



Supported System Requirements

Effective May–July 2016

This document describes the current system requirements for the DRC INSIGHT Online Testing System and the Testing Site Manager (TSM). These requirements cover the following items:

- Hardware devices
- Accessories and peripherals
- Operating systems and levels
- Processor, disk space, and memory
- Screen size and resolution
- Certain testing accommodations

DRC aggressively seeks out, validates, and adopts new technology to offer the best testing solutions to our customers while keeping pace with constantly changing and evolving technology standards. In general, DRC software applications offer Best Effort Support of new versions of an operating system within one month of public availability of the new version and Full Support within three months of public availability of the new version, or by the next release date of the DRC application, whichever duration is greater.

Latest Q2 Update: May 5, 2016
Expires/First Q3 Update: July 2016

DRC INSIGHT and TSM Supported System Requirements

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What's Changed Since the Last Update

The following is a quick overview of changes to the hardware and software supported for DRC INSIGHT and/or the TSM since the Fall 2015 update (dated December 18, 2015). For details, see the appropriate section.

Device Support Beginning

iPad Pro Devices*
Acer Chromebook R 11 C738T*
ASUS Chromebook Flip C100PA*

**Targeted to begin in Q3/Q4 2016 (June–November)*

Device Support Ending

NA

Software Support Beginning

Linux: Ubuntu 16.04, LTS version, with 32- and 64-bit Gnome 3.4, Unity Shell*
Windows 10, Redstone 1*
Android 6.x*

**Targeted to begin in Q3/Q4 2016 (June–November)*

iOS 9.3

Software Support Ending

Windows Vista; Windows 8, SP2; Windows 10, Version 1507
Windows Server 2008, SP2
Mac OS X 10.7; OS X 10.8
iOS 8.x

What's New or Coming Soon

The following is a snapshot of significant DRC software and hardware updates and enhancements, planned for the near future.

Available Fall 2016

New 64-Bit Windows Version of the TSM

To meet the needs of users who require the TSM software to work with the latest 64-bit Windows environments, DRC is developing a 64-bit Windows version of the TSM. This version will be available Fall 2016.

Available Soon

Wi-Fi Recommendations

DRC will be providing specific recommendations to optimize the online testing experience across Wi-Fi networks.

Available Late Fall 2016

Central Office

The first phase of Central Office, a new, completely revamped version of the TSM, is targeted to be available as an option during Q4 2016. This software will offer secure, centralized access for managing testing devices; increased scalability for test environments of various sizes; a modular configuration with an enhanced suite of testing optimization tools; and improved deployment and installation capabilities.

DRC Device Support Policy

Typically, when a hardware vendor, such as Dell or Lenovo, discontinues a hardware device, the software vendor that provides the operating system support for that device continues supporting the device for a period of time. Therefore, for any device that DRC adds to its fully supported device list, DRC will continue to support the device until the software vendor officially discontinues support for the device.

Device Categories

DRC's approach is to test and certify our software on the devices most commonly used in the classroom. As a result of its testing, DRC groups devices into the three categories described in the table below.

Device Category	Description
Fully Supported	DRC has evaluated and tested the device. It is suitable for testing with DRC INSIGHT and/or the TSM*.
Not Suitable For Online Testing	DRC has evaluated and tested the device. For various reasons, it is unacceptable for testing with DRC INSIGHT and/or the TSM.
Other	Any device that does not fit into the other categories falls into this category. DRC has neither evaluated nor tested the device—it may or may not be suitable for testing with DRC INSIGHT and/or the TSM.

*Certain devices, such as iPad devices or Chrome devices, can be used for DRC INSIGHT, but not for the TSM software.

The tables that follow indicate the current DRC INSIGHT and DRC TSM device requirements, as well as the devices that DRC fully supports and the devices that are known to be unsuitable for online testing.

DRC INSIGHT Device Requirements

Fully Supported Devices	Processor	Memory	Unused Disk Space	Screen Size	Resolution
<p>Windows Non-touch-screen devices</p> <p>The following touch-screen devices: Lenovo Yoga – Netbook/Tablet Dell Latitude – Laptop Microsoft Surface Pro – Tablet</p>	<p>Minimum* Dual-core i3 at 1.4 GHz or equivalent</p> <p>Recommended* Dual-core i5 at 2 GHz or equivalent</p>	<p>Minimum 2 GB RAM</p> <p>Recommended 4 GB RAM</p>	<p>Minimum 10 GB</p> <p>Recommended 20 GB or more</p>	<p>Non-touch-screen devices:</p> <p>Minimum 9.5”</p> <p>Recommended 13” or larger</p> <p>Touch-screen devices:</p>	<p>Minimum 1024 x 768</p> <p>Recommended 1024 x 768 or higher</p>
<p>Mac (OS X) Non-touch-screen devices only</p>					
<p>Linux Non-touch-screen devices only</p>					
<p>Chrome OS Non-touch-screen devices</p> <p>The following touch-screen devices: Acer C720P Dell Chromebook 11 HP Chromebook 14 G3 Lenovo N20P</p>	<p>Minimum 1.4 GHz or faster</p> <p>Recommended 2 GHz or faster</p>	<p>Minimum 2 GB RAM or more</p> <p>Recommended 4 GB RAM or more</p>	NA	Minimum 10”	
<p>Apple iOS iPad 2 or newer iPad Air devices</p> <p>Note: iPad mini devices are not supported for online testing.</p>	NA	NA	NA	9.7”	
<p>Android ASUS Transformer Pad TF103CE (also known as the K010E) Dell Venue 10, model 5050</p>	NA	NA	NA	Minimum 10”	

