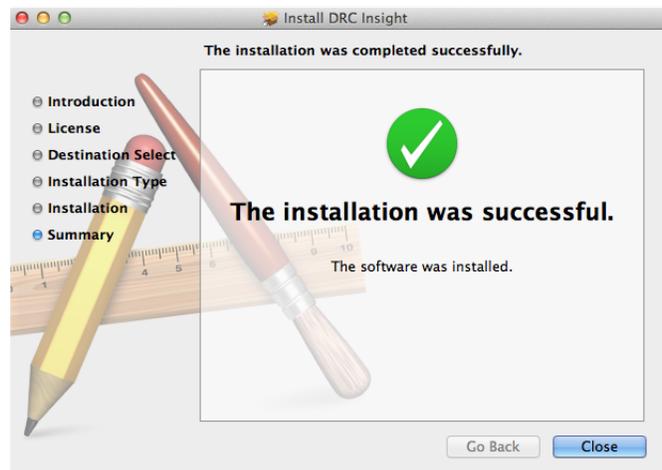
Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

The installation begins. You must be a Mac System Administrator to install INSIGHT.



7. After the installation, a summary window indicates the status of the installation.

If the installation was successful, click **Close**. Otherwise, if necessary, click **Go Back** to change your installation options.



8. When you click **Close**, the System Readiness Check automatically runs and the System Information page displays the results (see “The System Readiness Check” on page 135).

If you installed one or more TSMs, you can connect to your TSM machines (see Steps 9 and 10). Otherwise, go to Step 10.

System Information			
Client Version	Installation Directory		
5.2.0	C:\Program Files (x86)\SC Online Assessment System		
Machine Name	User Name	OS Level	OS Version
MGWS11274	bbalderson	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit	6.1
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
	No		No
HTTPS Proxy			
Required Test List			
Status	Test Name	Details	
✓	Screen Resolution	Details	
✓	Internet Connection	Details	
✓	RAM	Details	
✓	Audio Capability	Details	
✓	OS Level	Details	
✓	User Agent	Details	
●	Response Caching TSM Connection	Details	
●	Response Caching TSM Status	Details	
●	Response Caching TSM Version	Details	
●	Content Caching TSM Connection	Details	
●	Content Caching TSM Version	Details	

Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

9. To connect to a TSM, click **DRC Properties** to display the **DRC INSIGHT Client Configuration** window (see “Setting DRC INSIGHT Properties” on page 145 for details), enter your changes, and click **Save**.

- If you specified Content Caching, check **Enable Content Caching**.
- If you want to perform load simulation testing, check **Enable Load Simulation**.

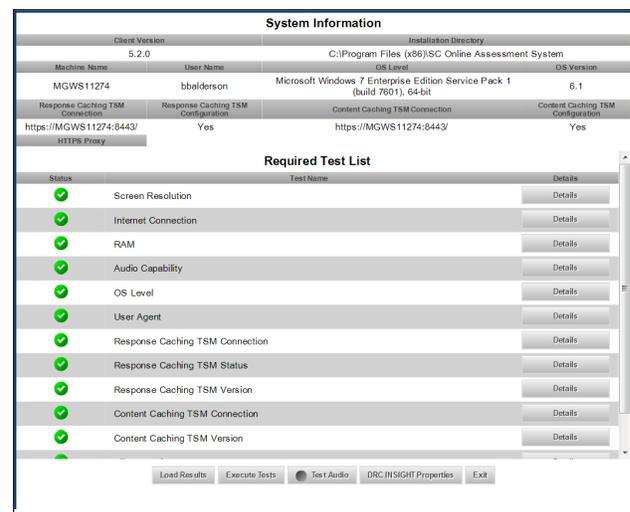
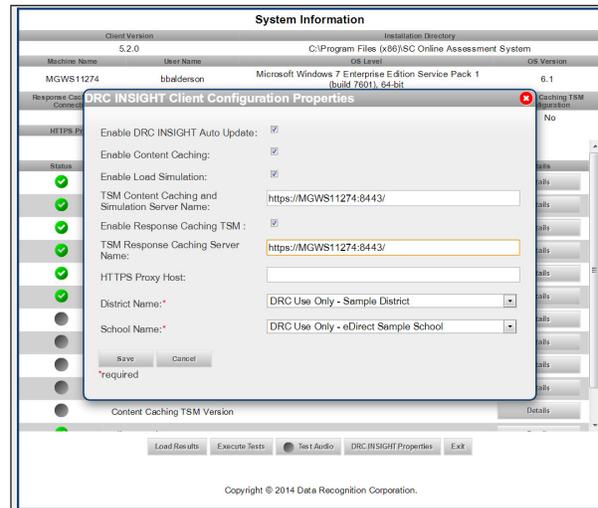
Enter the server name (or IP address) and port number of the TSM server in the **TSM Content Caching and Simulation Server Name** field.

- If you specified Response Caching, check **Enable Response Caching TSM** and enter the server name (or IP address) and port number of the TSM server in the **TSM Response Caching Server Name** field that displays (see Step 7 of “Quick Tour 3: Installing a TSM for Mac OS (OS X)” on page 55).

10. Select the district, and school for the testing computer (required) from the drop-down menus. This information is used for load simulation reports. Click **Save**.

11. Click **Execute Tests** to verify that the testing computer and any TSM(s) are configured correctly. Click the **Details** button next to any test that you need more information about (see “Resolving System Readiness Required Tests” on page 141). When you are ready, click **Exit**.

12. The installation adds two shortcuts to the desktop. Use the Online Assessments shortcut to sign in to the Online Tools Training (OTT), or to a test, using your INSIGHT log-in information. Use the Online Tutorials shortcut to access test tutorials.



Managing the TSM

This section describes how to start and stop a TSM from a command line, and how to uninstall a TSM.

Starting and Stopping the TSM

The TSM is a service that executes in the background without a standard graphical window. Technology Coordinators (TCs) should be familiar with starting and stopping the TSM with the TESTING_SITE_MANAGER script. You can use the **launchd** and **launchctl** commands to manage services. By default, the TSM is started after installation and launches anytime the computer is booted.

Uninstalling the TSM

You can uninstall (remove) the TSM by selecting **Applications–TestingSiteManager–Testing Site Manager (TSM) Uninstaller**. First, you must enter your Mac administrator login information. Then, when the Testing Site Manager (TSM) Uninstall wizard displays, click **Next**.

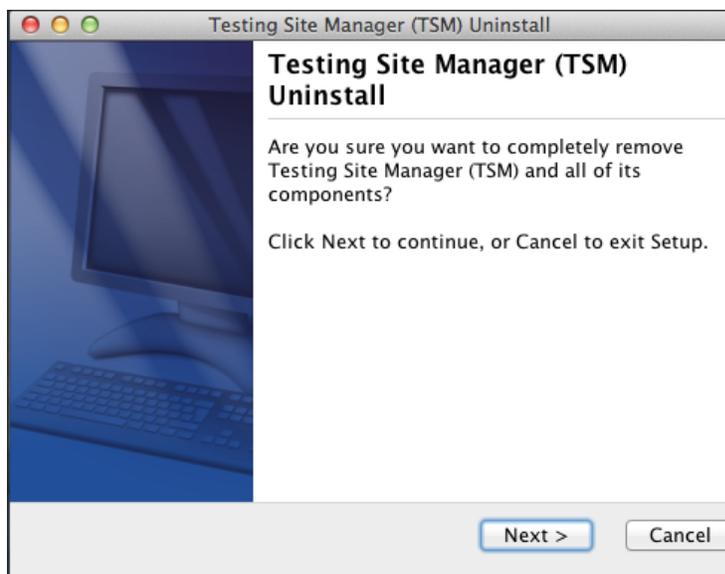


Figure: Uninstalling the TSM

Note: If you are unable to remove a TSM, please contact DRC Technical Support.

Managing INSIGHT

This section describes how to install INSIGHT from a command line, how to start and stop INSIGHT, and how to uninstall INSIGHT.

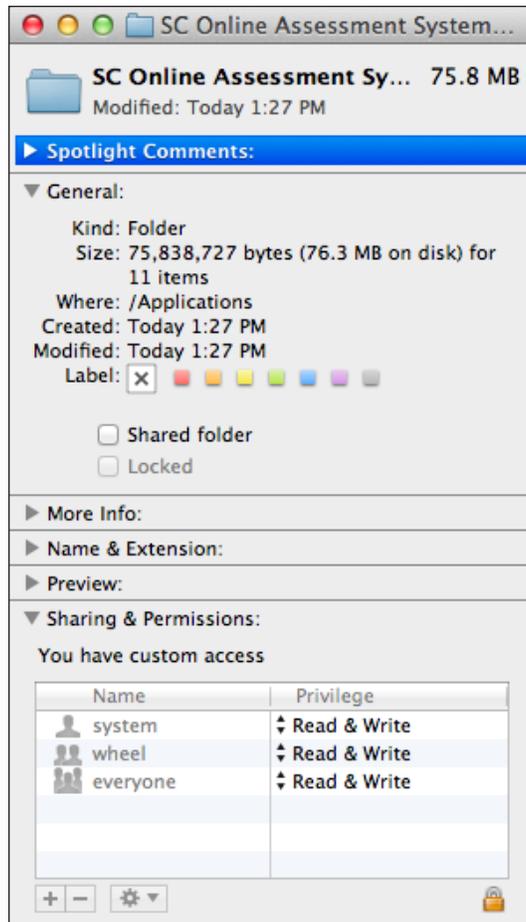
Installing INSIGHT Using a Software Deployment Tool

The following example shows how to install INSIGHT on a Mac using the Apple Remote Desktop™ software.

Note: The Apple Remote Desktop software was used for this example, but the process is similar with other software deployment tools.

1. Install and configure the INSIGHT secure browser on the computer from which you will be distributing the software (see “Quick Tour 4: Installing INSIGHT for Mac OS (OS X)” on page 58).

! Important: To ensure that testers can access the correct folders on the testing computers, you may need to adjust the permissions on the folders you will be copying before you distribute them to the testing computers (see the figure below).

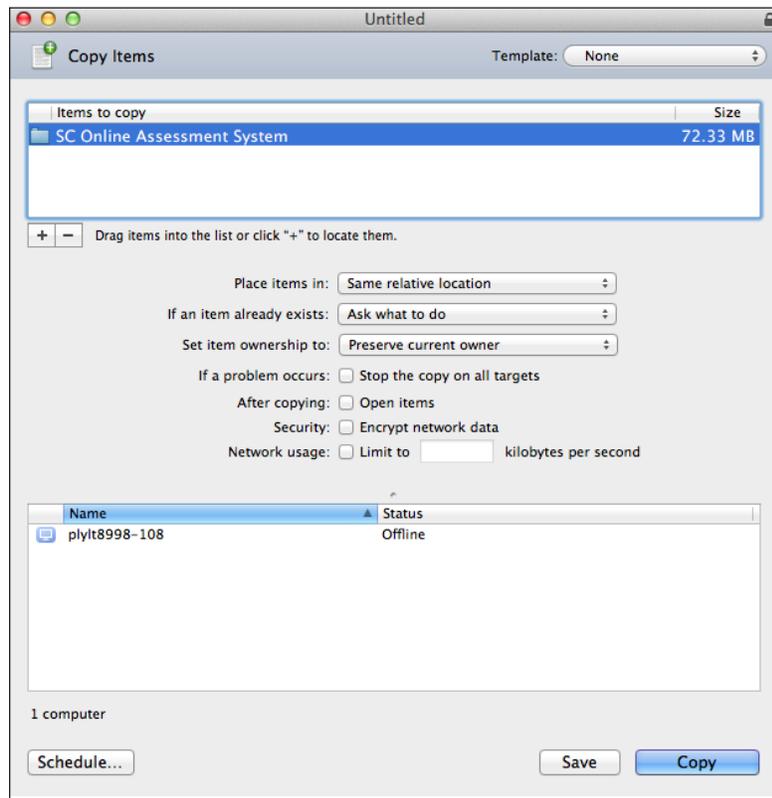


Installing INSIGHT Using a Software Deployment Tool (cont.)

2. Start Apple Remote Desktop and select the following directories in a Copy Items window from the Apple Remote Desktop administrator's computer.

/Applications/SC Online Assessment System

Note: You may need to adjust the destination locations and permissions depending on student's permissions (see the figure below).



3. Copy the folders to your list of destination computers.
4. Verify the installation by running the Software Readiness Check on the computers where you installed the software. Select **SC Online Assessment System– Readiness** from the Applications folder.

Starting INSIGHT

You can start INSIGHT from a testing computer by using the desktop shortcut created by the installer, or from the Applications folder by selecting **Applications–SC Online Assessment System–DRCInsight**.

Stopping INSIGHT

If INSIGHT becomes unresponsive, the TC may need to stop it using the key combination, **Command–Q**.

Uninstalling INSIGHT

You can uninstall (remove) INSIGHT using the Applications folder. You also can run the uninstallation process silently.

Using the Applications Folder

You can uninstall (remove) INSIGHT by selecting **Applications–SC Online Assessment System–DRC Uninstaller**. Click **OK** when the dialog box displays and enter your Mac administrator login information and click **OK**. The uninstaller automatically uninstalls the program.

Notes

Installing and Configuring INSIGHT on iPad Devices



■ What's Covered in This Chapter

■ Distributing and Configuring INSIGHT to iPad Devices

This chapter describes the process of installing and configuring INSIGHT for iPad devices in an iOS environment. It provides detailed information about installing INSIGHT and configuring it to use the Testing Site Manager (TSM).

There are two main parts to the process of setting up an iPad device to test with the INSIGHT App—distribution and configuration.

- To *distribute* (deploy) the INSIGHT App (DRC INSIGHT.ipa) you must use a Mobile Device Management (MDM) software tool.

MDM software can secure, monitor, manage, and support mobile devices deployed across mobile operators, service providers, and enterprises.

- To *configure* the iPad to work with the INSIGHT App, you have two options:
 - *If your MDM software supports the Managed App Configuration feature*, you can use the MDM software to deploy the INSIGHT configuration file to all of the iPad devices. In other words, you can centrally configure multiple iPad devices using the MDM software.

Using an MDM software tool with the Managed App Configuration feature is the preferred method of distributing the same configuration file to the iPads. It is easier and less error-prone to send the same TSM configuration to multiple iPads than to manually edit the configuration on each device.
 - *If your MDM software does not support the Managed App Configuration feature*, you can use the MDM software to distribute the INSIGHT App to the iPad devices, but you must manually configure each iPad by using the System Readiness Check.

■ Installing and Configuring INSIGHT Using an MDM Solution

To install INSIGHT on one or more iPads you must use MDM software. The process of installing and configuring INSIGHT on multiple iPads using an MDM solution is summarized below. This process assumes that you have already installed and set up an MDM solution and have enrolled all the iPads using the MDM tool.

!Important: There are many versions of MDM software. To *deploy and configure* your DRC INSIGHT iPad software, your MDM software must support the Managed App Configuration feature (first introduced in iOS 7). This feature is necessary to perform Steps 2 and 3. Otherwise, you must configure your iPads manually.

1. Configure the iPad Group

If your MDM software allows, within the MDM configure the iPad group to enable/activate the Guided Access feature.

2. Configure INSIGHT

Download the DRC INSIGHT executable (DRC INSIGHT.ipa) and configuration (ManagedAppConfig.plist) files from DRC eDIRECT and edit the configuration file to specify your TSM connection and other configuration information for the iPad group (see “Installing INSIGHT for iOS Using an MDM Solution” on page 72).

3. Deploy INSIGHT

Deploy the DRC INSIGHT executable and edited configuration files to your iPads using your MDM software.

4. Prepare the iPads for Testing

Verify that the Guided Access feature is on to put the iPad into Kiosk Mode (required for testing). If it is not, specify **Settings–General–Accessibility–Learning–Guided Access** to turn it on and select **Set Passcode** to set the passcode. Launch the DRC INSIGHT App.

Note: To put the iPad into Kiosk Mode, Technology Coordinators must provide a numeric passcode. This same passcode information is necessary to exit the INSIGHT App during or after testing.

■ Installing INSIGHT Using an MDM Solution and Configuring It Manually

The process of installing INSIGHT using an MDM solution and configuring it manually is summarized below. This process assumes that you have already installed and set up the MDM software and have enrolled all the iPads using the MDM software.

1. Configure the iPad Group

If your MDM software allows, enable/activate the Guided Access feature.

2. Download the DRC INSIGHT Executable File

Download the DRC INSIGHT executable (DRC INSIGHT.ipa) file from DRC eDIRECT.

3. Deploy INSIGHT

Deploy the DRC INSIGHT executable to your iPads using your MDM software.

4. Configure INSIGHT Manually

Edit the configuration of each iPad device manually by using the System Readiness Check (see “Configuring an iPad Manually” on page 77).

5. Prepare your iPads for Testing

Verify that Guided Access is on to put the iPad into Kiosk Mode (required for testing). If it is not, specify **Settings–General–Accessibility–Learning–Guided Access** to turn it on and select **Set Passcode** to set the passcode. Launch the DRC INSIGHT App.

Note: To put the iPad device into Kiosk Mode, TCs must provide a passcode (numeric password). This same passcode information is necessary to exit the INSIGHT App during or after testing.

■ Installing a TSM

Because of the role that the TSM plays in testing, there are some special considerations regarding TSM software installation.

- The computer on which you install the TSM software should have a static IP address (an address that does not change when the computer is restarted or rebooted) if you are using the machine IP address instead of the machine name to connect to the TSM. If the IP address of a TSM machine changes, you must reconfigure the testing devices that connect to that TSM.
- You should install the TSM *before* you install INSIGHT so that you can specify the path to the TSM and the communication port during the INSIGHT installation.
- If you need to change the configuration of a TSM after it is installed, you must uninstall the TSM and install a new version. If you reinstall a TSM after you have installed INSIGHT, you may need to reconfigure the testing devices that connect to it.

□ iPads and the TSM

A TSM is used primarily to cache and manage test content and responses. For various reasons, iPad devices do not provide a suitable environment for a TSM. As a result, you should install the TSM software on a Windows PC or Mac (OS X) computer and connect to the TSM when you install INSIGHT on the iPad device.

For specific TSM installation instructions, refer to the appropriate installation chapter.

Installing INSIGHT for iOS Using an MDM Solution

You install INSIGHT on one or more iPads using Mobile Device Management (MDM) software. To configure INSIGHT from a central location and distribute the configuration to one or more iPads, you must use an MDM solution that supports the Managed App Configuration feature. If your MDM software does not support this feature, you must configure INSIGHT manually (see “Configuring an iPad Manually” on page 77).

The following steps describe the process of installing and configuring DRC INSIGHT using an MDM tool with the Managed App Configuration feature.

1. Install an MDM solution.
2. Enroll the iPads using the MDM tool.
3. If the MDM software allows you to configure the iPad group, make the following system settings:
 - Enable and activate Guided Access.

Notes:

- Some MDM software allows you to configure Guided Access as part of the iPad software deployment process. You still must enable Guided Access at testing time.
 - To put the iPad device into Kiosk Mode, Technology Coordinators (TCs) must provide a passcode (numeric password). This same passcode information is necessary to exit the INSIGHT App during or after testing (see “Working with Guided Access” on page 74).
4. Go to **<https://sc.drccdirect.com>**, log on, and download the DRC INSIGHT executable (DRC INSIGHT.ipa) and configuration (ManagedAppConfig.plist) files from **Test Setup–General Information–Downloads**.
 5. In the MDM software, edit the DRC INSIGHT configuration file to supply the values for your TSM configuration. You must use the values from the DRCCconfiguration.json file. This file is created whenever you install DRC INSIGHT and contains the parameters you specified when you used the System Readiness Check to configure INSIGHT and the TSM.

If DRC INSIGHT is already installed on a Windows or Mac (OS X) machine, you can locate the file in the following directories and skip to Step 9. Otherwise, go to Step 6.

Windows: C:\Program Files (x86)\SC **Online Assessment System**\DRCCconfiguration.json (64-bit) or C:\Program Files\SC **Online Assessment System**\DRCCconfiguration.json (32-bit)

Mac (OS X): Applications\SC **Online Assessment System**\DRCCconfiguration.json

Installing INSIGHT for iOS Using an MDM Solution (cont.)

6. At this point, you have two options. You can install DRC INSIGHT on a Windows or Mac desktop computer (not on a Chromebook or iPad) and perform Steps 7–11. Or, refer to “INSIGHT Installation Program Options” on page 75 for a description of the parameters that are in the .json file and use this information to edit the ManagedAppConfig.plist file (Step 9).
7. Start the System Readiness Check by selecting **All-Programs–SC Online Assessment System–Readiness (Windows)** or **/Applications/SC Online Assessment System/Readiness (Mac)** and click **DRC INSIGHT Properties** in the System Information page.
8. Configure access to the TSM using the drop-down menus and fields from the DRC INSIGHT Client Configuration Properties dialog box and click **Save** to save your changes.

The values from this page are used to create the DRCCConfiguration.json file (see “Configuring an iPad Manually” on page 77).

DRC INSIGHT Client Configuration Properties

Enable DRC INSIGHT Auto Update:

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name:

Enable Response Caching TSM :

TSM Response Caching Server Name:

HTTPS Proxy Host:

District Name:*

School Name:*

*required

9. Open the DRCCConfiguration.json file and the ManagedAppConfig.plist file in a text editor and copy the values from the DRCCConfiguration.json file into the ManagedAppConfig.plist file.
10. Using the MDM’s deployment feature, distribute the executable and the edited configuration files—DRC INSIGHT.ipa and ManagedAppConfig.plist—to the iPad devices in the group.
11. Verify that Guided Access is configured (required to put the iPad into Kiosk Mode for testing). To configure Guided Access, specify **Settings–General–Accessibility–Learning–Guided Access**. Turn Guided Access on and select **Set Passcode** to set the passcode.
12. Launch the DRC INSIGHT App and triple-click the Home button quickly to enable Guided Access.

■ Working with Guided Access

□ Configuring Guided Access

This section describes some helpful hints for working with the Apple Guided Access feature. Refer to Guided Access documentation for additional information.

To configure the Guided Access feature, do the following:

1. Select **Settings–General–Accessibility (Learning)–Guided Access**.
2. Turn Guided Access on and click **Set Passcode**.
3. Enter and re-enter a four-digit passcode. You need this passcode to enter and exit an INSIGHT session on an iPad while testing.
4. Click the Home button to exit Settings.

□ Enabling Guided Access

To enable the Guided Access feature, do the following:

1. Open the INSIGHT App.
2. Triple-click the Home button quickly. The message **Guided Access Enabled** displays and the user cannot leave the App.
3. To exit the INSIGHT App, triple-click the Home button quickly and enter the four-digit passcode you used to configure Guided Access.
4. The screen display changes and allows you to End (end the App) and Resume (resume the App with Guided Access activated). Press **End** to end the App and **Exit** to exit INSIGHT.

□ Parts of Touchscreen Disabled

To troubleshoot touchscreen issues, do the following:

1. Triple-Click the Home button.
2. Enter the four-digit Guided Access passcode.
3. Verify that **Ignore All Screen Touches** is disabled.
4. Check for gray circles on the screen. If any exist, delete them.
5. Press **Resume**.

□ Enable Volume Rocker

To enable the volume rocker, do the following:

1. Triple-click the Home button.
2. Enter the four-digit Guided Access passcode.
3. Select **Options**.
4. Turn on the Volume.
5. Press **Resume**.

INSIGHT Installation Program Options

The following table shows the custom properties that are available for the installation program.

! Important: Ignore the adminId, adminName, and requireLatestVersion properties in the DRC Configuration.json file.

Property/Switch	Description	Default Value
autoUpdateFlag	Enables and disables the automatic update feature.	True
contentCache	The URL and secure port of the TSM server that caches test content and performs load simulation tests. Replace localhost with the name or IP address of the TSM server.	https://localhost:8443/
contentCacheEnable	Enables and disables a TSM for content caching. If true, include the contentCache property to specify the TSM that will perform content caching.	False
districtId*	The district ID for load simulation testing.	None
districtName*	The district name for load simulation testing.	None
httpsProxy	The URL and port of the proxy host server. Depending on your configuration, this URL can start with either http:// or https://	Blank
lcsURL	The URL and secure port of the TSM server that caches test responses. Replace localhost with the name or IP address of the TSM server.	https://localhost:8443/
loadSimulationEnable	Specifies that load simulation testing is enabled for the testing computer. If true, include the contentCacheEnable property set to true and the contentCache property to specify the TSM that will perform load simulation tests. You also must specify districtName, districtId, schoolName, and schoolId.	True
schoolId*	The school ID for load simulation testing.	None
schoolName*	The school name for load simulation testing.	None

*To determine the ID or name, use the name and/or numeric code from the locations file located at <https://sc-insight.drcdirect.com/InsightClientRESTServices/ClientRESTService.svc/locations> (see Using the Locations File on the following page.).

INSIGHT Installation Program Options (cont.)

Using the Locations File

To locate district and school names and IDs, do the following:

1. Paste the locations file link into a browser and open it (download the file into a text editor if necessary).
2. Search for the string **district_name** to locate the district name and ID (to the left).
3. Search for the string **school_name** to locate the school name and ID (see below).

```
{"districtid":"88888","district_name":"Sample District","schools":{"schoolid":"8888","school_name":"Sample School"}}
```

Example Configuration (.plist) File

The following is an example of the configuration (.plist) file.

