DRC INSIGHT™
ONLINE LEARNING SYSTEM

Technology User Guide
Volume IV: Troubleshooting

WISCONSIN

Contents

Introduction

Working with DRC INSIGHT

FAQs, Hints, and Tips

Contents

Error Messages

Introduction

About This Guide

This user guide is part of a multivolume set that describes how to configure, install, manage, and troubleshoot DRC INSIGHT online testing. This volume, *Volume IV: Troubleshooting* describes tools and testing information to help you troubleshoot your testing environment and verify that it is ready for testing.

This guide discusses how to use some of the testing tools, including . This guide also contains Frequently Asked Questions (FAQs), Hints, and Tips for online testing. In addition, the guide explains the various error messages that you may encounter while working with Central Office Services (COS) and DRC INSIGHT and provides information to help resolve them.

(!) Important: Throughout this user guide, the Information icon (**(!)**) indicates important information or crucial tips.

Working with DRC INSIGHT

What's Covered in This Section

This section describes tools that you can use to help prepare for and become familiar with the online testing environment.

The Monitor Setting Verification Test

This topic describes the Monitor Setting Verification Test, which is available in your state's Portal site and helps you determine whether the monitor settings for a Testing Device are configured for optimal testing.

The Testing Site Capacity Estimator

This topic describes the Testing Site Capacity Estimator, a tool that you can download to estimate test loading times as well as the time required for a testing computer to save a test response and retrieve the next question.

The Monitor Setting Verification Test

After you sign in to start a test, a screen similar to the following is displayed 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, 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 are displayed clearly.

You can run the Monitor Setting Verification test by signing in to your state's Portal site, selecting **MY APPLICATIONS**–**General Information**–**Downloads**, and clicking the **Monitor Setting Verification** button.
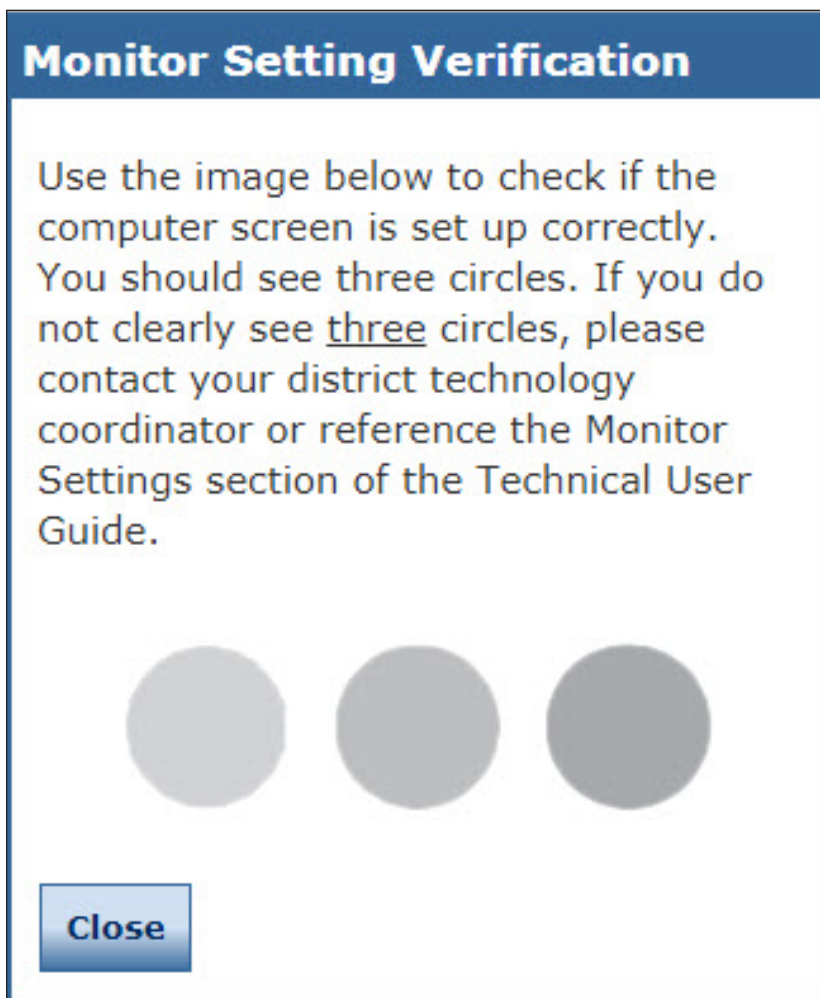
Changing the Monitor's Contrast or Brightness

There are many ways to change the contrast or brightness of your monitor 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 phrase such as *changing the contrast for operating system* x *or monitor* y.

Windows Operating System

• On a laptop computer, look for a black-and-white 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.

