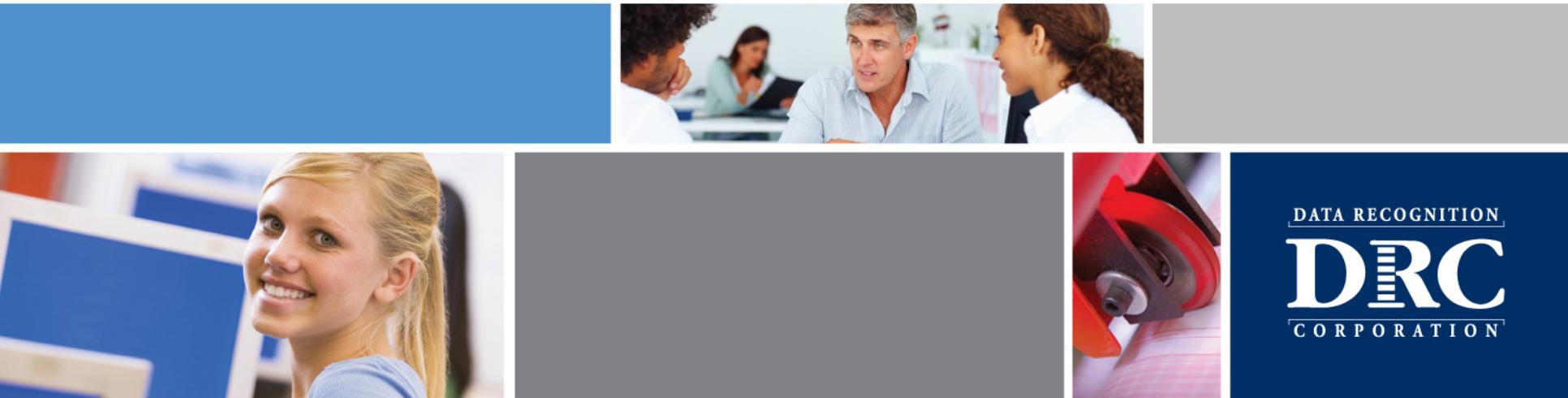




- ■ ■ **2014-2015 DRC INSIGHT and TSM Management and Capacity/Load Testing Training for NeSA Technology Assessment Contacts**

September 16-17, 2014



DATA RECOGNITION
DRC
CORPORATION

WebEx Rules of Engagement

- Participants' phones are muted.
- Submit questions as we go using Chat.
- At the end of the session, there will be a question-and-answer period.
 - Use the "Raise hand" button under the participant list to indicate you have a question.
 - The Host will un-mute your phone in turn so you can ask your question.



Introductions

- John Born, Program Lead
- Luke Vethe, Senior IS Support Analyst
- Ryne Keel, Technical Analyst

Agenda

- DRC INSIGHT & TSM Installation Questions?
- Capacity Estimator
- Capacity Estimator Demo
- Testing Site Manager (TSM) Monitoring & Management
 - Content Caching
 - Response Caching
 - Tools
- TSM Tools Demo
- Common Troubleshooting Areas
- Key Dates
- Questions & Answers

Capacity Estimator

- An Excel spreadsheet downloaded from eDIRECT → Test Setup → General Information → Downloads

TCLOSE MENU

- General Information
- Manage Users
- Students
- Enrollments
- eDirect Setup
- Materials
- Test Setup
 - General Information
 - Students
 - Test Sessions
 - Testing Windows
- Administration Setup
- Reports
- Student Lookup
- Check4Learning

Test Setup General Information

About Downloads Test Tutorials

[Instructions](#)