ⓘ Important: Do not cut and paste this information—it is meant as an example only.

```
<plist>
<dict>
<key>adminName</key><string></string>
<key>autoUpdateFlag</key><string>>true</string>
<key>contentCache</key><string>https://10.3.97.11:8443/</string>
<key>contentCacheEnable</key><string>>true</string>
<key>districtId</key><string>88888</string>
<key>districtName</key><string>Sample District</string>
<key>httpsProxy</key><string>http://10.3.98.61:8081</string>
<key>IcsURL</key><string>https://10.3.97.11:8443/</string>
<key>loadSimulationEnable</key><string>>true</string>
<key>schoolId</key><string>8888</string>
<key>schoolName</key><string>Sample School</string>
</dict>
</plist>
```

■ Configuring an iPad Manually

If your MDM software does not support the Managed App Configuration feature, you can use it to deploy INSIGHT, but you must configure INSIGHT manually. You configure an iPad manually by using the DRC INSIGHT properties to specify certain DRC INSIGHT properties for your iPad device. You can do the following:

- Enable automatic software updates.
- Specify settings for both your unsecured (http) and secured (https) host servers.
- Specify which server is the content caching and/or load simulation TSM server, and the port it uses for communication.
- Specify which server is the response caching TSM server and the port it uses for communication.
- Select the district and school name associated with the testing device (required).

You specify these properties by selecting **DRC INSIGHT Properties** (see “Setting DRC INSIGHT Properties on an iPad” on page 78). After you have finished, enable/activate the Guided Access feature to put the iPad into Kiosk Mode (required for testing).

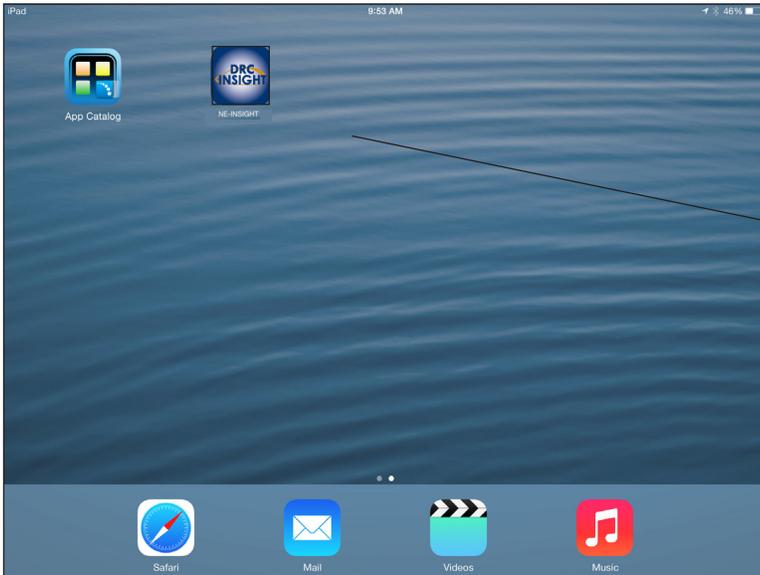
To turn on the Guided Access feature, specify **Settings–General–Accessibility–Learning–Guided Access**. Turn Guided Access on and select **Set Passcode** to set the numeric passcode.

Note: To put the iPad device into Kiosk Mode, TCs must provide a passcode (numeric password). This same passcode information is necessary to exit the INSIGHT App during and after testing. This passcode must be secure—do not allow students to have the passcode (see “Working with Guided Access” on page 74).

iPad Configuration

Setting DRC INSIGHT Properties on an iPad

When you start the System Readiness Check on an iPad, you can select INSIGHT Properties from the System Information page. A dialog box displays that you can use to configure the iPad to work with DRC INSIGHT and a TSM.



1. Press **SC- INSIGHT** to start INSIGHT.

2. In an empty part of the screen, press with two fingers and hold to display the System Readiness Check.



Setting DRC INSIGHT Properties on an iPad (cont.)

System Information			
Client Version		Installation Directory	
1			
Machine Name	User Name	OS Level	OS Version
iPad3,4	DRC11890's iPad	iOS	7.1.2
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
https://mgws11274:8443	Yes	https://mgws11274:8443	Yes
HTTPS Proxy			
<input checked="" type="checkbox"/>	Screen Resolution	Details	
<input checked="" type="checkbox"/>	Internet Connection	Details	
<input checked="" type="checkbox"/>	RAM	Details	
<input checked="" type="checkbox"/>	Audio Capability	Details	
<input checked="" type="checkbox"/>	OS Level	Details	
<input checked="" type="checkbox"/>	User Agent	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Connection	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Status	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Version	Details	
<input checked="" type="checkbox"/>	Content Caching TSM Connection	Details	
<input checked="" type="checkbox"/>	Content Caching TSM Version	Details	
<input checked="" type="checkbox"/>	Client Version	Details	
<input checked="" type="checkbox"/>	Folder Permissions	Details	

Load Results Execute Tests Test Audio **DRC INSIGHT Properties** Exit

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3. Click **DRC INSIGHT Properties** to display the DRC INSIGHT Client Configuration Properties dialog box. From this dialog box you can review your INSIGHT configuration and make changes to it.

DRC INSIGHT Client Configuration Properties

Enable DRC INSIGHT Auto Update:

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name:

Enable Response Caching TSM:

HTTPS Proxy Host:

District Name:*

School Name:*

Save Cancel

*required

Setting DRC INSIGHT Properties on an iPad (cont.)

3a. To specify a server to use for test content caching, check **Enable Content Caching** and enter the server name (or IP address*) and port number in the TSM Content Caching and Simulation Server Name field.

3b. To specify a server to use for load simulations, check **Enable Load Simulation** and enter the server name (or IP address*) and port number (separated by a colon), followed by a forward slash (/), in the TSM Content Caching and Simulation Server Name field.

3c. To specify a server to use for test response caching, check **Enable Response Caching TSM** and enter the server name (or IP address*) and port number (separated by a colon), followed by a forward slash (/), in the TSM Response Caching Server Name field.

DRC INSIGHT Client Configuration Properties

Enable DRC INSIGHT Auto Update:

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name:

Enable Response Caching TSM :

TSM Response Caching Server Name:

HTTPS Proxy Host:

District Name:*

School Name:*

Save Cancel

*required

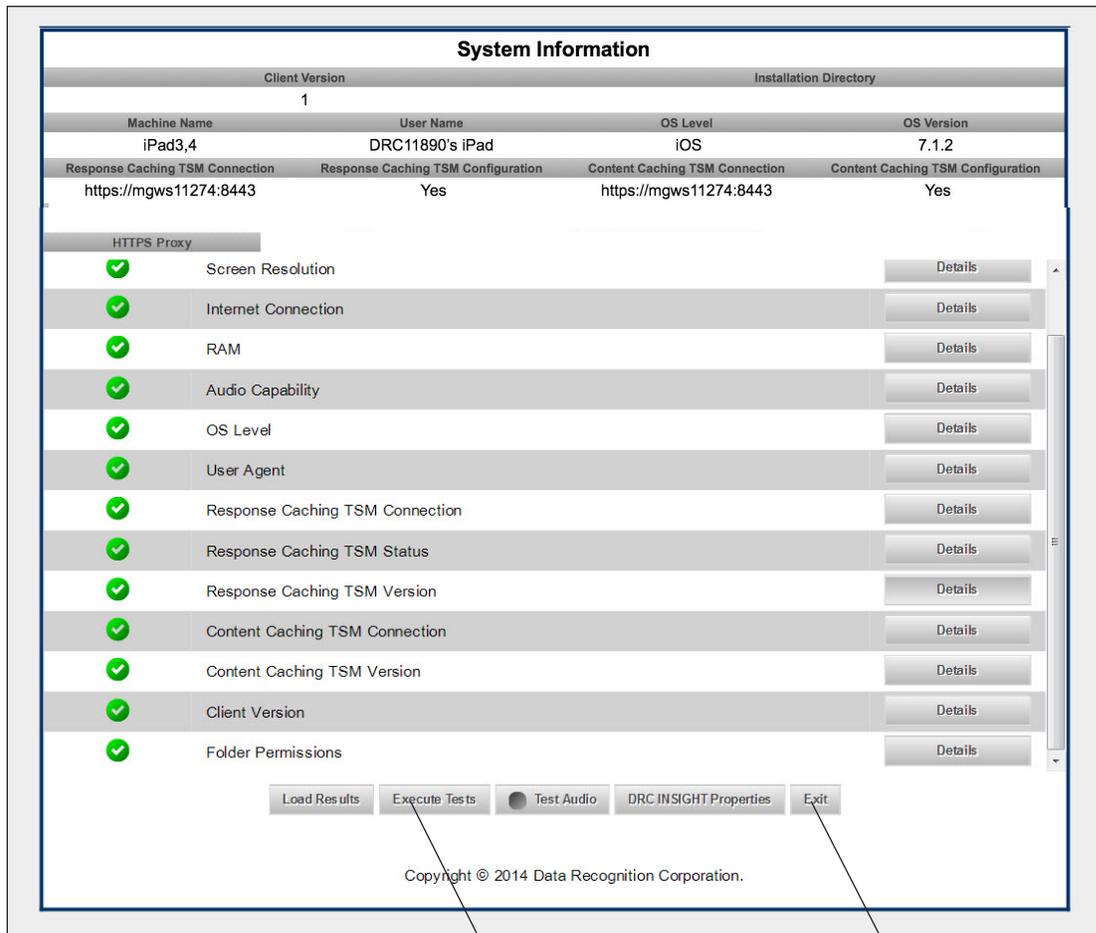
3d. To specify a proxy HTTPS (secured) Host to use for the TSM, enter the server name (or IP address*) and port number (separated by a colon), followed by a forward slash (/), in the HTTPS Proxy Host field. You may need to restart the DRC INSIGHT App to see this change.

3e. Select the district and school for the testing device from the **District Name** and **School Name** drop-down menus. These names are used for the reports generated from the load simulations tests.

4. Press **Save** to save your changes or **Cancel** to cancel them.

ⓘ Important: *A TSM server should have a static IP address (an IP address that does not change when the computer is restarted or rebooted) if you are using the machine IP address instead of the machine name to connect to the TSM. If the IP address of a TSM machine changes, you must reconfigure the testing devices that connect to that TSM. Remember to include the forward slash (/) at the end of the path to the TSM server—without it, your TSM may not be configured correctly.

Setting DRC INSIGHT Properties (cont.)



5. If you made any configuration changes, the System Information window displays the results of the System Readiness Check tests for those changes. Click **Execute Tests** to verify that the iPad is ready for testing. If there are errors, you must resolve them and repeat Steps 4 and 5.

6. Click **Exit**. Turn on the Guided Access feature to put the iPad into Kiosk Mode (required for testing).

Note: Apple requires a passcode (numeric password) to activate Guided Access. This passcode must be secure—do not allow students to have the passcode.

If an external keyboard is required, pair the iPad with a keyboard and relaunch the DRC INSIGHT App.

Notes

Installing and Configuring INSIGHT on Chromebook Devices



■ What's Covered in This Chapter

■ Two Ways to Set Up INSIGHT on Chromebooks

This chapter describes the INSIGHT installation and configuration process for non-touch-screen Chromebook devices. It provides detailed information about installing INSIGHT and configuring it using the Device Toolkit.

DRC provides software called the Device Toolkit that you can use to configure and install the TSM with the Chromebooks in your environment. You use this software after you have installed, configured, and registered your Chromebooks. You must register your Chromebooks in your Google domain account (see <https://support.google.com/a/answer/182433>).

The following are overviews of two variations to the process of installing, configuring, and deploying INSIGHT on your Chromebook devices. For either variation you must install and deploy INSIGHT, set up organization units (ORG Units) using the Device Toolkit, and register each Chromebook device to its ORG Unit. The main difference between the two variations is based on the timing of the deployment, which affects the order of the steps in the process.

Variation A

In Variation A, you wait until Chrome device management deploys INSIGHT as part of its regular cycle.

1. Use Chrome device management to install and deploy INSIGHT to your Chromebook devices. The INSIGHT App is installed as a Kiosk application the next time the policy is reloaded, which occurs every three hours.
2. While you are waiting for INSIGHT to be deployed, use the DRC Device Toolkit to create ORG Units.
3. After INSIGHT is deployed, start it on each Chromebook device and register the device to an ORG Unit using the drop-down menu.

Variation B

In Variation B, you use Chrome device management to deploy INSIGHT immediately.

1. Use the DRC Device Toolkit to create ORG Units.
2. Use Chrome device management to install and deploy INSIGHT to the Chromebook devices immediately. To deploy the INSIGHT App immediately, you enter **chrome://policy** in the address bar of the Chromebook and click **Reload policies**.
3. On each Chromebook, start INSIGHT on each Chromebook device and register the device to an ORG Unit using the drop-down menu.

■ **Chromebook
Installation and
Configuration
Checklist**

To test using INSIGHT, you can connect to a TSM for content caching, response caching, load simulation testing, and other functions. The following is a brief overview of the process of installing INSIGHT and configuring a Chromebook.

1. To use a TSM, install one or more TSMs on desktop or laptop computers that have static IP addresses (if you use the machine’s IP address to connect to the TSM) and will be available around the clock.
2. Sign on to DRC eDIRECT using a supported browser (see below) and use the Device Toolkit link to start the DRC INSIGHT Device Toolkit.

! **Important:** You must whitelist the following URL to enable the Chromebook to communicate with the Device Toolkit.

dtk.dracedirect.com 50.58.190.22

3. Use the DRC INSIGHT Device Toolkit to organize and configure your Chromebook devices by performing the following tasks:
 - Create ORG Units based on your testing setup and needs and group the Chromebook devices into ORG Units.
 - Configure each ORG Unit, specifying the connection to a TSM for all of the devices in the ORG Unit.
 - Check the contents of the log files during testing to monitor testing and Chromebook activity and make any configuration changes.
4. Use the URL DRC provides to install the DRC INSIGHT App on your Chromebook devices from the Google administration website.
5. Launch INSIGHT on the Chromebook and record the Chromebook’s Device ID. Run the System Readiness Check to verify that the Chromebook can connect to the TSM and is ready for testing. If necessary, use the Device Toolkit to reset the parameters for the ORG Unit and redeploy the updated DRC INSIGHT software.
6. Test the configurations and monitor the log files for issues.

The Device Toolkit is supported for the following web browser versions.

<u>Browser</u>	<u>Version</u>
Internet Explorer	Version 10 or newer*
Chrome	The most recent Google Chrome stable channel release
Mozilla Firefox	Version 31 or newer
Apple Safari	Version 6.1.5 or newer

*If you attempt to access the Device Toolkit using an unsupported version of Internet Explorer, you will receive a Flash error.

□ **Web Browsers and
the Device Toolkit**

■ Installing a TSM

Because of the role that the TSM plays in testing, there are some special considerations regarding TSM software installation.

- The computer on which you install the TSM software should have a static IP address (an address that does not change when the computer is restarted or rebooted) if you are using the machine IP address instead of the machine name to connect to the TSM. If the IP address of a TSM machine changes, you must reconfigure the testing devices that connect to that TSM.
- You should install the TSM *before* you install INSIGHT so that you can specify the path to the TSM and the communication port during the INSIGHT installation.
- If you need to change the configuration of a TSM after it is installed, you must uninstall the TSM and install a new version. If you reinstall a TSM after you have installed INSIGHT, you may need to reconfigure the testing computers that connect to it.

□ Chromebooks and the TSM

A TSM is used primarily to cache and manage test content and responses. For various reasons, Chromebooks do not provide a suitable environment for a TSM. As a result, you should install the TSM software on a Windows PC or Mac (OS X) computer, and connect to the TSM when you install INSIGHT on the Chromebook.

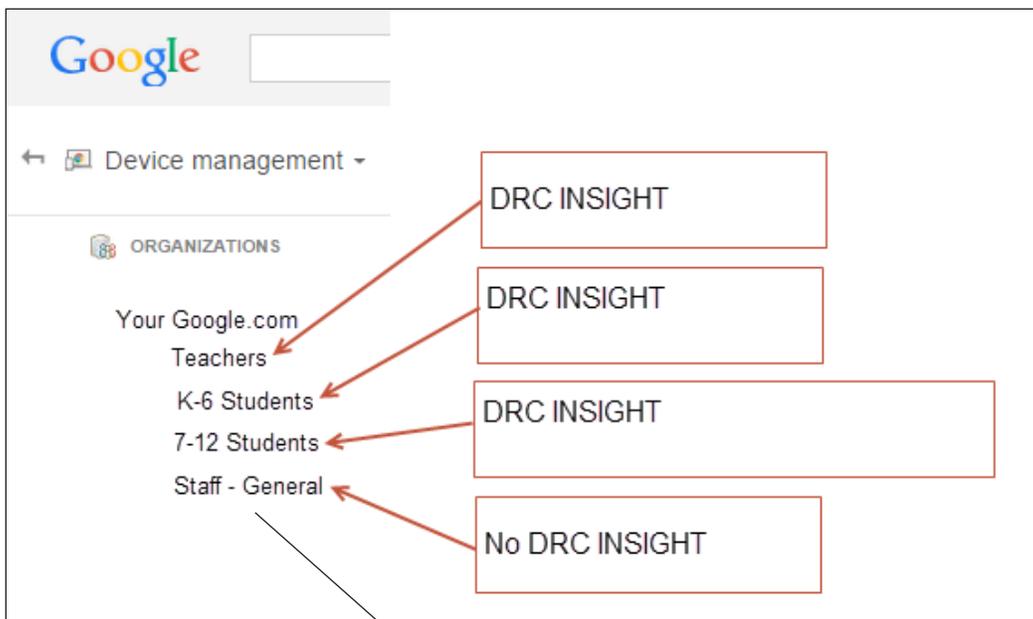
For specific TSM installation instructions, refer to the appropriate installation chapter.

Example of Chromebook Setup and Configuration for INSIGHT

The following is a high-level example of how to set up your Chromebook environment in Google to complement DRC INSIGHT and Single App Kiosk Mode. DRC assumes that users have registered their Chromebooks as part of their initial implementation. For secure testing, Google specifies that the user must get Chrome device management software for each Chrome device and enroll each Chrome device in the school's domain.

! Important: The instructions in this chapter assume that you have already set up your Chrome environment using the Chrome device management software. The details of this process are outside the scope of this documentation. For more information, see <https://support.google.com/chrome/a> and “Chromebook Questions” on page 168.

1. Log in to your Google Admin account at admin.google.com.



2. Identify which organizations or sub-organizations should have DRC INSIGHT (see the Image above).

3. Enroll Chromebook devices and identify them by the device's serial number. You can add notes to help identify the device (see the Example and Notes below).

Device Serial Number YH4B922AB01005R Notes: Chromebook assigned to Sample School, Grade 4, Asset number 12345

4. Move the Chromebook devices to the appropriate sub-organizations.

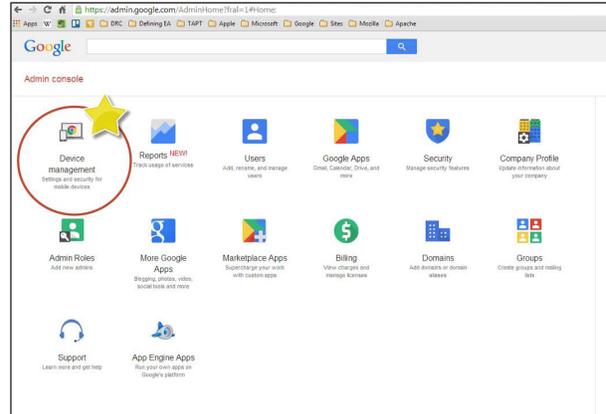
Note: The Google device administration organizations (organization units) are not the same as the DRC Device Toolkit ORG Units, and the Chromebook's serial number is not the same as the Chromebook Device ID that the Device Toolkit creates (see “DRC INSIGHT Device Toolkit” on page 93).

Quick Tour : Installing INSIGHT for Chrome

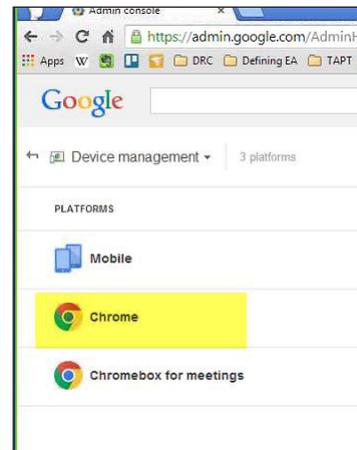
This Quick Tour describes how to install the DRC INSIGHT App on one or more Chromebooks using the Google administration site.

Note: You must have a Google Chrome Administrator profile to install the DRC INSIGHT App.

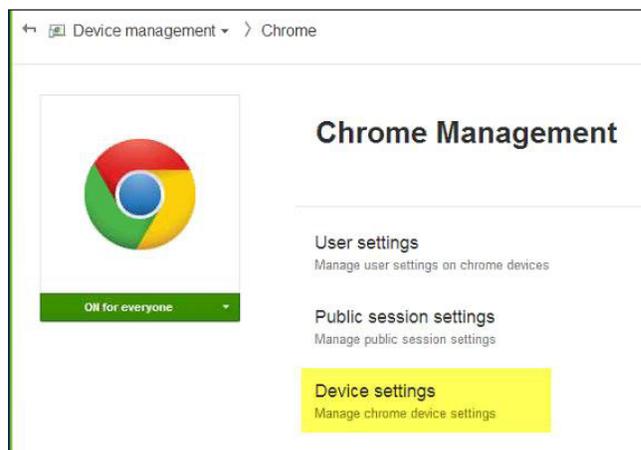
1. Using a supported web browser (see “Web Browsers and the Device Toolkit” on page 85), go to the Google administration site at <http://admin.google.com>, log in with an administrator profile, and select **Device management**.



2. Select **Chrome**.



3. Select **Device settings**.



Quick Tour : Installing INSIGHT for Chrome (cont.)

4. The Device Settings page displays.

For Steps 4 and 5, refer to the circled numbers in the diagrams.

1 Select the proper organization level to be able to deploy the DRC INSIGHT App to everyone that will use it for testing.

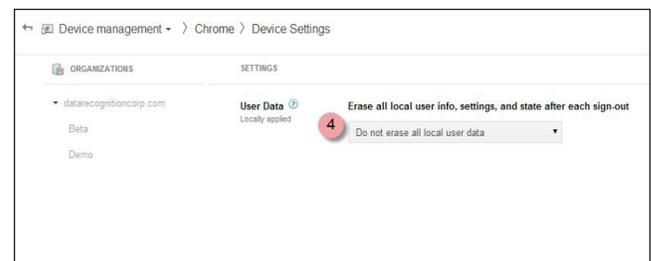
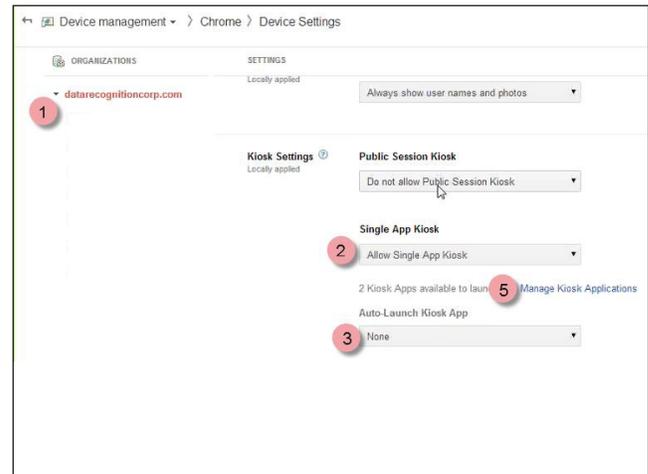
Note: Where the example shows datarecognitioncorp.com, your domain will be listed.

2 For Single App Kiosk, change the drop-down menu setting to **Allow Single App Kiosk**.

3 For Auto-Launch Kiosk App, leave the value as **None** so the user can use the Chromebook for non-DRC INSIGHT testing.

4 Scroll up the page to User Data and select **Do not erase all local user data**.

5 Scroll down the page and click **Manage Kiosk Applications**.



5. The Kiosk Apps page displays.

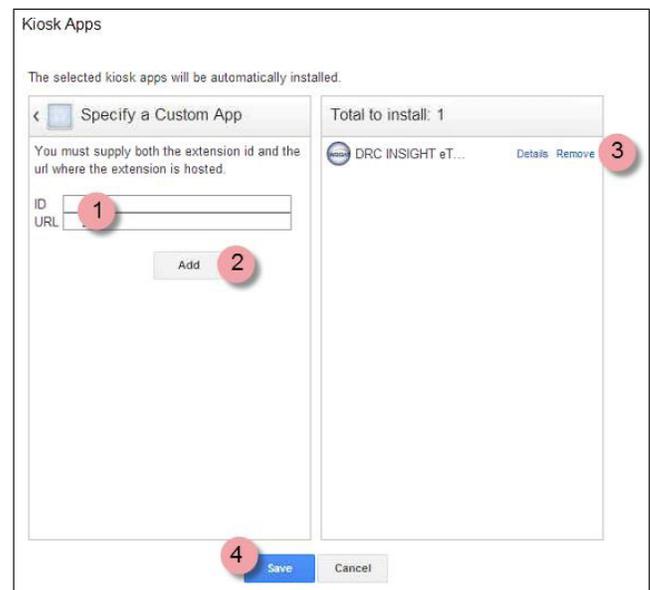
1 Enter the ID and URL for the DRC INSIGHT App (required).