(!) **Important**: If the Windows High contrast system setting is set to On, during testing the online keypad will display blank keys (because the keys are white numbers on a white background). To resolve this issue, search for High contrast under Settings and toggle the High contrast setting to Off. You also can use the key combination **Alt–left Shift–Print Screen** to turn this setting off.

macOS

• To change the brightness, use the keyboard buttons or select Apple button–**System Preferences**–**Accessibility**–**Monitor** 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)

Changing the Monitor's Contrast or Brightness (cont.)

Linux

For Linux desktop monitors, check the settings in the Monitor menu options.

iPad Devices

For iPad devices, refer to your iPad documentation.

Chrome OS Devices

For Chrome OS devices, refer to the Google Chrome Help or documentation.

FAQs, Hints, and Tips

What's Covered in This Section

This section contains a list of FAQs and helpful hints and tips regarding configuring, installing, and using DRC INSIGHT and the COS - SD software. The questions and answers are technical in nature and cover information about the following environments:

- Windows

- macOS

- Linux

- iPadOS devices

- Chrome OS devices

The FAQs, Hints, and Tips are divided into various categories. In addition, the *Common Technical Questions and Answers* section covers the common technical support issues you may encounter and provides tips, techniques, and workarounds to resolve them.

General Questions

Q1. If a COS - SD fails during the testing window, is there a way to provide an alternate COS - SD or to redirect?

A: Because a COS - SD is configured using COS Configurations, it is possible to quickly switch COS - SDs if necessary. Use COS to select the COS Configuration in which the device is configured, add the new COS - SD to the COS Configuration, and then restart DRC INSIGHT on the Testing Device. When DRC INSIGHT restarts, it automatically uses the new COS - SD. You may want to remove the old COS - SD.

Important: Moving or changing a COS - SD while actively testing can negatively impact the student testing experience.

Q2. Do we use a .msi file for installation?

A: The DRC INSIGHT and COS - SD installation file types vary by operating system:

- The Windows version uses a .exe file for the COS - SD and a .msi file for DRC INSIGHT.

- The macOS version uses a .dmg file for the COS - SD and a .pkg file for DRC INSIGHT.

- The Linux version uses a .sh file for the COS - SD and a .deb file for DRC INSIGHT.

   The iPad version uses an App Store app and a .plist file for DRC INSIGHT.

- The Chrome version uses a .txt file to hold the DRC INSIGHT App ID and URL.

Q3. Do we have to have a COS - SD in each school, or can it be on a shared district server? Which approach do you recommend?

A: It depends on your network's capacity and reliability. With a dedicated COS - SD, you can offload about 50% of the traffic from the Internet to your COS - SD.

Because Testing Devices need uninterrupted connectivity to the COS - SD, we recommend one COS - SD per school. You may be able to share a COS - SD if you have enough network capacity.

Q4. Do we need to go to each tester's computer to update the Secure Browser?

A:

- **YES**

  - If you use **Windows** (with DRC INSIGHT version 13 or 13.0.1) or **Mac** (with DRC INSIGHT version 13) testing devices and typically have a non-Admin user update each testing device manually after launching DRC INSIGHT Secure Browser.

- *NO*

  - If you use ChromeOS, iPadOS or Linux

  - If you update multiple Windows or Mac testing devices using deployment software

  - If you manually run the DRC INSIGHT application installer on a single workstation at a time

General Questions (cont.)

Q5. How are test responses received?

A: The tester logs in to DRC INSIGHT and connects to the DRC Servers. Tests are sent directly from DRC and responses are sent directly to DRC (see *Volume I: Introduction to Online Testing*).

Q6. How do I test that a COS - SD is working?

A: You can verify the status of a COS - SD from the COS Dashboard (see *COS Online Help*).

Q7. Can we install DRC 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 DRC INSIGHT is installed on each computer that will be used for testing. Any other configuration is unsupported and may produce unexpected results.

Q8. The sound for Text-To-Speech (audio) does not work. What should I do?

A: Verify that the **TTS/HVA** check box is checked for the testing program in the Content Management tab of your COS Configuration, that you enabled Content Management, and that you enabled Content Hosting in the Content Hosting tab. Before you begin testing, confirm that audio is working and that the volume is turned up on the Testing Device (see *Volume III: DRC INSIGHT*).

Q9. Is there a way to confirm that testing devices are setup correctly and properly connecting to the COS - SD?

A: If you can successfully launch the Practice Test from DRC INSIGHT, your testing devices are set up properly. The Practice Test uses the COS - SD in the COS Configuration to present the test content.

Common Technical Questions and Answers

This section describes tips, techniques, workarounds, and detailed resolutions to common technical support issues you may encounter.

Question: How do I update test forms on a COS - SD?