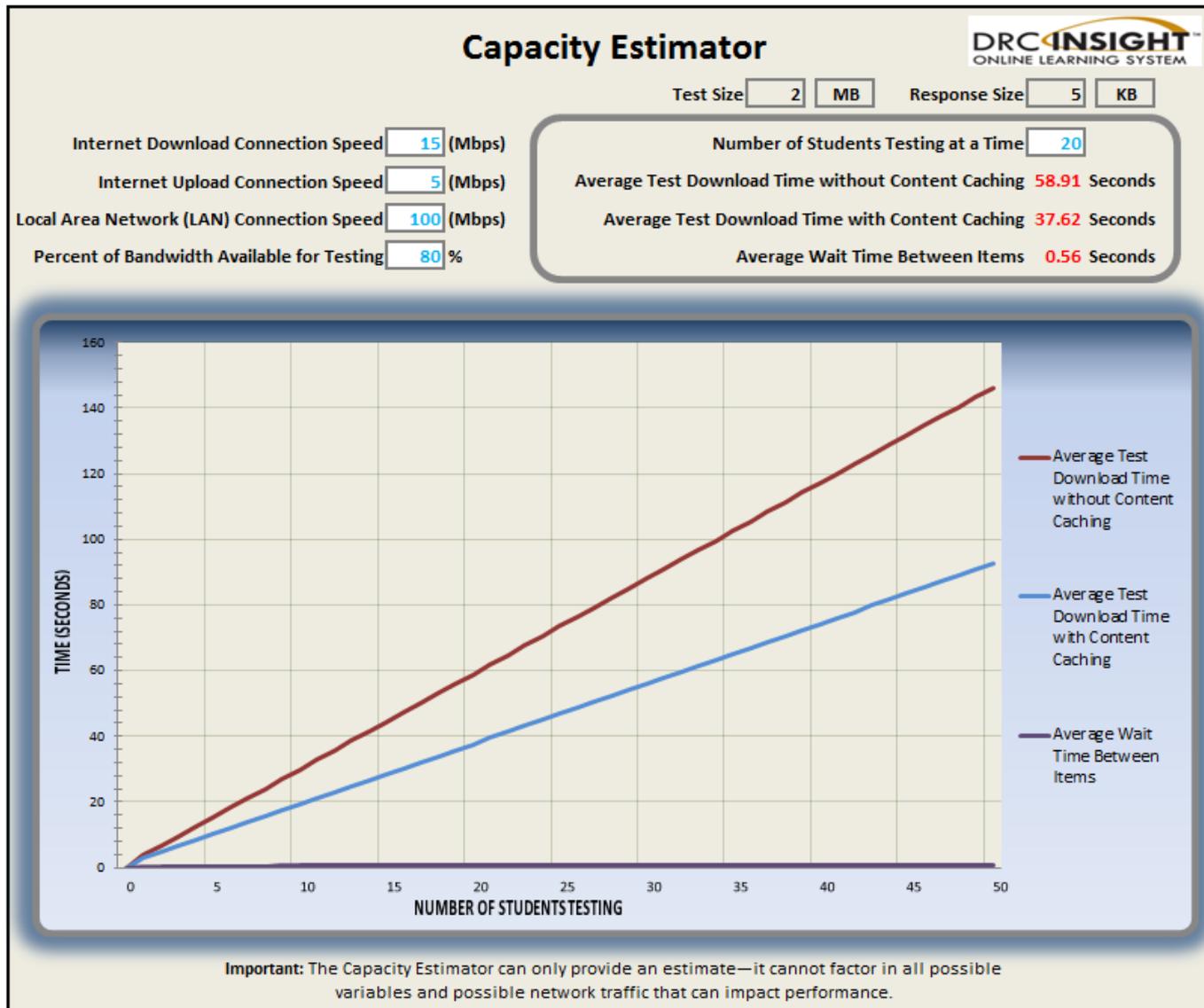
Software Downloads

Testing Software Downloads				
Title	Platform	Operating Systems	Version	Action
DRC INSIGHT Windows Installer	Windows	Windows XP with Service Pack 3 or greater, Windows Vista, Windows 7, Windows 8 (including 8.1), Windows Server 2003, Windows Server 2008	5.2.0	 
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Macintosh Installer	Mac OS	OS X 10.6.8, OS X 10.7, OS X 10.8, OS X 10.9	5.2.0	 
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Linux Installer - 32 bit	Linux	Ubuntu 12.04 and 12.04.1, 32 and 64-bit Gnome 3.4 with Unity Shell, Kernels 3.0.1 - 3.3	5.2.0	 
Use the installer above to download the DRC INSIGHT test engine				
DRC INSIGHT Linux Installer - 64 bit	Linux	Ubuntu 12.04 and 12.04.1, 32 and 64-bit Gnome 3.4 with Unity Shell, Kernels 3.0.1 - 3.7	5.2.0	 
Use the installer above to download the DRC INSIGHT test engine.				
Testing Site Manager (TSM) Installer	Windows	Windows XP with Service Pack 3 or greater, Windows Vista, Windows 7, Windows 8 (including 8.1), Windows Server 2003, Windows Server 2008	7.0.1	 
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching.				
Testing Site Manager (TSM) Installer	Mac OS	OS X 10.6.8, OS X 10.7, OS X 10.8, OS X 10.9	7.0.1	 
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching.				
Testing Site Manager (TSM) Installer - 32 bit	Linux	Ubuntu 12.04 and 12.04.1 32 and 64-bit Gnome 3.4 with Unity Shell Kernels 3.0.1 - 3.3	7.0.1	 
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching				
Testing Site Manager (TSM) Installer - 64 bit	Linux	Ubuntu 12.04 and 12.04.1 32 and 64-bit Gnome 3.4 with Unity Shell Kernels 3.0.1 - 3.3	7.0.1	 
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching.				
Capacity Estimator	Windows	Microsoft Excel 2007 or later	1.0.0	 
Use the installer above to download the Capacity Estimator. This tool estimates testing response times by using the number of students testing, as well as network capacity and utilization.				