Note: For the ID and URL, see “Installation Files” on page 15. The Chromebook installation file (ChromeAppIDInfo.txt) contains the ID and URL. To download the file, log in to eDIRECT, select **Test Setup–General Info–Downloads**, and download the file for the Chromebook platform.

2 Click **Add**.

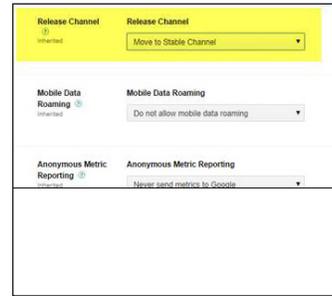
3 The screen refreshes and the DRC INSIGHT App icon displays in the **Total to install** list.

4 Click **Save**.



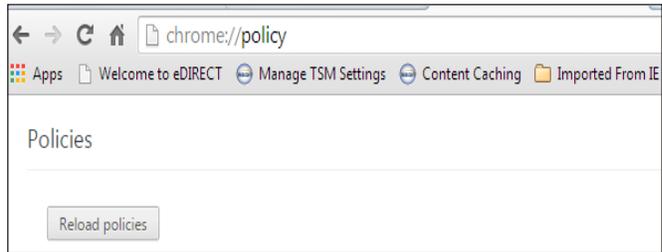
Quick Tour : Installing INSIGHT for Chrome (cont.)

! Important: Verify that the setting for Release Channel is **Move to Stable Channel** (the default value). This setting prevents development or beta versions of software being distributed to your Chromebooks during a Google Chrome update process.

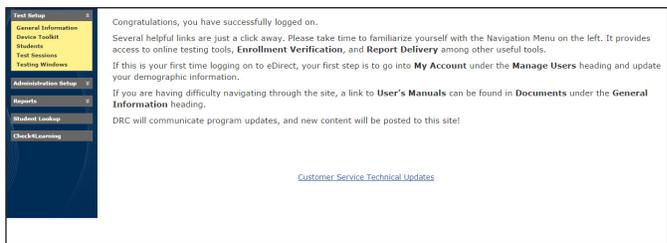


6. The Device Settings page redisplay. Click **Save Change**. The INSIGHT App will be installed as a Kiosk application the next time the policy is reloaded, which occurs every three hours.

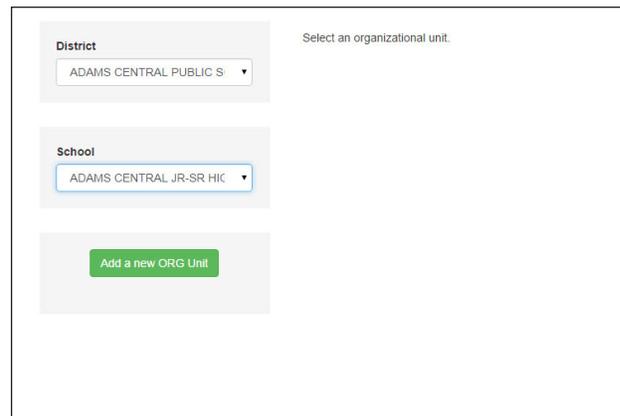
Note: To reload device policy updates (to the INSIGHT App) immediately, enter **chrome://policy** in the address bar of the Chromebook and click **Reload policies**.



7. You must deploy the DRC INSIGHT configurations to each Chromebook being used for testing by using the DRC Device Toolkit. To start the Device Toolkit software and register the Chromebook, sign in to eDIRECT at **https://SC.drcdirect.com** using a supported browser and select **Test Setup–Device Toolkit**.

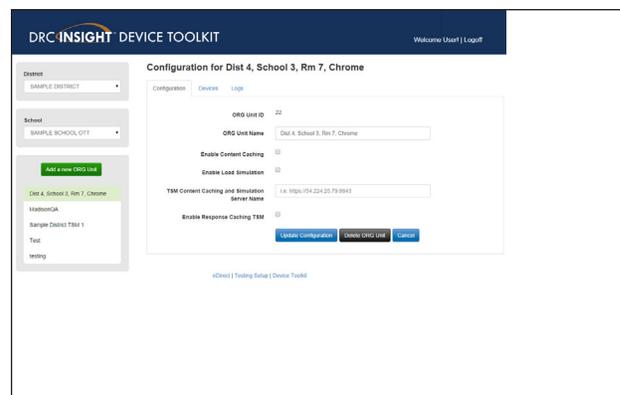


8. The Device Toolkit software displays in your browser. Use this software to create organizational units (ORG Units) to group, organize, and categorize your Chromebooks for testing. For each ORG Unit, you identify its DRC INSIGHT configuration. When you launch the Chromebook, it uses the configuration settings identified for the ORG Unit(s) to which the device is assigned (see “DRC INSIGHT Device Toolkit” on page 93).



9. Select a district from the District drop-down menu and a school from the School drop-down menu.

10. Click **Add a new ORG Unit** to get started (see “DRC INSIGHT Device Toolkit” on page 93).



Quick Tour : Installing INSIGHT for Chrome (cont.)

11. After you have configured your Chromebooks using the DRC INSIGHT Device Toolkit, you are ready to start testing. To start INSIGHT, start the Chromebook and do not log in to any Google accounts (see below).

.....
! **Important:** If a user logs in to the Chromebook using a Google account, they will not see the DRC INSIGHT App. The DRC INSIGHT App runs in Single App Kiosk Mode, which means that the user cannot access any other application until they exit INSIGHT.
.....

Click **App** from the Chromebook sign-in screen, and click **DRC INSIGHT** to display the main page.

12. Within the INSIGHT App, from a secure environment (locked down) you can try the Online Tools Training (OTT). Students can try the OTT or sign on to a take a test.

Note: You can retrieve the Chromebook's Device ID by from the System Readiness Check (click the **Readiness Check** link). For more information, see "Using the System Readiness Check on a Chromebook" on page 92.

.....
! **Important:** When you launch INSIGHT for the first time, it creates a Device ID on the Chromebook. The DRC INSIGHT App uses this Device ID to associate the Chromebook with its INSIGHT configuration. You use the Device Toolkit to enter this Device ID and register the Chromebook (see "Registering Devices" on page 98).
.....



Using the System Readiness Check on a Chromebook

When you start the System Readiness Check on a Chromebook, the Device ID and Device Toolkit ORG Unit and ID display in the header fields on the System Information page (see below). You use this information when you configure the Chromebook using the Device Toolkit. For more information about using this information to configure the Chromebook, see the topics “DRC INSIGHT Device Toolkit” on page 93 and “Registering Devices” on page 98.

The Chromebook's Device ID displays in the **Device ID** field.

The district and school where the Chromebook is registered display in the **District** and **School** fields.

System Information					
Client Version		Configuration Source		Installation Directory	
5.2.0.6		Device Toolkit		chrome://extensions	
Machine Name	User Name	OS Level		OS Version	
172-16-201-160	Kiosk Mode	unknown 40.0.2214.114		unknown 40.0.2214.114	
Response Caching TSM Connection		Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration	
		No	https://54.196.42.201:8443/	Yes	
HTTPS Proxy	Device ID	Device Toolkit Organizational Unit and ID		District	School
	WygxFObs	Thanos (2)		DRC Use Only - Sample District	DRC Use Only - OTT Sample School

The Chromebook's Device Toolkit ORG Unit and ID display in the **Device Toolkit Organizational Unit and ID** field.

■ DRC INSIGHT Device Toolkit

□ Device Toolkit ORG Units

This section describes how to use the DRC INSIGHT Device Toolkit (referred to as the Device Toolkit) to organize and manage your Chromebook devices for testing with DRC INSIGHT.

You use the Device Toolkit to create and delete organization units (ORG Units), add Chromebook devices to units, move devices between units, and remove devices from an ORG Unit (the Chromebook is no longer visible in the Device Toolkit).

The Device Toolkit uses the concept of ORG Units to help organize and manage Chromebook devices. A Device Toolkit ORG Unit is a logical method of grouping your Chromebook devices for testing with DRC INSIGHT that makes sense for your environment. For example, if you use more than one TSM, you might want to base your ORG Units on your TSMs. If you have two TSMs, you could create two ORG Units—one for TSM A and one for TSM B. Or, you might structure your ORG Units based on the location of a set of Chromebook devices.

Each Chromebook can belong to only one ORG Unit at a time. The Device Toolkit tracks and manages Chromebooks by using a DRC Device ID that is created when INSIGHT is launched for the first time. You can use the Device Toolkit to move a Chromebook device from one ORG Unit to another. You also can delete a Chromebook from the Device Toolkit. If you delete a Chromebook and later add it back in to the Device Toolkit, a new Device ID is generated which displays the first time you launch INSIGHT on the Chromebook.

You create each ORG Unit and decide which Chromebooks make up that unit. At the time you configure the TSM, you specify the configuration once for an entire ORG Unit and every device associated with that unit is configured to the same TSM. You can perform the following tasks:

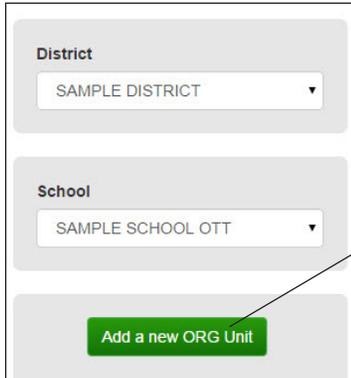
- Specify proxy settings for both your unsecured (http) and secured (https) host servers.
- Specify which server is the content caching and/or load simulation TSM server, and the port used for communication.
- Specify which server is the response caching TSM server and the port used for communication.
- Select the district and school name associated with the testing computer (required).

□ Google Organizational Units

Device Toolkit ORG Units are different than Google *organizational units*. You use Google organizational units with Chrome device management to give users in an organization access to different features or services, and to tailor the settings for various Chrome devices (see <https://support.google.com/a/answer/182433>).

Creating and Deleting ORG Units

You can use the Device Toolkit to create or delete ORG Units to organize your Chromebooks for testing.

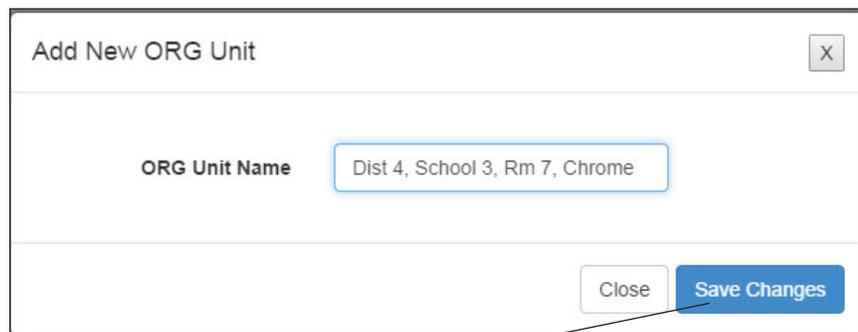


District
SAMPLE DISTRICT

School
SAMPLE SCHOOL OTT

Add a new ORG Unit

1. From the Device Toolkit, click **Add a new ORG Unit** to create a new unit.

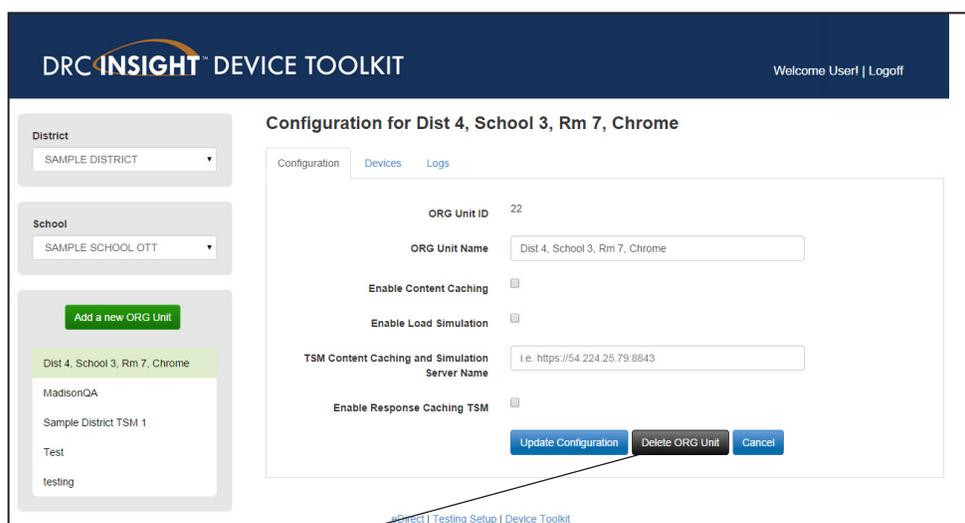


Add New ORG Unit

ORG Unit Name
Dist 4, School 3, Rm 7, Chrome

Close Save Changes

2. When the **Add New ORG Unit** dialog box displays, enter a meaningful name for the ORG Unit that will help you categorize and organize your Chromebooks for testing, and click **Save Changes**.



DRC INSIGHT™ DEVICE TOOLKIT

Welcome User! | Logoff

District
SAMPLE DISTRICT

School
SAMPLE SCHOOL OTT

Add a new ORG Unit

Dist 4, School 3, Rm 7, Chrome

MadisonQA

Sample District TSM 1

Test

testing

Configuration for Dist 4, School 3, Rm 7, Chrome

Configuration Devices Logs

ORG Unit ID 22

ORG Unit Name Dist 4, School 3, Rm 7, Chrome

Enable Content Caching

Enable Load Simulation

TSM Content Caching and Simulation Server Name i.e. https://54.224.25.79:8843

Enable Response Caching TSM

Update Configuration Delete ORG Unit Cancel

@Direct | Testing Setup | Device Toolkit

3. The configuration page for the ORG Unit you opened or created displays. To delete an ORG Unit, click **Delete ORG Unit**. A dialog box displays to confirm the deletion.

Configuring the TSM

This section describes how to use the Device Toolkit to configure your Chromebooks to work with the TSM and to organize them for testing and Online Tools Training (OTT).

The screenshot shows the 'Configuration for Dist 4, School 3, Rm 7, Chrome' page. On the left, there are dropdown menus for 'District' (SAMPLE DISTRICT) and 'School' (SAMPLE SCHOOL OTT), and a list of ORG Units including 'Dist 4, School 3, Rm 7, Chrome'. The main configuration area has tabs for 'Configuration', 'Devices', and 'Logs'. The 'Configuration' tab is active, showing fields for 'ORG Unit ID' (22), 'ORG Unit Name' (Dist 4, School 3, Rm 7, Chrome), 'Enable Content Caching' (checkbox), 'Enable Load Simulation' (checkbox), 'TSM Content Caching and Simulation Server Name' (https://54.224.25.79:8843), and 'Enable Response Caching TSM' (checkbox). Buttons for 'Update Configuration', 'Delete ORG Unit', and 'Cancel' are at the bottom.

1. From the Device Toolkit, select an ORG Unit. The configuration page for the ORG Unit you opened or created displays with a unique ORG Unit ID number.

2. To specify a server to use for test content caching and/or load simulation testing, check **Enable Content Caching** and/or **Enable Load Simulation**, and enter the server name (or IP address*) and port number (separated by a colon), followed by a forward slash (/), in the TSM Content Caching and Simulation Server Name field.

This screenshot is similar to the first one but shows the configuration page after enabling content caching and load simulation. The 'Enable Content Caching' and 'Enable Load Simulation' checkboxes are now checked. The 'TSM Content Caching and Simulation Server Name' field has been updated to https://MGWS11274:8443/.

! Important: *A TSM server should have a static IP address (an IP address that does not change when the computer is restarted or rebooted). If the IP address of a TSM machine changes, you must reconfigure the testing computers that connect to that TSM. Remember to include the forward slash (/) at the end of the path to the TSM server—without it your TSM may not be configured correctly.

Configuring the TSM (cont.)

3. To specify a server to use for test content caching, check **Enable Response Caching TSM** and enter the server name (or IP address) and port number (separated by a colon), followed by a forward slash (/), in the TSM Response Caching Server Name field.

DRC INSIGHT™ DEVICE TOOLKIT

Welcome User! | Logoff

District: SAMPLE DISTRICT

School: SAMPLE SCHOOL OTT

Add a new ORG Unit

Dist 4, School 3, Rm 7, Chrome

MadisonQA

Sample District TSM 1

Test

testing

Configuration for Dist 4, School 3, Rm 7, Chrome

Configuration | Devices | Logs

ORG Unit ID: 22

ORG Unit Name: Dist 4, School 3, Rm 7, Chrome

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name: https://MGWS11274:8443/

Enable Response Caching TSM:

TSM Response Caching Server Name: https://MGWS11274:8443/

Update Configuration | Delete ORG Unit | Cancel

[eDirect](#) | [Testing Setup](#) | [Device Toolkit](#)

4. Click **Update Configuration** to save your changes or **Cancel** to cancel them. A message displays indicating whether the configuration was updated successfully.

DRC INSIGHT™ DEVICE TOOLKIT

Group 'Dist 4, School 3, Rm 7, Chrome' saved.

Welcome User! | Logoff

District: SAMPLE DISTRICT

School: SAMPLE SCHOOL OTT

Add a new ORG Unit

Dist 4, School 3, Rm 7, Chrome

MadisonQA

Sample District TSM 1

Test

testing

Configuration for Dist 4, School 3, Rm 7, Chrome

Configuration | Devices | Logs

ORG Unit ID: 22

ORG Unit Name: Dist 4, School 3, Rm 7, Chrome

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name: https://MGWS11274:8443/

Enable Response Caching TSM:

TSM Response Caching Server Name: https://MGWS11274:8443/

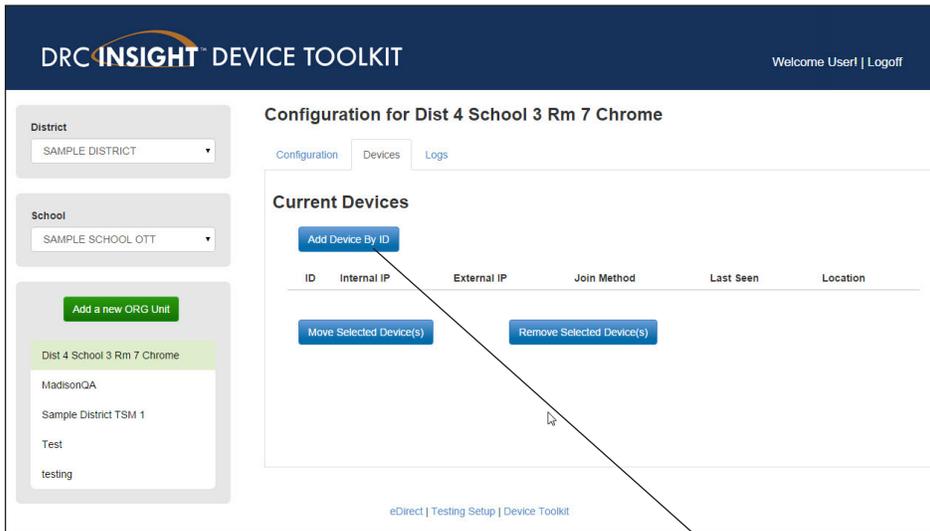
Update Configuration | Delete ORG Unit | Cancel

[eDirect](#) | [Testing Setup](#) | [Device Toolkit](#)

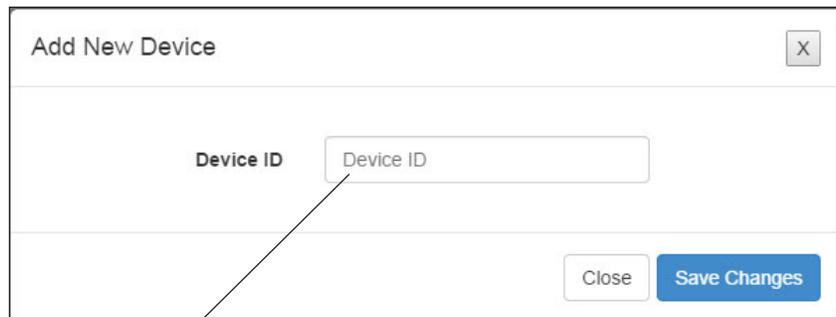
There are links to **eDIRECT**, **Testing Setup**, and the **Device Toolkit** at the bottom of the page.

Adding Devices

You can use the Device Toolkit to add Chromebook devices to an ORG Unit to organize your Chromebooks for testing. To add the device, you must know the Chromebook Device ID.



1. After you have selected an ORG Unit from the Device Toolkit, select the Devices tab and click **Add Device By ID** to add a device to the unit.



2. When the Add New Device dialog box, displays, enter the ID of the device in the Device ID field and click **Save Changes**. Click **OK** to add the device to the ORG Unit. The Devices tab redisplay with the device added.

Note: The Device ID is the Chromebook Device ID, not the device's serial number.

Registering Devices

If a Chromebook device has not been registered in the DRC Device Toolkit, when a student attempts to test with the device a message displays indicating that the device must be registered.

Note: The Chromebook Device ID is generated by DRC. If you uninstall and reinstall DRC INSIGHT, a new Device ID is created.

1. You can register the device by writing down the Device ID that displays and use it with the Device Toolkit **Add By Device ID** function (see “Adding Devices” on page 97). Click **OK** to close the message display.

Your device has not been registered
Please raise your hand and wait for help.

Message to Test Administrator:
This device has not been registered. Please contact an Administrator to register it using the Device ID indicated below, or select the District, School, and Organizational Unit to register this device.

WkJMCF0HW

OK

Or select your Organizational Unit

District

School

Organizational Unit

Clear Save

2. You also can register the Chromebook device by selecting its district, school, and organizational unit from the drop-down menu and clicking **Save** to save your changes. Click **Clear** to clear any entries in the District, School, or Organizational Unit fields.

Moving Devices

You can use the Device Toolkit to move one or more devices between ORG Units to organize your Chromebooks for testing.

DRC INSIGHT DEVICE TOOLKIT

Welcome User | Logoff

District: SAMPLE DISTRICT

School: SAMPLE SCHOOL OTT

Add a new ORG Unit

Dist 4, School 3, Rm 7, Chrome

MadisonQA

Sample District TSM 1

Test

testing

Configuration for MadisonQA

Configuration | Devices | Logs

Current Devices

Add Device By ID

ID	Internal IP	External IP	Join Method	Last Seen	Location
<input type="checkbox"/> -yMhp8Q7	192.168.1.127	127.0.0.1	SELECTED	Sep 11, 2014 10:07:59 AM	
<input type="checkbox"/> byYdb0L7Q	192.168.168.150	127.0.0.1	SELECTED	Sep 11, 2014 10:10:02 AM	
<input type="checkbox"/> W1mLqKEX	10.3.96.121	10.3.96.121	SELECTED	Sep 12, 2014 9:27:33 AM	
<input checked="" type="checkbox"/> WkX2IDEm	172.16.101.232	10.3.96.184	SELECTED	Sep 12, 2014 3:35:47 PM	
<input checked="" type="checkbox"/> Zk0CB9Umm	192.168.168.150	192.168.168.150	MANUAL	Sep 11, 2014 9:44:36 AM	

Move Selected Device(s) Remove Selected Device(s)

eDirect | Testing Setup | Device Toolkit

1. Select an ORG Unit you want to move devices from (the source unit), select the **Devices** tab, check each device you want to move from the source ORG Unit, and click **Move Selected Devices**.

Change ORG Unit. [X]

ORG Unit Name: Dist 4, School 3, Rm 7, Chron

Close Save Changes

2. When the Change ORG Unit dialog box displays, select the name of the target ORG Unit from the drop-down menu in the ORG Unit Name field and click **Save Changes**. Each device you selected is moved to the target ORG Unit.

DRC INSIGHT DEVICE TOOLKIT

Welcome User | Logoff

District: SAMPLE DISTRICT

School: SAMPLE SCHOOL OTT

Add a new ORG Unit

Dist 4, School 3, Rm 7, Chrome

MadisonQA

Sample District TSM 1

Test

testing

Configuration for Dist 4, School 3, Rm 7, Chrome

Configuration | Devices | Logs

Current Devices

Add Device By ID

ID	Internal IP	External IP	Join Method	Last Seen	Location
<input type="checkbox"/> WkX2IDEm	172.16.101.232	10.3.96.184	SELECTED	Sep 12, 2014 3:35:47 PM	
<input type="checkbox"/> Zk0CB9Umm	192.168.168.150	192.168.168.150	MANUAL	Sep 11, 2014 9:44:36 AM	

Move Selected Device(s) Remove Selected Device(s)

eDirect | Testing Setup | Device Toolkit

Removing Devices

You can use the Device Toolkit to remove one or more Chromebook devices from an ORG Unit.

Note: When you remove a device, its configuration settings are saved in the database, but the device no longer appears in the Device Toolkit.

