



DRC INSIGHT™
ONLINE LEARNING SYSTEM

**TECHNOLOGY USER GUIDE
NEBRASKA**

**NeSA
VERSION**

Produced by Data Recognition Corporation (DRC)

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Revision Date: November 4, 2013

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Nebraska State Accountability assessments and Check4Learning are administered by the Nebraska Department of Education (NDE)
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Section One: Introduction



■ DRC INSIGHT Online Learning System

The DRC INSIGHT Technology User Guide describes the components, both required and optional, that make up the DRC INSIGHT Online Learning System—a web-based, online interface used with a combination of software and hardware to provide a secure, online testing environment.

The DRC INSIGHT Online Learning System delivers assessments and related resources online for all content areas and grade levels, as it incorporates computerized testing, related resources, dynamic reporting, and a suite of educator tools.

The DRC INSIGHT Online Learning System, or DRC INSIGHT, consists of a software interface that is available from a secure web browser. In addition, a Local Caching Service (LCS) helps manage network traffic, connectivity, and handle bandwidth issues.

■ About This Guide

This guide is both an introduction and reference for DRC INSIGHT. It describes its features and user interface, and offers examples of how to configure, install, manage, and troubleshoot.

This guide is organized into an introduction; configuration and installation information for Windows and Mac (OS X) environments; how to use DRC INSIGHT and its components; tips and techniques for troubleshooting issues; and frequently asked questions (FAQs).

This guide is designed primarily for NeSA-Technology Assessment Coordinators (N-TACs) who are responsible for setting up, managing online testing, and ensuring their systems work effectively and securely. We assume that all N-TACs are knowledgeable about the technical details of the Windows, Mac (OS X), and Linux operating systems, and have the necessary security privileges to perform the tasks discussed in this guide.

This guide is also designed to help Test Administrators (TAs), District Assessment Contacts, (DACs), and School Test Coordinators (STCs) use DRC's INSIGHT Online Learning System more effectively. It provides help with configuration and installation. It also helps answer some common questions and provides troubleshooting tips.

■ INSIGHT Web Browser and INSIGHT Server

The main component of DRC INSIGHT is the secure web browser testing interface that is installed on each testing computer. This software communicates with the DRC INSIGHT server to provide online tools training and test questions to the test taker, and to send responses to the DRC INSIGHT server, which stores them securely. Throughout this User Guide, we refer to the secure web browser interface as simply INSIGHT.

■ Local Caching Service (LCS)

DRC INSIGHT also provides an LCS that helps manage and streamline the communication process between the test computers and the DRC INSIGHT server. The LCS is usually installed on one or two strategic computers with sufficient bandwidth, and is strongly recommended by DRC for maximum performance.

If the test computers are unable to communicate with the DRC INSIGHT server, the installed LCS server buffers (or caches) the test responses. When the LCS is communicating with DRC, it sends responses to the DRC INSIGHT server in 15-minute intervals.

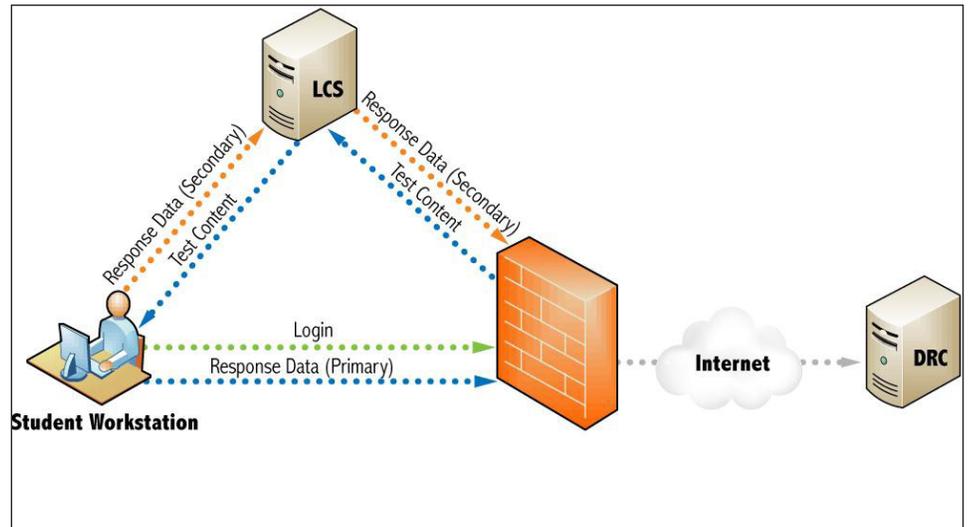


Figure 1-1: LCS Overview

Even if DRC is not currently communicating with the testing computers, the test responses are still being stored for transmission to DRC, so no responses are lost.

Note: The LCS is used during a test session—students cannot start a test session if there is no communication with the INSIGHT server.

■ Online Tools Training (OTT)

DRC INSIGHT's Online Tools Training (OTT) allows students and administrators to become familiar with the online test environment and the suite of test tools, such as the Line Guide tool, Highlighting tool, and Sticky Notes.

Note: It is important to install INSIGHT on the testing computers as early as possible to give students time to familiarize themselves with the INSIGHT test environment.

■ Text-To-Speech (TTS)

INSIGHT offers a special testing accommodation called Text-To-Speech (TTS). TTS allows a student to hear the test recorded by a computer-simulated voice.

Notes:

Section Two: Configuration



■ What's Covered in This Section

This section describes the specific hardware, software, network, and desktop requirements to configure INSIGHT, the Local Caching Service (LCS), and automatic software updates.

This section also discusses miscellaneous tasks NeSA-Technology Assessment Coordinators (N-TACs) perform to configure the INSIGHT software environment.

INSIGHT is a secure online testing platform from DRC. Students can access INSIGHT from a desktop computer to take standardized tests, tutorials, and Online Tools Training (OTT), using a suite of online testing tools.

TCs can configure INSIGHT to connect directly to the DRC servers and databases through the Internet. They also can configure INSIGHT to use with LCS systems.

INSIGHT System Requirements

The following table lists the minimum hardware and software requirements for INSIGHT on testing computers using the operating system platforms: Windows and Linux and Mac (OS X). Standard interface devices such as mice, keyboards, touchpads, headphones and earphones (for TTS), are supported

Note: Tablet devices, such as the iPad® and Android™, as well as Chromebooks™, are not supported for 2013–2014 NeSA or Check4Learning Testing.

OS/Version	Processor	Memory	Disk Space	Monitor Size/Resolution
Windows <ul style="list-style-type: none"> • Windows XP with Service Pack 3 or greater • Windows Vista • Windows 7 • Windows 8 • Windows Server 2003 • Windows Server 2008 Mac (OS X) <ul style="list-style-type: none"> • OS X 10.6 • OS X 10.7 • OS X 10.8 Linux Ubuntu 12.04.1 32-bit with Gnome 3.4, the Unity shell, and kernels 3.0.1 – 3.3	1 GHz	Minimum: 512 MB RAM Recommended: 1 GB	100 MB Note: TTS requires an LCS	Minimum: 9.5 inches with a resolution of 800 x 600 Recommended: 13 inches with a resolution of 1024 x 768 or higher

Table 2-1: INSIGHT System Requirements

Automatic Software Updates

You can specify that INSIGHT performs automatic software updates to the testing computers. To do this, check the Enable Automatic Update checkbox on the INSIGHT Automatic Update dialog box during the INSIGHT installation process (see the Installation sections). You can modify this setting by using the System Readiness Check software application (see “Setting Client System Properties” on page 78).

- If the Auto Updates feature is enabled, the software checks the version each time INSIGHT is launched, and downloads and installs updates automatically.
- If the Auto Updates feature is disabled, the software also checks the version when INSIGHT starts.
 - When a student attempts to log into a test, they are notified they do not have the latest version of the software and cannot continue.
 - You must update the software manually by getting the latest version from eDIRECT and reinstalling it.
 - You can run a System Readiness Check at any time to confirm that you have the latest version of INSIGHT software (see “Using the System Readiness Check” on page 70).
- You should update your software *before* testing begins to avoid delays.

Note: Updates do not require administrative rights, but you must have write privileges to the installation folder.

Windows 7 Desktop Font Size Requirements

The testing computers' font size settings must match the test settings to guarantee that line breaks and other items display correctly online during testing. The following table shows the correct font size setting for testing and how to specify it for the Windows 7 operating system.

Operating System	Font Size Setting	How to Check or Change
Windows 7	100% (Custom DPI)	Select Control Panel–Appearance and Personalization–Display–Set custom text size (DPI) . When you click Apply , your new font size setting will be used in your Windows programs.

Enabling ClearType for Windows XP

For the secure browser to display screen font characters correctly on Microsoft Windows, ClearType should be turned on. Clear Type is turned on by default for Windows Vista and Windows 7, but is turned off by default on Windows XP.

To turn on ClearType for screen fonts for Windows XP:

1. Select **Start–Control Panel–Appearance and Themes–Display**.
2. On the Appearance tab, click **Effects**.
3. Select the **Use the following method to smooth edges of screen fonts** check box and click **ClearType** in the list.

ClearType Tools

The following Microsoft website provides tools to turn ClearType on or off, and adjust the contrast:

<http://www.microsoft.com/typography/cleartype/cleartypeactivate.htm>

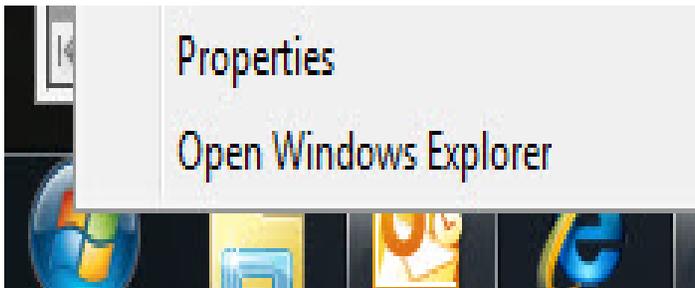
Windows 7/Windows XP Taskbar Security Requirement

During testing, each testing computer is locked down while INSIGHT is active to prevent the student from having access to outside information. For Windows 7 and Windows XP computers, you must be sure the **Auto-hide the taskbar** setting is turned off to secure the testing computer.

