Technology FAQs

For additional FAQs see Volume 4 - Troubleshooting of the [Technology User Guide](#)

Q: Can I have a COS Service Device (COS-SD) in multiple COS Configurations?
A: No. A single COS-SD can only be associated with a single COS Configuration. To associate a COS-SD with a different COS Configuration, first remove it from its current COS Configuration to make it available for associating to a new COS Configuration.

Q: How does it work if I have multiple COS-SDs in a COS Configuration?
A: The Central Office Services system makes it easy to scale up the capacity of a COS Configuration by associating multiple COS-SDs to that single COS Configuration. This allows users to support large numbers of student devices with a single set-up process. When multiple COS-SDs are associated with the same COS Configuration, a rudimentary "round-robin" system of load distribution process assigns student devices to a particular COS-SD upon logging in to the testing system. The Central Office Services system also supports load balancing with a network hardware device.

Q: How do I set up the COS Configuration/tech to work with both WIDA and WI Forward Exam?
A: A technical bulletin "TSM to COS Service Device" covers the steps needed to transition from TSM to COS-SD. It is available on the DPI [website](#) and in the General Information ⇒ Documents section of the DRC INSIGHT Portal (eDIRECT). Among other relevant information, this guide includes steps for adding more than one testing program (e.g. Wisconsin and WIDA) to a single COS Configuration.

Q: When will new content be available to download to the COS-SD?
A: Test content for the spring 2020 testing administration will be available for download toward the end of January 2020. Be sure that you verify that the "EWI240 Wisconsin Forward Exam" box is checked in the "Content Management" tab of all COS Configurations in Central Office Services so that your COS-SD will download the content for the 2020 testing window.

Q: How do I know that the content on my COS-SD is up to date?
A: To review the contents of your COS-SD, log in to the DRC INSIGHT Portal (eDIRECT) and select the Central Office Services application. From the COS Dashboard select the COS Configuration associated with the COS-SD you want to review. Select "Content Management" where you will see a list of all available test program content. Verify that the current testing program content has the checkbox in the

left column selected. The associated COS-SD will automatically keep all selected (checkbox has a check in it) up to date.

Next verify that your COS-SDs are up to date by navigating to the "Service Device" page and review the status of each of the COS-SD in the COS Configuration. Devices displaying a green status for the CM icon are currently up to date. It is also possible to validate the content on all COS-SDs in the COS Configuration using the "Validate All" button on the main Service Devices tab. To validate the content on particular COS-SD, select that COS-SD in the table of Service Devices and select "Validate Devices" in the Actions menu.

Q: How can I test the tech setup?
A: Please see the Site Technology Readiness Checklist for a step-by-step approach to verifying your technology setup.

Q: How do I know if my system will run the DRC INSIGHT Application?
A: Verify that your system meets the minimum system requirements specified in the Supported System Requirements document. This includes minimum hardware specifications as well as minimum operating system version guidelines. For the best student experience, sites should try to use the recommended specifications in the System Requirements document.

Q: Why am I getting an error that says my device "can no longer connect to the content management and/or content hosting server"?
A: A variety of issues can lead to this error message. Among them, the following are the most common causes: wireless signal instability and/or saturation, web filtering or firewall blocking traffic between student device and COS-SD, or the COS-SD is no longer running. For additional troubleshooting information, please see Volume 4 of the Technology User Guide. If you need further assistance in troubleshooting any of these issues, please call the WI Help Desk.

Q: In Central Office Services, which site should I choose when setting up my COS Configuration? Does it need to be at the District or School level?
A: You should choose the organization of COS Configuration(s) that fits best with your actual student device management workflow. If you, for example, prefer to manage all student devices in your district in a single, undifferentiated COS Configuration, you should choose the district-level (parent) site for that COS Configuration. If, on the other hand, you prefer to have school-level technology staff managing the devices in their buildings, you may want to create COS Configurations at each of those sites. Keep in

mind that users with school level permissions will not have access to district-wide resources or to sites to which their permissions to not extend.

Q: I still have a TSM running on my server but I can't find where to configure it in Central Office Services?
A: The TSM has been retired by DRC and is no longer in service. Central Office Services no longer supports TSM in its COS Configurations. As of October 17, 2019, DRC disabled all active TSMs in WI COS Configurations. Be sure to review all of the COS Configurations associated with your District or School to be sure that they are up to date and have a current COS-SD configured to provide testing content to student devices. If you find that you have COS Configurations that are no longer in service, migrate any active student devices to an active COS Configuration and delete the unused COS Configuration from your system.

Q: I created a new COS Configuration with a COS-SD. How do I transfer my student devices to that new COS Configuration?
A: To transfer testing devices from one COS Configuration to another, log in to the DRC INSIGHT Portal (eDIRECT) and select the Central Office Services application. From the COS Dashboard first note the COS Org Unit ID of the COS Configuration to which you want to move the testing devices. Then select the COS Configuration that currently has the testing devices. Select "Testing Devices" to view the list of Testing Devices that are currently part of the COS Configuration.

The first step will be to select the Testing Devices for the current COS Configuration by clicking the checkmark next to each device. Next, select the Move button to move the selected Testing Device(s) to a different COS Configuration. Next, you will be prompted to supply the COS Org Unit ID for the target COS Configuration. Enter the COS Org Unit ID that you noted above into the dialog box and click Move to move the selected Testing Devices to another COS Configuration.