To check and/or update your test forms, do the following:

1. From your state's Portal site, navigate to your testing program and select **Central Office Services**.

2. Select a testing program and site.

3. From the Configurations page, select the Org Unit in which the COS - SD is configured.

4. Select the **Content Management** tab to open the Content Management page. The various test administrations are listed in the Admin column.

   - If the test administration has a check mark next to it, you do not need to do anything. COS checks in with the DRC servers several times every hour and automatically uploads content to the COS - SD.

   - If the test administration does not have a check mark next to it, place a check mark next to it and click **Update Configuration**.

     Note: Depending on your network, the update can take a while. You can select the **Service Devices** tab to view the update progress of the COS - SD in the Status column.

   - If a new administration is discovered during the check-in process, it will be listed. Ensure that TTS/HVA (audio) is selected; this is required for TTS to function as a universal tool. You may optionally select VSL (video) if applicable. Then click **Update Configuration**.

     Note: When you select these checkboxes, a large amount of audio and/or video files will be downloaded. TTS is required to be selected. However, if no tester requires the VSL accommodation, do not check the VSL checkbox.

5. Click **Update Configuration**. For details about this process, see *Working with Content Management* in *COS Online Help*.

Common Technical Questions and Answers (cont.)

Question: Can I 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 installation software using arguments (i.e., parameters or special variables you supply as input) when you deploy the software in silent (non-interactive) mode. For technical details, see the Modifying the Setup File topic below.
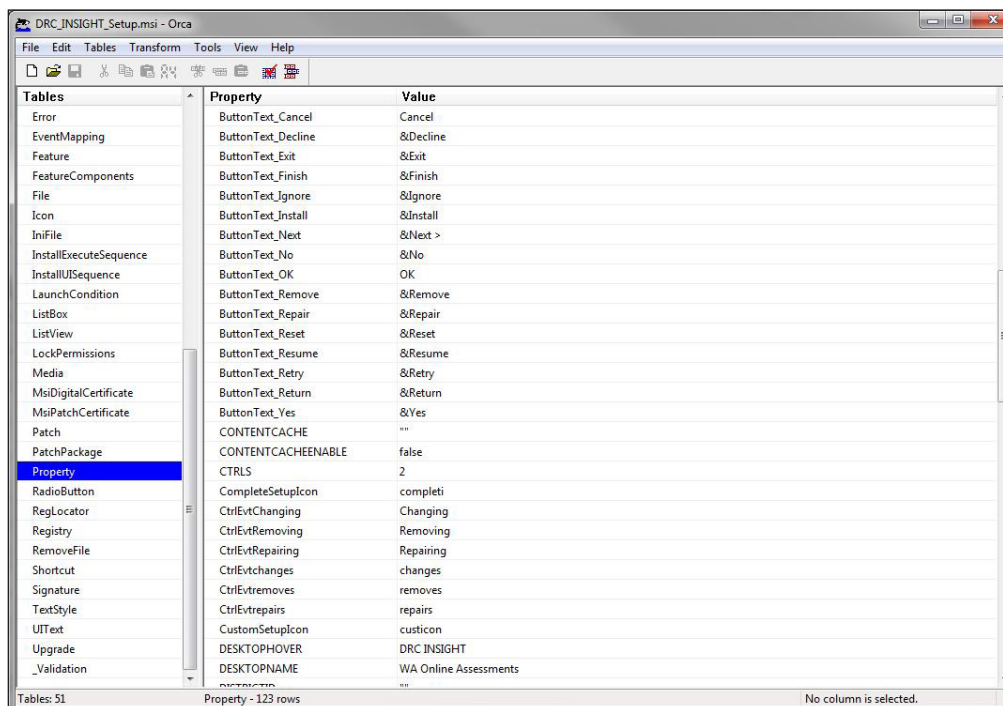
Modifying the Setup File

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](#).

Download the .ISO file, extract the files, and 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 your changes in this table.

Common Technical Questions and Answers (cont.)

4. Change the necessary properties. The following are the different properties you can change. To make a change, double-click on the value of the property, enter your value, and click **Enter**.

! **Important:** Make sure there are no spaces before your input—do not put spaces in front of any attribute that you modify.

> **ouIds**
>
> > The numeric Org Unit ID generated by COS.
>
> **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.

   Note: The actual .msi file will include a version number (in the examples below, the version number is 12.0.0-190). Use the number from the .msi file name as the current version number in the command lines below.

Silent Install Example

The following example shows the syntax you would use to install DRC INSIGHT silently on a Windows 10 machine. Run this command as an Administrator.

> **drc_insight_setup_ 12.0.0-190.msi /qn**

Silent Uninstall Example

The following example shows the syntax you would use to uninstall DRC INSIGHT silently on a Windows 10 machine. Run this command as an Administrator.