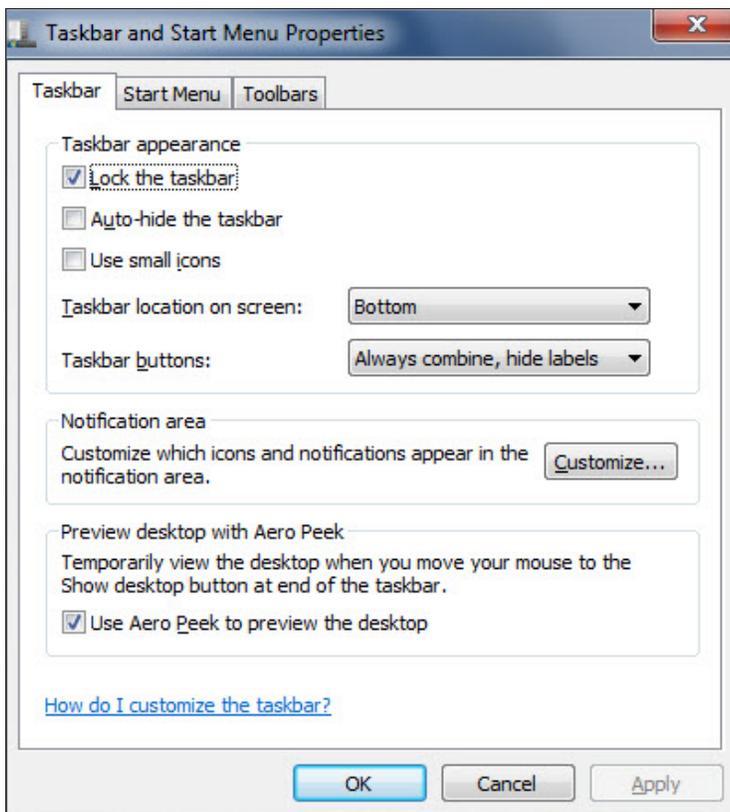
Windows 7 Computer

To turn off the Auto-hide the taskbar setting on a Windows 7 computer, perform the following steps:

1. Right-click on the Windows logo on the taskbar and select **Properties**.



2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).



3. Click **Apply** to verify your change and **OK** to save it.

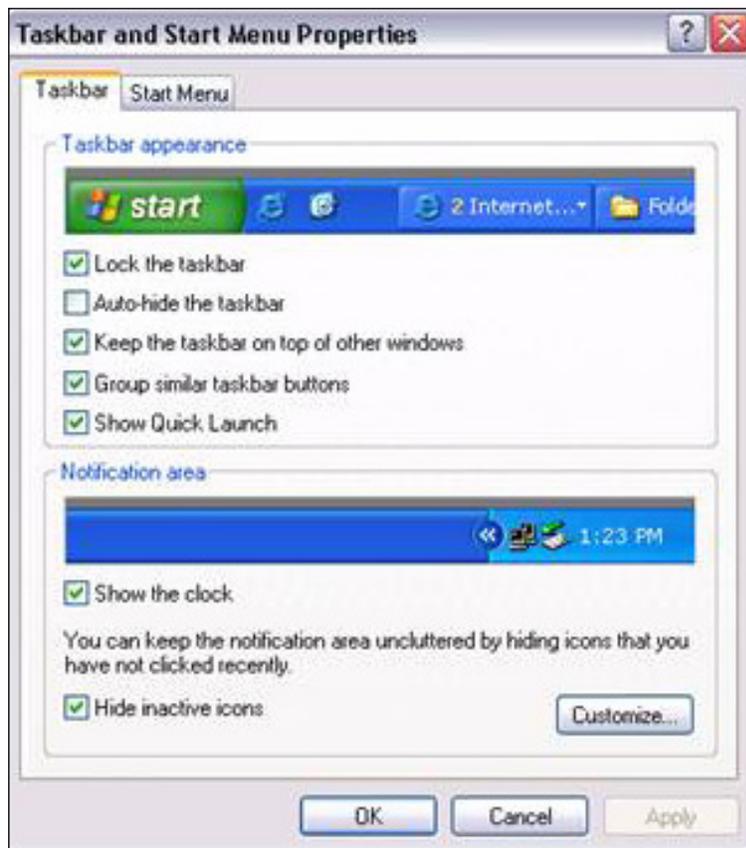
Windows XP Computer

To turn off the Auto-hide the taskbar setting on a Windows XP computer, perform the following steps:

1. Right-click on the taskbar and select **Properties**.



2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).



3. Click **Apply** to verify your change and **OK** to save it.

Network Requirements for Testing Computers

Network Connectivity

- All testing computers should have access to the Internet and be able to access the DRC servers using HTTP/HTTPS protocols on ports 80 and 443.
- All firewalls at the testing computer and the network level should allow connectivity on ports 80 and 443.
- Make sure you whitelist the URLs below on your content filtering systems or other proxy/firewall software that you use locally:

http://insight-client.drceirect.com for HTTP
https://insight.drceirect.com for HTTPS (secure HTTP)
- If your location uses an Internet connection idle timeout, please verify that the timeout limit is sufficient to allow students to complete testing.
- DRC recommends allowing INSIGHT traffic to bypass your firewalls and proxies if possible.

For more information, see “Question 1: I Don’t Know What to Whitelist, Allow, or Unblock?” on page 90 in Appendix B.

Wireless Networking

INSIGHT supports wireless networks. However, sites may experience issues on less reliable wireless networks, or if too many students attempt to connect to a single access point.

Desktop Monitoring

Important

If your testing location uses remote desktop monitoring software to monitor the computers that will be used for testing, you **should disable the monitoring software on these computers during test times to guarantee adequate security**. The particular steps you need to take vary, depending on the monitoring software you are using and the operating system of the testing computer.

Note: If it is not feasible to disable your monitoring software, you must ensure that any staff members that can use the monitoring software refrain from using it during testing periods.

INSIGHT Bandwidth and Connectivity Requirements

To start a test, INSIGHT contacts DRC to login. After a successful login, INSIGHT downloads the test from DRC (or an LCS if available). INSIGHT sends answers to DRC every time the page is changed (or to the LCS if communication with DRC is lost).

- INSIGHT must maintain connectivity to the Internet or an LCS throughout the test.
- INSIGHT supports wireless networks.

■ Local Caching Service (LCS)

A Local Caching Service (LCS) caches student responses if the Internet connection fails and allows students to continue testing. When the LCS is communicating with DRC, it transmits this cached information every 15 minutes.

DRC recommends using an LCS whenever possible. It is required if you plan to use Text-To-Speech (TTS)

■ Benefits and Features

An LCS offers many benefits and features:

- You can install the LCS using an easy-to-use installation Wizard (requires administrative rights).
- You can populate the LCS with test content by using its powerful LCS Manager interface. After the content is installed, any updates to test content are automatically downloaded.
- An LCS typically reduces bandwidth traffic for schools by about 50% when downloading test content.

■ LCS Connection Information

An LCS can help students during exams.

- With no LCS, the testing computers submit answers directly to the DRC servers through the Internet. If that communication stalls because the Internet connection is congested, messages between the testing computers and DRC are delayed. If the delay is too long, the software stops testing and the student loses the connection.
- With an LCS, if the communication stalls because the Internet connection is congested, the testing computer sends its answers to the LCS cache. The LCS automatically submits its collected responses to DRC every 15 minutes, which helps manage message traffic (you also can submit responses manually).

LCS System Requirements

The following table lists the minimum hardware and software requirements for the Local Caching Service (LCS) on the three supported system platforms: Windows, Linux, and Mac (OS X).

Note: An LCS is required for Text–To–Speech (TTS).

OS/Versions	Processor	Memory	Disk Space	Monitor Size/Resolution
<p>Windows</p> <ul style="list-style-type: none"> • Windows XP with Service Pack 3 or greater • Windows Vista • Windows 7 • Windows 8 • Windows Server 2003 • Windows Server 2008 <p>Mac (OS X)</p> <ul style="list-style-type: none"> • OS X 10.6 • OS X 10.7**** • OS X 10.8 <p>Linux</p> <p>Ubuntu 12.04.1 32-bit with Gnome 3.4, the Unity shell, and kernels 3.0.1 – 3.3</p>	1 GHz	<p>Minimum: 512 MB RAM</p> <p>Recommended: 1 GB</p>	1GB*	<p>Minimum: 9.5 inches with a resolution of 800 x 600</p> <p>Recommended: 13 inches with a resolution of 1024 x 768 or higher</p>

Table 2-2: LCS System Requirements

*The amount of disk space required is based on the size and number of forms and audio files stored for each assessment.

INSIGHT and Virtual or Remote Desktops

INSIGHT is a desktop-installed application that runs natively* on specific operating systems. To successfully launch and run INSIGHT, you must meet all system requirements—operating system, processor, disk space, memory, Internet connectivity, screen resolution, mouse, and keyboard. As long as your site meets these requirements, you also can run INSIGHT in a virtual or remote desktop environment. Sites using virtual computing technology must implement appropriate security measures to ensure that virtual/remote desktops are not able to access other applications during the administration of an online assessment.

**Running natively refers to running without external support, as opposed to running in an emulation.*

Kiosk Mode and Security

The biggest disadvantage of running INSIGHT in a virtual or remote desktop environment is the loss of built-in security. When INSIGHT runs natively on a device and operating system, it uses “kiosk mode” (built in for all supported operating systems) to “lock down” student access and prevent students from performing inappropriate testing activities—such as accessing the Internet.

INSIGHT’s kiosk mode is not available for unsupported operating systems and devices. Any sites using virtual computing technology must implement their own security measures to ensure that the virtual or remote desktops a student is using cannot access other applications while online assessments are being administered.

Native Operating Systems

The following table lists the operating systems on which INSIGHT can run natively, as well as unsupported operating systems.

Supported Operating Systems*	Unsupported Operating Systems
<ul style="list-style-type: none">• Windows XP• Windows Vista• Windows 7• Windows 8• Windows Server 2003• Windows Server 2008• Mac (OS X) 10.6, 10.7, 10.8	<ul style="list-style-type: none">• Other versions of Microsoft Windows and Mac (OS X)• Apple iOS• Google Android• Google Chrome OS• Other UNIX variants

Native Devices

INSIGHT also supports many types of computer devices. However, not all devices work with all operating systems and vice-versa. The following table lists the devices that can currently run INSIGHT-supported operating systems natively if they meet the minimum system requirements (see “INSIGHT System Requirements” on page 13).

