Technology Coordinator Training

Technology Setup and Readiness

February 4, 2021
Agenda

What’s New?

Components of Online Testing

Infrastructure Trial

Set Up: PearsonAccess

Questions and Discussion

Support
What’s New?

New items for this testing season:
- App versions
- TestNav System requirements
- ProctorCache updates
# New Apps – OS Updates

## TestNav System Requirements

<table>
<thead>
<tr>
<th>Devices/OS</th>
<th>Supported Versions</th>
<th>Download TestNav</th>
<th>Setup Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tablets, Chromebooks, Chromeboxes</strong></td>
<td></td>
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<tr>
<td>Android</td>
<td>9x</td>
<td>From Google Play</td>
<td>Set Up TestNav on Android</td>
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<td></td>
<td>For info on Android, see TestNav - Android App and Secure Testing</td>
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<td></td>
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<tr>
<td>Chrome OS</td>
<td>83–87</td>
<td>From Chrome Web Store</td>
<td>Set Up TestNav on Chrome OS</td>
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<tr>
<td>iOS</td>
<td>12–14.x</td>
<td>From the App Store</td>
<td>Set Up TestNav on iOS</td>
</tr>
</tbody>
</table>

**Linux**
- Fedora 28 (64-bit): Ubuntu 18.04 (64-bit)
  - From TestNav downloads
  - Set Up TestNav on Linux

**OS X/macOS**
- 10.13–10.15
  - From TestNav downloads
  - Set Up TestNav on OS X, macOS

**Windows**
- 7, 8, 10*
  - From TestNav downloads or Windows Store app
  - From TestNav or Windows Store
  - Set Up TestNav on Windows

*Build version 17763.107 or higher

## ProctorCache System Requirements

- Windows 7, 8, or 10

[Technology Setup Site](#)
New Apps – Hardware Requirements

TestNav System Requirements
RAM Requirement – no changes

MacOS, OS X, Windows
• Minimum RAM - 2 GB
• Recommended RAM - 4GB

iOS
• Minimum RAM - 1 GB
• Recommended RAM - 2 GB

Chrome OS and Linux
• No updated RAM requirements

ProctorCache System Requirements
RAM Requirement – no changes
• Minimum RAM – 2GB
• Recommended RAM - 4GB

Processor Requirement – no changes
• Minimum 2GHz processor
The TestNav 8 Download Page:

- Automatically detects Mac and Windows operating systems.
- Houses new installation files for TestNav and Windows version of ProctorCache.

TestNav for Mac
An engaging and interactive testing experience for today's students, who learn and play in a digital environment.

TestNav for Windows
An engaging and interactive testing experience for today's students, who learn and play in a digital environment.

Download TestNav for another platform
Download ProctorCache
System Requirements
ProctorCache Download

ProctorCache Installers

Windows ProctorCache Installer
To download ProctorCache for supported Windows devices visit: Download TestNav.

Simply choose between your preferred installation method, as seen in the image to the right, either .msi or .exe files.

MacOS Installer
The legacy MacOS version of ProctorCache will still function for Spring 2021.
• Contact Customer Support if you require the legacy MacOS installer.
Components of Online Testing

Pieces of the puzzle

- TestNav 8
- ProctorCache
- Infrastructure and the Training Center
- PearsonAccess

Determining the number of access points that are needed for coverage, along with the location of each, will depend on the number of students using the access point(s), the wireless protocols used, and the interference sources in the building (e.g., wires, pipes, wall and stud types, other signals, etc.).
Online Testing Components

- **TestNav 8**
  - Delivers test content and allows student interaction.
  - Maintains and transmits student responses.
  - Early Warning System (EWS)
  - AppCheck

- **ProctorCache**
  - Allows test content to be stored locally.
  - Reduces bandwidth usage.
  - Not required – verify with Infrastructure Trial

- **PearsonAccess**
  - Administrative site
  - Set up test sessions, manage live testing
  - Some essential technology specific functions
  - Training Center for Infrastructure Trial
TestNav 8 – Overview

TestNav 8 is an installable test client that:

- Is supported on ChromeOS, MacOS, iOS, Linux and Windows devices.
- Requires minimal setup and configuration.
- Has built in tools such as:
  - AppCheck.
  - Early Warning System (EWS).
TestNav 8 – Delivery Methods

TestNav 8 is delivered through a device specific application.