The screenshot shows the DRC INSIGHT™ DEVICE TOOLKIT interface. The header includes the logo and 'Welcome User! | Logoff'. The main content area is titled 'Configuration for Dist 4, School 3, Rm 7, Chrome' and has tabs for 'Configuration', 'Devices', and 'Logs'. The 'Devices' tab is active, showing a table of 'Current Devices' with columns for ID, Internal IP, External IP, Join Method, Last Seen, and Location. Two devices are listed: WkXx2IDEm (SELECTED) and Zk0CB9Umm (MANUAL). Below the table are buttons for 'Add Device By ID', 'Move Selected Device(s)', and 'Remove Selected Device(s)'. On the left, there are dropdown menus for 'District' and 'School', and a list of ORG Units including 'Dist 4, School 3, Rm 7, Chrome'.

1. Select an ORG Unit and select the **Devices** tab. Check each device you want to remove from the ORG Unit.

2. Click **Remove Selected Devices**. A dialog box displays to confirm the process. Click **Yes** to continue or **No** to cancel the process.

The dialog box is titled 'Are You Sure?' and contains the following text: 'Removing selected device(s) will not impact any test results previously submitted by this device, nor the results if the device is actively being used in a test session. Do you want to continue to remove the selected devices from this ORG unit?'. At the bottom right, there are two buttons: 'No' and 'Yes'.

If you click **Yes**, each device you selected is removed from the ORG Unit and no longer displays in the Device Toolkit.

Using Log Files

You can use the Device Toolkit log files to review system information about the Chromebook devices assigned to an ORG Unit.

1. Select an ORG Unit and select the **Logs** tab. System information about Chromebook devices assigned to that ORG Unit displays.

The screenshot shows the DRC INSIGHT DEVICE TOOLKIT interface. The header includes the logo and the text "DRC INSIGHT™ DEVICE TOOLKIT" on the left, and "Welcome User! | Logoff" on the right. The main content area is titled "Configuration for Dist 4, School 3, Rm 7, Chrome". On the left side, there are dropdown menus for "District" (SAMPLE DISTRICT) and "School" (SAMPLE SCHOOL OTT), along with a list of ORG Units: "Dist 4, School 3, Rm 7, Chrome", "MadisonQA", "Sample District TSM 1", "Test", and "testing". A green button "Add a new ORG Unit" is also present. The "Logs" tab is selected, displaying a table with the following data:

Time	Device ID	Message
Sep 11, 2014 9:44:55 AM	Zk0CB9Umm	Device registered.
Sep 12, 2014 3:36:05 PM	WkXx2IDEm	Device registered.
Sep 12, 2014 3:37:08 PM	WkXx2IDEm	Device switched to group ID: [3] name: [MadisonQA]

At the bottom of the interface, there is a footer that reads "eDirect | Testing Setup | Device Toolkit".

2. You can view the time an incident was logged, the Device ID, and the message.

Notes

Working with INSIGHT



■ What's Covered in This Chapter

❑ Online Tools Training (OTT)

This chapter discusses some of the tools and components of the DRC INSIGHT Online Learning System. These include Online Tools Training (OTT) the Monitor Verification Test, the Testing Site Manager (TSM), the System Readiness Check, and DRC INSIGHT Properties. This chapter also offers tips and techniques to implement your INSIGHT configuration for maximum efficiency.

This section describes OTT, a series of sample test questions to help introduce students to the testing tools available in the online environment.

❑ The Monitor Verification Test

This section describes the Monitor Verification test, available in eDIRECT, that helps you determine whether the monitor settings for the testing computer are configured for optimal testing.

❑ The Testing Site Manager (TSM)

This section describes how to use the TSM software to manage tests and response communication between DRC and students efficiently. It also introduces the diagnostic tools available within the TSM.

❑ Using Caching

This section describes how to use the TSM to help manage the process of storing and updating tests (content caching) and student test responses (response caching).

❑ Ping Activity

This section describes how to display the consistency and rate of data transfer across a network (latency) during a specified date range to determine the best times for testing.

❑ Load Simulation Testing

This section describes how to perform load simulations and estimate the amount of time it will take to download tests and upload responses during testing based on the testing load.

❑ The System Readiness Check

This section describes how to verify that a testing computer is ready to test using the INSIGHT software.

❑ DRC INSIGHT Properties

This section describes how to specify important system properties for testing computers, as well as how to connect to a TSM to perform content caching, response caching, and load simulation tests.

Online Tools Training (OTT)

The OTT is a set of sample test questions to introduce students to the tools available during testing and prepare them for online assessments. This training allows students to try the features of the testing software before the actual test.

The OTT is not designed to cover the test content—the goal is to instruct the student about using the testing application, not to assess skills. The sample OTT questions demonstrate the features of the testing environment and the OTT tests are not scored.

School Test Coordinators (STCs) and Test Administrators (TAs) should review the OTT before the students begin the test administration. All students who will be testing online should have at least one opportunity to review the OTT for their subject and/or grade.

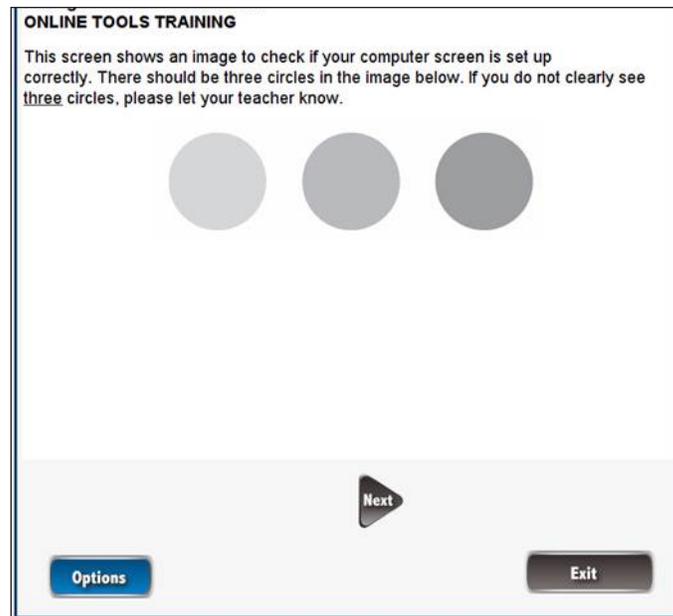
To try the OTT, do the following:

1. The first step depends on the type of testing device.
 - From a Windows 7 computer, select **All Programs–SC Online Assessment System–SC Online Assessments**, (or click the **SC Online Assessments** desktop shortcut).
 - From a Mac (OS X), select **Applications–SC Online Assessment System–DRc INSIGHT.app**, (or click the **SC Online Assessments** desktop shortcut).
 - From an iPad device, press **DRC INSIGHT** to start the INSIGHT App.
 - From a Chromebook device, click on the INSIGHT App.
2. When INSIGHT launches, click or select **Online Tools Training**.
3. Select a subject by clicking on it.
4. Enter the username and password provided on the screen and click **Sign In**.
5. Follow the instructions on the screen to take the practice tests and use the test tools.

Note: There are no restrictions for accessing the OTT—students are allowed to repeat the practice tests as often as necessary.

The Monitor Verification Test

After you sign in to start a test, a screen similar to the following displays to help determine whether your monitor is set up correctly to display the online tests.

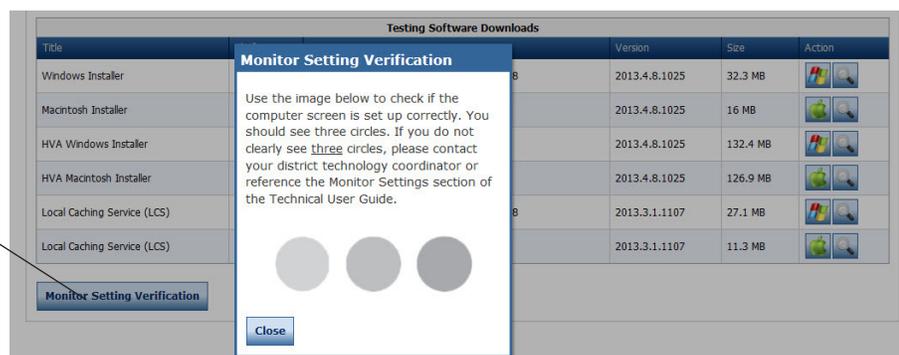


If you do not see three shaded circles on the monitor display, a student will have difficulty answering some of the online questions. To resolve the problem, you must modify the brightness and/or contrast settings for the testing computer's monitor until three circles display clearly.

The eDIRECT Monitor Setting Verification Option

You can run the Monitor Setting Verification test using eDIRECT by selecting **Test Setup–General Information–Downloads** and clicking on the **Monitor Setting Verification** button (see below).

Click the **Monitor Settings Verification** button on the Downloads tab to display the Monitor Setting Verification window.



Changing the Monitor's Contrast or Brightness

There are many ways to change the contrast or brightness of your display depending on the operating system, the computer, the graphics card, and the type of monitor you are using. The following are some ideas to try to change the contrast or brightness. For a specific hardware configuration, you also can try searching the Internet using a search such as *changing the contrast for operating system x or monitor y*.

Windows Operating System

- On a laptop, look for a half-white/half-black circle on the keyboard. This function key changes the contrast.
- On a desktop computer, look for an option on the monitor, or monitor menu, to change the contrast and brightness.
- Identify the type of graphics card—NVIDIA, Intel, or ATI—and locate options for your graphics card from the Control Panel: **Control Panel–System Properties–graphic cards** tab.
- Locate a menu called Monitor Settings, Color, or Graphic Settings and change the contrast (be sure to check Advanced Settings). If you can't find a Contrast option, look for Gamma, Saturation, or Hue.
- Right-click on the desktop to bring up menu options for Intel and ATI cards.

Note: ATI's menu option is called Catalyst Control Center; Intel's option is called Intel Graphics Media Accelerator Driver.

- Select the folder **c:\Program Files\graphics card**
where: *graphics card* is Intel, NVIDIA, or ATI.

Mac (OS X)

- To change the brightness, use the keyboard buttons, or select Apple button–**System Preferences–Displays** (Mac 10.6) or **System Preferences–Accessibility–Monitor** (Mac 10.8) and use the Change the Brightness slider.
- To increase the contrast, use the following key combination:
Command key + Option key + Ctrl key + . (period)
- To decrease the contrast, use the following key combination:

Command key + Option key + Ctrl key + , (comma)

Note: You also can change the contrast by selecting **System Preference–Universal Access** (Mac 10.6) or **System Preferences–Accessibility–Monitor** (Mac OS 10.8) and use the Change the Contrast slider.

iPad Devices

For iPad devices, refer to your iPad documentation.

Chromebook Devices

For Chromebook devices, refer to the Google Chrome help or documentation.

■ The Testing Site Manager (TSM)

The Testing Site Manager (TSM) is a powerful, easy-to-configure, web-based software application that contains a number of software tools to help you plan, configure, manage, and troubleshoot your online testing environment, including caching software to store tests and/or student test responses.

The following table describes the suite of TSM software tools.

Tool	Description
Content Caching	The TSM stores tests and lets you update them to the most current versions for testing.
Response Caching	<p>In the event the Internet connection to DRC is lost, the TSM stores test responses and attempts to transmit them at fifteen-minute intervals to DRC.</p> <p>It also lets you review details about responses currently stored in the TSM (unsent responses) and responses the TSM transmitted to DRC (historical responses).</p>
Load Simulation Test (LST)	The LST helps you estimate variations in network responsiveness based on the number of students testing at the same time, the current network traffic, the amount of available bandwidth, and other site-specific factors.
Ping Trend Graphs	Ping trend graphs help you determine the best time of day to test based on the variances in speed, connectivity, and responsiveness of your network communication.

Using the TSM

This section describes how to use the TSM and its basic functions.

To start the TSM, select **Start–All Programs–TestingSiteManager–TestingSiteManager**.

The first time you start the TSM, the Enter Testing Site Manager Name dialog box displays. In the TSM Name field, enter a name that will help you remember the location of the TSM machine and click **Save**.

Note: DRC recommends that you include the district, school, and location (building and/or room number) of the TSM. The name you choose is limited to 40 characters and there are no special formatting requirements.

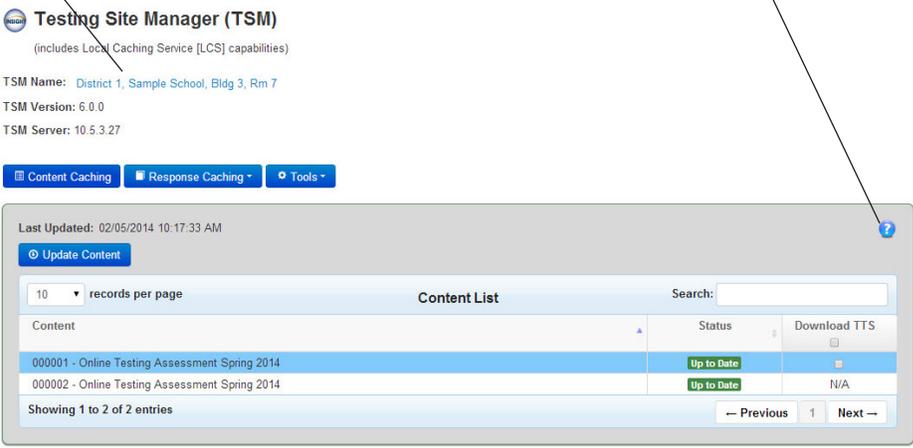
Enter Testing Site Manager Name

TSM Name:

Save

You can click on the name of the TSM to edit it (this is the name you entered when you started the TSM for the first time).

The **Help** icon () is displayed on every page in the TSM. Click it to display online help for the page you are currently on.



Testing Site Manager (TSM)
(includes Local Caching Service [LCS] capabilities)

TSM Name: [District 1, Sample School, Bldg 3, Rm 7](#)
TSM Version: 6.0.0
TSM Server: 10.5.3.27

[Content Caching](#) | [Response Caching](#) | [Tools](#)

Last Updated: 02/05/2014 10:17:33 AM

[Update Content](#)

10 records per page

Content	Status	Download TTS
000001 - Online Testing Assessment Spring 2014	Up to Date	
000002 - Online Testing Assessment Spring 2014	Up to Date	N/A

Showing 1 to 2 of 2 entries

[Previous](#) | 1 | [Next](#)

[Content Caching](#) | [Response Caching](#) | [Tools](#)

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There are active page links to all of the functions currently configured in the TSM.

Using the TSM (cont.)

You can sort the data in a column.

- Click the up arrow icon (▲) next to the column header to sort the column data in ascending order, either alphabetically or by date, depending on the type of data.
- Click the down arrow icon (▼) next to the column header to sort the data in descending order, either alphabetically or by date, depending on the type of data.

Throughout the TSM you can use the Search field to search for specific information, such as tests, student responses, and simulation results, and filter the display.

The screenshot displays the Testing Site Manager (TSM) interface. At the top, it shows the TSM Name: District 1, Sample School, Bldg 3, Rm 7, TSM Version: 6.0.0, and TSM Server: 10.5.3.27. Below this are buttons for Content Caching, Response Caching, and Tools. The main content area is titled 'Content List' and includes a search field, a records per page drop-down menu (set to 10), and a table of content items. The table has columns for Content, Status, and Download TTS. Two entries are shown, both with 'Up to Date' status. Navigation buttons for Previous, 1, and Next are visible at the bottom of the table. A footer contains links for Content Caching, Response Caching, and Tools, along with a copyright notice for 2014 Data Recognition Corporation.

Use the **records per page** drop-down menu to specify the number of records to display at once. You can select **10** (the default value), **25**, **50**, **100**, or **All** (for all records).

Use the **Previous** and **Next** buttons to move backward and forward between pages in the display. The number between the buttons indicates the number of the page you are currently viewing.

■ Using Caching

The TSM can cache (store) test items and student responses. It manages test items using the Content Caching option and student responses using the Response Caching option. Both of these caching options are configurable—a user can select either, both, or neither.

Note: Response caching is not available for computer adaptive testing.

- Before testing occurs, content caching stores copies of the test items that you can keep updated, manually or automatically, to guarantee that students are using the correct version of the test.

.....
ⓘ Important: With content caching, each morning before testing begins, verify that your TSM has the most current test items (see “Content Caching” on page 112).
.....

- As students test, if a student’s connection to DRC fails, response caching stores their test responses in the TSM as a secure backup copy to be transmitted to DRC.

Testing continues even if the connection to DRC is disrupted. If this happens, the TSM attempts to transmit its stored responses every fifteen minutes. You also can use the TSM to review the status of stored responses and transmit them manually.

Note: In earlier versions of INSIGHT, the Local Caching Service (LCS) performed the TSM caching functions.

Content Caching

The correct test content must be available when students start testing—students can only test using test content that is up to date. Because there may have been updates to the test content between the time the TSM was installed and testing begins, it is important to verify that the test items stored in the TSM are up to date. Before testing, you must replace any test content that is out of date with the most current versions from DRC. Students cannot test if test item content is out of date.

The **Content Caching** button displays the tests available on the TSM. These tests are available to download to INSIGHT.

Each testing administration in the cache is identified by a unique ID number followed by the name of the specific assessment. In the examples in this user guide, a generic identifier is displayed—the identifier you see will be specific to your state and assessments.

Testing Site Manager (TSM)
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7
TSM Version: 6.0.0
TSM Server: 10.5.3.27

Content Caching | Response Caching | Tools

Last Updated: 02/05/2014 10:17:33 AM

Update Content

Content	Status	Download TTS
000001 - Online Testing Assessment Spring 2014	Up to Date	
000002 - Online Testing Assessment Spring 2014	Up to Date	N/A

Showing 1 to 2 of 2 entries

Content Caching | Response Caching | Tools
Copyright © 2014 Data Recognition Corporation

The **Status** column in the Content List table indicates whether all test forms in an administration are the most current version (up to date).

- If all of the most current versions of tests in an administration are on the TSM, the Status column displays **Up to Date** in green text.
- If the most current versions are not on the TSM, the Status column displays **Out of Date** in red text.

Note: An administration must have a status of Up to Date before it is administered. Otherwise, students receive an error message when they log in and will be unable to test.

Content Caching (cont.)

If you have specified accommodations such as Human Voice Audio (HVA), the forms for those tests are not loaded automatically when the TSM is downloaded.

1. If you have students that require an oral accommodation, check the **Download HVA** and **Download TTS** checkboxes.
2. If you have students testing with Video Sign Language (VSL), check the **Download VSL** checkbox.

Note: When you check these checkboxes, a large amount of audio and/or video files are downloaded. If no student testing requires these accommodations, it is not necessary to check the checkboxes.

3. Click **Update Content**.

Select the appropriate checkboxes to download the customized test forms.

Download HVA **Download TTS** **Download VSL**

Note: A value of **N/A** in a column indicates that there is no accommodation for the corresponding assessment.

The screenshot shows the Testing Site Manager (TSM) interface. At the top, it displays the TSM Name (District 1, Sample School, Bldg 3, Rm 7), TSM Version (6.0.0), and TSM Server (10.5.3.27). Below this are buttons for Content Caching, Response Caching, and Tools. The main section is titled 'Content List' and includes a search bar and a table with the following data:

Content	Status	Download HVA	Download TTS	Download VSL
000001 - Online Testing Assessment Spring 2014	Out of Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
000002 - Online Testing Assessment Spring 2014	Out of Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A

The interface also shows 'Last Updated: 01/21/2014 09:28:17 AM' and a 'Showing 1 to 2 of 2 entries' indicator.

The Status indicator changes to Out of Date to indicate that you do not have the forms for the accommodation.

Click **Update Content** to update the TSM with the latest customized test version(s).

Note: This process can take some time based on the size of these forms. When the process is complete, the Status indicator changes to **Up to Date** to indicate that you have the latest forms for the accommodation.

Content Caching (cont.)

To update tests manually, click the **Update Content** button at the top of the page. When you click **Update Content**, the latest version of each test is downloaded and the status changes to Up to Date.

Note: The TSM also automatically checks for updates at regular intervals. If the computer where the TSM is installed is powered on, the TSM automatically updates the test content.

Click **Update Content** to update the TSM with the latest test version(s).

Important: On the day of testing, confirm that the TSM test content is up to date to ensure that students can log into their tests. For example, if the machine where the TSM is installed was turned off recently, it is possible that its content is out of date. If it is, click **Update Content**.

Testing Site Manager (TSM)
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7
TSM Version: 6.0.0
TSM Server: 10.5.3.27

Content Caching | Response Caching | Tools

Last Updated: 01/21/2014 09:28:17 AM

Update Content

10 records per page

Content	Status	Download HVA	Download TTS	Download VSL
000001 - Online Testing Assessment Spring 2014	Out of Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
000002 - Online Testing Assessment Spring 2014	Out of Date	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N/A

Showing 1 to 2 of 2 entries

Previous 1 Next

When an update starts, the **Content Update** page displays information regarding the update process. After you read the information, click **OK**.

Content Update

The TSM is downloading content. This process may take some time to complete. Please do not refresh the browser or close it. Do not power off the computer or restart it.

OK

Content Caching | Response Caching | Tools

Last Updated: 07/29/2014 02:08:13 PM

Updating...

Processing 88200 TTS files for administration: 550479

During the update, a progress bar displays to indicate the status of the update.

Response Caching—Viewing Unsent Student Test Responses

To check whether student test responses have been transmitted to DRC and for detailed information about those responses, Select **Response Caching–Unsent Responses**.

Note: If the Internet connection with DRC is lost while testing, student responses are saved to the TSM. When the TSM is communicating with DRC, these stored responses are transmitted automatically every fifteen minutes.

Testing Site Manager (TSM)
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7
TSM Version: 6.0.0
TSM Server: 10.5.3.27

Content Caching | **Response Caching** | Tools

Unsent Responses
Historical Responses

Last Updated: 02/05/2014
Update Content

10 records per page

Content	Status	Download TTS
000001 - Online Testing Assessment Spring 2014	Up to Date	
000002 - Online Testing Assessment Spring 2014	Up to Date	N/A

Showing 1 to 2 of 2 entries

← Previous 1 Next →

Content Caching | Response Caching | Tools
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Select **Response Caching–Unsent Responses** to see information about student responses currently stored on the TSM for transmission to DRC.

Response Caching—Viewing Unsent Student Test Responses (cont.)

When you select **Unsent Responses**, the Student Responses–Unsent tab displays information about student responses currently stored in the TSM that are waiting to be transmitted to DRC.

You can send saved student responses manually by clicking the **Transmit Responses** button.

Testing Site Manager (TSM)
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7
TSM Version: 6.0.0
TSM Server: 10.5.3.27

Content Caching | Response Caching | Tools

Unsent Tests: 4
Last Transmission Attempt: 01/14/2014 12:53:59 PM
Next Transmission Attempt: 01/14/2014 01:08:59 PM

Transmit Responses

10 records per page

School	Test Session	Student Name	State ID	Earliest Response
Demo Site 1	Grade 05	Demo One Student	231365498	01/14/2014 12:39:57 PM
Demo Site 1	Grade 05	Demo Two Student	231365499	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Three Student	231365400	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Four Student	231365401	01/14/2014 12:39:57 PM

Showing 1 to 4 of 4 entries

Content Caching | Response Caching | Tools

Next Transmission Attempt indicates the date and time the next automatic transmission is scheduled. Responses are automatically transmitted every fifteen minutes.

Last Transmission Attempt indicates the date and time of the last attempt to transmit student responses.

Response Caching—Viewing Unsent Student Test Responses (cont.)

Unsent Tests indicates the number of tests that have not been sent to DRC.

! Important: Verify that this number is 0 (zero) at the end of each testing day and at the end of the entire testing period. If it is not zero, click the **Transmit Responses** button to transmit any stored responses.

Enter information in the **Search** field to search for specific data.

The screenshot shows the Testing Site Manager (TSM) interface. At the top, it displays 'Testing Site Manager (TSM)' with subtext '(includes Local Caching Service [LCS] capabilities)'. Below this, it shows 'TSM Name: District 1, Sample School, Bldg 3, Rm 7', 'TSM Version: 6.0.0', and 'TSM Server: 10.5.3.27'. There are three buttons: 'Content Caching', 'Response Caching', and 'Tools'. A box highlights 'Unsent Tests: 4'. Below this, it shows 'Last Transmission Attempt: 01/14/2014 12:53:59 PM' and 'Next Transmission Attempt: 01/14/2014 01:08:59 PM', with a 'Transmit Responses' button. A table titled 'Student Responses - Unsent' is displayed with columns for School, Test Session, Student Name, State ID, and Earliest Response. The table contains four entries. A search field is located to the right of the table. At the bottom of the table, it says 'Showing 1 to 4 of 4 entries' and has 'Previous' and 'Next' buttons with the number '1' between them. The footer includes 'Content Caching | Response Caching | Tools' and 'Copyright © 2014 Data Recognition Corporation'.

School	Test Session	Student Name	State ID	Earliest Response
Demo Site 1	Grade 05	Demo One Student	231365498	01/14/2014 12:39:57 PM
Demo Site 1	Grade 05	Demo Two Student	231365499	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Three Student	231365400	01/14/2014 12:39:57 PM
Demo Site 2	Grade 06	Demo Four Student	231365401	01/14/2014 12:39:57 PM

By default, the Student Responses – Unsent page displays all of the information currently available.

Use the **Previous** and **Next** buttons to move backward and forward between pages in the display. The number between the buttons indicates the page you are currently viewing.