Supported Devices	Unsupported Devices
<ul style="list-style-type: none"> • Desktop Computers • Laptops • Netbooks • Servers 	<ul style="list-style-type: none"> • Tablets • Phones • iPods • Chromebooks

Virtual Desktop Operating Systems

Beside the physical devices that host operating systems directly, virtual desktops can indirectly host some supported operating systems for INSIGHT. Typically, users access these virtual desktops from another operating system, on another device, across a network boundary. The following table lists the operating systems that work with virtual or remote desktop sessions.

Supported Operating Systems	Unsupported Operating Systems
<ul style="list-style-type: none"> • Microsoft Windows • Mac (OS X) • nComputing vSpace 	<ul style="list-style-type: none"> • Apple iOS • Google Android • Google Chrome OS • PCoIP

Virtual Desktop Devices

The device a student interacts with is actually a gateway to the virtual or remote desktop. However, the device may or may not be capable of supporting INSIGHT natively, or be able to run an operating system that INSIGHT supports. The following table lists the types of devices that can run the various operating systems.

Supported Devices	Unsupported Devices*
<ul style="list-style-type: none"> • Desktop Computers • Laptops • Netbooks • Servers • Wyse Thin Clients and Wyse Zero Clients • nComputing Devices 	<ul style="list-style-type: none"> • Tablets • Phones • iPods • Other UNIX devices • Chromebooks

*Virtual desktop and remote desktop software can access supported operating systems.

Section Three: Windows Installation



■ What's Covered in This Section

This section describes the various methods of installing and uninstalling the Local Caching Service (LCS) and INSIGHT in the Windows operating systems. In addition, there are tips and techniques for troubleshooting INSIGHT and LCS installations.

The first part of this section provides basic information about installing and uninstalling an LCS and INSIGHT.

Note: Install the LCS *before* you install INSIGHT so that you can specify the path to the LCS and the communication port during the INSIGHT installation.

Then, the section provides more advanced technical information about:

- Managing an LCS: starting, stopping, changing the default communication ports, and uninstalling.
- Working with the LCS in a non-graphical (terminal) mode using Windows operating system commands.
- Uninstalling INSIGHT.

Installation Files and the TTS Special Testing Accommodation

Different INSIGHT and LCS installations are available for Windows and Mac (OS X) operating systems. The following table lists the files for each type of installation and operating system. There is no separate installation required for the TTS accommodation.

Installation	Operating System	File
LCS	Windows	DRC_INSIGHT_LCS_Setup.exe
	Mac (OS X)	DRC_INSIGHT_LCS_Setup.dmg
	Linux*	DRC_INSIGHT_LCS_Setup.sh
Standard INSIGHT	Windows	DRC_INSIGHT_Setup.msi
	Mac (OS X)	DRC_INSIGHT_Setup.pkg
	Linux*	DRC_INSIGHT_Setup_amd64.deb
		DRC_INSIGHT_Setup_i386.deb

*The TTS accommodation is not available for Linux.

Quick Tour 1: Installing an LCS for Windows OS

This Quick Tour describes how to install a Local Caching Service (LCS) for Windows. DRC provides an easy-to-use Wizard to install the LCS software.

1. To launch the Wizard and start the installation, sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the Local Caching Service (LCS) installer icon for Windows.

Note: At this time, you also may want to download the Windows installer for INSIGHT and the Windows Uninstaller for INSIGHT.

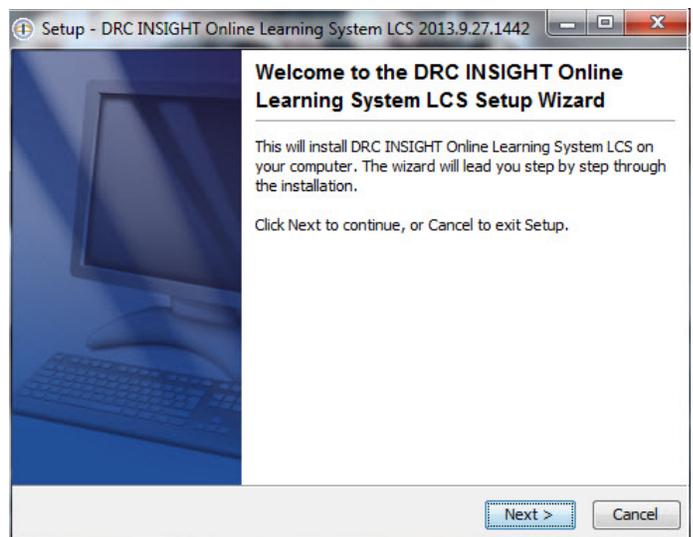


2. After you download the installation program, click on **DRC_INSIGHT_LCS_Setup.exe** to launch the Wizard and start the installation).

The Welcome screen displays the DRC INSIGHT Online System LCS Setup Wizard.

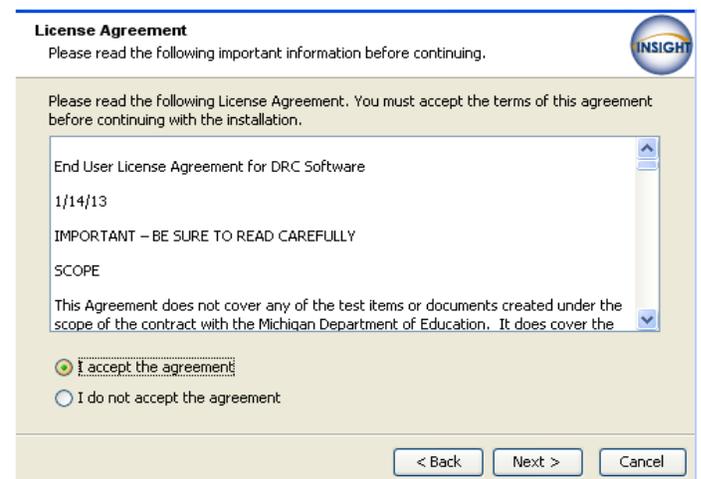
Note: On most of the installation windows, you have the option of clicking **Back** to return to the previous window; **Next** to proceed to the next window. Some windows display other options.

Click **Next** to continue.



3. The DRC INSIGHT License Agreement window displays. To continue the installation, you should read the agreement and decide whether to select it by choosing the option **I accept the agreement**. (If you do not choose to accept the agreement, the installation ends.)

When the Next button becomes active, click **Next** to continue. During the installation, a window displays to indicate the progress of the installation. If necessary, click **Cancel** to end the installation process.



Quick Tour 1: Installing an LCS for Windows OS

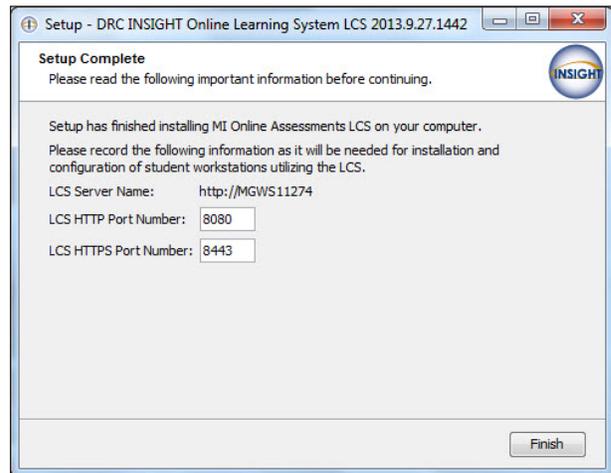
- When the setup completes, the Setup Complete window displays.

Record the LCS server name and port numbers, you will need this information when you install INSIGHT. You can change the port numbers from this window.

Important: To avoid potential conflicts, be certain no other device is using either port.

Note: The LCS HTTP Port Number is the port number for regular communication. The LCS HTTPS Port Number is the port number for encrypted communication that the INSIGHT secure web browser uses.

Click **Finish** when you are ready.



- After installation is complete, start the LCS Manager from the Start menu by selecting **All Programs– Online Assessments LCS– Online Assessments LCS Manager**.

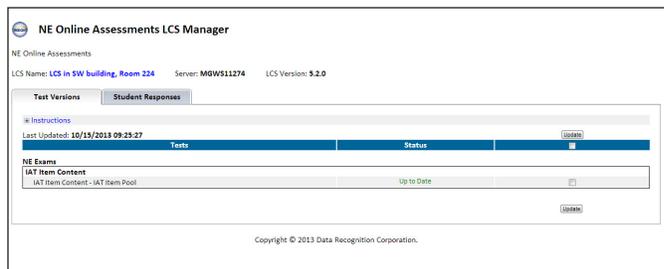
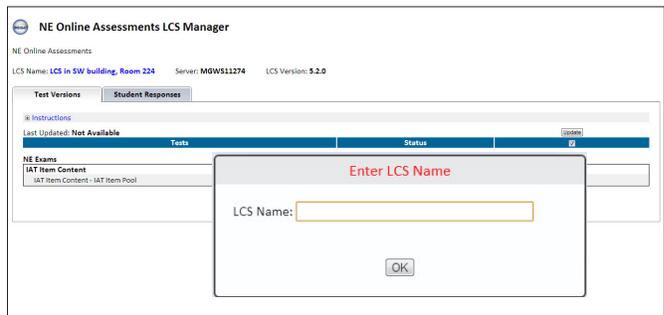
When the Enter LCS Name window displays, enter a name that will help you remember the location of the LCS machine in the LCS Name field and click **OK**. The name you choose is limited to 40 characters and there are no special formatting requirements.

Note: DRC recommends that you include the district, school, and location (building and/or room number) of the LCS.

- When the LCS Manager displays, click **Update** to load the latest tests (see “Updating Tests” on page 62 in the Working with INSIGHT section).

When the LCS Manager updates the LCS, the Status field changes from **Out of Date** to **Up to Date**.

Exit the LCS Manager (for more information, see “Updating Tests” on page 62). You are ready to install INSIGHT.



Quick Tour 2: Installing INSIGHT for Windows OS

This Quick Tour describes how to install the DRC INSIGHT Online Learning System for Windows. DRC provides an easy-to-use Wizard to install the software.

1. To launch the Wizard and start the installation, sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the Windows Installer icon.