- There are specific apps for each supported platform.
  - Set up and use TestNav
  - Set Up TestNav on OS X, macOS
  - Set Up TestNav on Windows
  - Set Up TestNav on Linux
  - Set Up TestNav on Chrome OS
  - Set Up TestNav on iOS

- Setup and configuration
  - Device specific setup steps
  - Install TestNav
  - Configure network infrastructure
The Early Warning System (EWS) is a background process built into TestNav that:

- Monitors background applications and connectivity.
- Stages and transmits student responses.

**NOTE:** If an error is detected, a message will be displayed on the student workstation screen prohibiting the student from testing until the error is resolved. (If errors persist, please write down the number associated with the error and contact Customer Support for further assistance.  **Ex. 1005**)

![Message 1005](image)
While a student is testing, the Early Warning System (EWS) stages responses before transmitting them to the Pearson servers.

- Responses are written to an encrypted Saved Response File (SRF).
- After a few responses are recorded, those are sent in a package to the Pearson servers.
- TestNav listens for a confirmation message of successful transfer.
- When a confirmation is received, the SRF file is erased and a new file is created.
- If no confirmation is received, responses are retained in the SRF file until the next transmission cycle.
TestNav 8 – EWS – Error Codes

If an EWS message is displayed, it will contain a specific error code and prevent the student from continuing their test until the error has been resolved.

Complete error code documentation can be found on TestNav 8 Online Support - TestNav 8 - Pearson Assessment Support.

A numeric error code is usually accompanied by a description of the error and potential resolution steps.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3005</td>
<td>TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.</td>
</tr>
<tr>
<td>8029</td>
<td>The installed app is out of date and needs to be updated in order to use TestNav on this device.</td>
</tr>
</tbody>
</table>
TestNav 8 – EWS – Triggers

Even though there are many types of error codes, the majority of the potential causes can be traced back to a few main scenarios.

1. Connectivity
   - Unable to retrieve content
   - Unable to transmit responses

2. Saved Response File
   - Unable to write or read to SRF location

3. Potential Security Issues
   - Application/Notification launches while TestNav is in kiosk mode
   - Running applications in the background
ProctorCache – Overview

**ProctorCache** is a Pearson supplied software that allows you to pre-download encrypted test content early and distribute it to TestNav during test time.

- Download (cache) test content
- Serves content at local area network speeds
- Eliminates redundant downloads of test content
- Low minimum system requirements and simple setup

[Set Up and Use ProctorCache - TestNav 8 - Pearson Assessment Support](#)
ProctorCache – Overview

ProctorCache Off - Each testing computer must individually connect across the Internet to download test content.

ProctorCache On - Test content is pre-cached on the local computer, from which each testing computer downloads the test content.
ProctorCache – Administration

The ProctorCache service can be accessed through an administration page with the following three main tabs:

- **Tests** – View the status of cached test content.

- **Clients** – View information about clients connecting to the ProctorCache machine to gather test content.

- **Settings** – Change the default ProctorCache password.
### ProctorCache – Tests Tab

![ProctorCache TestNav screenshot]

#### Test Setup

<table>
<thead>
<tr>
<th>Test</th>
<th>Form</th>
<th>Status</th>
<th>Entries</th>
<th>Cache Date</th>
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</table>
ProctorCache – Tests Tab

Tests Help

Tests

The Tests screen provides a high level list of the test content downloaded by test form and last cache date.

The Status column indicates if the test content was successfully cached for the test form. The number of content entries successfully cached is also displayed with the date the content was last cached. If test content is successfully cached, a green status displays.

If test content is not successfully cached, a yellow or red status displays. For additional details about how to resolve the indicated status, please reference the Proctor Caching User's Guide on the Support page.

To remove test content from the proctor caching computer when you are finished testing, select the check box for all tests, and then click Purge Content to remove the test content.
ProctorCache – Clients Tab

The Clients Help window provides a list of all clients who have recently requested test content.

The Status column indicates how long it has been since the client was last active.
- If the client is currently active, a green status displays.
- If the client has been inactive for a few minutes, a yellow status displays.
- If the client is inactive after a few hours, a red status displays, and then the client is removed from the client list.
ProctorCache – Settings Tab

The Settings screen shows the options available to the administrator to configure the system.
ProctorCache – Purging Content

If ProctorCache has been used in previous administrations, all cached content should be purged from the system before updating or caching new content.

- Navigate to the ProctorCache administration page.
- Select any old content.
- Press the ‘Purge’ button.
- Enter the default ProctorCache password –(t35t1n6).
Working Together

• Test Proctors manage test sessions in PearsonAccess\textsuperscript{next}.