Capacity Estimator

- Estimates the time it will take to download the web-based test engine based on the number of students testing
- Estimates how long a student will wait for a test to load with and without Content Caching via the TSM
- Estimates the time it will take for a student to receive the next question when he or she finishes a question

Capacity Estimator

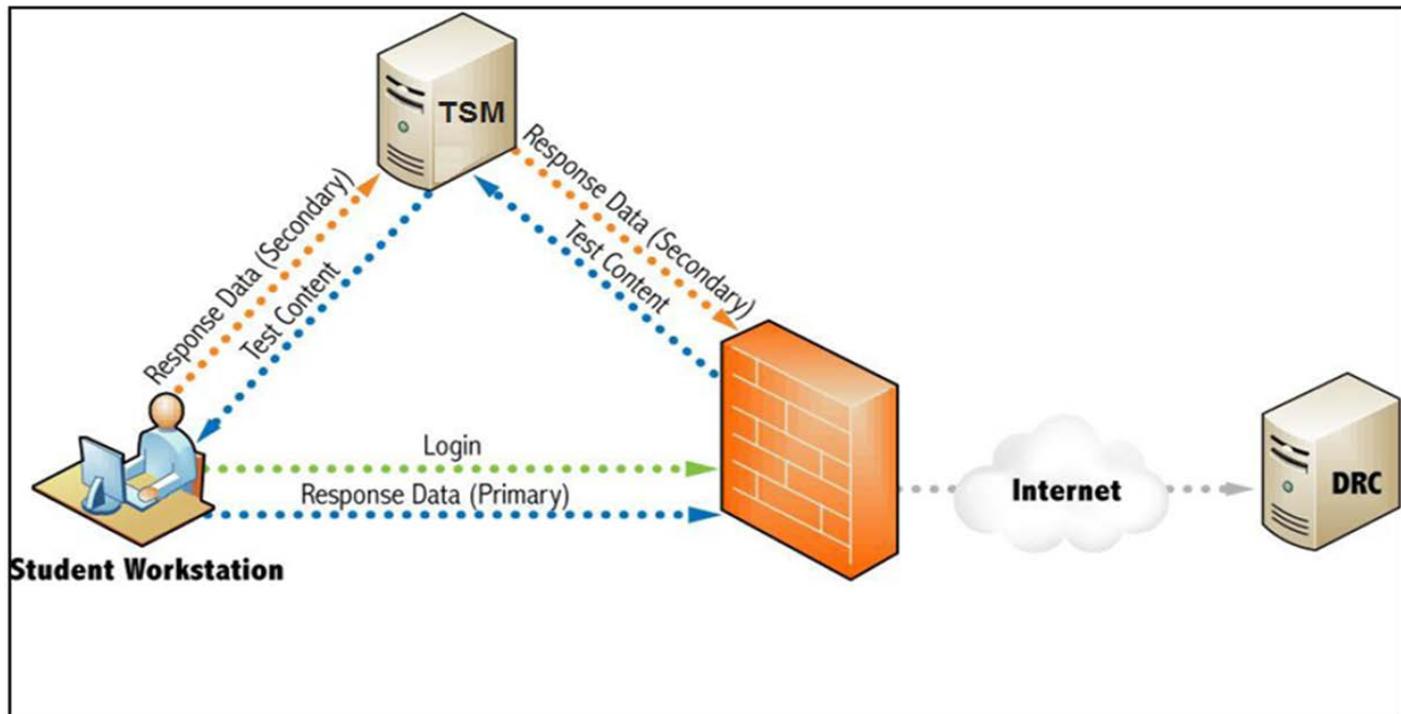


Capacity Estimator

Live Demo

Testing Site Manager (TSM) Overview

- Reduces demand on bandwidth by caching test content
- Saves student responses if the Internet connection between the testing site and DRC is temporarily lost