Note: At this time, you also may want to download the Windows Uninstaller for INSIGHT.

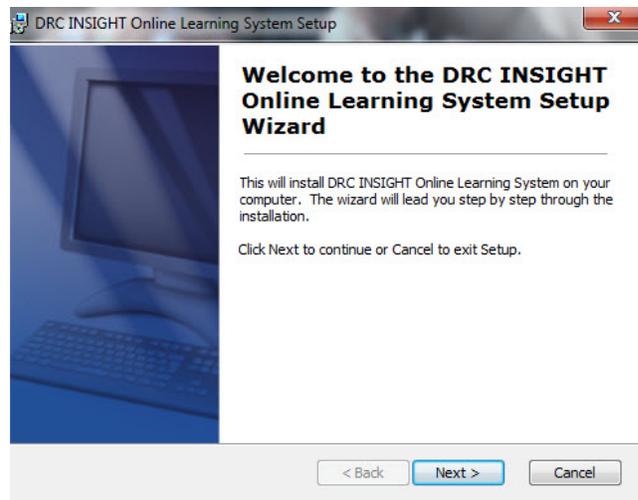


2. After you have downloaded the installation program, click on the **DRC_INSIGHT_Setup.msi** icon from your PC to start an installation.

The Welcome screen displays the DRC INSIGHT Online System Setup Wizard.

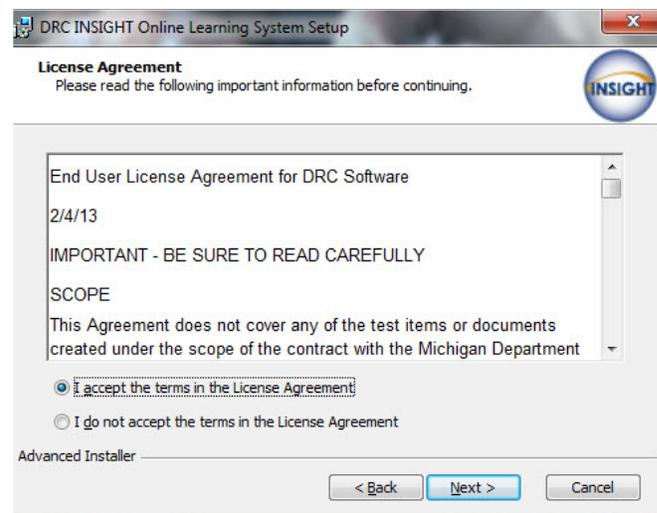
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Click **Next** to continue.



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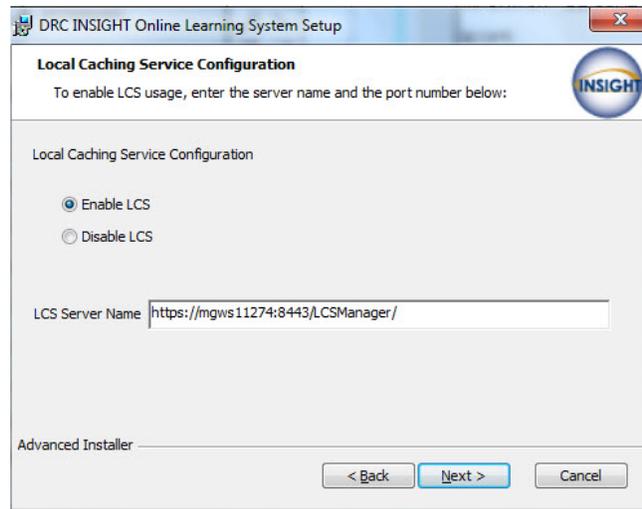


Quick Tour 2: Installing INSIGHT for Windows OS

4. The Local Caching Service Configuration window displays.

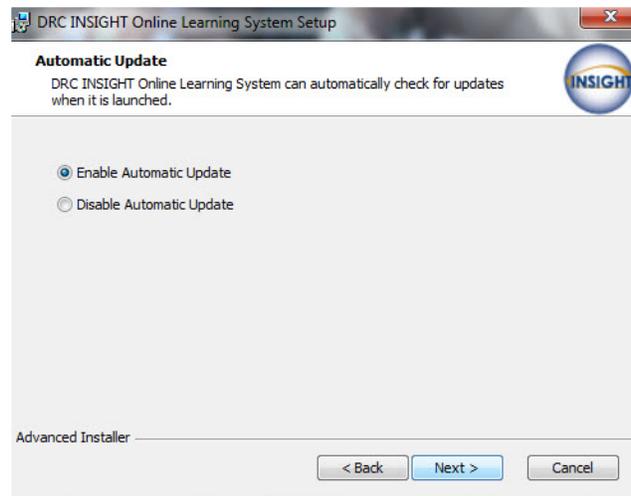
Check the box **Enable LCS** and replace the string **localhost** in the LCS Server Name field with the actual LCS server name (or IP address) you used when you installed the LCS (see “Quick Tour 1: Installing an LCS for Windows OS” on page 27).

Click **Next**.



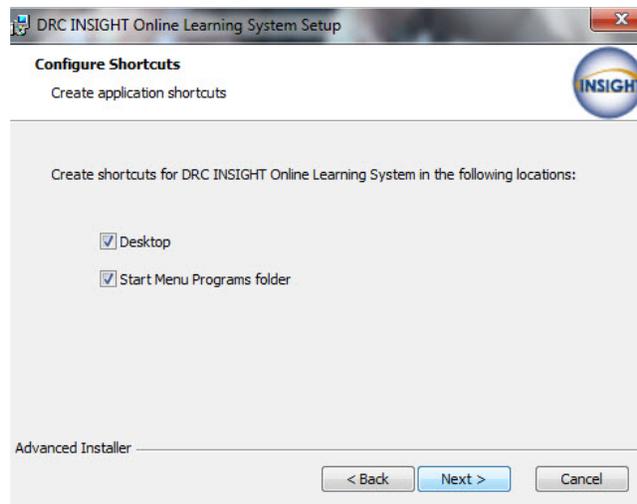
5. The Automatic Updates window displays. You use this window to indicate whether to use automatic software updates. Select **Enable Automatic Update** to use automatic updates (recommended), or **Disable Automatic Update** to use manual updates.

Click **Next** to continue.



6. The Configure Shortcuts window displays. Use this window to indicate which shortcuts the installation process should create. You can select any combination of shortcuts.

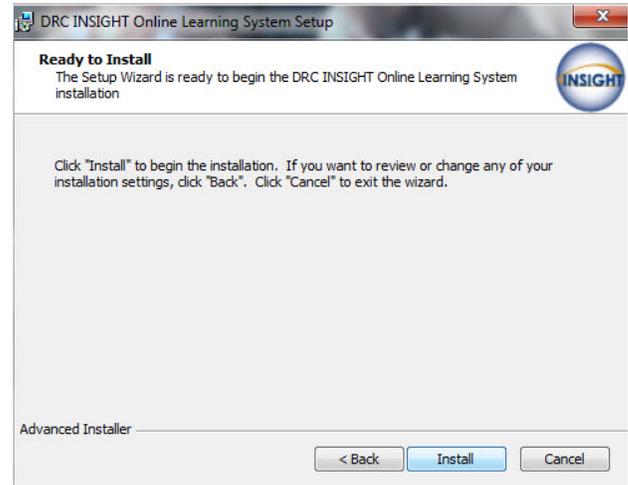
After you have made your selections, click **Next** to continue.



Quick Tour 2: Installing INSIGHT for Windows OS

- The Ready to Install window displays. Click **Back** to review or change your settings, **Install** to start the installation, or **Cancel** to cancel the process.

While INSIGHT is being installed, a progress window indicates the state of the installation. If necessary, you can click **Cancel** to end the installation process.

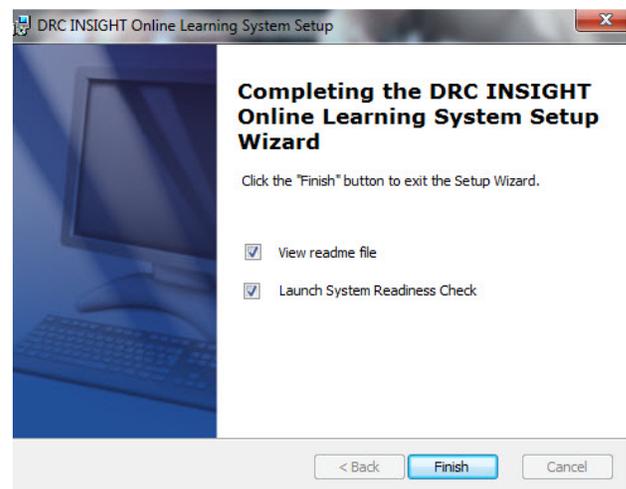


- When the installation completes, a window displays indicating that INSIGHT is installed.

You can specify whether to view the Readme file and run the System Readiness Check.

The Readme file contains information about the latest software updates. The System Readiness Check verifies that the testing computer has sufficient screen resolution, Internet connectivity, memory (RAM), and other technical specifications needed to perform online testing.

Make your selections and click **Finish** to end the installation process.



- If you launch the System Readiness Check, the following screen displays. You can see details about each test, execute the tests, and view the results (see “Using the System Readiness Check” on page 70).

After you are finished, click **Exit**.

System Information		
Build Version	1.0.0	Installation Directory
Machine Name	mg111431	User Name
OS Level	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 32-bit	Client Version
LCS Response Caching	Yes	LCS Connection
		HTTPS Proxy
Required Test List		
Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
✓	LCS Connection	Details
✓	LCS Response Caching	Details
✓	LCS Version	Details
✓	Client Version	Details

Execute Tests | DRC INSIGHT Properties | Exit

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Quick Tour 2: Installing INSIGHT for Windows OS

10. If you specified to view the Readme file, it displays as a Microsoft Word document. You can read, print, email, or save the file. It contains the latest information about the software release. Close the file when you are finished using it.