Response Caching—Viewing Historical Test Responses

Select **Historical Responses** from the drop-down menu to display information about student responses that have been transmitted to DRC.

The screenshot shows the Testing Site Manager (TSM) interface. At the top, it displays the TSM Name: District 1, Sample School, Bldg 3, Rm 7, TSM Version: 6.0.0, and TSM Server: 10.5.3.27. Below this, there are three buttons: 'Content Caching', 'Response Caching', and 'Tools'. The 'Response Caching' button is highlighted, and its dropdown menu is open, showing 'Unsent Responses' and 'Historical Responses'. The 'Historical Responses' option is selected. Below the menu, there is a 'Content List' table with columns for 'Content', 'Status', and 'Download TTS'. The table contains two entries, both with a status of 'Up to Date'. The first entry is '000001 - Online Testing Assessment Spring 2014' and the second is '000002 - Online Testing Assessment Spring 2014'. The table also shows 'Showing 1 to 2 of 2 entries' and navigation buttons for 'Previous', '1', and 'Next'.

Select **Response Caching—Historical Responses** to display information about the student test responses that the TSM has sent to DRC.

Response Caching—Viewing Historical Test Responses (cont.)

Enter information in the **Search** field to search for specific data.

Testing Site Manager (TSM)
 (includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 7, Rm 3
 TSM Version: 6.0.0
 TSM Server: 10.5.3.27

Content Caching | Response Caching | Tools

Unsent Tests: 4
 Last Transmission Attempt: 01/27/2014 12:18:50 PM
 Next Transmission Attempt: 01/27/2014 12:33:50 PM
 Transmit Responses

10 records per page **Student Responses - Historical** Search:

School	Test Session	Student Name	State ID	Transmitted Timestamp
Demo Site 3	Grade 04	Demo Five Student	231365402	01/27/2014 12:28:46 PM
Demo Site 4	Grade 05	Demo Six Student	231365403	01/27/2014 12:28:46 PM

Showing 1 to 2 of 2 entries

← Previous 1 Next →

Content Caching | Response Caching | Tools
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By default, the **Student Responses – Historical** tab displays all of the information currently available.

Use the **Previous** and **Next** buttons to move backward and forward between pages in the display. The number between the buttons indicates the page you are currently viewing.

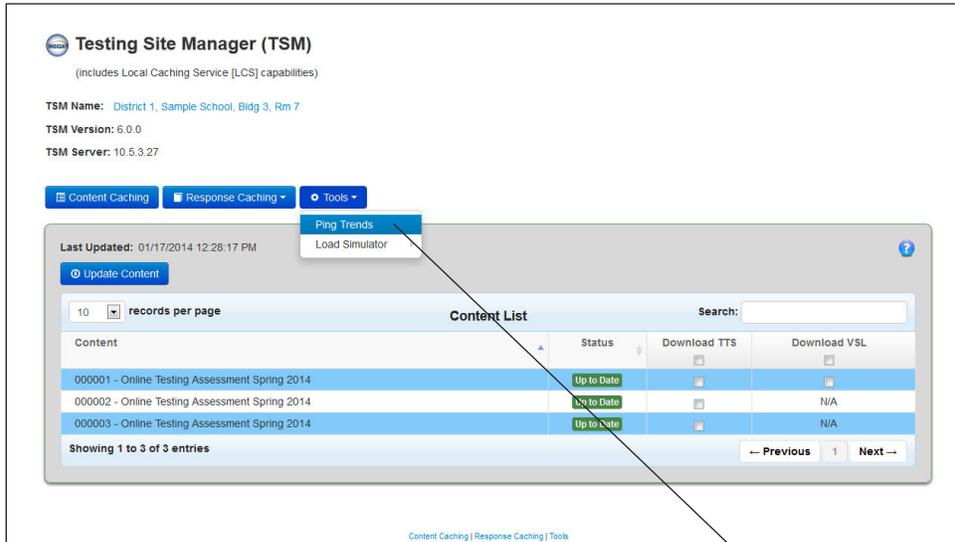
■ Ping Activity

When the TSM “pings” the IP address of the DRC server, the network sends data packets from the TSM to the DRC server and back. The network also calculates the time, in milliseconds, it takes for the data to be received. The longer this time is, the longer it has taken the DRC server to receive the data packets (usually because of excess network traffic).

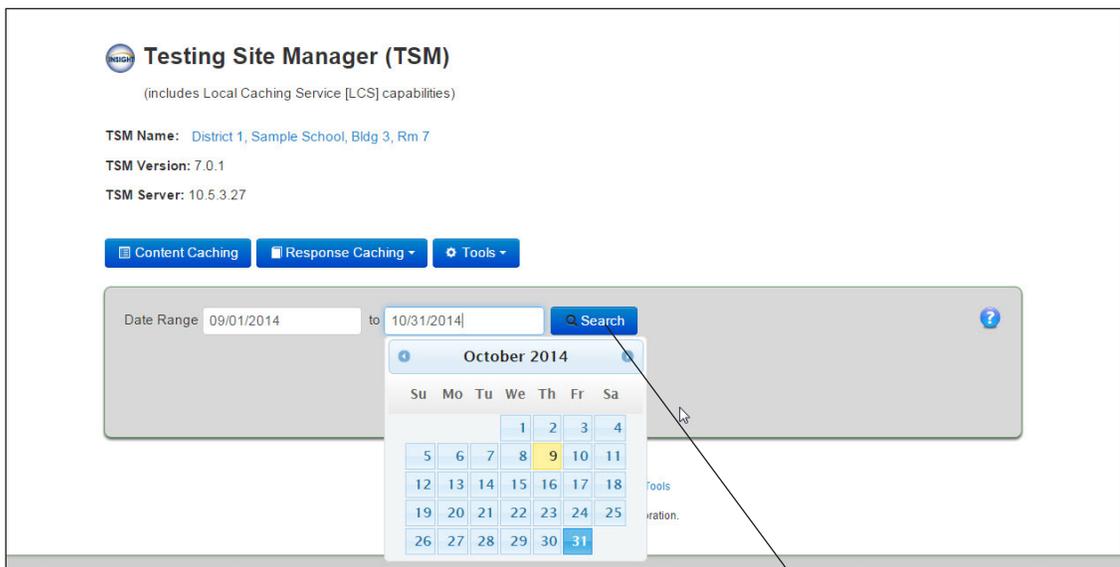
This rate of data transfer across a network is referred to as latency. Knowing the latency is useful for helping to determine peak network traffic times and for analyzing the best times for testing.

Graphing Ping Activity

Select **Tools–Ping Trends** to graph the time that was required by the TSM to ping the DRC servers for a date range that you specify, as well as the number of ping failures during the same date range.

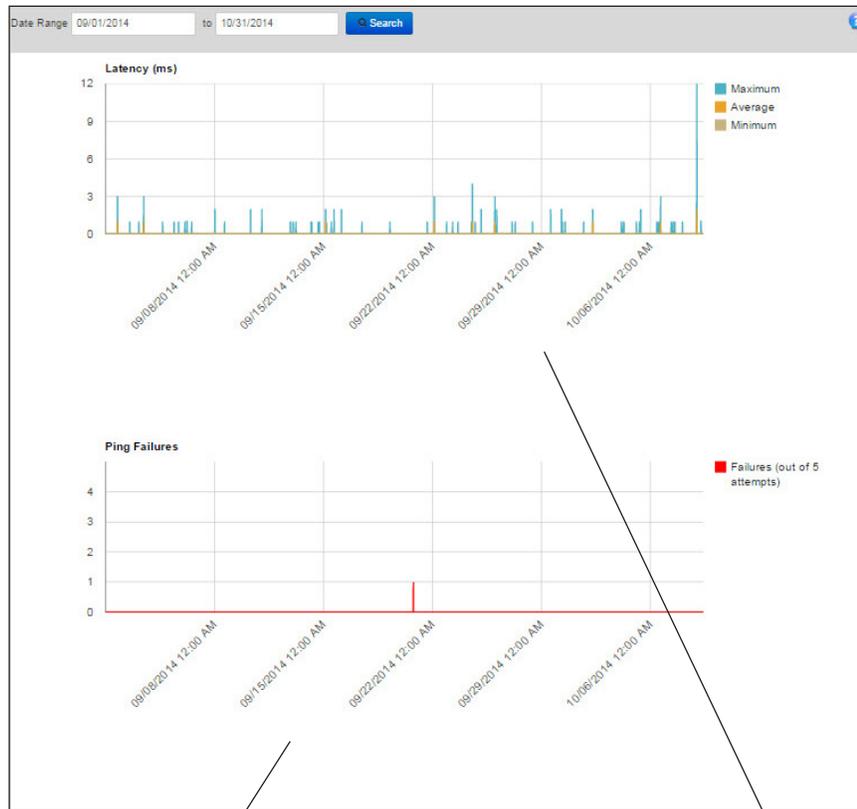


1. Select Tools–Ping Trends to display the Ping Trends page.



2. Use the drop-down calendars to specify a date range for the data and click Search.

Graphing Ping Activity (cont.)

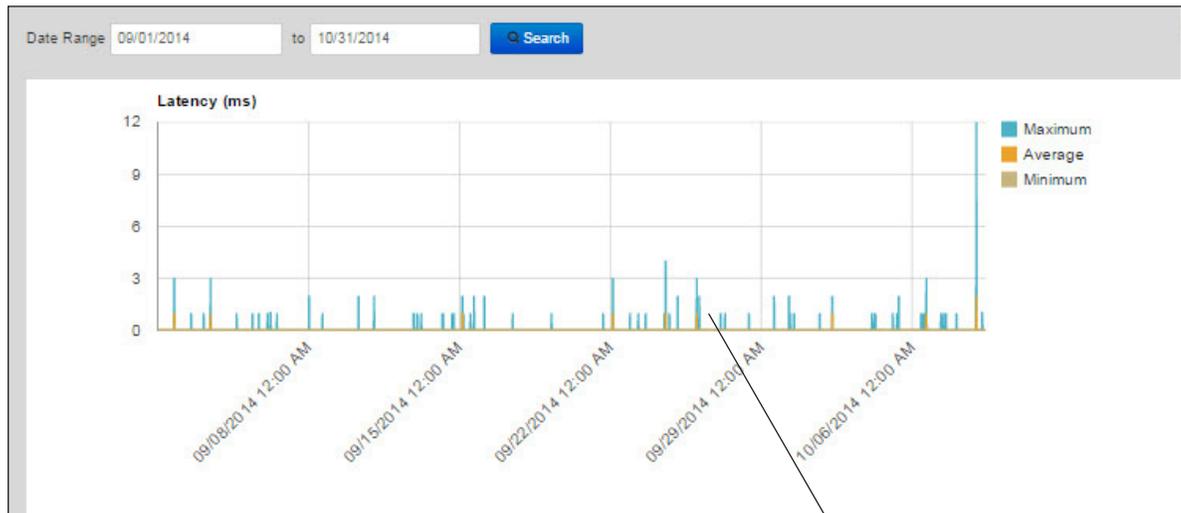


Two graphs display network communication information for the date range.

- The first graph reveals the latency of the network.
- The second graph indicates the number of ping failures.

Graphing Ping Activity (cont.)

The first graph displays a measure of the latency during the date range. Latency is a measure of the time delay in a system—the greater the latency, the slower the communication.



In this graph, latency represents the time required (in milliseconds) for ping attempts during the time period, organized by color:

- The blue line indicates the maximum amount of time needed for ping attempts.
- The orange line indicates the average amount of time needed for ping attempts.
- The tan line indicates the minimum amount of time needed for ping attempts.

As the time required for ping attempts increases, peaks or spikes appear that can indicate increased network traffic and slower response time. You can use this information to determine optimum testing times.

Graphing Ping Activity (cont.)

The second graph displays the number of ping failures during the date range. Ping failures are a good indicator of system availability—a spike, or high failure rate, indicates a time period of poor communication between the TSM and DRC. Similarly, a low failure rate indicates a good time for testing. You can use this information to determine optimum testing times.



Ping failures indicate the number of times (Y-axis) that the TSM was unable to successfully ping the DRC server after five attempts during each time interval* (X-axis).

*To graph ping failures, the TSM divides the date range you specified into equal date and time intervals.

■ Load Simulation Testing

Technology Coordinators (TCs) can perform load simulations to estimate the amount of time it will take during testing to download tests and upload responses. The following are the prerequisites to performing a load simulation test:

- The TSM must be installed, running, and connected to each testing computer that you plan to include in the simulation.
- INSIGHT must be installed on each testing computer that you plan to include in the simulation.
- The System Readiness Check must be displayed on the screen of each testing computer that you plan to include in the simulation.
- You must select a district and school name for the testing computer for your load simulation reports.

Note: For general questions and answers regarding Load Simulation Testing, see “Load Simulation Testing Questions” on page 166.

Performing a Load Simulation

You use the TSM and INSIGHT to perform a load simulation—if you are not using the TSM, you cannot perform load simulations. First, install INSIGHT on a testing computer and specify the location of the TSM the testing computer is using to register the testing computer with the TSM. Next, start the TSM, specify which of the registered computers to include in the simulation, and run your simulations. Then, use the TSM to review the results of the simulations.

DRC INSIGHT Client Configuration Properties

Enable DRC INSIGHT Auto Update:

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name:

Enable Response Caching TSM :

TSM Response Caching Server Name:

HTTPS Proxy Host:

District Name:*

School Name:*

*required

To perform a load simulation, do the following:

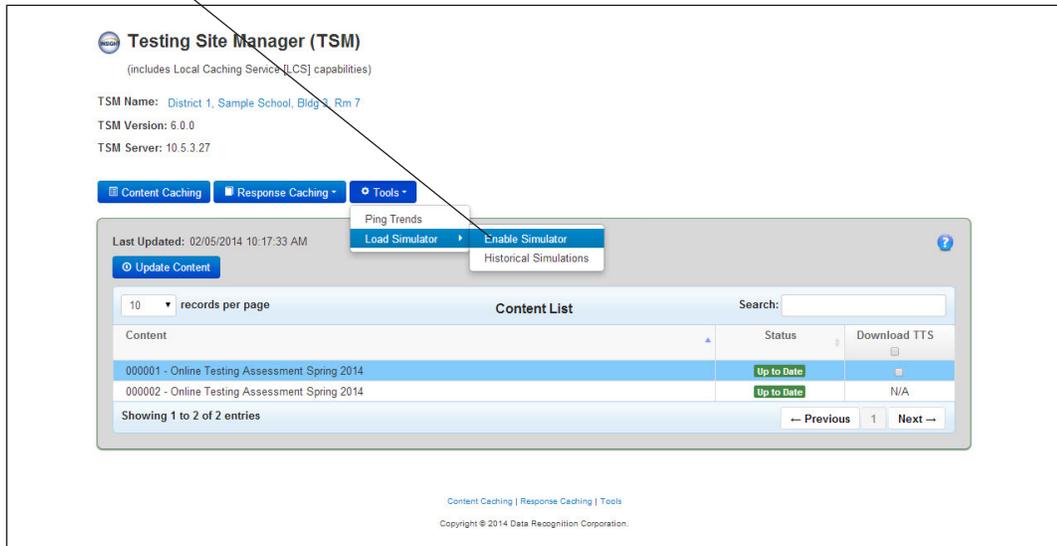
1. Install INSIGHT on each testing computer (see the Installation chapters) that you will be using in the load simulation.
2. Start the System Readiness Check and click **DRC INSIGHT Properties** to display the DRC INSIGHT Client Configuration Properties window.
3. If you have not done so, check the **Enable Content Caching** and **Enable Load Simulation** checkboxes and specify the location of the TSM you use for content caching in the **TSM Content Caching and Simulation Server Name** field, select the district and school for the testing computer from the **District Name** and **School Name** drop-down menus, and click **Save** (see “Setting DRC INSIGHT Properties” on page 145).

 **Important:** When you are finished, leave the System Readiness Check open. The System Readiness Check must be active on each testing computer that you plan to include in the simulation.

4. Start the TSM by selecting **Start–All Programs–TestingSiteManager–TestingSiteManager**.

Performing a Load Simulation (cont.)

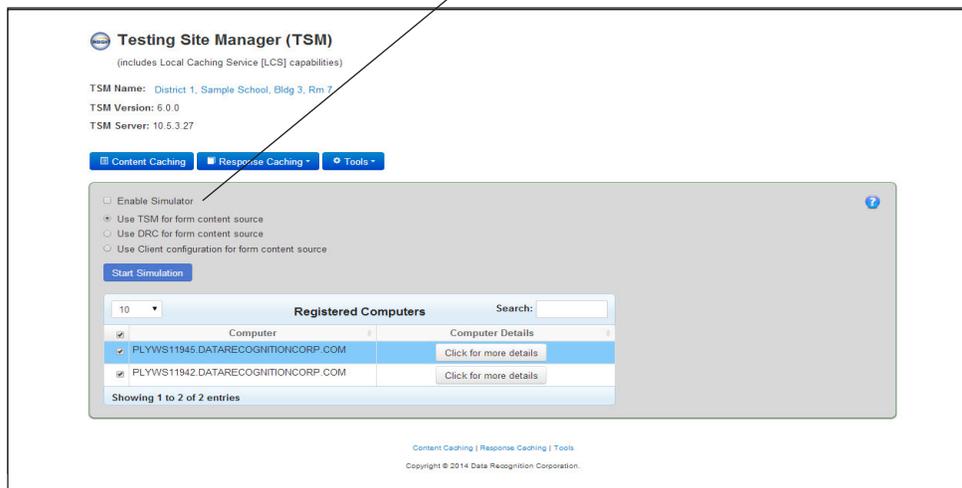
5. From the TSM, select **Tools–Load Simulator–Enable Simulator**.



You can specify the source for the test form content—the TSM, the DRC servers, or the testing computer.

6. Check the **Enable Simulator** checkbox and use the radio buttons to specify the source of the form content for the simulation.

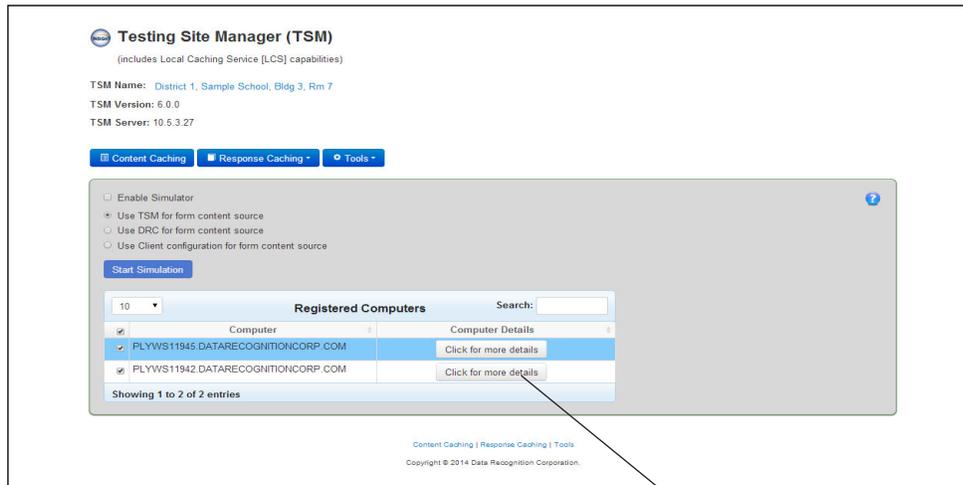
Note: This step registers the testing computer with the TSM.



The Registered Computers page displays the number and name of each testing computer registered to the TSM.

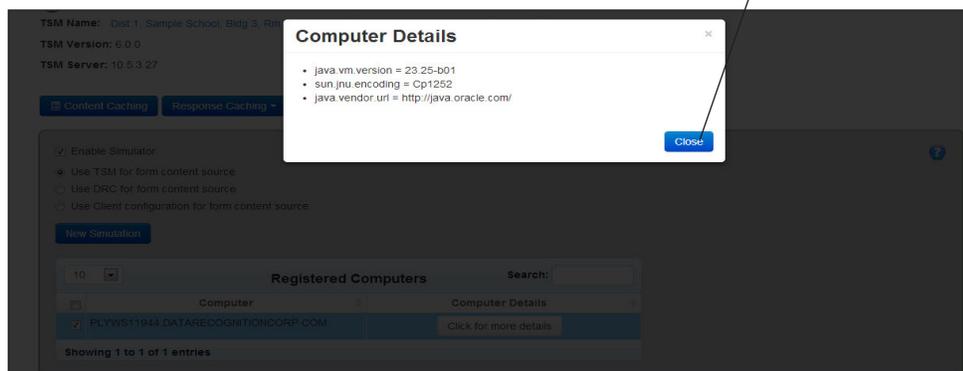
7. Select one or more computers from the Computer column to include in the simulation by clicking the checkbox next to each computer's name. Click the checkbox at the top of the column to test all of the computers.

Performing a Load Simulation (cont.)

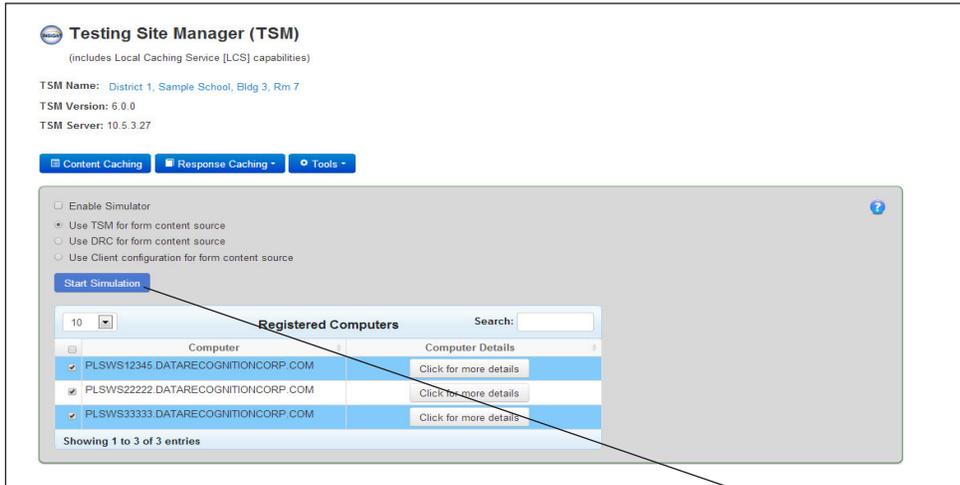


You are ready to run a simulation.

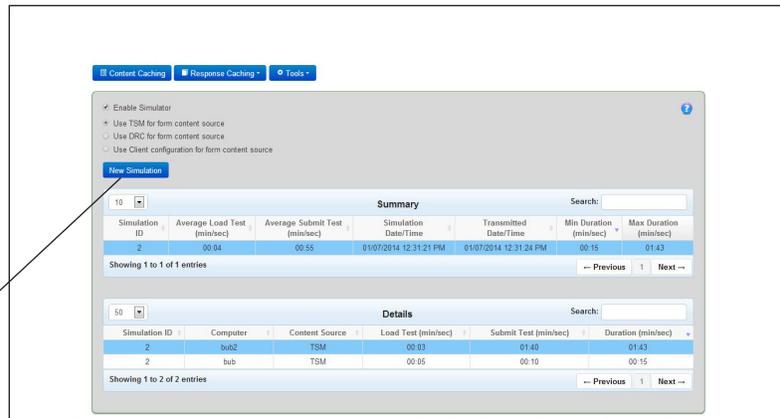
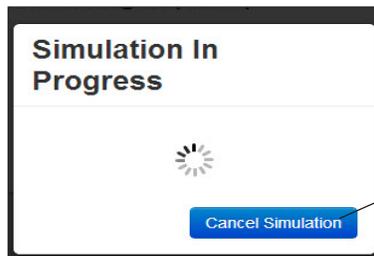
8. To locate one or more computers in the list, use the Search box. Click the **Click for more details** button to display technical details about the testing computer. Click **Close** when you are finished.



Performing a Load Simulation (cont.)



9. Click **Start Simulation** to start the simulation. You can click **Cancel Simulation** to cancel a simulation.



After a simulation, the Start Simulation button changes to New Simulation and each testing computer in the simulation displays a completion message.

10. To run another simulation, click the **New Simulation** button to reset it to **Start Simulation** and repeat steps 4–9. If you are finished, close the System Readiness Check on each testing computer.

Note: A simulation times out after ten minutes. The time for a simulation that lasts less than one second is rounded to one second.

Analyzing Load Simulation Results

When the load simulation finishes, the results display. For a description of the information displayed, refer to the tables on the following page.

The simulation results are sorted by Maximum Duration and Simulation ID. You can click on any column heading to re-sort the data.

The screenshot displays the simulation results interface. At the top, there are buttons for 'Content Caching', 'Response Caching', and 'Tools'. Below these are radio button options for 'Enable Simulator' and 'Use TSM for form content source', 'Use DRC for form content source', and 'Use Client configuration for form content source'. A 'New Simulation' button is also present. The main area contains two tables: a 'Summary' table and a 'Details' table. The 'Summary' table has columns for Simulation ID, Average Load Test (min/sec), Average Submit Test (min/sec), Simulation Date/Time, Transmitted Date/Time, Min Duration (min/sec), and Max Duration (min/sec). The 'Details' table has columns for Simulation ID, Computer, Content Source, Load Test (min/sec), Submit Test (min/sec), and Duration (min/sec). Both tables show data for simulation ID 2. The 'Summary' table shows a Max Duration of 01:43. The 'Details' table shows two entries for simulation ID 2, one with a Duration of 01:43 and another with a Duration of 00:15. The 'Summary' table is sorted by Max Duration, and the 'Details' table is sorted by Duration. A callout box points to the 'Max Duration' column heading in the 'Summary' table.