* Minimum vs. Recommended

Throughout this document, the Minimum level of requirements represents a low compliance threshold. DRC advises using the Recommended level or above.

Accommodations

Because of the size of video and audio files, the Recommended level is required for testing with accommodations such as Human Voice Audio (HVA), Text-To-Speech (TTS), and Video Sign Language (VSL).

Additional Device Specifications

Supported Accessories

- Mouse
- English language keyboard (internal and external, wired and wireless)
- Touchpad
- Headphones
- Microphone
- Earphones
- Earbuds
- Stylus for touch devices
- Other input devices as supported for accommodations (determined in conjunction with each state department of education)

The input device must allow students to select and deselect; drag items; highlight text, objects, and areas; enter letters, numbers, and symbols; use the Shift, Tab, Return, Delete, and Backspace keys.

Other

Smart Board interfaces are not supported

Internet Connectivity

Minimum

Devices must be able to connect to the Internet using wired or wireless networks

Recommended

Devices connected via wired network

Power Supply

Minimum

For battery devices, a fully charged battery with a two-hour life

Recommended

Device connected to a plugged-in power supply

Accommodations

- A TSM is required for Human Voice Audio (HVA), Text-To-Speech (TTS), and Video Sign Language (VSL), which have increased TSM memory requirements (see **DRC TSM Device Requirements**)
- VSL also has increased TSM disk space requirements (see **DRC TSM Device Requirements**)
- HVA is not supported for Windows Vista

DRC TSM Device Requirements

The following table describes the processor, memory (RAM), and unused disk space requirements for the TSM based on the accommodations provided (Human Voice Audio [HVA], Text-To-Speech [TTS], Video Sign Language [VSL]), and the number of testers testing concurrently.

Supported Devices	Number of Concurrent Testers	Processor	Memory	Unused Disk Space
<p>Windows, Mac (OS X), Linux Desktop and laptop devices</p> <p>Important: The TSM should not be installed on mobile or touch-screen devices.</p> <p>Important: The processor, memory, and disk space requirements for the TSM vary based on the number of testers that will be testing concurrently and the accommodations used.</p>	1-25	<p>Minimum Dual-core i3 at 2 GHz or equivalent</p> <p>Recommended Dual-core i5 at 2 GHz or equivalent</p>	<p>Minimum* 2 GB RAM</p> <p>Recommended* 4 GB RAM</p> <p>Accommodations* 4 GB RAM</p>	<p>Minimum 10 GB</p> <p>Recommended 20 GB or more</p> <p>Accommodations 20 GB or more</p>
	26-150	<p>Minimum 2x dual-core i5 at 2 GHz or equivalent</p> <p>Recommended 4x dual-core i5 at 2 GHz or equivalent</p>		

*Minimum vs. Recommended

Throughout this document, the Minimum level of requirements represents a low compliance threshold. DRC advises using the Recommended level or above.

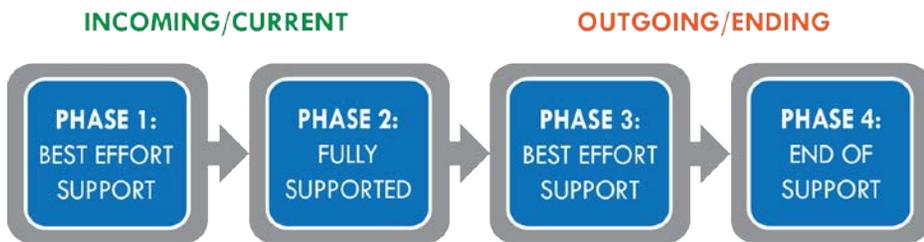
Accommodations

Because of the size of video and audio files, the Recommended level is required for testing with accommodations such as Human Voice Audio (HVA), Text-To-Speech (TTS), and Video Sign Language (VSL).

DRC Software Support Policy

When a software vendor, such as Microsoft or Apple, ends support for an operating system (or level), they discontinue free security updates for that software. This can present large and immediate security and support risks to the software's users. As a result, DRC strongly recommends that all clients affected by the end of support process begin the transition as soon as possible to allow sufficient time for the process.