> **msiexec /x drc_insight_setup_ 12.0.0-190.msi /qn**

The Testing Site Capacity Estimator

Q1. Q: What is the Testing Site Capacity Estimator?

A: The Testing Site Capacity Estimator is an Excel spreadsheet file that is available in the INSIGHT
      Portal under **General Information-Downloads**. It is designed to help districts and schools estimate
      the time it will take students to download the tests and move to the next question after they send a
      response. These time estimates are based on the following factors:

   •   Whether COS - SDs with Content Hosting and Content Management turned on are being used on
       the network or at the site.

   •   The site's knowledge of the bandwidth provided by their Internet Service Provider (ISP), and the
       bandwidth provided by the Local Area Network (LAN) and Wide Area Network (WAN).

   •   The estimated average connection speed that Testing Devices have to the network.

   •   The estimated percentage of total bandwidth that is available for testing.

   This tool helps sites plan their testing more effectively based on factors such as their network traffic,
   the number of students testing at the same time, and the type of test: a fixed-form test, with or without
   accommodations, or a Computer-Adaptive Test (CAT).

   (!) **Important:** The Wisconsin Forward exams are fixed-form only—CAT forms are not used.

iPad Questions

Q1. Can I install a COS - SD on an iPad or Chrome OS device?

A: No. A COS - SD is used primarily to host and manage test content. For various reasons, tablet devices (such as iPads) and Chrome OS devices, do not provide a suitable environment for a COS - SD. As a result, you must install the COS - SD software on a Windows, Mac (macOS), or Linux computer and connect to the COS - SD when you install DRC INSIGHT on the tablet device.

Q2. Can the DRC INSIGHT iPad App be distributed without Mobile Device Management (MDM) software using iTunes or other software/methods?

A: Currently, the DRC INSIGHT App for iPads is available in the Apple App Store.

Q3. Does DRC recommend any particular version of MDM software?

A: No, there are many versions of MDM software, any of which will distribute DRC INSIGHT. To configure DRC INSIGHT using the MDM software, you must use a version that supports the Managed App Configuration feature.

Q4. Is an external keyboard required for testing with iPads?

A: No.

Q5. Is custom installation of the Apple virtual (internal) keyboard supported for testing?

A: Yes—the virtual keyboard is not displayed automatically during testing but can be toggled on using an iPad function key. Be sure that testers are using only an English keyboard.

Chrome OS Device Questions

Chrome OS devices can be a secure platform for administering assessments. When set up properly, these devices meet K–12 education testing standards. If configured according to Google specifications, Chrome OS devices can be set to disable testers' ability to browse the web during an exam and to disable external storage, screenshots, and the ability to print. Google details scenarios for setting up Chrome OS devices for secure assessment within the Chrome Enterprise and Education Help.

If you need help setting up your Google Administrator account or enrolling Chrome OS devices, please contact Google directly.

Q1. Of the secure testing scenarios provided by Google, which one did DRC select and why?

A: DRC developed the Chrome OS DRC INSIGHT application to meet the specifications of Google's Scenario 1 for delivery of secure assessments. Although each scenario prepares a Chrome OS device for secure testing, DRC selected Scenario 1, in which the tester takes an exam on the Chrome OS device using the DRC INSIGHT App in Single App Kiosk mode. While the tester tests, the DRC INSIGHT App runs in a secure full-screen mode. After the tester exits the test, the Chrome OS device can be used for any purpose, secure or otherwise—the Chrome OS device is only secured during testing with the DRC INSIGHT App.

Scenario 1

DRC specifically selected Scenario 1 because of the following reasons:

- It is the only scenario that allows for fully secure assessment delivery via Single App Kiosk mode.

- It allows the DRC INSIGHT App to communicate securely with a COS - SD.

- It does not require locking down the device and dedicating it for assessment purposes. Students can use the Chrome OS device for other purposes when the DRC INSIGHT App is not being used for testing.

- It is the only scenario that provides testers a full-screen environment.

Scenario 2

In contrast, Google's Scenario 2 includes a restricted sign-in feature for secure assessment delivery, which assumes that the Chrome OS device will be used solely for testing purposes. When this feature is enabled, non-assessment sign on is not allowed. When this feature is disabled, 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 (e.g., creating accounts twice). It also requires manual management of security permissions, making it prone to user error that is difficult to detect. Additionally, it requires taking the test in the Chrome browser or manually launching a non-kiosk application (placing the user into a desktop session in which they have access to one URL). Finally, the Chrome OS device must be cleared of data (wiped) upon exiting the test.

Chrome OS Device Questions (cont.)

Q2. Does DRC require users to log in to each Chrome OS device and write down the Device ID?