TSM – Content Caching

 Content Caching

Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

 Content Caching

 Response Caching ▾

 Tools ▾

Last Updated: 09/03/2014 08:52:54 AM 

 Update Content

10 ▾ records per page

Content List

Search:

Content	Status	Download TTS
528007 - 2014-2015 NeSA-RMS Spring 2015	Up to Date	<input checked="" type="checkbox"/>
528436 - 2014-2015 NeSA-W Practice Test Spring 2015	Up to Date	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries

← Previous 1 Next →

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

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TSM – Content Caching

- Content Caching stores test content on the TSM
- When students login to test, cached content is retrieved from the TSM instead of from DRC's servers, thereby reducing demands on Internet bandwidth
- Content Caching is optional for standard test forms
- Content Caching is required for Text-to-Speech (TTS) audio test forms

TSM – Content Caching

- Content column lists all tests available for downloading by administration name



Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

Content Caching

Response Caching

Tools

Last Updated: 09/03/2014 08:52:54 AM

Update Content

10 records per page

Content List

Search:

Content

Status

Download TTS

528007 - 2014-2015 NeSA-RMS Spring 2015

Up to Date

528436 - 2014-2015 NeSA-W Practice Test Spring 2015

Up to Date

Showing 1 to 2 of 2 entries

← Previous

1

Next →

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

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TSM – Content Caching

- Status column indicates “Out of Date” when content must be updated
- Verify test content status is “Up to Date” before testing

Testing Site Manager (TSM)

(Includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

 Content Caching

 Response Caching

 Tools

Last Updated: 09/03/2014 08:52:54 AM



Content	Status	Download TTS
528007 - 2014-2015 NeSA-RMS Spring 2015	Up to Date	<input checked="" type="checkbox"/>
528436 - 2014-2015 NeSA-W Practice Test Spring 2015	Up to Date	<input checked="" type="checkbox"/>

Showing 1 to 2 of 2 entries

TSM – Content Caching

- Standard forms download automatically
- Update Text-to-Speech (TTS) audio forms manually



Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

Content Caching

Response Caching

Tools

Last Updated: 09/03/2014 08:52:54 AM

Update Content

10 records per page

Content List

Search:

Content

Status

Download TTS

528007 - 2014-2015 NeSA-RMS Spring 2015

Up to Date



528436 - 2014-2015 NeSA-W Practice Test Spring 2015

Up to Date



Showing 1 to 2 of 2 entries

← Previous

1

Next →

TSM – Content Caching

- Content updates run automatically 7PM – 7AM, if needed
- Use “Update Content” button to update content manually
- New Content Update dialogue box

The screenshot displays the Testing Site Manager (TSM) web interface. At the top, the title "Testing Site Manager (TSM)" is visible, along with a sub-note "(Includes Local Caching Service [LCS] capabilities)". Below this, system information is listed: "TSM Name: NE EPM-Maple Grove-JBcubicle", "TSM Version: 7.0.1", and "TSM Server: 10.1.98.01". Two main navigation buttons are present: "Content Caching" and "Response Caching". A "Last Updated" timestamp shows "09/03/2014 08:52:54 AM". A progress bar indicates "Updating..." and "Processing 14840 TTS files for administration: 528007". A "Content List" table is partially visible at the bottom, showing "10 records per page" and a search field.

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

TSM – Content Caching

- New Content Update progress bar



Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

Content Caching

Response Caching ▾

Tools ▾

Last Updated: 09/05/2014 03:07:49 PM

Updating...

Processing 14840 TTS files for administration: 528007

TSM – Response Caching

Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

 Response Caching ▾

Unsent Responses

Historical Responses

 Content Caching

 Response Caching ▾

 Tools ▾

Unsent Responses

Historical Responses

Unsent Tests: 0

Last Transmission Attempt: 09/05/2014 03:13:01 PM

Next Transmission Attempt: 09/05/2014 03:28:01 PM

 Transmit Responses

10 records per page

Student Responses - Unsent

Search:

School	Test Session	Student Name	State ID	Earliest Response
--------	--------------	--------------	----------	-------------------

No unsent responses!