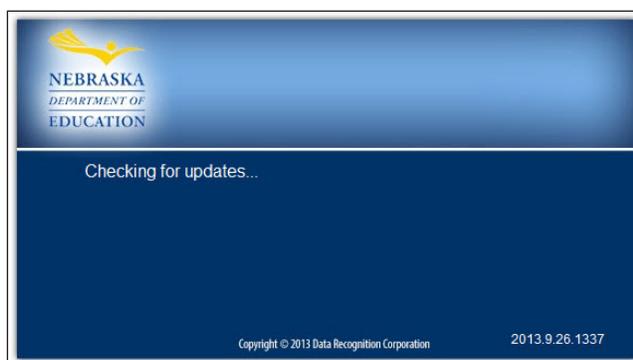
```
Secure Browser v0.0.0%
Sep 22, 2013%
%
CER 0.1455.1442%
%
Main Changes%
-----%
%
Installer%
-----%
%
--1. Installer Launch conditions%
----1. Disabled check screen resolution < 1024x768%
%
Secure Browser%
-----%
%
- Outstanding Issues%
%
Fixed (pending QA)%
----1. DRWBTE-3619: WIN Secure Browser: Ctrl + F1 Causes Crash%
----2. DRWBTE-3624: WIN Secure Browser: Installer Security Issues -
Outside of DRG Network / with anti-virus software%
----3. DRWBTE-3760: WIN Secure Browser Launch does not cover whole page -
when initialized%
----4. DRWBTE-3618: WIN Secure Browser: Alt-Tab Allows User to view
Application Preview%
----5. DRWBTE-3620: WIN Secure Browser -- Keys need to be disabled%
----6. DRWBTE-3637: WIN -- Print screen is not disabled%
----7. DRWBTE-3760: WIN Secure Browser Launch does not cover whole page -
when initialized%
----8. DRWBTE-3622: WIN Secure Browser -- Taskbar accessible after
locking and unlocking computers%
----9. DRWBTE-3591: WIN Secure Browser: Extended screen not disabled in
Secure Mode%
----10. DRWBTE-3774: WIN OS -- Win @ Taskbar and Windows Key Button Cheats%
----11. DRWBTE-3644: WIN Secure Browser -- Ctrl+Alt+Arrow Key: Rotates the
screen%
----12. DRWBTE-3626: WIN OS Different Security Modes do not actually
reflect the behavior%
%
%
```

11. The installation adds one or more shortcuts based on what you specified in Step 6. You can use shortcuts to access Online Tools Training (OTT) or perform an actual online assessment.

Note: If necessary, you can copy a shortcut to a different location that is easier for students to access.



12. When you click on a shortcut, you can sign in to the OTT, or a test, using your INSIGHT sign in information.



Managing the LCS

This section describes how to start and stop an LCS from a command line, how to install an LCS from the command line, how to change the LCS communication port after installation, and how to remove an LCS.

Installing an LCS from the Command Line

You can install an LCS in the Windows environment using the command line interface versus a graphical interface. This is useful to install the software in unattended mode or quickly on a number of computers.

To run the LCS installation in unattended mode, execute the INSIGHT Setup command **DRC_INSIGHT_LCS_Setup**, with the appropriate options. To display a list of command line options, run the command with the **-h** (Help) parameter.

Figure 3-1 shows the list of setup options.

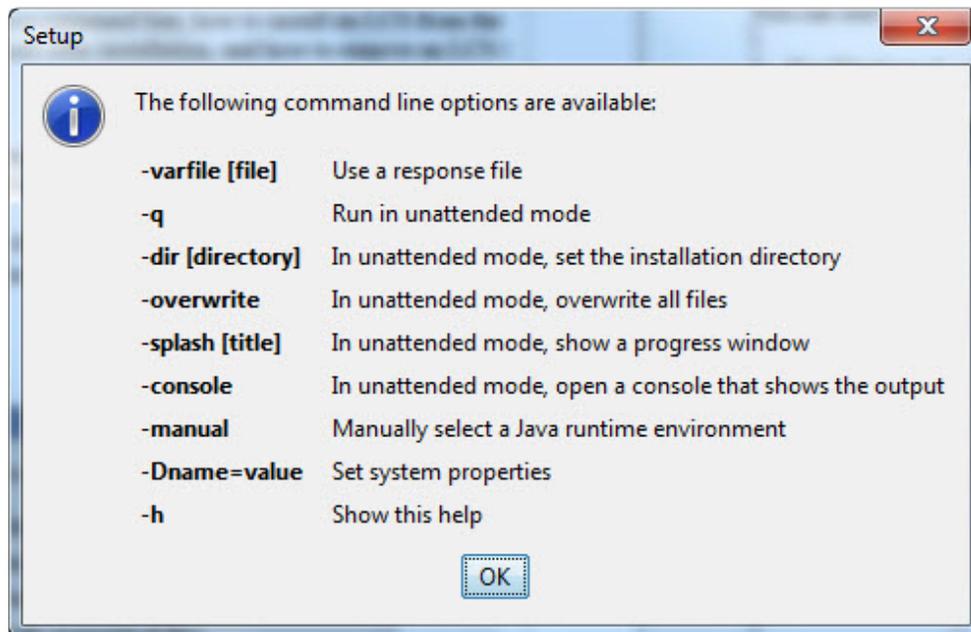
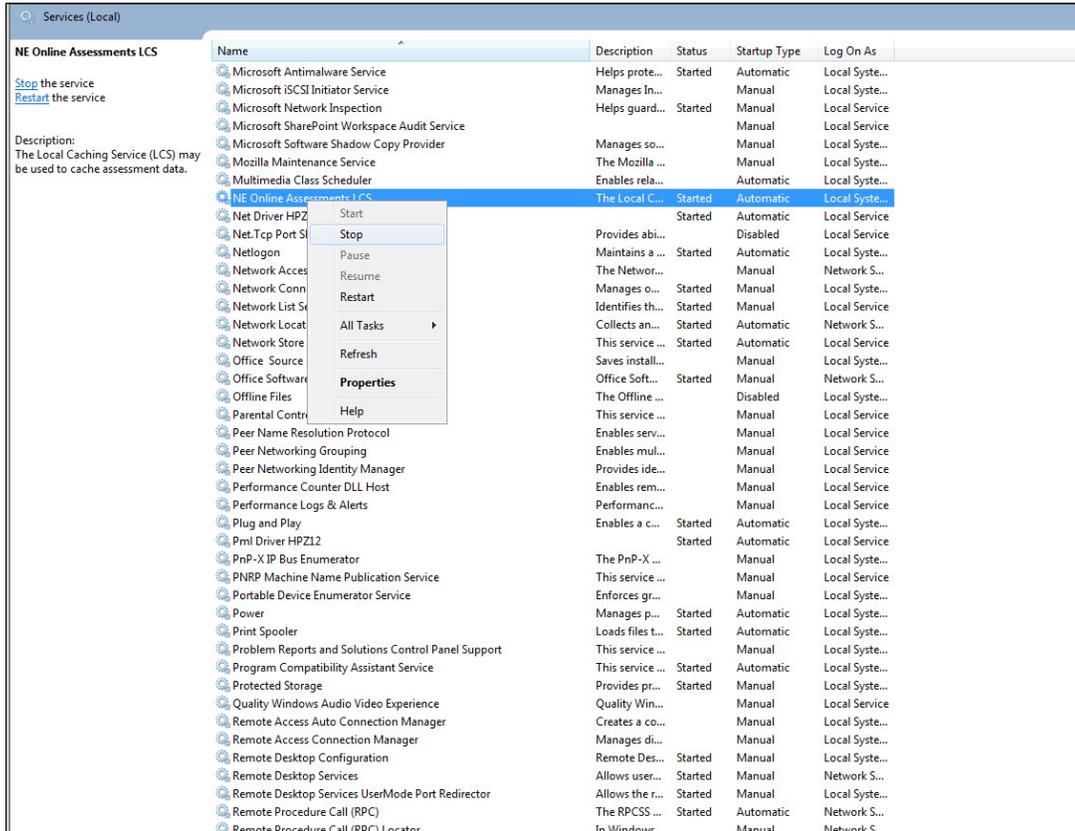


Figure 3–1: LCS Setup Command Options

Starting and Stopping the LCS

You can start and stop the LCS using the Control Panel.

1. For Windows 7, select **Control Panel–Administrative Tools–Services**.



2. The Services window displays. Select **Online Assessments LCS**.
3. To stop the LCS, right-click and select **Stop**. To restart the LCS, right-click and select **Start**.

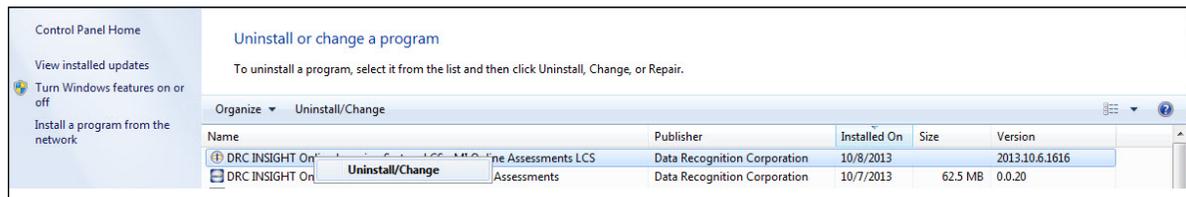
Uninstalling the LCS

You can uninstall (remove) the LCS using the Control Panel or the INSIGHT LCS Uninstaller program.

Note: If you cannot remove the LCS, please contact DRC Technical Support.

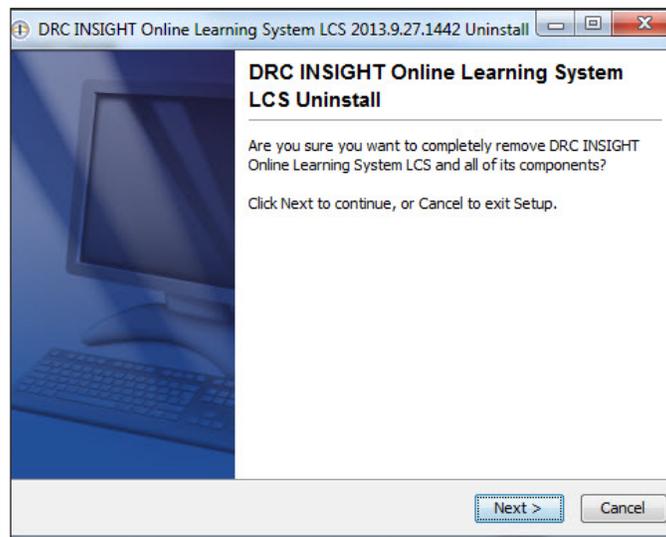
Using the Control Panel

To uninstall the LCS using the Control Panel, select **Uninstall a Program** and select **DRC INSIGHT Online Learning Systems–NE Online Assessments LCS**, right-click, and select **Uninstall/Change**, and click **Next** when the Uninstall Wizard displays. The Wizard walks you through the process.