Support Timeline



To accomplish the dual goals of minimizing security risks to DRC clients while making necessary software changes, DRC has established a multi-phase support timeline for the transition from an unsupported operating system or level to a supported operating system or level.

Note: DRC assumes no responsibility or liability for software transition processes at testing sites.

Phases 1 and 3: Best Effort Support

The DRC Support team will help troubleshoot issues reported concerning the operating system or level and DRC software applications as best we can, but DRC cannot guarantee a resolution.

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

Best Effort Support occurs at both ends of the software lifecycle.

- *Phase 1: After DRC software testing begins and before the software is fully supported by DRC.* DRC offers Best Effort Support for any new version of a supported operating system (OS) product within 30 days of public availability of the OS product version, or by the next planned common or client-specific release date of the DRC application, whichever duration is greater.
- *Phase 3: After the software is no longer supported by the vendor and before the end of DRC support.* Once the OS product version has reached the end of vendor support, DRC offers Best Effort Support until the next planned common or client-specific release date of the DRC application, at which point it is restricted from use unless DRC chooses to extend support.

Phase 2: Fully Supported

When an OS product is on the DRC supported product list, DRC performs application testing for all major versions of the product publically supported by the product vendor and for all minor versions of the product when DRC deems testing is necessary. Any new version of a supported OS product will be Fully Supported by all DRC applications within 90 days of public availability of the version of the OS product, or by the next planned common or client-specific release date of the DRC application, whichever duration is greater.

Phase 4: End of Support

The next release of DRC software applications will not work with the unsupported operating system or level. It is restricted from use.

The table that follows indicates the current supported operating system levels for DRC INSIGHT and the TSM. It also provides a timeline for changes in terms of the various support phases.

DRC INSIGHT Software Requirements: Supported Operating System Levels and Support Timeline

Operating System	Level	Incoming/Current		Outgoing/Ending	
		Phase 1: Best Effort Support	Phase 2: Fully Supported*	Phase 3: Best Effort Support	Phase 4: End of Support**
Windows	Windows Vista, SP2			X ***	July 2016
	Windows 7****, SP1		X		
	Windows 8****			X	July 2016
	Windows 8.1****		X		
	Windows 10 Version 1507			X	July 2016
	Windows 10 Version 1511		X	August 2016	November 2016
	Windows 10 Redstone 1	Summer 2016 (anticipated)	Fall 2016 (anticipated)		
	Windows Server 2008, SP2			X	July 2016
	Windows Server 2008, R2 SP1		X		
	Windows Server 2012, R2		X		
Mac (OS X) Note: Mac server software is not supported.	OS X 10.7			X	July 2016
	OS X 10.8			X	July 2016
	OS X 10.9		X		
	OS X 10.10		X		
	OS X 10.11		X		

* DRC recommends using operating system levels that are Fully Supported.

** When end of support occurs during a typical testing cycle, DRC will continue to provide Best Effort support until the testing cycle ends. DRC recommends that sites upgrade to a fully supported level before the testing cycle begins.

*** **X** indicates the current level of support.

**** Devices running Windows 7 or 8 are eligible for a free upgrade to Windows 10 until July 2016.

DRC INSIGHT Software Requirements: Supported Operating System Levels and Support Timeline (cont.)

Operating System	Level	Incoming/Current		Outgoing/Ending	
		Phase 1: Best Effort Support	Phase 2: Fully Supported*	Phase 3: Best Effort Support	Phase 4: End of Support**
Linux Note: Linux server software is not supported.	Ubuntu 12.04 LTS version, with 32- and 64-bit Gnome 3.4, Unity Shell		X ***	January 2017	April 2017
	Ubuntu 14.04, LTS version, with 32- and 64-bit Gnome 3.4, Unity Shell		X	January 2019	April 2019
	Ubuntu 16.04, LTS version, with 32- and 64-bit Gnome 3.4, Unity Shell	Summer 2016 (anticipated)	Fall 2016 (anticipated)		
iOS	8.x			X	July 2016
	9.3.x		X		
Chrome	Chrome OS recent stable channel		X		
Android	Lollipop 5.x		X		
	Marshmallow 6.x	Fall 2016 (anticipated)			

* DRC recommends using operating system levels that are Fully Supported.

** When end of support occurs during a typical testing cycle, DRC will continue to provide Best Effort support until the testing cycle ends. DRC recommends that sites upgrade to a fully supported level before the testing cycle begins.

*** **X** indicates the current level of support.

DRC TSM Software Requirements

The DRC TSM software requirements are the same as the DRC INSIGHT requirements with the exception that the TSM software cannot be installed on an iOS, Chrome, or Android device. The TSM software will work with INSIGHT software installed on these devices, but the TSM software must be installed on a Windows, Mac (OS X), or Linux machine.