Showing 0 to 0 of 0 entries

← Previous

Next →

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

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TSM – Response Caching

- Response Caching buffers and stores test responses on the TSM if testing computers stop communicating with the DRC INSIGHT servers
- Cached responses are stored on the TSM for transmission to DRC when the connection to DRC INSIGHT servers has been re-established
- Testing can continue if the connection to DRC is disrupted, but cached responses must be transmitted to DRC before the student can log into the same test again
- If a student connected to a TSM moves to another computer, the new computer should be attached to the same TSM

TSM – Response Caching

- Unsent Responses displays information about responses stored in the TSM waiting to be transmitted to DRC

Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: NE EPM-Maple Grove-JBcubicle

TSM Version: 7.0.1

TSM Server: 10.1.98.81

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

- Unsent Responses
- Historical Responses

Unsent Tests: 0

Last Transmission Attempt: 09/05/2014 03:13:01 PM

Next Transmission Attempt: 09/05/2014 03:28:01 PM

[Transmit Responses](#)

10 records per page

Student Responses - Unsent

Search:

School	Test Session	Student Name	State ID	Earliest Response
--------	--------------	--------------	----------	-------------------

No unsent responses!

Showing 0 to 0 of 0 entries

[← Previous](#) [Next →](#)

TSM – Response Caching

- When the TSM is communicating with DRC, stored responses transmit automatically every 15 minutes
- Use the “Transmit Responses” button to manually transmit unsent responses
- Check daily that all responses have transmitted from all TSMs
- Confirm that all TSMs are clear at the end of the testing window

TSM – Response Caching

- Historical Responses displays information about responses that were cached on the TSM and successfully transmitted to DRC

Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

 Content Caching

 Response Caching ▾

 Tools ▾

Unsent Tests: 0 

Last Transmission Attempt: 09/05/2014 03:43:02 PM

Next Transmission Attempt: 09/05/2014 03:58:02 PM

 Transmit Responses

10 ▾ records per page

Student Responses - Historical

Search:

School	Test Session	Student Name	State ID	Transmitted Timestamp
--------	--------------	--------------	----------	-----------------------

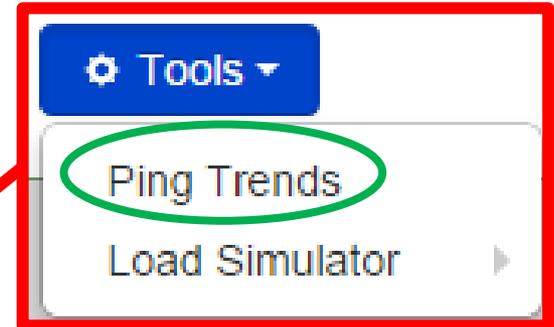
No unsent responses!

Showing 0 to 0 of 0 entries

← Previous

Next →

TSM – Tools: Ping Trends



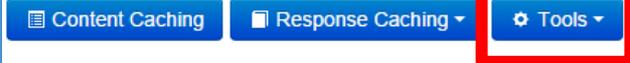
Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: [NE EPM-Maple Grove-JBcubicle](#)