Using the Uninstaller Program

To uninstall INSIGHT using the uninstaller program, download the program from eDIRECT and place it on your desktop. To uninstall INSIGHT, click on the DRC_INSIGHT_UNINSTALL.exe icon from the desktop and click **Next** when the Uninstall Wizard displays. The Wizard walks you through the process.



Managing INSIGHT

This section describes how to install INSIGHT from a command line (sometimes called a “Silent Installation”), how to start and stop INSIGHT and the System Readiness Check, and how to remove INSIGHT.

Installing INSIGHT from a Command Line

To install INSIGHT from a command line, execute the INSIGHT setup command—`DRC_INSIGHT_Setup.msi`—using the specific options you want to use.

To display a list of the command line options, use the `/h` (help) parameter with the setup command by selecting **Run...** and specifying `DRC_INSIGHT_Setup.msi -h`.

Figure 3-2 shows a list of the standard options.

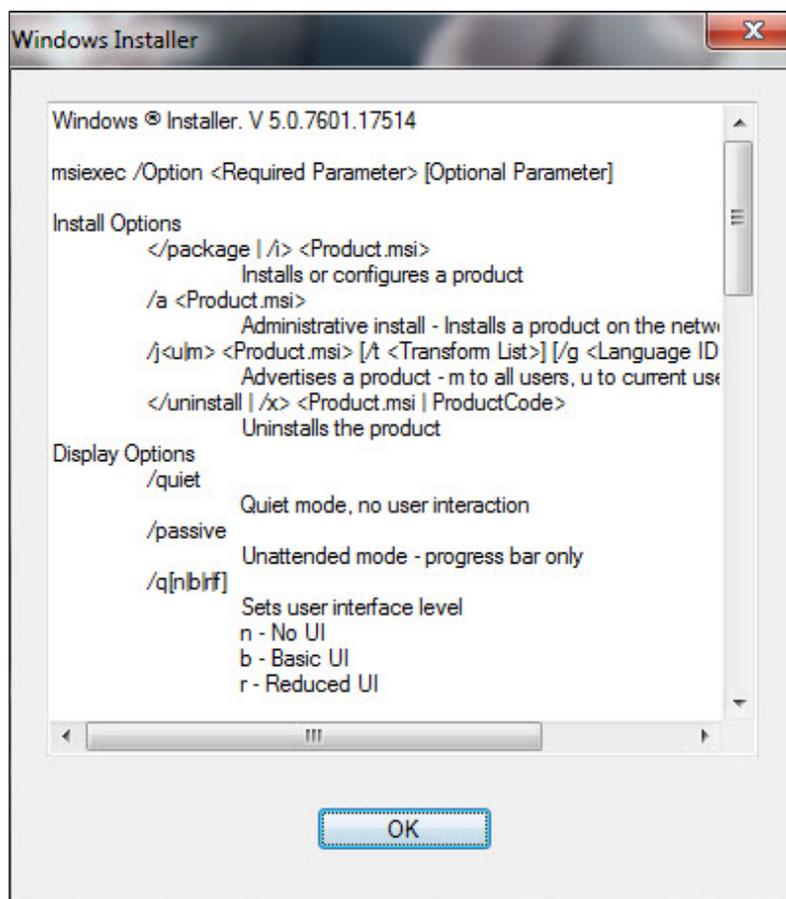


Figure 3–2: INSIGHT Setup Command Options

Refer to the Windows Installer Software Development Kit (SDK) for detailed information about the command line syntax.

INSIGHT Installation Program Options

The following table shows the custom properties available for the installation program.

Property/Switch	Description	Default Value
AUTOUPDATEFLAG	Enables and disables the automatic update feature. <ul style="list-style-type: none"> Set this to false to disable the automatic update feature. Set this to true to enable the automatic update feature. 	False
ENABLELCS	Enables and disables the LCS. <ul style="list-style-type: none"> Set this to false to disable the LCS. Set this to true to enable the LCS. 	False
LCSURL	The IP address of the LCS server or its name. Replace <i>localhost</i> with the IP address or server name of the machine on which the LCS is installed.	https://localhost:8443/LCSManager
/qn	Runs the installation in silent mode.	NA

Table 3–1: INSIGHT Installation Program Options

Installation Command Syntax and Example

The following is the syntax for the install program command:

DRC_INSIGHT_setup.msi <properties> <MSI switches>

Note: All properties are passed in a *key=value* format (see the Example).

Example

The following example installs the software in silent mode (the /qn switch) and uses the LCS, specifies its location, and enables auto updates.

```
msiexec /I DRC_INSIGHT_SETUP.msi AUTOUPDATEFLAG="true" ENABLELCS="true"
LCSURL="https://localhost:8443/LCSManager/" /qn
```

Note: To see the other MSIEXEC properties and switches that you can use with the installation application, refer to the Microsoft Command Line options page.

Starting *INSIGHT*

You can start both *INSIGHT* and the System Readiness Check from a testing computer using the Windows Start menu or the Windows Explorer.

Stopping *INSIGHT*

If *INSIGHT* becomes unresponsive, the NeSA-Technology Assessment Coordinator (N-TAC) may need to stop it. You can stop *INSIGHT* by using the Windows Task Manager. To activate the Task Manager, press **Ctrl-Alt-Delete** and select **Task Manager** (see Figure 3-3).

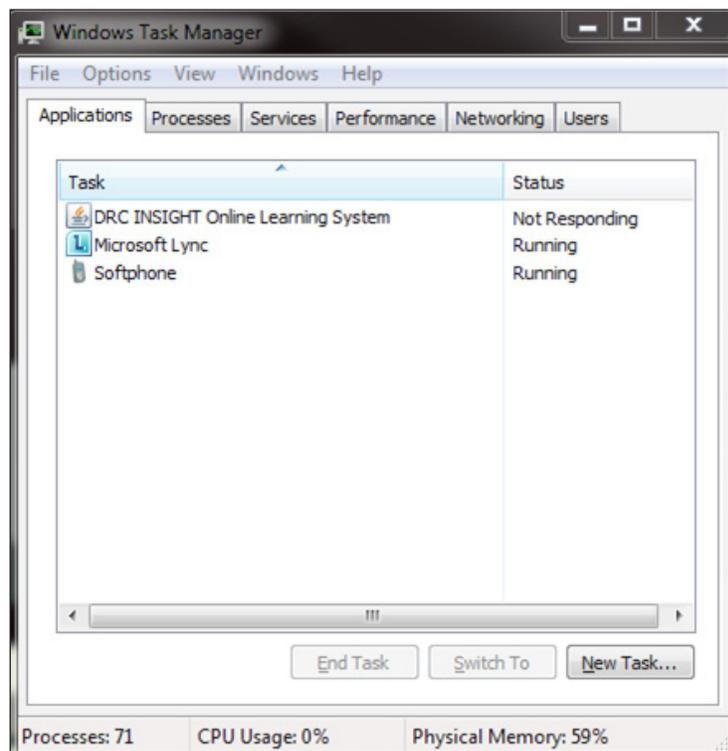


Figure 3–3: Task Manager - Windows 7 Environment

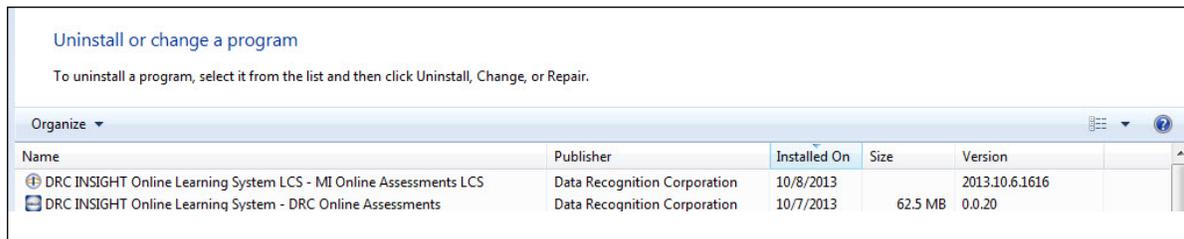
Uninstalling INSIGHT

You can uninstall (remove) INSIGHT using the Control Panel, or the INSIGHT Uninstaller program.

Note: If you cannot remove INSIGHT, please contact Nebraska Customer Support at 466-342-6280.

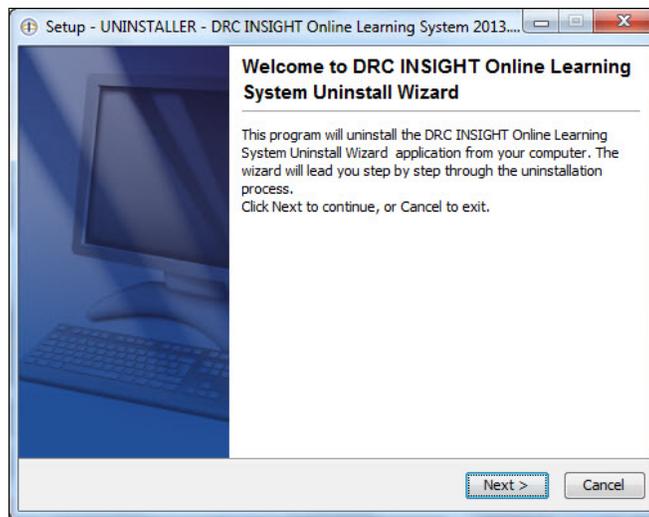
Using the Control Panel

To uninstall INSIGHT using the Control Panel, select **Uninstall a Program** and select **DRC INSIGHT Online Learning Systems– Online Assessments**, right-click, select **Uninstall/Change**, and click **Next** when the Uninstall Wizard displays. The Wizard walks you through the process.



Using the Uninstaller Program

To uninstall INSIGHT using the uninstaller program, download the program from eDIRECT and place it on your desktop. To uninstall INSIGHT, click on the DRC_INSIGHT_UNINSTALL.exe icon from the desktop and click **Next** when the Uninstall Wizard displays. The Wizard walks you through the process.