A: No. For unregistered Chrome OS devices, use COS to create DRC Org Units, download the configuration file (.zip) using Chrome device management, and copy and paste the chromeos.json file information that you downloaded from the appropriate COS Configuration's Deployment tab in the **Policy for extensions** field. When the user starts the DRC INSIGHT App on the Chrome OS device, the Chrome OS device will be registered. The deployment file (zip), which holds the chromeos.json file, is generated using the Deployment tab within the COS Configuration.

On a Chrome OS device that is already registered with COS and has an applicable COS Configuration and Device ID, when DRC INSIGHT is launched, it locates the Device ID from COS and uses the associated COS Configuration.

Note: The System Readiness Check (available through a link on the DRC INSIGHT App main testing page) displays the Device ID on the System Information page.

Q3. Why does DRC require Google Apps for Education and Google Administrator accounts?

A: The DRC INSIGHT Chrome OS 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 Chrome OS devices as part of the initial implementation. Google specifies two additional requirements for secure testing using either of the 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.

Q4. How is installing DRC INSIGHT different from installing other testing applications that districts may be using?

A: The DRC INSIGHT Chrome OS App is configured to be secure and deployed using Chrome device management. It is also configured to work with the COS - SD using the COS Configuration. For a different application, the process would not necessarily use a secure app or a COS - SD. These processes rely on a Chrome OS device user account or other settings to restrict access. Since there is no secure testing app for the Chrome OS device, these processes require a workaround to secure the testing sessions.

Q5. Does the deployment or installation of DRC INSIGHT require the Chrome OS devices to be dedicated to testing for the duration of the assessment window?

A: No, Chrome OS devices are not dedicated to testing, but the secure DRC INSIGHT Chrome OS App is. The DRC INSIGHT Chrome OS App is the secure testing environment that the tester accesses using a unique test ticket. After a tester has finished a test and exits the DRC INSIGHT Chrome OS App, the tester can execute other applications and use the Chrome OS device for other purposes. Test Administrators are responsible for monitoring testing and ensuring the testers are properly ending and submitting their tests.

Chrome OS Device Questions (cont.)

Q6. Does Google provide a method to deploy secure testing configurations to Chrome OS devices?

A: Yes, Google has a feature that allows users to "push" a secure testing configuration using Chrome device management.

Q7. How do I configure Chrome OS devices to work with DRC INSIGHT?

A: DRC provides COS to configure and manage your Chrome OS devices after you have registered them in your Chrome domain.

Q8. Can I use DRC INSIGHT on a touch-enabled Chrome OS device?

A: Yes, DRC supports certain touch-enabled devices (for details, see the latest version of the *DRC INSIGHT System Requirements*).

General Hints and Tips

The following are general hints and tips for testing with iPad and Chrome OS devices.

- Be sure to have a strong network connection through either Wi-Fi or direct Internet connectivity.

- Make sure each device's keyboard is set to US English.

- Make sure all devices are either fully charged or plugged in.

- Note that an optical drive is not required.

- Note that while you are running the DRC INSIGHT application, the system operates in Single App Kiosk mode.

- Remember that DRC INSIGHT is displayed in landscape mode only.

iPad Hints and Tips

The following are hints and tips for testing with iPad devices.

- Use two fingers plus three taps to navigate DRC INSIGHT–**Show Version**.

- iPad devices have a Sleep mode setting. In Sleep mode, the screen goes black. Users can touch any key to re-activate the screen 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 then select **Never**.

  Note: School iPad profiles may not permit you to select **Never**.

- Some 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 is not displayed during testing. You can toggle it on using the appropriate iPad function key.

- The Audio starting point does not turn red when your finger gets close to touching it.

Chrome OS Device Hints and Tips

The following are hints and tips for testing with Chrome OS devices.

• Verify that the Chrome OS device is connecting to the testing site's (school's) Wi-Fi network. If a Chrome OS device is connecting to a guest Wi-Fi network, it may be "seen" as a guest computer and could cause/receive content connection errors during testing.

• You must enroll a Chrome OS device in your Google domain account before using it with DRC 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 COS.

   To prepare for the Chrome OS device administration, please ensure that you have enrolled all your Chrome OS devices in the Google Device Manager software. This software helps you manage your device configurations.

   For more information about managing Chrome OS devices and setting up your basic Chrome OS environment, see About ChromeOS device management.

   If you need help setting up your Google Administrator account or enrolling Chrome OS devices, please contact Google directly.

• COS manages the DRC INSIGHT portion of the Chrome OS device configuration process.

• When you use COS to create DRC Org Units and group Chrome OS devices, DRC assigns each Chrome OS device a Device ID. This Device ID is different from the serial number of the Chrome OS device.

   • Google uses the Chrome OS device's serial number to enroll the Chrome OS device in the Google domain.

   • DRC uses the Chrome OS device's Device ID to register the Chrome OS device in a DRC Org Unit.

      To help manage and organize your Chrome OS devices, keep track of the current Device ID.