TSM Version: 7.0.1

TSM Server: 10.1.98.81

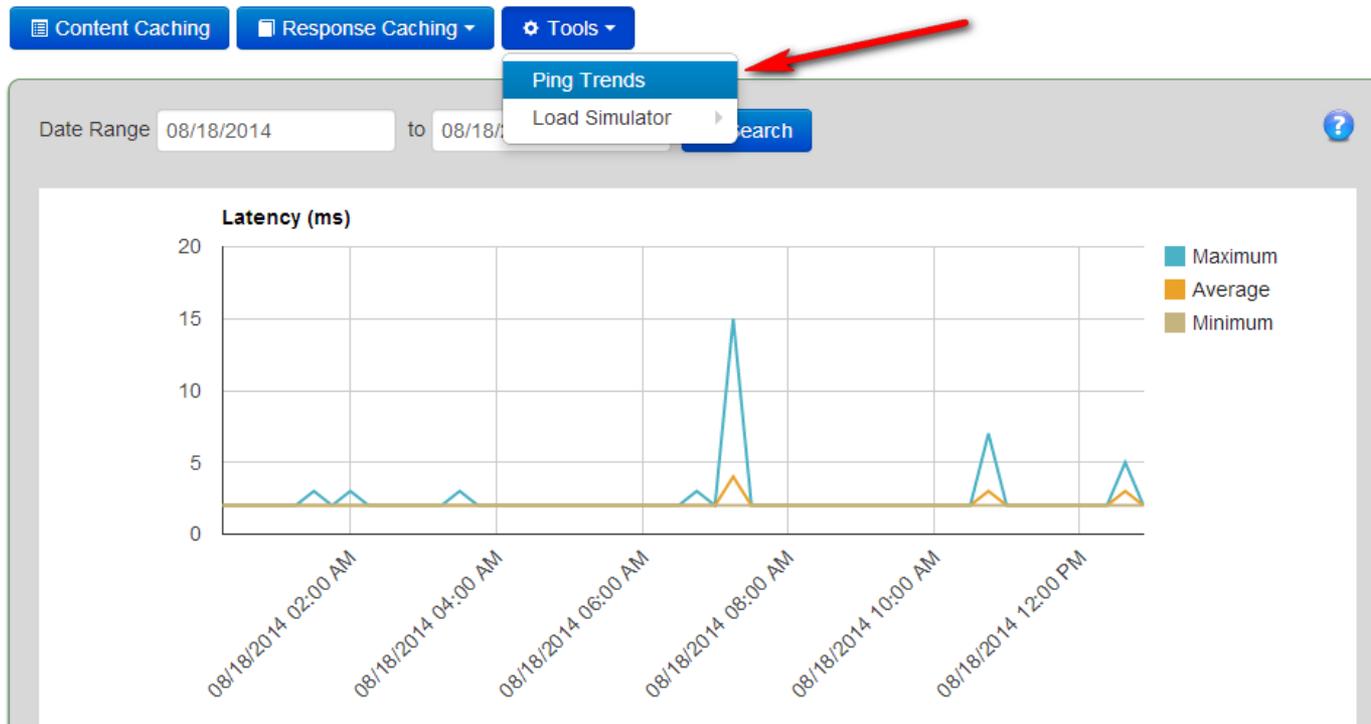


Date Range to

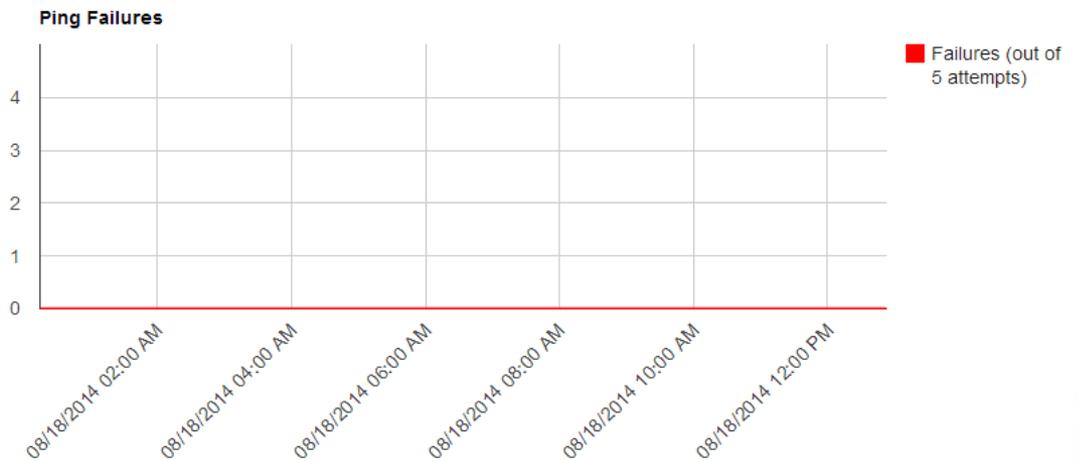
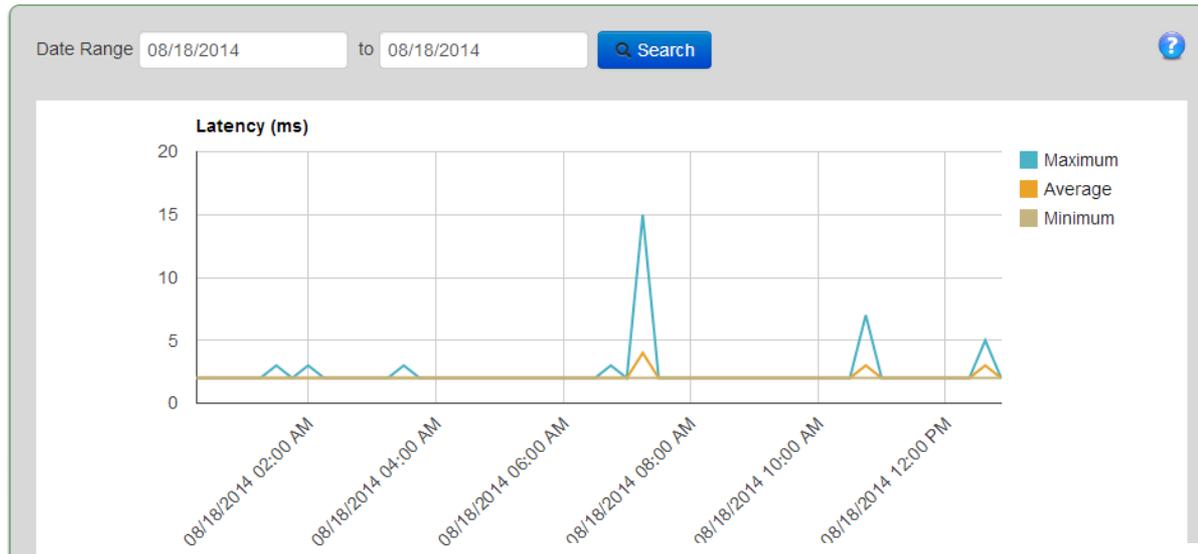