10

Content Caching Response Caching Tools

Enable Simulator
 Use TSM for form content source
 Use DRC for form content source
 Use Client configuration for form content source

New Simulation

10

Summary Search:

Simulation ID	Average Load Test (min/sec)	Average Submit Test (min/sec)	Simulation Date/Time	Transmitted Date/Time	Min Duration (min/sec)	Max Duration (min/sec)
2	00:04	00:55	01/07/2014 12:31:21 PM	01/07/2014 12:31:24 PM	00:15	01:43

Showing 1 to 1 of 1 entries

Previous 1 Next

50

Details Search:

Simulation ID	Computer	Content Source	Load Test (min/sec)	Submit Test (min/sec)	Duration (min/sec)
2	bub2	TSM	00:03	01:40	01:43
2	bub	TSM	00:05	00:10	00:15

Showing 1 to 2 of 2 entries

Previous 1 Next

Analyzing Load Simulation Results (cont.)

The following tables describe the information displayed from the completed simulation.

Summary

The information in the Summary column summarizes simulation results across all of the testing computers in the simulation.

Heading	Description
Simulation ID	A system identifier for the simulation.
Average Load Test (min/sec)	The average time for the computers in the simulation to load test content.
Average Submit Test (min/sec)	The average amount of time for the computers in the simulation to submit test responses to DRC.
Simulation Date/Time	The date and time the simulation started.
Transmitted Date/Time	The time the simulation results were transmitted to DRC.
Min Duration (min/sec)	The time required for the fastest computer in the simulation to load the test and submit the results.
Max Duration (min/sec)	The time required for the slowest computer in the simulation to load the test and submit the results.

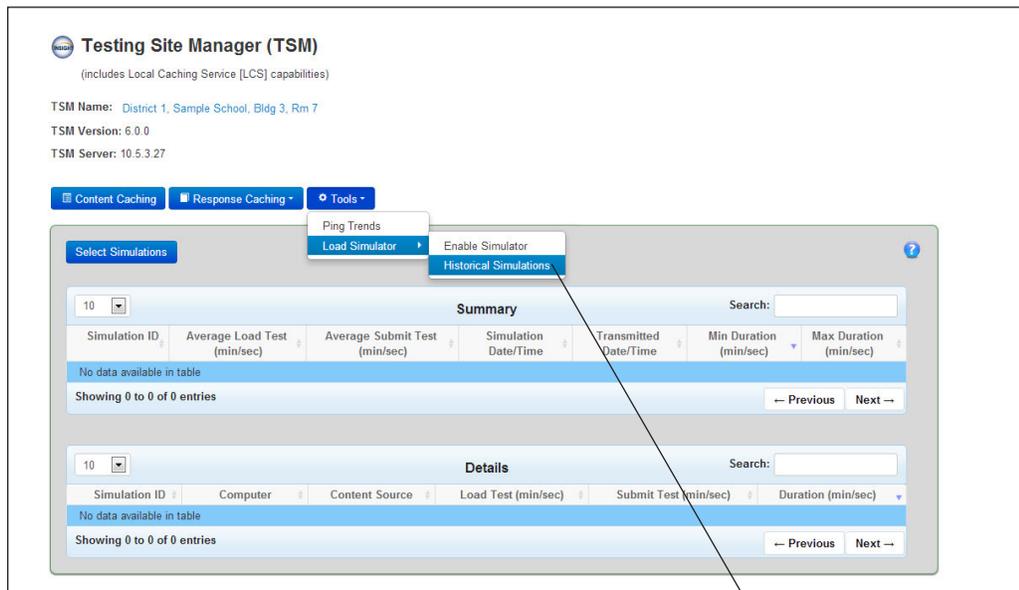
Details

The information in the Details column shows simulation details for each testing computer in the simulation.

Heading	Description
Simulation ID	A system identifier for the simulation.
Computer	The unique name of each computer in the simulation.
Content Source	The source of the test content loaded to the testing computer, DRC or TSM.
Load Test (min/sec)	The time it took the testing computer to load test content.
Submit Test (min/sec)	The time it took the testing computer to submit test responses to DRC.
Duration (min/sec)	The total time it took the testing computer to load the test and submit the results.

Viewing Historical Simulation Data

Use the Historical Simulations option to view the results of one or more simulations that you select. For a description of the meaning of the information displayed, refer to the tables that follow.

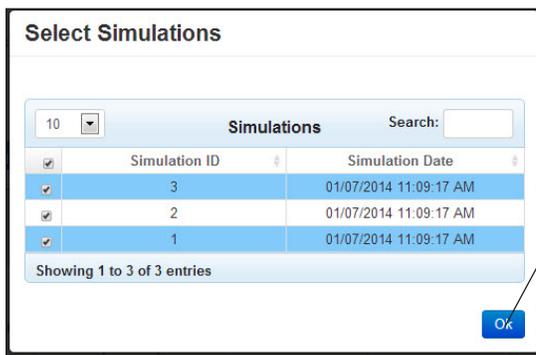


To select one or more simulations, do the following:

1. Select **Tools–Load Simulator–Historical Simulations**.
2. Click **Select Simulations**.

The Select Simulations dialog displays. Check a checkbox for each simulation you want to display.

3. Click **OK** to view the results.



Viewing Historical Simulation Data (cont.)

Testing Site Manager (TSM)
(includes Local Caching Service [LCS] capabilities)

TSM Name: District 1, Sample School, Bldg 3, Rm 7
TSM Version: 6.0.0
TSM Server: 10.5.3.27

Content Caching Response Caching Tools

Select Simulations

10 Summary Search:

Simulation ID	Average Load Test (min/sec)	Average Submit Test (min/sec)	Simulation Date/Time	Transmitted Date/Time	Min Duration (min/sec)	Max Duration (min/sec)
2	00:08	00:06	01/07/2014 11:09:17 AM		00:13	00:14
3	00:06	00:06	01/07/2014 11:09:17 AM		00:09	00:18
1	00:04	00:06	01/07/2014 11:09:17 AM		00:08	00:10

Showing 1 to 3 of 3 entries -- Previous 1 Next --

10 Details Search:

Simulation ID	Computer	Content Source	Load Test (min/sec)	Submit Test (min/sec)	Duration (min/sec)
3	PLSWS22222.DATARECOGNITIONCORP.COM	DRC	00:13	00:05	00:18
2	PLSWS33333.DATARECOGNITIONCORP.COM	DRC	00:08	00:06	00:14
2	PLSWS11111.DATARECOGNITIONCORP.COM	DRC	00:07	00:07	00:13
2	PLSWS22222.DATARECOGNITIONCORP.COM	DRC	00:09	00:05	00:13
1	PLSWS11111.DATARECOGNITIONCORP.COM	TSM	00:03	00:07	00:10
1	PLSWS33333.DATARECOGNITIONCORP.COM	TSM	00:03	00:06	00:09
3	PLSWS33333.DATARECOGNITIONCORP.COM	TSM	00:03	00:06	00:09
3	PLSWS11111.DATARECOGNITIONCORP.COM	TSM	00:03	00:07	00:09
1	PLSWS22222.DATARECOGNITIONCORP.COM	TSM	00:04	00:05	00:08

Showing 1 to 9 of 9 entries -- Previous 1 Next --

The results display for the simulations you selected.

4. For a description of the meaning of the information displayed, refer to the tables on the following page.

Note: The results are sorted by Maximum Duration and Simulation ID. You can click on the column headings to re-sort the data.

Viewing Historical Simulation Data (cont.)

The following tables describe the simulation information that displays.

Summary (Historical)

The historical summary information summarizes simulation results across all of the testing computers in the simulation selected.

Heading	Description
Simulation ID	A system identifier for the simulation.
Average Load Test (min/sec)	The average time for the testing computers in the simulation to load test content.
Average Submit Test (min/sec)	The average amount of time for the computers in the simulation to submit test responses to DRC.
Simulation Date/Time	The date and time the simulation started.
Transmitted Date/Time	The time the simulation results were transmitted to DRC.
Min Duration (min/sec)	The time required for the fastest computer in the simulation to load the test and submit the results.
Max Duration (min/sec)	The time required for the slowest computer in the simulation to load the test and submit the results.

Details (Historical)

The historical detail information shows simulation details for each testing computer in the simulation selected.

Heading	Description
Simulation ID	A system identifier for the simulation.
Computer	The unique name of each computer in the simulation.
Content Source	The source of the test content loaded to the testing computer, DRC or TSM.
Load Test (min/sec)	The time it took the testing computer to load test content.
Submit Test (min/sec)	The time it took the testing computer to submit test responses to DRC.
Duration (min/sec)	The total time it took the testing computer to load the test and submit the results.

■ The System Readiness Check

The System Readiness Check helps you troubleshoot issues that might occur during INSIGHT installation or when INSIGHT is running. It is installed when you install INSIGHT and performs a series of tests you can use to diagnose and prevent or correct most errors easily.

The System Readiness Check verifies that a testing device meets all of the necessary hardware and software requirements for testing. It also indicates any checks that the testing device failed and provides suggestions for success.

The System Readiness Check is located in different places on the testing device, depending on the type of device, the operating system, and the state or assessment.

□ Windows Systems

For South Carolina, the program is located at C:\Program Files\SC Online Assessment System\Readiness. For 64-bit computers, the program is located at C:\Program Files (x86)\SCOnline Assessment System\Readiness. To run the program, from the **Start** menu select **All Programs–SC Online Assessment System–Readiness**.

□ Mac (OS X) Systems

For South Carolina, the program is located at /Applications/SC Online Assessment System/Readiness. To run the program, select **/Applications/SC Online Assessment System** and double-click on **Readiness**.

□ iPad Devices

On an iPad device, press **SC–INSIGHT** to start the INSIGHT App. After the INSIGHT App displays, press and hold with two fingers in an empty part of the screen to display the System Readiness Check (see “Setting DRC INSIGHT Properties on an iPad” on page 78).

□ Chromebook Devices

On a Chromebook device, click the **Readiness Check** link to display the System Readiness Check.

Note: The Chromebook System Readiness Check has different options and fields because of the way Chromebooks are configured using the Device Toolkit. For more information, refer to “Using the System Readiness Check on a Chromebook” on page 92.

Using the System Readiness Check

After installing INSIGHT, use the System Readiness Check to determine whether your testing computers still meet system requirements and to troubleshoot issues.

The **Installation Directory** field indicates the directory where INSIGHT is installed.

The **Machine Name** field indicates the name of the testing computer.

The **OS Level** and **OS Version** fields indicate the operating system and level that is installed on the testing computer.

The **HTTPS Proxy** field indicates the URL to the secure proxy server (if configured).

The screenshot displays the 'System Information' window with the following data:

Client Version		Installation Directory	
5.1.0		C:\Program Files (x86)\NE\Online Assessment System	
Machine Name	User Name	OS Level	OS Version
MGWS11274	bbalderson	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit	6.1
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
https://MGWS11274:8443/	Yes	https://MGWS11274:8443/	Yes
HTTPS Proxy			
<input checked="" type="checkbox"/>	Screen Resolution	Details	
<input checked="" type="checkbox"/>	Internet Connection	Details	
<input checked="" type="checkbox"/>	RAM	Details	
<input checked="" type="checkbox"/>	Audio Capability	Details	
<input checked="" type="checkbox"/>	OS Level	Details	
<input checked="" type="checkbox"/>	User Agent	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Connection	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Status	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Version	Details	
<input checked="" type="checkbox"/>	Content Caching TSM Connection	Details	
<input checked="" type="checkbox"/>	Content Caching TSM Version	Details	
<input checked="" type="checkbox"/>	Client Version	Details	
<input checked="" type="checkbox"/>	Folder Permissions	Details	

Buttons at the bottom: Load Results, Execute Tests, Test Audio, DRC INSIGHT Properties, Exit.

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The **Response Caching TSM Configuration** field indicates whether response caching is configured and the **Response Caching TSM Connection** field indicates the URL to the response caching server (if configured).

The **Content Caching TSM Configuration** field indicates whether content caching is configured and the **Content Caching TSM Connection** field indicates the URL to the content caching server (if configured).

Using the System Readiness Check (cont.)

Click **Details** to display more information about a specific test.

The screenshot shows the System Readiness Check interface. On the left, a 'Saved Results' window is open, displaying a table of previous test results with columns for 'File Name' and 'Display Results'. The main window shows system information at the top, including OS Level and OS Version. Below this is a 'Required Test List' table with columns for 'Test Name' and 'Details'. The test list includes items like 'User Agent', 'Response Caching TSM Connection', and 'Content Caching TSM Connection', each with a green checkmark and a 'Details' button. At the bottom of the main window, there are buttons for 'Load Results', 'Execute Tests', 'Test Audio', 'DRC INSIGHT Properties', and 'Exit'.

File Name	Display Results
rdapp_20140106_161139.json	Display Results
rdapp_20140106_161638.json	Display Results
rdapp_20140107_140636.json	Display Results
rdapp_20140107_140945.json	Display Results

OS Level	OS Version
Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit	6.1

Test Name	Details
Content Caching TSM Connection	Details
Content Caching TSM Configuration	Details
Content Caching TSM Connection	Details
Content Caching TSM Configuration	Details
User Agent	Details
Response Caching TSM Connection	Details
Response Caching TSM Status	Details
Response Caching TSM Version	Details
Content Caching TSM Connection	Details
Content Caching TSM Version	Details

Click **Load Results** to display the **Saved Results** window that lists the results from previous tests. You can click **Display Results** to display any of your previous results.

Click **Execute Tests** to run the tests.

Click **Exit** to exit the System Readiness Check.

Using the System Readiness Check (cont.)

When you click **Execute Tests**, the System Readiness Check runs all of the tests from the required test list and displays the results.

The screenshot displays the System Readiness Check interface. At the top, it shows system information: Machine Name (MGWS11274), User Name (BBalderson), OS Level (Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit), and OS Version (6.1). Below this, there are configuration fields for Response Caching TSM Connection, Response Caching TSM Configuration, Content Caching TSM Connection, and Content Caching TSM Configuration. The main section is titled "Required Test List" and contains a table with the following columns: Status, Test Name, and Details. The table lists 13 tests, all of which have a green checkmark icon in the Status column. At the bottom of the interface, there are buttons for "Load Results", "Execute/Tests", "Test Audio", "DRC INSIGHT Properties", and "Exit". A copyright notice "Copyright © 2014 Data Recognition Corporation." is visible at the bottom.

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
✓	Response Caching TSM Connection	Details
✓	Response Caching TSM Status	Details
✓	Response Caching TSM Version	Details
✓	Content Caching TSM Connection	Details
✓	Content Caching TSM Version	Details

Click **DRC INSIGHT Properties** to display a dialog box you can use to update the connection information for your TSM server, or to enable or disable TSMs (see "Setting DRC INSIGHT Properties" on page 145).

Various icons indicate the status of a test.

- A green check mark icon (✓) indicates that the testing computer passed the test.
- A red exclamation point icon (!) indicates that the testing computer failed the test.
- A grey icon (■) indicates that the test is not applicable to the configuration.
- A yellow check mark icon (☑) may display for the OS Level check only. This icon appears if the operating system is valid but the level/version of the operating system has not been tested by DRC.

Using the System Readiness Check (cont.)

You can display details about the System Readiness Check before and after the tests. For a description of these tests, see “The System Readiness Required Tests” on page 140.

When you click **Details** before you execute a test, a window displays a description of the test.

The screenshot shows the System Readiness Check interface. At the top, it displays machine information: MGWS11274, user bbalderson, and OS details: Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit, OS Version 6.1. Below this are configuration sections for Response Caching TSM and Content Caching TSM, both showing 'Yes' for their respective connections. A 'Required Test List' table is visible with the following entries:

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details

A 'Details' window is open for the 'Screen Resolution' test, containing the following text:

Verifies client version at correct level:Failed
 Verifies that you're on a currently validated client.
 The client major version is incorrect, please update

At the bottom of the interface, there are buttons for 'Load Results', 'Execute Tests', 'Test Audio', 'DRC INSIGHT Properties', and 'Exit'. The copyright notice at the bottom reads 'Copyright © 2014 Data Recognition Corporation.'

When you click **Details** after you execute a test, a window displays the results of the test.

This screenshot shows the same System Readiness Check interface as above, but with the 'Details' window for the 'Screen Resolution' test updated with the following text:

Verifies client version at correct level:Passed
 Verifies that you're on a currently validated client.
 This is not a secure client.

The 'Required Test List' table now shows all tests with a green checkmark status:

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details

The 'Details' window is now positioned over the 'Content Caching TSM Version' test row in the table. The rest of the interface, including the top configuration and bottom buttons, remains the same.

The System Readiness Required Tests

The System Readiness Check performs a series of required tests to determine whether the computer is ready for online testing. The following table lists and describes each test plus the minimum requirements to pass the test.

Test	Description	Required to Pass
Screen Resolution	Verifies that the screen width and height are sufficient to display the online tests.	A minimum screen size of 1024 x 768 pixels.
Internet Connection	Verifies that the computer is connected to the Internet and that the connection speed is fast enough for testing.	The computer and browser must have a ping (connection) time of no more than 250 milliseconds.
RAM	Verifies that the computer has enough memory for online testing.	512 MB of RAM
Audio Capability	Verifies that the computer has the audio capability needed for online testing and/or tutorials.	The computer must have one or more audio channels and be able to play MP3 audio files.
OS Level	Verifies that the operating system is supported and at a level required for online testing.	See “INSIGHT System Requirements” on page 16 for the supported operating systems.
User Agent	Verifies that the web browser will work for the unsecured, practice tests—the Online Tools Training, or OTT.	An up-to-date Chrome browser.
Response Caching TSM Connection	Verifies that the INSIGHT test engine software on the testing computer can connect to the TSM response caching server.	The connection to the TSM response caching server must be working.
Response Caching TSM Status	Verifies that the TSM contains no unsent student responses.	The TSM must contain no stored responses.
Response Caching TSM Version	Verifies that the version of the TSM response caching server is the most recent.	The TSM response caching server must be the latest version.
Content Caching TSM Connection	Verifies that the INSIGHT test engine software on the testing computer can connect to the TSM content caching server.	The connection to the TSM content caching server must be working.
Content Caching TSM Version	Verifies that the version of the TSM content caching server is the most recent.	The TSM content caching server must be the latest version.
Client Version	Verifies that the version of the client software will work with the secure browser.	The base level of the client software must be up to date.
Folder Permissions	Verifies that you have permission to read and write to the installation folder.	Read/write access to the installation folder.

Resolving System Readiness Required Tests

This section describes various issues you may experience when you run the System Readiness Check tests. It also describes the steps to take to resolve these issues.

Issue 1. Screen Resolution Error

This test verifies that the screen width and height settings meet the minimum system requirements. If it fails, the machine's resolution is not high enough to meet the minimum system requirements. You must change the screen resolution (see "INSIGHT System Requirements" on page 16 for the supported resolution).

Issue 2. Internet Connectivity Error

The testing workstation cannot reach the DRC servers through the Internet. This is usually a firewall or proxy issue. Make sure that everything is whitelisted (see "Question 1: I Don't Know What to Whitelist, Allow, or Unblock?" on page 174).

Starting or Running the System Readiness Application

If the error occurs when you are starting or running the System Readiness application, do the following:

1. Verify that you have no bandwidth issues and that you can reach the DRC servers.
2. The Windows environment does not always capture proxy settings correctly. Usually, Windows uses the Internet Explorer Internet settings. You also can set them using the System Readiness software (see "Setting DRC INSIGHT Properties" on page 145).
3. Contact your Internet Service Provider (ISP) and verify that it is not filtering or throttling your connection with DRC.
4. Verify that you have all of the DRC addresses whitelisted.

Issue 3. RAM Error

This test verifies that the system's memory meets the minimum system requirements. If this test fails, you must upgrade the amount of memory in the computer to meet the minimum system requirements.

Issue 4. Audio Capability Error

This test verifies that the computer has the audio capability needed for online testing and/or tutorials. If this test fails, verify that the computer's sound card is working and that the computer has a valid playback device.

Issue 5: OS Level Error

This test verifies that INSIGHT is running on a supported operating system. If the machine is running a supported operating system, the test verifies that your setup meets the minimum system requirements. In addition to supported vs. unsupported operating systems, there is also a warning if the machine is using an untested version of a supported OS.

Resolving System Readiness Required Tests (cont.)

Issue 6. User Agent Error

This test verifies that the web browser is correct for online testing.

Issue 7. TSM Connection Error

The testing client (workstation) is configured to use the TSM, but it cannot connect to it. All of the computers that use the TSM server must be able to connect to the TSM.

.....
ⓘ Important: The two most common reasons for TSM connectivity issues are difficulty translating the server name into an IP address and not excluding the TSM from the system firewall on the computer where the TSM is installed.
.....

You are not Using the TSM

Turn off the TSM in INSIGHT and do one of the following:

- In the installation directory, edit the properties file `<DRC INSIGHT Install Folder>\DRCCConfiguration.json`, in a text editor (you must have administrator privileges to edit this file), and change the LCSURL parameter string to `"LCSURL" : ""`
- Reinstall INSIGHT and do not use the TSM.

You are Using the TSM

1. From the System Readiness application, verify that the TSM server settings are correct.
2. Verify that the TSM service is running.
3. Verify that the TSM is reachable. Open the TSM both on the computer where the TSM is installed and on some of the machines that are receiving the error.
4. Make sure that any Antivirus/Firewall/Proxy between, or on, the client and server is open. Also, ensure that both the testing client and the TSM are whitelisted.

Note: See “Question 1: I Don’t Know What to Whitelist, Allow, or Unblock?” on page 174 to verify what should be allowed, whitelisted, and unblocked.

5. Try setting the proxy settings manually.
6. Verify that no other web servers are running. Check whether a Virtual Machine (VM) is being used to host the TSM. Make sure no other VMs on the server are running a web server on ports 8080 or 8443.

Resolving System Readiness Required Tests (cont.)

Issue 8. TSM Response Caching Error

The TSM server has not transmitted all of its stored responses. This test fails if there are stored student responses that have not been transmitted.

Note: Students cannot log in if there are stored responses in the TSM.

1. Start the TSM.
2. Select **Response Caching–Unsent Responses**.
3. Verify whether there are unsent tests and click **Transmit Responses** if there are.

Issue 9. TSM Version Error

The TSM is not the latest version. You must uninstall it and reinstall the latest version.

1. Uninstall the TSM (see the Installation chapters) and verify that it was uninstalled correctly.
2. Reinstall the TSM from eDIRECT (see the Installation chapters).
3. Rerun the System Readiness checks (see “Using the System Readiness Check” on page 136) to verify that the TSM is the latest version.

Issue 10. Client Version Error

The client software (INSIGHT) is not the latest version. You must download the latest version (if you are prompted to update your software, click **Update**).

■ DRC INSIGHT Properties

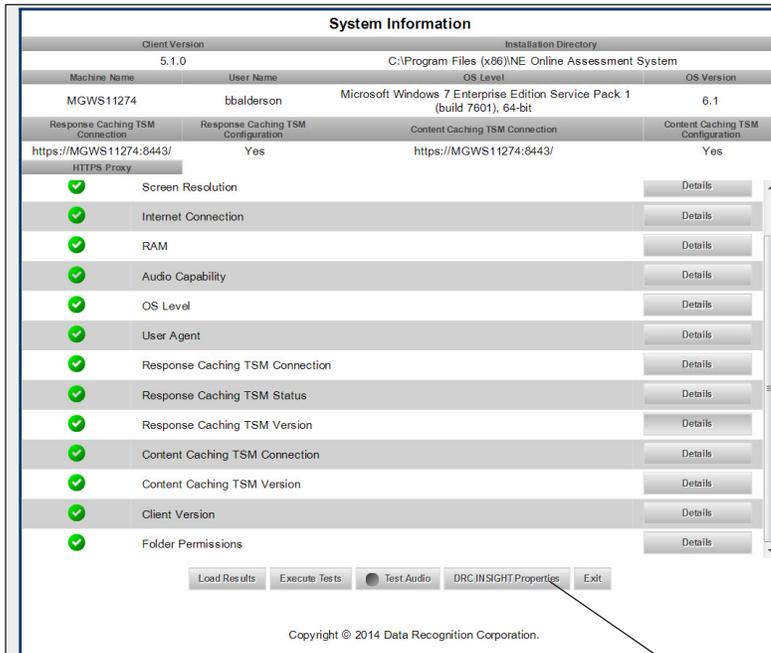
You use the DRC INSIGHT properties to specify certain system properties for your testing computers (the client systems), your TSM server, and other testing servers. You can do the following:

- Enable or disable automatic software updates.
- Specify proxy settings for both your unsecured (http) and secured (https) host servers.
- Enable or disable a TSM.
- Specify which server is the content caching and/or load simulation TSM server, and the port it uses for communication.
- Specify which server is the response caching TSM server and the port it uses for communication.
- Select the district and school name associated with the testing computer (required for Load Simulation Testing*).