• Test devices gather content from ProctorCache machine.

• Student responses are periodically transmitted to Pearson servers.
PearsonAccess<sup>next</sup> - Overview

The Blue site for Live test Administration.

The Brown site for Infrastructure trial Administration.
Infrastructure Trial

Test your setup

• Why do it?
Infrastructure Trial – Why do it?

An Infrastructure Trial is a test run of your online testing. It does not use real student information and is completed in the brown PearsonAccess next Training site.

This is a low-stakes, trial run/practice test for confirmation that:

• TestNav is configured correctly.
• Devices can successfully run TestNav.
• The network has been properly configured.
• Students are familiar with the computer-based tools and format.
• Test Administrators understand the controls and how to deliver the test.
• Confirms ability to test without a ProctorCache.

Refer to the Infrastructure Trial Readiness Guide.

Refer to the Infrastructure Trial Webinar.
## ProctorCache Bandwidth Recommendations for ProctorCache & Infrastructure Trial

<table>
<thead>
<tr>
<th>Network Bandwidth (per second/per student)</th>
<th>ProctorCache Recommendation</th>
<th>Infrastructure Trial Information</th>
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<tbody>
<tr>
<td>1000 Kbps (1.0 Mbps) or greater</td>
<td>You will likely <strong>not</strong> need to cache test content.</td>
<td>School staff should still perform an infrastructure trial for the schools with the least bandwidth to verify that tests can be successfully delivered without the use of Proctor caching. ISBE recommends that all schools going without Proctor caching conduct infrastructure trials early to verify that student tests can be downloaded and delivered without issue.</td>
</tr>
<tr>
<td>&gt;500 Kbps &lt; 1000 Kbps (1.0 Mbps)</td>
<td>School staff may choose to deliver the assessments without ProctorCache.</td>
<td>School staff should conduct infrastructure trials at the school and simulate the maximum number of concurrent test takers who will test during the window.</td>
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<tr>
<td>&gt;100 Kbps &lt; 500 Kbps</td>
<td>The school’s network is a marginal candidate for delivering the assessments without the aid of ProctorCache.</td>
<td>School staff should conduct infrastructure trial that simulates 120% of the maximum number of concurrent test takers who will test during the window.</td>
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</tbody>
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Set Up: PearsonAccess\textsuperscript{next}

- TestNav configuration
- Caching content
Technology Tasks

Technology staff will have the **Technology Coordinator** role in PearsonAccess and will be responsible for creating TestNav configurations.

**TestNav configurations:**

- Formally identify ProctorCache machines (if applicable).
- List primary and secondary Save Response File (SRF) locations.
- Should be created before test sessions are created and must be created before caching.

**Note:** Required fields are indicated with a **red asterisk** (*). These fields must be populated whether using caching or not.
TestNav Configuration

To Create a TestNav configuration:

1. Enter a configuration name.
2. Select the organization(s) that will use the configuration.
3. Enter a ProctorCache computer name (*Required for Secondary Save Location*).
4. Enter the ProctorCache computer’s **static IP** address.
5. Enter the ProctorCache computer’s port (4480 is the default).

**Note:** If choosing not to use ProctorCache, enter No Cache under Computer Name and leave the IP Address and Port fields blank.
TestNav Configuration – Save Locations

Set Save Response File (SRF) locations.
- Define different locations by test device
- Define both primary and secondary SRF location for Windows, Mac, and Linux
- Define secondary locations for Android, ChromeOS, and iOS

If you set a network file server as secondary backup location, do not use:
- Spaces in the save location path.
- A location that requires authentication. (If authentication is required, TestNav cannot access the shared location.)
- A Windows UNC (Uniform Naming Convention) or network path, such as \ComputerName\SharedFolder\Resource on a Mac or Linux.

Pearson recommends that you specify a mapped drive location, such as:

D:\TopDirectory\NextDirectory\SaveLocation

If using an SFTP server, ensure:
- The device is turned on, and SFTP services are running.
- That the syntax inside of PearsonAccess\next is correct. (e.g., sftp://<userid>:<password>@<address>:<port>/<path>).
- That neither the userid or password contain the @ symbol. This will invalidate the syntax. (e.g., sftp://fileuser123:pa$$w0rd!@192.168.10.12:22/srf)
- Ensure that the device and SFTP server used for the secondary save location is on during testing.
TestNav Configuration - Configuration Identifier

A unique configuration identifier is created once a configuration is saved.