TSM – Tools: Ping Trends

- Latency—Pings are transmitted every 15 minutes following software installation
- Allows districts/schools to see times when Internet traffic is heaviest
- Failures—If latency is high, failures will generally occur



TSM – Tools: Ping Trends



TSM – Tools: Load Simulator

Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: NE EPM-Maple Grove-JBcubicle

TSM Version: 7.0.1

TSM Server: 10.1.98.81

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

Start Simulation

All

Registered Computers

Search:



Computer

Computer Details

No data available in table

Showing 0 to 0 of 0 entries

Tools

Ping Trends

Load Simulator

TSM – Tools: Load Simulator

- Perform load simulations to estimate the amount of time it will take during testing to download tests and upload responses
- Compare content download speeds from the TSM, from DRC, or a specific client configuration
- Identifies machines not functioning as well as others in a lab setting
- May show potential whitelisting issues if data takes longer to download or fails to download

TSM – Tools: Load Simulator

- TSM must be installed, running, and connected to testing computers included in the simulation
- System Readiness Check must be active on each testing computer included in the simulation
- Must select a district and school name for the testing computers for load simulation reports
- Computer names will appear in the “Registered Computers” list

TSM – Tools: Load Simulator



Testing Site Manager (TSM)

(includes Local Caching Service [LCS] capabilities)

TSM Name: District - School - Location

TSM Version: 7.0.1

TSM Server: 10.1.99.173

Content Caching Response Caching **Tools**

- Ping Trends
- Load Simulator** Enable Simulator
- Historical Simulations

Enable Simulator

Use TSM for form content source

Use DRC for form content source

Use Client configuration for form content source

Start Simulation

All **Registered Computers** Search:

<input checked="" type="checkbox"/>	Computer	Computer Details
<input checked="" type="checkbox"/>	PLYWS10749	Click for more details

TSM – Tools: Load Simulator

The screenshot displays the Testing Site Manager (TSM) interface. At the top, the title 'Testing Site Manager (TSM)' is shown with a sub-note '(Includes Local Caching Service [LCS] capabilities)'. Below this, the TSM Name is 'District - School - Location', the version is '7.0.1', and the server IP is '10.1.99.173'. There are two buttons: 'Content Caching' and 'Response Caching'. A modal dialog box titled 'Simulation In Progress' is centered on the screen, featuring a loading spinner and a 'Cancel Simulation' button. In the background, the 'Enable Simulator' section is visible, with 'Enable Simulator' checked and three radio button options for content source selection. Below this is a 'Simulation in progress...' status bar. The 'Registered Computers' section includes a search bar and a table with one entry: 'PLYWS10749' with a 'Click for more details' button. The footer of the interface shows 'Showing 1 to 1 of 1 entries'.