• On a Chrome OS device, do not log in to your Google account if you want to access DRC INSIGHT. Because DRC 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 DRC INSIGHT App, an error message is displayed indicating that you are not in Single App Kiosk mode. To access DRC INSIGHT, log out of your Google account and start the DRC INSIGHT App.

Google/Chrome OS Device Plug-In Error

When testers test using Chrome OS devices, the process generates communications to both Google Chrome and to DRC. When a tester launches the DRC INSIGHT app on the day of testing, DRC INSIGHT attempts to reach Google Chrome to generate a new instance of DRC INSIGHT on the Chrome OS device. If the communication to Google times out before this happens, a plug-in error occurs.

Districts with complex content filters, peer-to-peer networking, or deep packet inspection of Internet traffic in their network may have extra filtering, which can delay the communication to Google on the initial launch of DRC INSIGHT and cause a plug-in error.

If your site experiences a Google plug-in error while testing with Chrome OS devices, you can use the following information to troubleshoot the process.

Note: Verify that the Chrome OS device is connecting to the testing site's (school's) Wi-Fi network. If a Chrome OS device is connecting to a guest Wi-Fi network, it may be "seen" as a guest computer and could cause/receive errors during testing.

Basic Steps

1. Reboot the device.

2. Wait for/confirm that you have a solid Internet connection.

3. Wait 30 seconds and reopen DRC INSIGHT.

Intermediate Steps

1. Perform a speed test at speedtest.net.

2. Check your allowlisting.

3. Check your access point-to-tester ratio.

4. Verify how the school's Wi-Fi policy handles "guest" (i.e., kiosk mode) Chrome OS device traffic.

5. Check the connection type in Google Admin for "Direct Connection."

Advanced Steps

1. Check the content filter settings:

   - SonicWall and Smoothwall: Disable **Deep Packet Inspection through SSL**.

   - LiteSpeed: Disable **Decrypt SSL**.

   - iboss: Add Chrome OS device kiosk user exceptions. Can iboss be used to allowlist URLs? If not, can iboss be disabled?

2. Check the access point brand. If it is Cisco Meraki, disable **layer 7 s filtering**.

Error Messages

What's Covered in This Section

This section describes the common error messages you may encounter while installing, configuring, or using DRC INSIGHT, Central Office Services (COS), and COS Service Devices (COS - SDs). It also provides recommendations to resolve them.

For many of the error messages, there are references to more detailed descriptions of how to resolve the errors.

Message: Chromium OS version *xxxx.xx.x* is not supported by DRC INSIGHT

The version of the operating system on this Testing Device is not supported by the DRC INSIGHT team.

Description: DRC INSIGHT cannot use the version of Chrome OS.

What Should I Do? Update the Chrome OS browser to version 109 or higher, or to the most recent stable channel.

Message: Configuration Error

Contact your technical resource and provide them with the following information: DRC INSIGHT cannot retrieve the configuration profile associated with this device because a device can only be actively assigned to one Central Office Services Org Unit for a testing program.

Description: COS is unable to uniquely identify the device because more than one Org Unit ID exists for the device within the same testing program.

What Should I Do? Verify that the device has been assigned to only one Org Unit per testing program on the device (see *COS Online Help*).

Message: Configuration Not Found

Contact your technical resource and provide them with the following information: DRC INSIGHT cannot retrieve the configuration profile associated with this device because it cannot find the Central Office Services Org Unit ID which was entered incorrectly, was deleted, or was not assigned to the device.

Description: One of the following situations has occurred:

- The COS Org Unit ID was deleted after the device was assigned to it.

- The COS Org Unit ID was not uploaded.

- The COS Org Unit ID was entered incorrectly.

- The COS Org Unit ID was not set up in Chrome Management (or in a Mobile Device Management [MDM] solution).

What Should I Do? Verify that the device has been assigned to a COS Configuration in COS and that the Org Unit ID has been uploaded to this device. After you have the correct Org Unit information, click **Assign Device to Org Unit** and enter the correct Org Unit ID
(see *COS Online Help*).

Error Messages

Message: Connection Error

There has been an interruption with this testing device's connection. The Student may be moved to another testing device to continue testing.

If this error persists, contact your local technology support staff to verify connections are working. They can contact DRC Customer Support if they need additional help to address this situation.

Description: A system communication error occurred while a student was testing in DRC INSIGHT.

What Should I Do? The student may be moved to another testing device to continue testing. If the error persists, contact your local technology support staff to verify connections are working. They can contact DRC Customer Support if they need additional assistance.

Message: Connection Error

This computer cannot connect to the local Content Management and/or content Hosting server(s). The connection or the content must be restored before the user can continue testing. If this is the first time you are seeing this message, please try connecting again. Please contact your local IT staff to verify network and local Content Management and/ or content Hosting server(s) 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 COS - SD. This connection error occurred while trying to log in.