You specify these properties by selecting **DRC INSIGHT Properties** (see “Setting DRC INSIGHT Properties” on page 145).

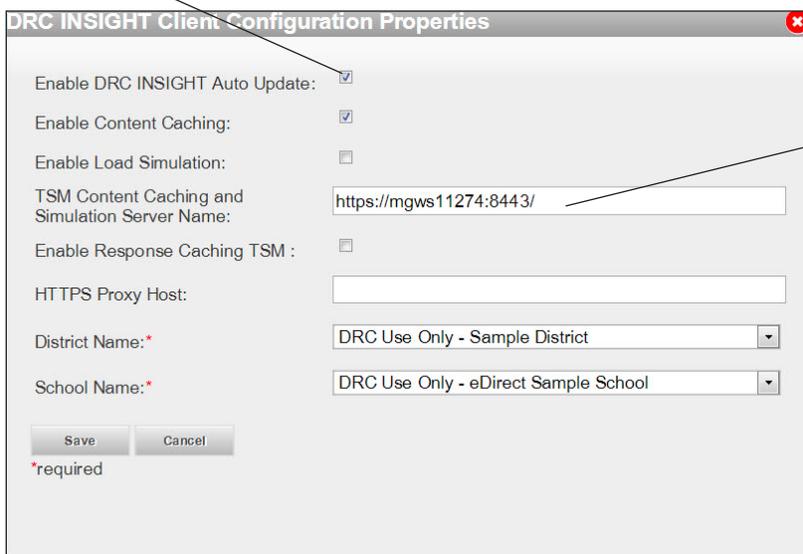
Setting DRC INSIGHT Properties

When you select DRC INSIGHT Properties from the Required Test List window, a dialog box displays that you can use to enable or disable automatic software updates, specify the path to the TSM server you use for content caching and/or load simulation tests, the path to the TSM server you use for response caching, the path to a secure proxy host, and the name of the district and school associated with the testing computer.



You can enable or disable Auto Updates of the INSIGHT software (see “INSIGHT Software Updates” on page 24).

Click **DRC INSIGHT Properties** to display the DRC INSIGHT Configuration Properties dialog box. From this dialog box you can review your INSIGHT configuration and make changes to it.



To specify a server to use for test content caching, check **Enable Content Caching** and enter the server name (or IP address*) and port number in the TSM Content Caching and Simulation Server Name field. The last character in the server address string must be a forward slash (/).

Setting DRC INSIGHT Properties (cont.)

To specify a server to use for load simulations, check **Enable Load Simulation** and enter the server name (or IP address*) and port number (separated by a colon) in the TSM Content Caching and Simulation Server Name field. The last character in the server address string must be a forward slash (/).

To specify a server to use for test response caching, check **Enable Response Caching TSM** and enter the server name (or IP address*) and port number (separated by a colon) in the TSM Response Caching Server Name field. The last character in the server address string must be a forward slash (/).

DRC INSIGHT Client Configuration Properties

Enable DRC INSIGHT Auto Update:

Enable Content Caching:

Enable Load Simulation:

TSM Content Caching and Simulation Server Name:

Enable Response Caching TSM :

TSM Response Caching Server Name:

HTTPS Proxy Host:

District Name: *

School Name: *

*required

To specify a proxy HTTPS (secured) Host to use for the TSM, enter the server name (or IP address*) and port number (separated by a colon) in the HTTPS Proxy Host Name field. The last character in the server address string must be a forward slash (/).

You must restart the testing computer to make this change.

Select the district and school for the testing computer from the **District Name** and **School Name** drop-down menus. These names are used for the reports generated from the load simulations tests.

Click **Save** to save your changes or **Cancel** to cancel them.

! Important: *A TSM server should have a static IP address (an IP address that does not change when the computer is restarted or rebooted). If the IP address of a TSM machine changes, you must reconfigure the testing computers that connect to that TSM.

Setting DRC INSIGHT Properties (cont.)

The screenshot shows the 'System Information' window with the following data:

Client Version		Installation Directory	
5.1.0		C:\Program Files (x86)\NE Online Assessment System	
Machine Name	User Name	OS Level	OS Version
MGWS11274	bbalderson	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit	6.1
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
https://MGWS11274:8443/	Yes	https://MGWS11274:8443/	Yes
HTTPS Proxy			
<input checked="" type="checkbox"/>	Screen Resolution	Details	
<input checked="" type="checkbox"/>	Internet Connection	Details	
<input checked="" type="checkbox"/>	RAM	Details	
<input checked="" type="checkbox"/>	Audio Capability	Details	
<input checked="" type="checkbox"/>	OS Level	Details	
<input checked="" type="checkbox"/>	User Agent	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Connection	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Status	Details	
<input checked="" type="checkbox"/>	Response Caching TSM Version	Details	
<input checked="" type="checkbox"/>	Content Caching TSM Connection	Details	
<input checked="" type="checkbox"/>	Content Caching TSM Version	Details	
<input checked="" type="checkbox"/>	Client Version	Details	
<input checked="" type="checkbox"/>	Folder Permissions	Details	

At the bottom of the window, there are buttons for 'Load Results', 'Execute Tests', 'Test Audio', 'DRC INSIGHT Properties', and 'Exit'. A copyright notice at the bottom reads: 'Copyright © 2014 Data Recognition Corporation.'

If you made any configuration changes, the System Information window displays the results of the System Readiness Check tests for those changes.

Notes

Appendix A: Error Messages



■ What's Covered in This Appendix

This Appendix describes some of the more common error messages you may encounter while installing, configuring, and using DRC INSIGHT, and provides recommendations to resolve them.

For some messages, there are references to a more detailed description of how to resolve the error.

INSIGHT and TSM Error Messages

This section describes common INSIGHT and Testing Site Manager (TSM) error messages and methods to resolve them.

Message: *Connection Error Retrieving Content*

Please contact your local IT staff to verify network connection is working. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: The testing client is not able to connect and download the test form from DRC. This connection error occurred while trying to download the form.

What Should I Do? If the issue persists check your whitelisting on your network devices and prioritize testing traffic. If possible allow testing traffic to bypass as many network devices as possible. Ensure that bandwidth is not being completely consumed. If you are using a TSM, verify the whitelisting and firewalls to and on the TSM (see “Issue 7. TSM Connection Error” on page 142).

Message: *Could not retrieve testing information.*

Possible connection error while attempting to retrieve device configuration.

Description: INSIGHT is unable to determine the identify of the Chromebook device.

What Should I Do? Check you network connection and retry. Verify that the Chromebook device is registered in the DRC INSIGHT Device Toolkit (see “Registering Devices” on page 98).

Message: *Download of Upgrade Failed*

Your upgrade failed because the download was unsuccessful.

Description: The testing client tried to upgrade but was unable to download the update.

What Should I Do? Try one or more of the following actions:

1. Retry the update.
 2. Verify your whitelisting settings.
 3. Manually update the testing client.
-

Error Messages

Message: *Guided Access Is Not Enabled.*

Please raise your hand and wait for help.

Description: Guided Access must be started on the iPad device before students log in and begin testing.

What Should I Do? Start Guided Access on the iPad device (see “Working with Guided Access” on page 74).

Message: *Idle Error -- Responses Stored*

Your session has been ended due to inactivity. Please click the OK button to proceed.

Description: The test session ended due to inactivity and auto shut down testing.

What Should I Do? The student testing should log in again and continue testing after the responses have been transmitted from the TSM.

Message: *Internet Connection Error*

There has been an interruption in Internet connection. The student may be moved to another computer to continue testing. If this error persists, contact your local IT staff to verify network and Internet connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: There was an interruption in the Internet connection and the testing client was unable to reach DRC or the TSM (if connected).

What Should I Do? If the issue persists, check whitelisting on your network devices and prioritize testing traffic. Allow testing traffic to bypass as many network devices as possible. Ensure bandwidth is not being completely consumed (see “Issue 2. Internet Connectivity Error” on page 141).

Message: *No TSM Configured*

A TSM must be configured when using audio. Please contact an administrator.

Description: The testing client is trying to log into an audio test that requires a TSM, but no TSM is configured.

What Should I Do? Connect the testing client to a TSM for content caching.

Message: Operating system *version xxx is not supported by DRC INSIGHT*

The version of the operating system on this testing device has not been fully tested by the DRC INSIGHT team. You may experience issues while taking the test or be unable to complete the test.

Description: The operating system on the testing device is valid, but the version or level of the operating system has not been tested by DRC.

What Should I Do? Install a supported level of the operating system before you continue testing, or test on a different device that is using a supported level of the operating system (see “INSIGHT System Requirements” on page 16).

Message: *Previous Login May Have Unsent Responses*

The responses for the student’s previous login to this test may have used a Testing Site Manager (TSM). The student cannot continue testing until any stored responses are sent. Please contact your local IT staff to check for unsent responses. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: The last login for this ticket saved responses, or tried to save responses, to the TSM. This login is either not connecting to the same TSM, or is not connecting to any TSM. The testing client must verify that there are no unsent responses on the previous TSM before the student can continue testing.

What Should I Do? The testing client must connect to the same TSM as their previous login to verify that there are no unsent responses. Start the TSM, select **Response Caching–Unsent Responses**, and click **Transmit Responses**.

Message: *Previous Login with Unsent Responses*

The responses for the student’s previous login to this test are still stored on the Testing Site Manager (TSM). The responses must be sent by the TSM before the student can continue testing. Please contact your local IT staff to send the responses. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: The last login for this ticket saved responses to the TSM and they have not been submitted yet.

What Should I Do? Submit the unsent responses. Start the TSM, select **Response Caching–Unsent Responses**, and click **Transmit Responses**.

Message: *Session Ended*

Another session has been activated with this student's login. Please confirm the student is using their assigned login. If the student is actively testing on another computer, click OK. Please contact DRC Customer Support if you need additional help to resolve this matter.

Description: Someone else has logged in with the same credentials on another computer.

What Should I Do? Verify that the student is using the correct testing credentials and that another student is not using them, and have the student login again.

Message: *Session Status Outside Window*

Testing is currently unavailable. Please contact an administrator.

Description: The test ticket that is trying to be logged into is in a test session where the window is not active.

What Should I Do? Move the student to a test session in an appropriate testing window.

Message: *Test Exit! Responses Stored on TSM*

There has been an interruption in Internet connection. All of the student's responses have been saved to the Testing Site Manager (TSM). The student should return to the same testing workstation or device to complete the test. Please contact your local IT staff to confirm the TSM is cleared by the end of the day. They can contact DRC Customer Support if they need additional help to resolve this matter.

Description: During testing the testing client lost connection with DRC. The test continued while saving responses to the TSM. The test has not been completed, so before the student can continue testing, the TSM must submit the responses for the student. The student must connect to the same TSM to complete the test.

What Should I Do? Make sure the TSM submits all the unsent responses. The student will not be able to continue testing until the responses are submitted. From the TSM, select **Response Caching–Unsent Responses**, and verify that the TSM displays **No unsent responses!** If there are unsent responses, click **Transmit Responses**. If that doesn't work, contact your System Administrator, or see "Issue 2. Internet Connectivity Error" on page 141.

Message: *Test Version Error*

The form the student is trying to access is not available. The form must be downloaded prior to students testing. Please contact your local IT staff to update the Testing Site Manager (TSM). If further support is required, contact DRC Customer Support.

Description: The form the testing client is trying to download from the TSM is not available.

What Should I Do? Download the form onto the TSM (see “Question 2: How Do I Update Test Forms in a TSM?” on page 175).

Message: *Test Version Error*

The test the student is trying to access is not the most up-to-date version. The latest version must be downloaded prior to students testing. Please contact your local IT staff to update the Testing Site Manager (TSM). If further support is required, contact DRC Customer Support.

Description: The form on the TSM is not up to date.

What Should I Do? Update the form on the TSM (see “Question 2: How Do I Update Test Forms in a TSM?” on page 175).

Message: *Testing Complete! Responses Stored on TSM*

There has been an interruption in Internet connection. All of the student’s responses have been saved to the Testing Site Manager (TSM). The TSM will send the responses for scoring. Please contact your local IT staff to confirm the TSM is cleared by the end of the day. They can contact DRC Customer Support if they need additional help to resolve this matter.

Description: During testing the testing client lost connection with DRC. The test continued while saving responses to the TSM. The test has been completed.

What Should I Do? Make sure the TSM submits all the unsent responses. From the TSM, select **Response Caching–Unsent Responses**, and verify that the TSM displays **No unsent responses!** If there are unsent responses, click **Transmit Responses**. If that doesn’t work, contact your System Administrator, or see “Issue 2. Internet Connectivity Error” on page 141.

Message: *TSM Connection Error -- Could Not Register TSM*

This computer cannot connect to the Testing Site Manager (TSM). The problem must be corrected before the student can continue testing. Try logging in again or restarting INSIGHT. Otherwise, contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: The connection to the TSM was lost. All responses should be stored either at DRC or on the TSM.

What Should I Do? Confirm that the testing client can reach the TSM. Also confirm that the testing client's TSM URL is correct.

Message: *TSM Connection Error -- Responses May Be Stored*

This computer can no longer connect to the Testing Site Manager (TSM). The connection must be restored before the student can continue testing. Please contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: The connection to the TSM was lost. All responses should be stored either at DRC or on the TSM.

What Should I Do? Confirm that the testing client can reach the TSM. Restart the TSM. If that doesn't work, contact your System Administrator, or see "Issue 7. TSM Connection Error" on page 142).

Message: *TSM Connection Error During Login*

This computer cannot connect to the Testing Site Manager (TSM). The connection or the content must be restored before the student can continue testing. Please contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: The testing client is not able to connect to the TSM. This connection error occurred while trying to login.

What Should I Do? Verify that you can reach the TSM. If the issue persists check your TSM computer's firewall and check your whitelisting on your firewall, content filter, proxies and other network devices.

Message: *TSM Connection Error Retrieving Content*

This computer cannot connect to the Testing Site Manager (TSM) to retrieve content. The connection or the content must be restored before the student can continue testing. Please contact your local IT staff to verify network and TSM connections are working. They can contact DRC Customer Support if they need additional help to resolve the matter.

Description: The testing client is not able to connect and download the test form from the TSM. This connection error occurred while trying to download the form.

What Should I Do? Verify that all the forms are up to date and that the testing client can reach the TSM.

Message: *TSM Content Caching Configuration Error*

The Testing Site Manager (TSM) is not configured to deliver testing content. Enter a different TSM for Content Caching. Please contact DRC Customer Support if you need additional help to resolve this matter.

Description: The testing client is configured to download testing content from the TSM, but the TSM is not configured to deliver content.

What Should I Do? Either the client must be set to not download content from the TSM, or the TSM must be configured to provide content. This is a configuration issue and something needs to be corrected in the setup. For example, a URL must be updated.

Message: *TSM Content Caching Error*

The Testing Site Manager (TSM) is not configured to deliver testing content. Testing Content will not be downloaded from the TSM. Please contact your local IT staff to update your content source configuration. They can contact DRC Customer Support if they need additional help to resolve this matter.

Description: The testing client is configured to download testing content from the TSM but the TSM is not configured to deliver content.

What Should I Do? Either the client must be set to not download content from the TSM, or the TSM must be configured to provide content. There is an issue with content caching that cannot be updated by making a change to the configuration.

Error Messages

Message: *TSM Response Caching Configuration Error*

The Testing Site Manager (TSM) is not configured to store student responses. Enter a different TSM for Response Caching. Please contact DRC Customer Support if you need additional help to resolve this matter.

Description: The testing client is configured to save responses to the TSM but the TSM is not configured to save responses.

What Should I Do? Either the client must be set to not save responses to the TSM, or the TSM must be configured to save responses. This is a configuration issue and something needs to be corrected in the setup. For example, a URL must be updated.

Message: *TSM Response Caching Error*

The Testing Site Manager (TSM) is not configured to store student responses. The student responses will not be saved to the TSM. Please contact your local IT staff to update your student response caching configuration. They can contact DRC Customer Support if they need additional help to resolve this matter.

Description: The testing client is configured to save responses to the TSM, but the TSM is not configured to save responses.

What Should I Do? Either the client must be set to not save responses to the TSM, or the TSM must be configured to save responses. There is an issue with response caching that cannot be updated by making a change to the configuration.

Message: *TSM Version Error*

The TSM is out of date. Please contact an administrator.

Description: The TSM is out of date.

What Should I Do? Update the TSM. If you did not specify automatic updates of your TSM software when you installed it, you must uninstall the current version of the TSM and reinstall the new version.

Message: *Your client attempted to access an invalid URL*

Your session has been ended because your client tried to access an unsupported address. Please click the OK button to proceed.

Description: The client is pointed to the wrong URL. The correct URLs are as follows:

BaseURL: https://wbte.drccdirect.com/SC/

StartupURL: https://wbte.drccdirect.com/SC/portals/sc/

UpdateURL: https://sc-insight-client.drccdirect.com/Download/SecureBrowser/VERSIONS.txt

What Should I Do? Fix the URL in the .json file. The file is located at the following locations:

Windows 32-bit

C:\Program Files\SC\DRCCConfiguration.json

Windows 64-bit

C:\Program Files (x86)\SC Online Assessment System\DRCCConfiguration.json

Macintosh

/Applications/SC Online Assessment System/DRCCConfiguration.json

Message: *Your client failed the Readiness Check*

Your session has been ended because your client is not supported. Please click the OK button to proceed. It is possible that the browser that you are using is unsupported. Please download the latest version of Chrome.

Description: The testing client has failed a System Readiness Check test.

What Should I Do? Use the System Readiness Check to see which test failed and fix the issue. This error can be caused by issues such as an invalid operating system or incorrect screen resolution.

Message: *Your client is out of date*

Your session has been ended because your client is out of date. We will now attempt an upgrade.

Description: The testing client is out of date. If Auto Update is enabled, it will now run.

What Should I Do? If you enabled Auto Update, it will run now. Otherwise, enable and run Auto Update, or install the update manually.

Error Messages

Message: *Your client is out of date*

Your session has ended because your client is out of date. The latest version must be downloaded prior to students testing.

Description: The testing client is out of date. Auto Update is not enabled, so you must update the testing client manually.

What Should I Do? You did not enable Auto Update. Enable and run Auto Update, or install the update (upgrade) manually.

Message: *Your device has not been registered*

The Chromebook device is not registered in the DRC INSIGHT Device Toolkit.

Description: INSIGHT does not recognize the Chromebook device because it is not registered in the INSIGHT Device Toolkit.

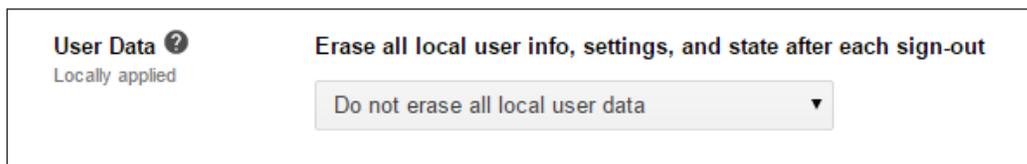
What Should I Do? Use the Device ID displayed in the message to register the Chromebook device in the Device Toolkit, or use the drop-down menus to select a district, school, and ORG Unit for the device (see “Registering Devices” on page 98).

Message: *Your device has not been registered*

The Chromebook device was already registered in the DRC INSIGHT Device Toolkit.

Description: Because the Google Admin Console setting for **Erase all local user info, settings, and state after sign-out** was accidentally set to **Erase all local user data after each sign-out**, the Chromebook was registered successfully, but the registration was lost/deleted when the Chromebook was restarted.

What Should I Do? Verify that the setting for **Erase all local user info, settings, and state after sign-out** in the Google Admin Console is set to **Do not erase all local user data** (see below).



Appendix B: FAQs, Hints and Tips



■ What's Covered in This Appendix

This Appendix contains a list of frequently asked questions (FAQs), as well as helpful hints and tips, regarding configuring, installing, and using DRC INSIGHT and the Testing Site Manager (TSM) software. The questions and answers are technical in nature and cover the following environments:

- Windows
- Macintosh (OS X)

The FAQs and Hints and Tips are divided into various categories. In addition, the Common Technical Questions and Answers cover the common technical support issues you may encounter, and provide tips, techniques, and workarounds to resolve them.

■ General Questions

Q1: Is the TSM in the Mac environment a true service that runs when no one is logged in to the server?

A: It is a true service—it runs using the “Launchd” capability of OS X.

Q2: If our TSM “goes down” or is unavailable, will a test automatically bypass the TSM, or are we stuck until the TSM is running again?

A: If the TSM goes down, testing stops. If the computers are configured to use a TSM, the TSM must be available.

Q3: Is there a way to provide failover TSM service? Or a quick way to redirect service if a server fails during the testing window?

A: There is nothing built into the software.

Q4: Do we use an .msi file for installation?

A: The INSIGHT and TSM installation file types vary by operating system:

- The Windows version uses an .exe file for the TSM and an .msi file for INSIGHT.
- The Mac (OS X) version uses a .dmg file for the TSM and a .pkg file for INSIGHT.

Q5: I tried removing the TSM and reinstalling it, but now I can’t seem to use it?

A: Verify that the uninstallation process removed the TSM installation folder. On a Windows 7 machine (64-bit), the folder is C:\Program Files (x86)\TestingSiteManager. After you remove the TSM, if this folder still exists, delete it before you reinstall the TSM.

Q6: Do we have to have a TSM server in each school, or can it be on a shared district server? If so, which approach do you recommend?

A: It depends on your network’s capacity and reliability—with a dedicated TSM server you can offload about 50% of the traffic from the Internet to your TSM.

Because student computers need uninterrupted connectivity to the TSM, we recommend one TSM per school. But, you may be able to share a TSM if you have enough network capacity.

Q7: Do we need to go to each student’s computer to enable automatic updates?

■ General Questions (cont.)

A: No. Just remember to enable automatic updates when you install the INSIGHT software. After installation, INSIGHT automatically checks for software updates and installs them whenever it is launched.

Q8: How are test responses received?

A: It depends on whether a TSM is installed and how it is configured.

If a TSM is installed and configured for content caching

The students log in first. INSIGHT always contacts DRC to log in. After students log in, they download the test from the TSM and send test responses directly to DRC.

If a TSM is installed and configured for response caching

If there is an interruption in internet connectivity, a student's testing computer starts sending the test responses to the TSM. The TSM tries to submit them to DRC every fifteen minutes. The student continues sending responses to the TSM until the student completes the test, pauses, or exits and logs back in.

Note: Students cannot log back in while their responses are still on the TSM.

If there is no TSM installed

The student logs in by connecting with DRC. Tests are sent directly from DRC and responses are sent directly to DRC. If there is an Internet connectivity problem, the student is unable to continue testing.

Q9: How do I test that a TSM is working?

A: Start the System Readiness Check on a testing computer.

This software is in the installation directory of the testing client. For example, on a Windows 7 machine (64-bit), a shortcut to the software is located at C:\Program Files (x86)\SC **Online Assessment System**\Readiness.

To confirm that the TSM is being used, do the following:

1. Verify that the TSM settings are showing up in the System Readiness Check.
2. Click **Execute Tests** in the System Readiness Check.
3. What you do next depends on the type of caching you have configured.

■ General Questions (cont.)

If you have content caching configured, check the results for Content Caching TSM Connection, Content Caching TSM Status, and Content Caching TSM Version.

If you have response caching configured, check the results for Response Caching TSM Connection, Response Caching TSM Status, and Response Caching TSM Version.

These results tell you whether the testing client is set up correctly to work with a TSM. Verify that a TSM is being used and check the test details for more information.

4. Click the desktop shortcut for **SC Online Assessments**, select , sign in, and take a training test to verify that you can connect to the TSM.

Q10: Can we install INSIGHT on one central server/computer and use shortcuts, or other links, to share it for testing across different machines?

A: No. DRC assumes that INSIGHT is installed on each computer that will be used for testing. Any other configuration is unsupported and may produce unexpected results.

Q11: The sound for Human Voice Audio (HVA) does not work. What should I do?

A: Run the System Readiness Checks and verify that the sound (Audio Capability) is working (see “Resolving System Readiness Required Tests” on page 141). Adjust the volume before testing.

■ Load Simulation Testing Questions

Q1: What is the Load Simulation Tool?

A: It's a software tool that Technology Coordinators (TCs) can use to perform load simulations that help estimate the amount of time it will take to download tests and upload responses.

Q2: How many testing computers should we use for a simulation? Can we use just one?

A: DRC recommends that you include all of the schools and all of the computer labs that will perform online testing. At each school, each simulation should include as many testing computers as possible to help you assess the school's readiness.

Q3: How many times should I run the simulation?

A: DRC recommends that you run the simulation three times during the timeframe you have established for load simulation testing. Run it twice specifying the TSM as the source for form content, and run it once specifying DRC as the source for form content (see "Load Simulation Testing" on page 125).

Q4: What metrics are reported?

A: A load simulation test reports the following results for the individual testing computers:

- The source for the content: TSM, DRC, or the client computer (based on configuration)
- The amount of time it took to load the test to the testing computer, on average.
- The time it took to submit the result to DRC.
- The combined time for the load test and submit result.