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

TSM Name: District - School - Location
TSM Version: 7.0.1
TSM Server: 10.1.99.173

Content Caching Response Caching

Simulation In Progress

Cancel Simulation

Enable Simulator

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

Simulation in progress...

All Registered Computers Search:

<input checked="" type="checkbox"/>	Computer	Computer Details
<input checked="" type="checkbox"/>	PLYWS10749	Click for more details

Showing 1 to 1 of 1 entries

TSM – Tools: Load Simulator

Content Caching | Response Caching | **Tools**

- Ping Trends
- Load Simulator**
 - Enable Simulator
 - Historical Simulations

Select Simulations

10 | **Summary** | Search:

Simulation ID	Avg Load Test (min/sec)	Avg Submit Test (min/sec)	Simulation Date/Time	Transmitted Date/Time	Min Duration (min/sec)	Max Duration (min/sec)
1	00:01	00:07	08/18/2014 01:08:00 PM	08/18/2014 01:12:23 PM	00:08	00:08
2	00:01	00:08	08/18/2014 01:08:16 PM	08/18/2014 01:12:23 PM	00:09	00:09
3	00:01	00:09	08/18/2014 01:08:38 PM	08/18/2014 01:12:23 PM	00:10	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)
1	PLYWS10749	TSM	00:01	00:07	00:08
2	PLYWS10749	DRC	00:01	00:08	00:09
3	PLYWS10749	Client	00:01	00:09	00:10

Showing 1 to 3 of 3 entries | ← Previous | 1 | Next →

TSM – Tools

Live Demo

Common Troubleshooting Areas

- Issue: TSM uninstaller stops because it can't check for unsent responses.
- Resolution: Call Customer Service to verify all student responses have been sent and receive assistance to finish the uninstall.

- Issue: INSIGHT displays TSM connection error—MS Windows Updates have turned TSM Windows firewall back on or changed TSM configurations.
- Resolution: Re-configure the Windows firewall to allow student workstations to connect again using port 8443.

Common Troubleshooting Areas

- Issue: INSIGHT displays TSM connection error—student workstations cannot pass TSM system readiness checks.
- Resolution: Consider using a static IP address TSM connection. Some networks offer more reliable connections using an IP address to connect instead of DNS or hostname address.
Ex) `https://10.1.2.3:8443`
- Issue: INSIGHT displays TSM connection error—a manual content update is running on the TSM when students log in.
- Resolution: Allow the update to finish before resuming testing.

Common Troubleshooting Areas

- Issue: Internet Connectivity Error message
- Resolution: This is usually a firewall or proxy issue. Make sure that testing addresses are whitelisted and sufficient bandwidth is available during testing.

<http://ne-insight-client.dracedirect.com>

<https://ne-insight.dracedirect.com>

<https://wbte.dracedirect.com>

Common Troubleshooting Areas

- Issue: Error message - Previous Login May Have Unsent Responses on the TSM
- Resolution:
 - 1) Be sure the TSM is running.
 - 2) Select Response Caching–Unsent Responses, and click Transmit Responses.
 - 3) The INSIGHT client must connect to the same TSM as the previous login to verify that there are no unsent responses.

Common Troubleshooting Areas

- Issue: Student workstation message when ending test: “Testing Complete! Responses Stored on TSM”
- Resolution: This is a normal message indicating that connectivity to DRC was lost during the test but the TSM allowed the test to be finished without interruption. Be sure there are no unsent responses cached on the TSM.

- Issue: Your client is out of date message.
- Resolution: Use the Auto Update feature to re-launch and update automatically, or update the testing client manually before continuing testing.

2014-2015 N-TAC Training

Training	Dates
INSIGHT and TSM Installation Training for N-TACs – WebEx (2 sessions)	September 3-4, 2014
INSIGHT and TSM Management and Capacity/Load Testing Training for N-TACs – WebEx (2 sessions)	September 16-17, 2014
NeSA Test Administration Training for N-TACs – WebEx (2 sessions)	January 5-7, 2015

Please visit the NDE Statewide Assessment Office website for additional training information and WebEx invitations.
Training dates are subject to change.

DRC INSIGHT™
ONLINE LEARNING SYSTEM



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Questions & Answers

NeSA Customer Service

Call Toll Free - (866) 342-6280

Fax - (763) 268-2540

email

necustomerservice@datarecognitioncorp.com

8:00 A.M. – 5:00 P.M. CST