Use a configuration identifier along with AppCheck to:

• Verify the connection to the ProctorCache computer is successful.
• Verify successful access to SRF locations.
AppCheck

- AppCheck is built into TestNav.
- No additional installation or configuration required.
- It is accessed from the TestNav 8 app menu.
- AppCheck can be completed in around 10 seconds.

**Note:** A **configuration identifier** will only generate within PearsonAccess next once a TestNav configuration is created. Adding a configuration identifier from the TestNav configuration to App Check will ensure you've successfully configured your ProctorCache machine and/or Save Locations.
TestNav Configuration - Configuration Identifier & AppCheck Working Together
TestNav Network Check

1. App Check
   - Enter a configuration identifier or click "Run App Check" to run the default app check.
   - Configuration Identifier (optional):
   - Run App Check
   - Run Network Check

2. Network Check
   - Estimate a school or test center's capacity to conduct online testing.
   - Number of computers: 190
   - Start Diagnostics Test

3. Network Diagnostics
   - Download Speed Test: 10.68 Mbps

4. Test Results: Pass
   - Given the current load on your system, you should be able to test at this location.
   - Proctor Cache is not recommended

4. Test Results: Warning
   - Given the current load on your system, you cannot successfully test at this location.
   - Proctor Cache is recommended
Precache Test Content

The precache process is initialized from PearsonAccess next.

- Precache is available March 8th before the test administration.
- Select content you wish to precache.
- Verify a successful cache by using ProctorCache monitor page, the status will change to "OK".
- You only need to cache once.
Import TestNav Configurations

- TestNav configurations created in the brown Training site can be imported into the blue Live PearsonAccess next site.

- If you created configurations in a previous testing administration, they will carry over, e.g., IAR Spring 2020 configurations.
Resources
IAR Resource Page: Pearson Support Site
Technology Setup

Use the information and tools on this page to prepare technology for online testing, including downloading or accessing TestNav. TestNav is used to deliver online tests to students.

Illinois IAR districts - schedule a time with Pearson Field Engineer staff to discuss technology questions/concerns.

Use this calendar to set-up time with the Pearson Technology Field Engineering Team to address questions on the following:
- How your district infrastructure interacts with Pearson systems (examples may include firewalls, content filters, student devices, proctor caching servers, Will Access points, etc.)
- How to prepare and complete an Infrastructure trial in your district
- Discuss issues or questions that arose while performing an infrastructure trial
- How to set-up proctor caching in your district
- Other recommendations on online testing set-up for your district or school.

Note: During live testing, please call Illinois Customer Support for immediate assistance.

Technology Requirements

View hardware and software requirements for administering online tests.

List of Chromebooks that have reached Auto Update Expiration (AUE) and will not deliver the IAR in spring of 2020 (see models highlighted in red).

Additional Technology Resources

User Guides are product guides to be used by Test Coordinators, Test Administrators, and technology personnel for technical instructions and troubleshooting.
TestNav 8 Online Support Page

Additional Technology Resources

TestNav 8 Online Support
TestNav 8 Error Codes
Illinois IAR districts - schedule a time
Proctor caching enables corporations to

TestNav 8
- TestNav System Requirements
  - Set up and Use TestNav
  - Network Requirements and Guidelines
  - ProctorCache System Requirements
  - Set Up and Use ProctorCache
  - Troubleshooting
  - Technical Bulletins
  - Features and Demos
  - Recently Updated

TestNav 8 Online Support

Search TestNav 8 Online Support:

TestNav 8 Online Support provides system requirements and information on features and demos. The Getting Started checklist below outlines the high-level
TestNav 8 Online Support Page (cont.)

The **TestNav 8 Support** page is regularly updated to reflect the most current system requirements, setup steps, network requirements and guidelines, troubleshooting information and more.

- Make use of the Recently Updated section towards the bottom of the menu on the left.
Support

Multiple Support Options

• Technology office hours
• Pearson help desk
Technology Office Hours

Pearson Field Engineer staff are available to discuss technology questions/concerns specific to your district and/or school at a time convenient to you.

The calendar is available at Illinois Pearson Support or IL Field Services Engineering to set-up a personal appointment to discuss any of the following:

- How your district infrastructure interacts with Pearson systems (examples may include: firewalls, content filters, student devices, ProctorCache servers, Wi-Fi access points, etc.).
- How to prepare and complete an infrastructure trial in your district.
- Discuss issues or questions that arose while performing an infrastructure trial.
- How to set-up caching in your district.
- Other recommendations for online testing set-up for your district or school.

Schedule your Technology Office Hours!
ALWAYS LEARNING