What Should I Do? Verify that you can reach the COS - SD. If the issue persists, check your COS - SD's firewall and the allowlisting settings on your firewall, content filter, proxies, and other network devices.

Message: Connection Error Retrieving Content

This computer cannot connect to the server 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 that the 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 the COS - SD. This connection error occurred while trying to download the form.

What Should I Do? Verify that all the test forms are up-to-date and that the testing client can reach the COS - SD.

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 the client was trying to download the form.

What Should I Do? If the issue persists, check the allowlisting settings 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 COS - SD, verify the allowlisting settings and firewalls to and on the COS - SD (see *Volume I: Introduction to Online Testing*).

Message: Connection Retry is in Progress

You are experiencing a temporary network connectivity issue. The system is attempting to reconnect.
If the system reconnects, this message closes and you can continue testing. If the system cannot reconnect, the message closes, an Internet Connection Error message displays, and you have to exit DRC INSIGHT.
If you want to exit the test now, select the Exit the Test **button.**

Description: The connection necessary to transmit the test response has been lost during testing. For the next five minutes, while this message is displayed, DRC INSIGHT will attempt to restore contact with the DRC servers and send the test response. During this time, if a connection is re-established, the message will close and the tester can continue testing. If a connection is not re-established during this time, the message will close and the Internet Connection Error message will be displayed. At any time during the five-minute interval, the test proctor can click **Exit the Test** to temporarily end testing for the tester.

What Should I Do?

- If the message disappears and no Internet Connection Error message is displayed, you do not need to do anything—the tester can resume testing.

- If the message disappears and the Internet Connection Error message is displayed, the tester must discontinue testing, exit DRC INSIGHT, and resume testing on a different Testing Device (see the "Internet Connection Error" message).

- If you click **Exit the Test** while the Network Connectivity Issue message is displayed, the test ends and the tester must re-enter the test. All testing information will be saved and the tester can resume testing using the same Testing Device (or a different Testing Device) at the point in the test where they left off.

Error Messages

Message: Could Not Retrieve Testing Information

Possible connection error while attempting to retrieve device configuration.

Description: DRC INSIGHT is unable to determine the identity of the device.

What Should I Do? Check your network connection and retry. Verify that the device is registered in COS (see *COS Online Help*).

Message: Device Registration

A device cannot be actively registered to more than one Central Office Services Org Unit for the same testing program.

Description: COS is unable to uniquely identify the device because more than one Org Unit ID exists for the device within the same testing program.

What Should I Do? Verify that the device has been assigned to only one Org Unit per testing program in the COS Configuration and that one or more Org Unit IDs have been uploaded to this device. After you have the correct Org Unit information, click **Assign Device to Org Unit** and enter the correct Org Unit ID (see *COS Online Help*).

Message: Download Of Upgrade Failed

Your upgrade failed because the download was unsuccessful.

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

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

- Retry the update.
- Verify your allowlisting settings.
- Manually update the testing client.

⚠ **Important:** Only Linux users will see this message and the Upgrade button.

Message: Error Retrieving Content

DRC has detected an error retrieving content. Initial IT Troubleshooting - review the testing device's Central Office Services Configuration.

Description: If you are testing on an iPad device at iPadOS level 14 or higher with a COS Configuration that can access multiple testing programs, you must manually enable Cross-Website Tracking on each iPad Testing Device. You cannot enable Cross-Website Tracking with MDM software.

What Should I Do? Enable Cross-Website Tracking by performing the following steps on each iPad:

1. Navigate to **Settings**.

2. Tap **DRC INSIGHT**.

3. Toggle **Allow Cross-Website Tracking** to on.

Message: Failed to Load Device Information

A communication error occurred. Click Reload **to try again or** Cancel **to cancel the process.**

Description: Because of a network communication error, the device information was not loaded from COS.

What Should I Do? Wait a few seconds before clicking **Reload** to retry the process. If the network problems persist, click **Cancel** and contact your network administrator (or try again later).

Message: Guided Access Is Not Enabled

Please raise your hand and wait for help.

Description: Guided Access is either not set up or not working on the iPad device.

What Should I Do? Try starting Guided Access on the iPad device (see *Volume III: DRC INSIGHT*).

Error Messages

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.

What Should I Do? Click **OK** to close DRC INSIGHT. Move the student to a different Testing Device to continue testing. If the issue persists, check the allowlisting on your network devices and prioritize testing traffic. Allow testing traffic to bypass as many network devices as possible. Ensure that the bandwidth is not being completely consumed.

Message: *Operating System version* is not supported by DRC INSIGHT

Please raise your hand and wait for help.