For more information and a description of the summary results, refer to the section, "Load Simulation Testing" on page 125.

Q5: What are acceptable results for test load and response times?

A: As a result of Technology Readiness Assessments that DRC has performed, we suggest that the test load time should be less than 60 seconds. Ideally, individual test response times should be less than one second, but a district may determine that up to two seconds is acceptable.

Districts should analyze their results and set what they feel are acceptable response times for their students. If necessary, they can make adjustments to their technical configurations and/or the number of students testing at one time.

■ iPad Questions**Q1: Do I install a TSM on an iPad or Chromebook?**

A: A TSM is used primarily to cache and manage test content and responses. For various reasons, tablet devices (such as iPads) and Chromebooks do not provide a suitable environment for a TSM. As a result, you must install the TSM software on a Windows PC or Mac (OS X), and connect to the TSM when you install INSIGHT on the tablet device or Chromebook.

Q2: Can the DRC INSIGHT iPad App be distributed without an MDM as an .ipa file using iTunes or other software/methods?

A: No.

Q3: Does DRC recommend any particular version of Mobile Device Management (MDM) software?

A: No, there are many versions of MDM software, any of which will distribute INSIGHT. To configure INSIGHT using the MDM software, you must use a version that supports the Managed App Configuration feature (originated in iOS 7).

Q4: Is iOS 8 supported?

A: Yes, currently iOS 8.0 and 8.1 are supported.

Q5: Is custom installation of the Apple virtual (internal) keyboard supported for testing?

A: Yes—the internal keyboard does not display automatically during testing, but can be toggled on using an iPad function key.

Q6: What features need to be on or off to securely test with an iPad?

A: Ensure that Guided Access is enabled/activated.

Note: Apple requires a Passcode (numeric password) to activate Guided Access. This passcode must be secure—do not allow students to have the passcode.

Q7: Is an external keyboard required for testing with iPads?

A: The online tests for South Carolina do not require an external keyboard.

■ Chromebook Questions

Chromebooks can be a secure platform for administering student assessments. When set up properly, these devices meet K–12 education testing standards. If configured according to Google specifications, Chromebooks can be set to disable students' access to browse the web during an exam in addition to disabling external storage, screenshots, and the ability to print. Google provides three scenarios for setting up Chromebooks for secure assessment, detailed at the link below:

<https://support.google.com/chrome/a/answer/1289314?hl=en>

If you need help setting up your Google Administrator account or enrolling Chromebooks, please contact Google directly.

Q1: Of the three secure testing scenarios provided by Google, which one did DRC select and why?

A: DRC developed the Chromebook INSIGHT application to meet the specifications of Google's Scenario 1 for delivery of secure assessments. Although each scenario prepares a Chromebook for secure testing, DRC selected Scenario 1 where the student takes an exam on the Chromebook using the DRC INSIGHT App in Single App Kiosk Mode. While the student tests, the INSIGHT App runs in a secure, full-screen mode. After the student exits the test, the Chromebook device can be used for any purpose, secure or otherwise—the Chromebook is only secured during testing with the DRC INSIGHT App.

Scenario 1

DRC specifically selected Scenario 1 because:

- It is the only scenario that allows for fully secure assessment delivery (Single App Kiosk Mode).
- It allows the DRC INSIGHT App to communicate securely with the TSM.
- It does not require locking down the device and dedicating it for assessment purposes. Students can use the Chromebook for other purposes when the INSIGHT App is not being used for testing.
- It provides students a full-screen environment (the only scenario that does).

■ Chromebook Questions (cont.)

Scenario 2

In contrast, Google's Scenario 2 includes a restricted sign-in feature for secure assessment delivery, which assumes that the Chromebook will be used solely for testing purposes. When this feature is enabled, non-assessment sign on is not allowed. When this feature is not enabled, test administrators must maintain separate student profiles—assessment and non-assessment—to allow for additional restrictions needed during assessment sessions.

Scenario 2 requires a higher level of administration oversight (for example, creating accounts twice). And, it requires manual management of security permissions making it prone to user error that is difficult to detect. It also requires taking the test in the Chrome browser, or manually launching a non-kiosk application (essentially launching the user into a desktop session where they have access to one URL). Finally, the Chromebook device must be cleared of data (wiped) upon exiting the test.

Scenario 3

In Scenario 3, Google's Public Session Kiosk Mode is used to limit user access to non-assessment-related features of the Chrome OS operating system. Using Scenario 3 negates the possibility of TSM integration and secure content delivery due to known conflicts with Chrome packaged Apps. In addition, there are other considerations with Scenario 3:

- The URL and taskbar at the bottom of screen are visible. This consumes screen space and means the test engine must scale down the test content.
- Students can open additional Chrome windows.
- Students can use a command line shell that allows access to another machine.
- Students can close the Chrome window while the test engine is running, instead of using **Pause–Exit** or **Review–End Test–Exit**. This could mean lost test responses.

■ Chromebook Questions (cont.)

Q2: Does DRC require users to log in to each Chromebook and write down the Device ID?

A: Not necessarily. There are two options for registering Chromebooks to use the DRC INSIGHT App:

- Use the DRC Device Toolkit to create one or more DRC ORG Units (with or without a TSM configured) and associate the Chromebook devices with an ORG Unit (this method requires the user to know the Chromebook's Device ID). When the user starts the DRC INSIGHT App on the Chromebook, the Chromebook will be registered.
- Use the DRC Device Toolkit to create one or more DRC ORG Units (with or without a TSM configured). Then, start the DRC INSIGHT App on the Chromebook. The DRC INSIGHT App will request the user to register the device (the Device ID will display) using the District, School, and ORG Unit drop-down menus that display.

Using the second method, no manual entry of the Device ID is required. Regardless of the method used, at any time the user can use the DRC Device Toolkit to associate a TSM with an ORG Unit, or to move registered Chromebook devices between DRC ORG Units.

Note: The System Readiness Check (available through a link on the DRC INSIGHT App portal page) displays the Device ID as part of the System Information at the top of the page.

Q3: Why does DRC require Google Apps for Education and the Google Administrator accounts?

A: The DRC INSIGHT Chrome App requires Single App Kiosk mode to launch and ensure a secure testing environment on Chrome devices. Google Apps for Education and Chrome device management allow Chrome administrators to manage kiosk apps for multiple Chrome devices from a central console. This is the best approach to managing these devices in terms of efficiency and security.

DRC assumes that users have registered their Chromebooks as part of the initial implementation. Google specifies two additional requirements for secure testing using any of the three scenarios described in Q1:

- Google administrators must use Chrome device management to manage their Chrome devices from a single location.
- Google administrators must enroll each device in the school's domain.

■ Chromebook Questions (cont.)

Q4: How is installing DRC INSIGHT different than installing other testing applications that districts may be using?

A: The DRC INSIGHT Chromebook App is configured to be secure and deployed using Chrome device management and configured to work with the TSM using the DRC Device Toolkit. For a different application, the process would not necessarily use a secure App or a TSM. These processes rely on Chromebook user account or other settings to restrict access. Since there is no secure testing App for the Chromebook, these processes require a workaround to secure the testing sessions.

Q5: Does the deployment or installation of DRC INSIGHT require the Chromebooks to be dedicated to testing for the duration of the assessment window?

A: No, the Chromebook device is not dedicated to testing, but the secure DRC INSIGHT App is. The DRC INSIGHT App is the secure testing environment that the student accesses using a unique test ticket. After a student has finished a test and exits the DRC INSIGHT App, the student can execute other applications and use the Chromebook for other purposes. Test Administrators are responsible for monitoring testing and ensuring students are properly ending and submitting their tests.

Q6: Does Google provide a method to mass deploy secure testing configurations to Chromebooks?

A: As DRC understands it, Google is working on a feature to allow users to “push” a secure testing configuration using Chrome device management. Currently, Google’s release timetable is unknown.

Q7: How do I configure Chromebooks to work with DRC INSIGHT?

A: DRC provides the DRC INSIGHT Device Toolkit that you can use to configure and manage your Chromebooks after you have registered them in your Chrome domain.

Q8: Can I use DRC INSIGHT on a touch-enabled Chromebook?

A: At this time, DRC INSIGHT is not supported on touch-enabled Chromebooks. If your Chrome devices allow you to disable the touch function and use a mouse, it may be possible to run DRC INSIGHT.

■ General Hints and Tips

The following are hints and tips for testing with iPad and Chromebook devices.

- Be sure to have a strong network connection, either Wi-Fi or direct Internet connectivity.
- Make sure the device's keyboard is set to English.
- Make sure the devices are either fully charged or plugged in.
- An optical drive is not required.
- While you are running the DRC INSIGHT application, the system operates in Single App Kiosk Mode.
- DRC INSIGHT displays in landscape mode only.

■ iPad Hints and Tips

- Use the following finger taps/presses to navigate DRC INSIGHT:
 - **Show System Readiness Check** = two-finger press (hold)
 - **Show Version** = two fingers plus three taps
- For calculators, click the **OK** button versus the Return key. Using the Return key on your keyboard will not work as an 'Enter' function.
- All iPad devices have a Sleep Mode setting. In Sleep Mode the screen goes black and users can touch any key to re-activate it, or press their home key and type in the device passcode (if applicable).

The DRC INSIGHT timeout warning is not visible when an iPad is in Sleep Mode. To disable Sleep Mode, select **Settings-General-Auto-Lock** and select **Never**.

Note: School iPad profiles may not permit you to set this to Never.

- Smaller graphing and dragging elements may be difficult to track because the user's finger covers the item.
- The pinch-to-zoom in/out iOS gesture is supported; the swipe iOS gesture is not supported.
- The internal keyboard will not display during test execution. You can toggle it on using the appropriate iPad function key.
- External keyboards are not required for tests with open-ended items.
- The Audio starting point does not turn red when your finger gets close to touching it.

■ Chromebook Hints and Tips

- All non-OTT tests require you to turn on the Guided Access feature. Under **Device Settings–General–Accessibility Learning–Guided Access**, enable Guided Access and Passcode.

Note: Administrators must ensure that this passcode is set before testing begins (see “Working with Guided Access” on page 74).

- You must enroll a Chromebook in your Google domain account before using it with INSIGHT. As part of the enrollment process, Google uses the concept of ORG Units. These are not the same ORG Units that DRC uses in the Device Toolkit.

To prepare for the Chromebook administration, please ensure that you have set up Google Apps for Education and have enrolled all of your Chromebooks in the Google Device Manager software. This software helps you manage your device configurations.

For more information about managing Chromebooks and setting up your basic Chromebook environment, see the topic https://support.google.com/chrome/a/answer/1289314?hl=en&ref_topic=2935995.

If you need help setting up your Google Administrator account or enrolling Chromebooks, please contact Google directly.

- The DRC INSIGHT Device Toolkit manages the INSIGHT portion of the Chromebook device configuration process.
- When you use the Device Toolkit to create DRC ORG Units and group Chromebooks, DRC assigns each Chromebook a Device ID. This Device ID is different than the serial number of the Chromebook.
 - Google uses the Chromebook’s serial number to enroll the Chromebook in the Google domain.
 - DRC uses the Chromebook’s Device ID to register the Chromebook in a DRC ORG Unit.

To help manage and organize your Chromebooks, keep track of the current Device ID.

- On your Chromebook, do not log in to your Google account if you want to access DRC INSIGHT. Because INSIGHT runs in Single App Kiosk Mode, you cannot access it after you have logged in to a Google account. If you attempt to start the INSIGHT App, an error message displays indicating that you are not in Single App Kiosk Mode. To access INSIGHT, log out of your Google account and start the INSIGHT App.

Common Technical Questions and Answers

This section describes detailed resolutions to common technical support issues you may encounter, as well as tips, techniques, and workarounds to resolve them.

Question 1: I Don't Know What to Whitelist, Allow, or Unblock?

The following is a list of the items to include (for more information, see “Network Requirements for Testing Computers” on page 25):

- Allow or enable http/https protocols on ports 80/443.

! Important: To avoid potential conflicts, verify that no other device is using either port. For Windows 7, enter the command **netstat -a** from a command prompt to display a list of ports being used.

- Allow connectivity on ports 80 and 443.
- Whitelist the following file types, both internally and externally:
enc exe (for updates) gif html jar jpeg json xml
- Prioritize and whitelist INSIGHT traffic on:
 - Firewalls, Internet packet shapers, routers, switches, proxies
 - Other network devices you use
- Whitelist the following URL to enable the Chromebook to communicate with the Device Toolkit.
dtk.drccdirect.com 50.58.190.22
- Allow whitelist access for content. Try these links in a browser window to see if you have access:

Link	Displays a blank page with a label similar to...
http://sc-insight-client.drccdirect.com/	insightwebdl01
https://sc-insight.drccdirect.com/ping.htm	56 systemonline
https://wbte.drccdirect.com	no label

Notes:

- When whitelisting, you may need to use *.drccdirect.com instead of sc-insight.drccdirect.com.
- Besides whitelisting these sites, you may need to allow sites to pass through the proxy server without requiring authentication credentials to be passed by INSIGHT.
- Each state uses its own URLs and IP addresses to communicate from the INSIGHT client (workstation) software to DRC servers, or from the TSM server to DRC servers.

State	URL	IP Address	Port/Protocol
South Carolina	http://sc-insight-client.drccdirect.com	50.58.190.32	80/http; 443/https
	https://sc-insight.drccdirect.com	50.58.190.31	80/http; 443/https
	https://wbte.drccdirect.com	50.58.190.53	80/http; 443/https

Common Technical Questions and Answers (cont.)

Question 2: How Do I Update Test Forms in a TSM?

To update your test forms, do the following:

1. Open the TSM by pasting the following URL in a browser:

http://localhost:8080/

Note: The string **localhost** only works in this URL if you are using a browser on the computer where the TSM is installed.

2. To access the TSM remotely, change **localhost** to the IP address or server name of the computer where the TSM is installed.

3. Select any optional media files (HVA, TTS) that need to be updated (if applicable).

- a. If you have students that require an oral accommodation, check the **Download HVA** and **Download TTS** checkboxes.
- b. If you have students testing with Video Sign Language (VSL), check the **Download VSL** checkbox.

Note: When you check these checkboxes, a large amount of audio and/or video files are downloaded. If no student testing requires these accommodations, it is not necessary to check the checkboxes.

4. If the status of any content changes to Out of Date, click the **Update Content** button.

Note: When an update starts, the Content Update page displays information regarding the update process. After you read the information, click **OK**. During the update, a progress bar displays to indicate the status of the update. It takes a while for the TSM to update. Wait for the screen to refresh and all of the content to display the status **Up to Date**.

Common Technical Questions and Answers (cont.)

Question 3: Can We Mass Deploy Test Software to All Student Computers?

Yes, but the details vary depending on which technology you use for deployment and the operating system to which you deploy. Basically, you can configure the installer using arguments when you deploy it in a non-interactive or silent mode. For technical details, see [Modifying the Setup File](#).

Modifying the Setup File

You can modify the DRC_INSIGHT_Setup.msi installation file to install your software on many machines using different installation settings. To modify the file, you need the ORCA installer package from the Windows SDK for Windows Installer Developers. This package is available at the following location:

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=3138>

After installing the Windows SDK Components for Windows Installer Developers, double-click on **Orca.msi** to install the Orca.exe file.

To modify the setup file, do the following:

1. Start Orca.
2. Select **File–Open** and open the MSI installer.
3. Select **Property–Table** to open the Property table (see the figure below). Make all of your changes in this table.

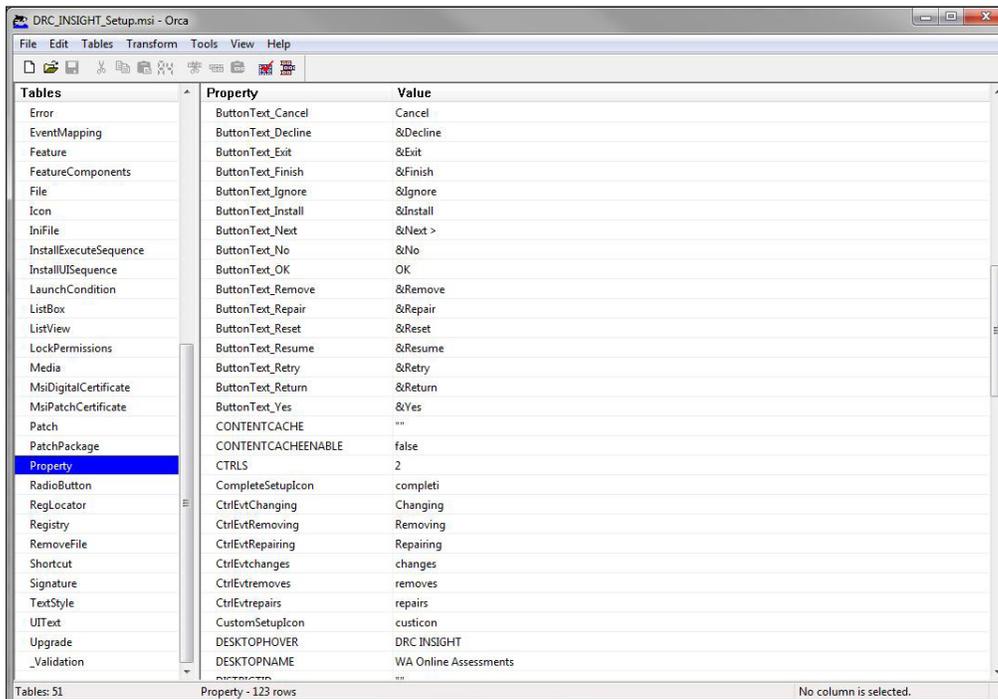


Figure: Property Table

Common Technical Questions and Answers (cont.)

- The following are the different properties you may want to change. To make a change, double-click on the value of the property, enter your value, and click **Enter**.

ⓘ Important:

- Make sure that there are no spaces before your input—do not put spaces in front of any attribute that you modify.
 - For DISTRICT_NAME, DISTRICTID, SCHOOL_NAME, and SCHOOLID, use the name and/or numeric code from the locations file located at the following link: <https://sc-insight.drctdirect.com/InsightClientRESTServices/ClientRESTService.svc/locations>.
-

AUTOUPDATEFLAG

Toggles automatic updates on or off. True enables automatic updates.

ENABLELCS

Enables a TSM for response caching. If true, use LCSURL to specify the TSM server that will perform response caching.

LCSURL

The name or IP address of the TSM response caching server. The default value is `https://localhost:8443/`. Replace **localhost** with the name or IP address of the TSM response caching server.

LOADSIMULATIONENABLE

Specifies that load simulation testing is enabled for the testing computer. If true, include CONTENTCACHEENABLE set to true and CONTENTCACHE to specify the TSM server that will perform load simulation tests. You also must specify DISTRICT_NAME, DISTRICTID, SCHOOL_NAME, and SCHOOLID.

DISTRICT_NAME

The district name for load simulation testing.

DISTRICTID

The district ID for load simulation testing.

SCHOOL_NAME

The school name for load simulation testing.

SCHOOLID

The school ID for load simulation testing.

Common Technical Questions and Answers (cont.)

CONTENTCACHEENABLE

Enables a TSM for content caching. If true, use CONTENTCACHE to specify the TSM server that will perform content caching.

CONTENTCACHE

The URL and secure port of the TSM server that caches test content and performs load simulation tests. The default value is https://localhost:8443/. Replace **localhost** with the name or IP address of the TSM content caching server.

HTTPSPROXY

The URL and secure port of the proxy host server. Depending on your configuration, this URL can start with either http:// or https://.

5. After you make your changes, save the file and overwrite the original DRC_INSIGHT_Setup.msi file.

Silent Install Example

The following example shows the syntax you would use to install INSIGHT silently in Windows 7.*

```
DRC_INSIGHT_Setup.msi /qn
```

Silent Uninstall Example

The following example shows the syntax you would use to uninstall INSIGHT silently in Windows 7.*

```
msiexec /x DRC_INSIGHT_Setup.msi /qn
```

*For Microsoft Windows 8, use /qb instead of /qn.

Glossary



■ Accommodation

Modifications or enhancements made to tests, or test environments, that allow students with physical or learning disabilities, or a limited English-language ability to more accurately demonstrate their knowledge and skills in an assessment situation (see “*Video Sign Language*”, “*Human Voice Audio*”).

■ Content Caching

The Testing Site Manager (TSM) can cache test content. At test time, the TSM content caching software sends its cached test items to the testing computers. This content must be up to date in order for students to test. DRC strongly recommends TSM content caching for maximum performance (see “*Response Caching*”).

■ DRC INSIGHT Learning System

DRC’s system to deliver assessments and related resources online for all content areas and grade levels by incorporating computerized testing, related resources, dynamic reporting, and a suite of educator tools.

The DRC INSIGHT Learning System consists of a secure web browser testing interface and the Testing Site Manager (TSM) to help manage network traffic, maintain connectivity, and handle bandwidth issues (see “*Testing Site Manager*”).

■ DRC INSIGHT

The main component of the DRC INSIGHT Online Learning System, DRC INSIGHT is a secure web browser testing interface that is installed on each testing device. This software communicates with the DRC INSIGHT server to provide online tools training and test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely.

■ Dynamic IP Address

An IP address that can change when the computer is restarted or rebooted based on the pool of IP addresses that are available at the time (see “*Static IP Address*”).

■ Human Voice Audio (HVA)

An optional testing accommodation. HVA allows a student to listen to the test read by a human voice. For the DRC INSIGHT version of HVA, a computerized voice reads the online help to the student and a human voice reads the directions and test items.

■ Kiosk Mode

When DRC INSIGHT runs on a supported device and operating system, it uses Kiosk Mode to “lock down” student access and prevent students from performing inappropriate testing activities, such as accessing the Internet.

■ Latency

When the TSM “pings” the IP address of the DRC server, the network sends data packets from the TSM to the DRC server and back. The network also calculates the time, in milliseconds, it takes for the data to be received. The longer this time is, the longer it has taken the DRC server to receive the data packets (usually because of excess network traffic).

This rate of data transfer across a network is referred to as latency. Knowing the latency of a network is useful for helping to determine peak network traffic times and for analyzing the best times for testing.

■ Load Simulation Test (LST)

A software test used to perform load simulations to help estimate the amount of time it will take to download tests and upload responses. For individual testing computers, a load test simulation reports the following results:

- The source for the content: the TSM, DRC, or the client computer (based on configuration)
- The amount of time it took to load the test to the testing computer, on average
- The time it took to submit the result to DRC
- The combined time for the load test and submit result

■ Native Device

A device that can run INSIGHT-supported operating systems natively if it meets the minimum system requirements. Running natively means running without external support, as opposed to running in an emulation.

■ Online Tools Training (OTT)

An optional, customized feature of DRC INSIGHT that allows students and administrators to become familiar with the online test environment and their suite of online testing tools.

■ Response Caching

The TSM can cache student test responses. During testing, if the test computers cannot communicate with the DRC INSIGHT server, the TSM response caching software buffers and stores their test responses.

When the response caching software is communicating with DRC, it sends test responses to the DRC INSIGHT server every fifteen minutes. Even if DRC is not currently communicating with the testing computers, the test responses are still being stored on the TSM for transmission to DRC, so no responses are lost. DRC strongly recommends the TSM response caching software for maximum performance (see “*Content Caching*”).

■ **Static IP Address**

An IP address that is permanently assigned to a computer and does not change when the computer is restarted or rebooted (see “*Dynamic IP Address*”).

■ **System Readiness Check (SRC)**

A software program that helps you troubleshoot issues that may occur when DRC INSIGHT is installed or running. The SRC is installed automatically when you install DRC INSIGHT, runs anytime DRC INSIGHT runs, and performs a series of tests you can use to diagnose, prevent, or correct most errors easily. It verifies that a testing device meets the necessary hardware and software requirements for testing, indicates any checks the testing device failed, and provides suggestions for success.

■ **Testing Site Manager (TSM)**

DRC’s powerful, web-based application that works with DRC INSIGHT to provide caching and a software toolbox to help you plan, configure, and manage your online testing environment.

The TSM offers two types of caching—content caching for test content and response caching for student test responses. The TSM caching software is installed on one or more strategic computers with sufficient bandwidth to help manage and streamline communication between the test computers and the DRC INSIGHT server. A TSM typically reduces bandwidth traffic for schools by about 50% when downloading test content (see “*Content Caching*” and “*Response Caching*”).

■ **Thin Client**

A computer that relies on servers for information processing and other tasks.

■ **Video Sign Language (VSL)**

An optional testing accommodation offered with DRC INSIGHT that allows a student to see both test instructions and content signed visually through an online video.

VSL is available in two formats: Pidgin Signed English (PSE) and American Sign Language (ASL). The PSE version has audio available and each student uses headphones. There is no audio for the ASL version.

■ **Virtual Desktop**

Desktops that can indirectly host some supported operating systems for DRC INSIGHT (other physical devices host operating systems directly). Typically, users access virtual desktops from another operating system, on another device, across a network boundary.

■ **Virtual Desktop Device**

A device a student interacts with, which is actually a gateway to the virtual or remote desktop. The device may or may not be capable of supporting DRC INSIGHT natively, or be able to run an operating system that DRC INSIGHT supports.

■ **Virtual Desktop Infrastructure (VDI)**

A computer environment in which a computer hosts a desktop operating system within a virtual machine running on a central server.

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Notes



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