This version of the operating system on this Testing Device is not supported by the DRC INSIGHT team. Please contact DRC Customer Support if you have questions.
Select Exit to return to the Test Sign In page.

Description: DRC INSIGHT will not work with the version of the operating system that is currently installed on the Testing Device.

What Should I Do? Install a supported version of the operating system or select a different Testing Device on which to test.

Message: Registration Failed

The registration was unsuccessful

The registration failed because the Central Office Services Org Unit ID does not exist. Click Back **to re-enter the Org Unit ID.**

Description: DRC INSIGHT was unable to register the device because it could not find the device's COS Org Unit ID.

What Should I Do? Verify that you have the correct Org Unit ID for the device, click **Back**, and re-enter the Org Unit ID.

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 device.

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 log in again.

Message: Session Inactive. Please raise your hand and wait for help.

Your session has been ended due to inactivity. Any test responses you submitted will be stored. Click OK to return to the log-in page.

Description: The student's test session ended due to inactivity.

What Should I Do? If the student needs to continue testing, have them click OK to return to the log-in page and log in again using his or her log-in credentials.

Message: Session Status Outside Window

Testing is currently unavailable. Please contact an administrator.

Description: The test ticket that is being used to log in to the test is in a test session for which the window is not active.

What Should I Do? Move the student to a test session in an appropriate testing window.

Message: The device's operating system has been updated and is in the process of being certified by DRC.

The DRC INSIGHT application should perform as intended, but if you have questions, please contact your Technology Coordinator.

This device is using OS version *xxxxx*

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

What Should I Do? You are allowed to test with this version, but DRC recommends that you use a fully tested and supported level of the operating system.

Error Messages

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.

What Should I Do? The issue is often caused by incorrect forwarding by either the router DNS or the ISP. For the correct URLs, refer to *Volume I: Introduction to Online Testing*.

Message: Your Client Failed The Readiness Check

This Testing Device did not pass a Readiness Check test. Please review the Readiness Check to see which test failed and to fix the issue.

Description: The Testing Device 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.

What Should I Do? Click Upgrade to initiate the update of the Secure Browser.

ⓘ **Important:** Only Linux users will see this message and the Upgrade button.

Message: Your Client Is Out Of Date

Please contact your local IT staff to update the DRC INSIGHT application.

**Description:** The testing client is out of date.

What Should I Do? Contact your local IT staff to update the DRC INSIGHT application.

Message: Your Device Has Not Been Registered

The Chromebook device was already registered in Central Office Services.

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).

```
User data                Erase all local user info, settings, and state after each sign-out
Locally applied  ▼
                         Do not erase local user data  ▼
```
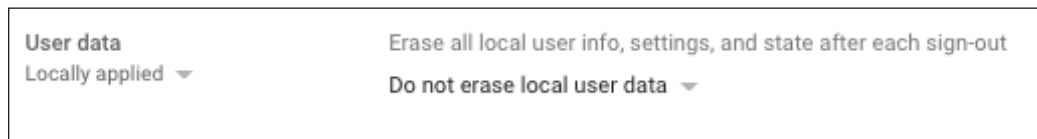
Message: Your Testing Session Has Been Stopped

The testing session has been terminated due to inactivity. Please close all other applications or browser sessions that may be open and re-log in to the test.

Description: The DRC INSIGHT Test Engine monitors whether a tester leaves the DRC INSIGHT Secure Application without exiting the test normally. If a tester leaves the test environment outside of the normal and allowed methods, this error message is displayed and the tester's test session is closed. For example, if a tester attempts to open a virtual desktop or toggle to one during a test, the DRC INSIGHT Secure Application will detect this activity and end the tester's test session. At the same time, the DRC INSIGHT Test Engine logs events to record this situation. Antivirus software, remote control/support software, firewall software, active scanning and filter software can take system resources away from DRC INSIGHT and possibly cause a timeout message. Ensure that these processes are scheduled outside of testing.

What Should I Do? Determine what caused this message to display and shut down or remove access to any applications or browser sessions that the tester may have been able to access during the test session. In addition, perform one or more of the following steps.

- Verify that no virtual desktop Apps are open before DRC INSIGHT is started.
- Verify that the student is not using the following key combinations: **Control-Shift-Esc**, **Control-Alt-Delete**, or **Windows-L**. Using these key combinations will cause this error message to display.
- Ensure that tester is not using specific hotkeys or key combinations that would prompt the student to leave DRC INSIGHT. Some examples include quickly pressing the Shift key five times to activate sticky keys, holding the Shift key for eight seconds, pressing Control-Tab, or swiping to another screen on a touch-enabled device.
- Restart the testing device.
- Use Online Tools Training (OTT) to determine whether the problem happens within OTT.
- If necessary, move the tester to a different Testing Device, preferably a testing device that has been used successfully for testing. The tester must log in again to continue testing.