Section Four:

Mac (OS X) Installation



■ What's Covered in This Section

This section describes the installation process in a Mac (OS X) environment.

First, it provides basic information about installing and uninstalling an LCS and INSIGHT using the standard Mac graphical interface.

Note: You should install the LCS *before* you install INSIGHT so that you can specify the path to the LCS and the communication port during the INSIGHT installation.

Then, the section provides more advanced technical information about:

- Managing an LCS: starting, stopping, changing the default communication ports, and uninstalling.
- Working with the LCS in a non-graphical (terminal) mode using Mac (OS X) operating system commands.
- Uninstalling INSIGHT.

Quick Tour 3: Installing an LCS for Mac OS (OS X)

This Quick Tour describes how to install a Local Caching Service (LCS) in the Mac (OS X) environment. DRC provides an easy-to-use Wizard to install the LCS software. The OS X installation follows the standard Mac two-step process of mounting a volume and launching an application.

1. To launch the Wizard and start the installation, sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the Local Caching System (LCS) installer icon for Mac OS



2. After you have downloaded the installation program, right-click (Ctrl-click) on the **DRC_INSIGHT_LCS_Setup.dmg** file and select **Open With–Disk Image Mounter** to mount the volume.

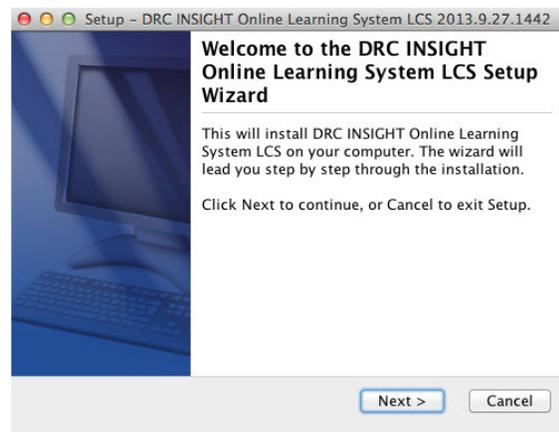
Note: You must be a Mac System Administrator to install the LCS from this file.



3. Double-click on the mounted volume **DRC_LCS** to launch the Wizard and start the installation. The Welcome screen displays for the DRC INSIGHT Online Learning System LCS Setup Wizard.

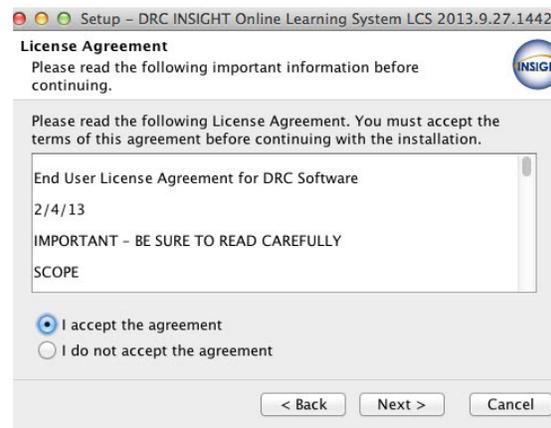
Note: On most of the installation windows, you have the option of clicking **Back** to return to the previous window; **Next** to proceed to the next window. Some windows display other options.

Click **Next** to continue.



4. The DRC INSIGHT License Agreement window displays. Read the agreement and select the option **I accept the agreement**.

When the Next button becomes active, click **Next** to continue.



Quick Tour 3: Installing an LCS for Mac OS (OS X)

- During the installation, a window displays to indicate the progress of the installation. If necessary, you can click **Cancel** to end the installation process.
- When the installation completes, the Setup Complete window displays. Record the LCS server name and port numbers, you will need this information when you install INSIGHT. You can change the port numbers from this window.

Important: To avoid potential conflicts, be certain no other device is using either port.

Note: The LCS HTTP Port Number is the port number for regular communication. The LCS HTTPS Port Number is the port number for encrypted communication.

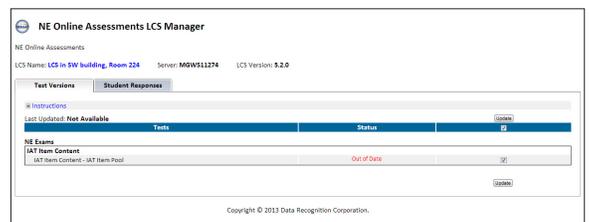
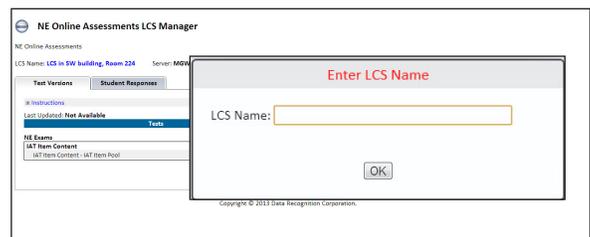
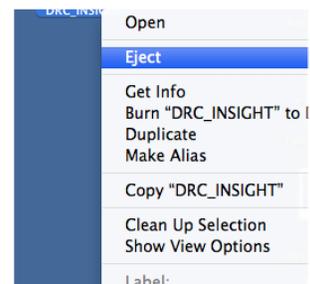
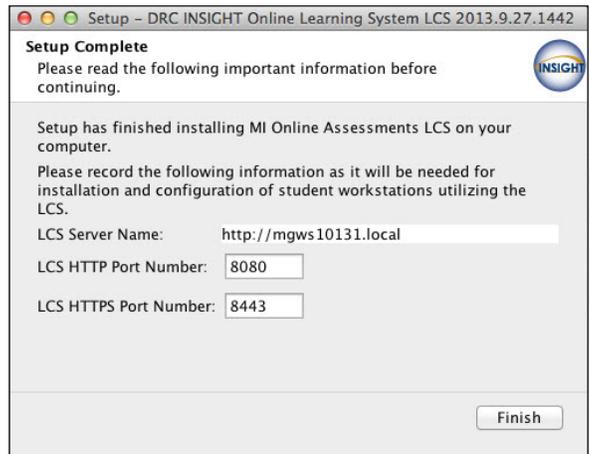
Click **Finish** when you are ready.

- After installation is complete, select the DRC_ LCS volume from the desktop, right-click on it (**Ctrl-click**) and select **Eject** to unmount the volume. Unmounting the volume avoids potential conflicts with automatic updates.
- Start the LCS Manager by selecting **Applications–NE Online Assessments LCS–NE Online Assessments LCS Manager.url**.

When the Enter LCS Name windows displays, enter a name that will help you remember the location of the LCS machine in the LCS Name field and click **OK**. The name is limited to 40 characters with no special formatting requirements.

Note: DRC recommends that you include the district, school, and location (building and/or room number) of the LCS.

When the LCS Manager displays, click **Update** at the bottom of the page to load the latest tests. When the LCS Manager updates the LCS, the Status field changes from **Out of Date** to **Up to Date**. Exit the LCS Manager (for more information, see “Updating Tests” on page 62).



Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

This Quick Tour describes how to install INSIGHT on a Mac. DRC provides an easy-to-use Wizard to install the LCS software.

1. First, download the dedicated installer for the Mac (OS X) operating system, `DRC_INSIGHT_Setup.pkg`, that DRC created. Sign in to eDIRECT, select **Test Setup–General Information–Downloads**, and click on the Macintosh Installer icon.

Note: At this time, you also may want to download the Macintosh Uninstaller for INSIGHT. If the location used INSIGHT the previous year, they should uninstall the old version first (see “Uninstalling INSIGHT” on page 50).

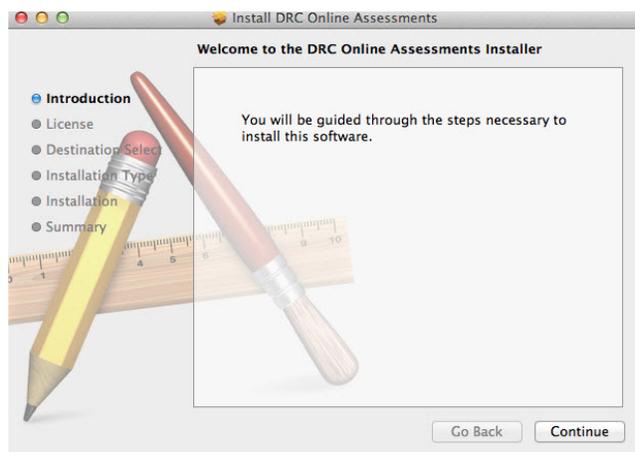
2. Next, double-click on the downloaded `DRC_INSIGHT_Setup.pkg` file to start the installation.

Note: You must be a Mac System Administrator to install INSIGHT from this file.

3. The Welcome screen displays for the DRC INSIGHT Online Assessments Installer.

Note: On most of the installation windows, you have the option of clicking **Go Back** to return to the previous window; **Continue** to proceed to the next window. Some windows display other options.

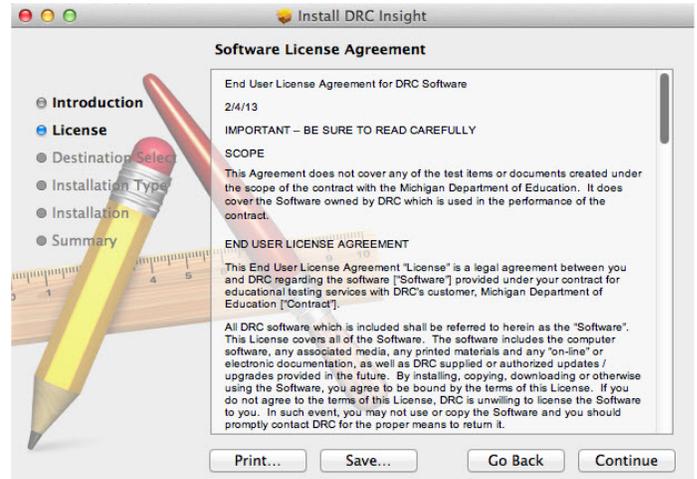
Click **Continue**.



Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

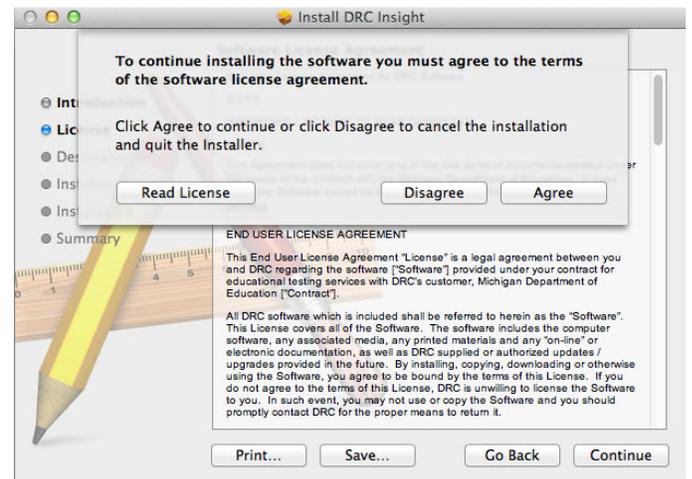
- The Software License Agreement window displays. You can read through the Agreement and select a different language from the Language drop-down menu.

To continue the installation, scroll down and read the agreement and click **Agree**, or click **Save**.



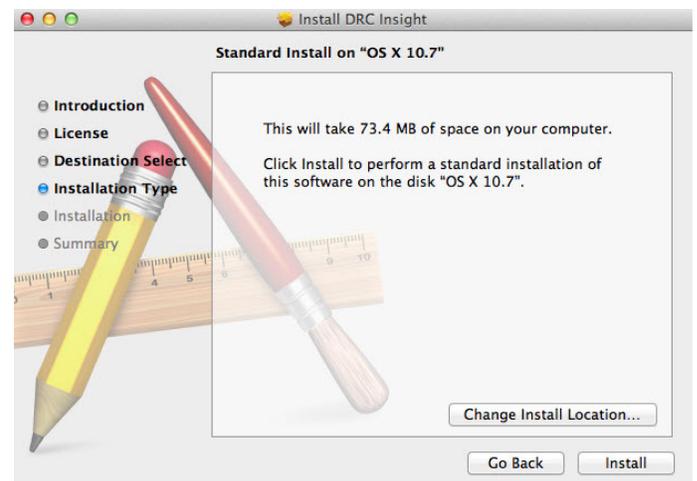
If you click Continue without reading the agreement or clicking **Save**, a window displays to verify your choice and explain the options.

To continue, click **Agree** and **Continue**.



- The Standard Install on "Macintosh HD" window displays, indicating the amount of disk space the installation will require.

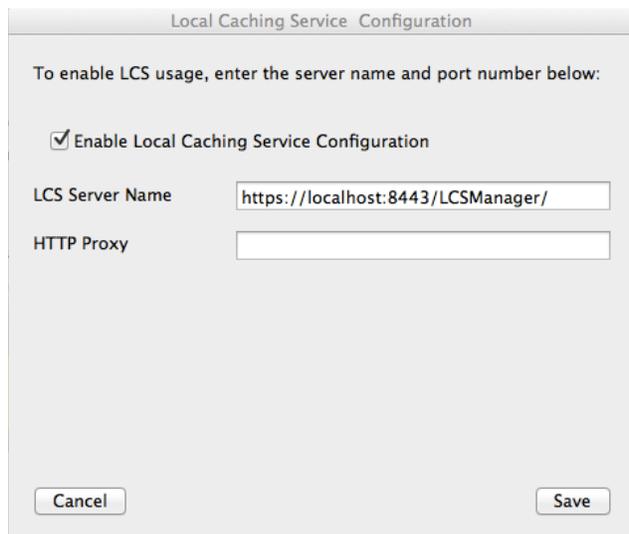
To use the default location, click **Install**.



Quick Tour 4: Installing INSIGHT for Mac OS (OS X)

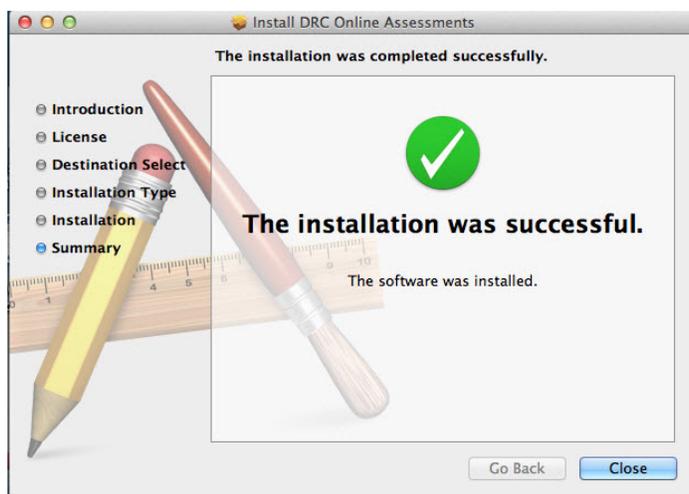
- The Local Caching Service Configuration window displays. Check the box Enable Local Caching Service Configuration and replace the string **localhost** in the LCS Server Name field with the actual LCS server name (or IP address) you used when you installed the LCS (see “Quick Tour 3: Installing an LCS for Mac OS (OS X)” on page 42).

Click **Save** when you are ready.



- After the installation, a summary window indicates the status of the installation.

If the installation was successful, click **Close**. Otherwise, if necessary, click **Go Back** to change your installation options. The Readme file displays after you have read it, click **Close**.



- The System Readiness Check runs and the System Information displays the results (see “What is the System Readiness Check?” on page 69).

System Information		
Build Version	Installation Directory	
1.0.0	/Applications/DRC Online Assessments/DRCInsight.app/Contents/Frameworks/DRCInsight Helper.app	
Machine Name	User Name	
ply18996-108	sq1test	
OS Level	Client Version	
MacOS	10.8.5	
	LCS Connection	
	https://10.1.99.207:8443/LCSManager/	
LCS Response Caching	HTTPS Proxy	
Yes	http://10.3.97.106:8008	
Required Test List		
Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
✓	LCS Connection	Details
✓	LCS Response Caching	Details
✓	LCS Version	Details
✓	Client Version	Details

Execute Tests | DRC INSIGHT Properties | Exit

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Managing the LCS

This section describes how to start and stop an LCS from a command line, how to install an LCS from the command line, how to change the LCS communication port after installation, and how to remove an LCS.

Starting and Stopping the LCS

The LCS is a service that executes in the background without a standard graphical window. NeSA-Technology Assessment Coordinators (N-TACs) should be familiar with starting and stopping the LCS with the `DRC_INSIGHT_LCS` script. You can use the `launchd` and `launchctl` commands to manage services. By default, the LCS is started after installation and launches anytime the computer is booted.

Uninstalling the LCS

You can uninstall (remove) the LCS by selecting **Applications–NE Online Assessments LCS–DRC INSIGHT Online System–LCS UnInstaller**. First, you must enter your Mac administrator login information. Then, when the Uninstall Wizard displays, click **Next**.

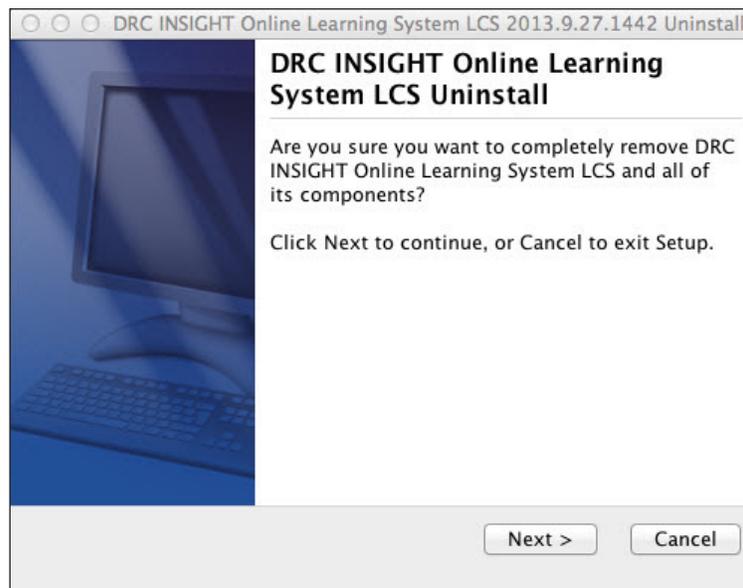


Figure 4–1: Uninstalling the LCS

Managing INSIGHT

This section describes how to install INSIGHT from a command line (sometimes called a “Silent Installation”), how to start and stop INSIGHT, and how to remove (uninstall) INSIGHT.

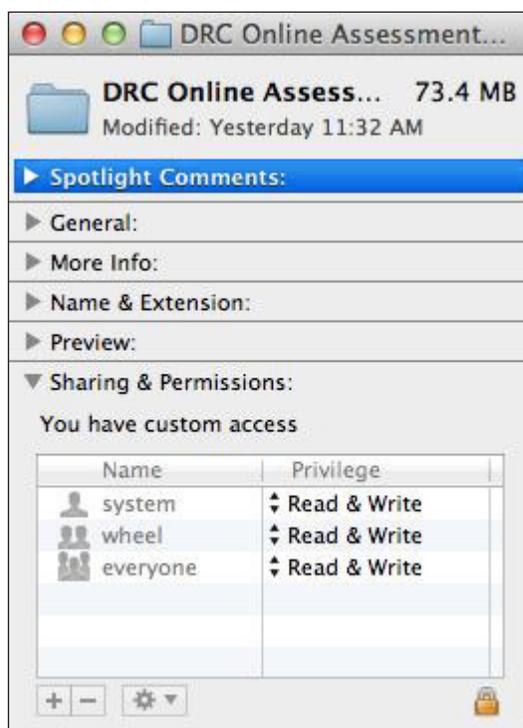
Installing INSIGHT Using a Software Deployment Tool

The following example shows how to install INSIGHT on a Mac using the Apple Remote Desktop™ software.

Note: The Apple Remote Desktop software was used for this example, but the process is similar with other software deployment tools.

1. Install and configure the INSIGHT secure browser on the computer from which you will be distributing the software (see “Quick Tour 4: Installing INSIGHT for Mac OS (OS X)” on page 44).

Important: To ensure that testers can access the correct folders on the testing computers, you may need to adjust the permissions on the folders you will be copying before you distribute them to the testing computers (see the figure below).

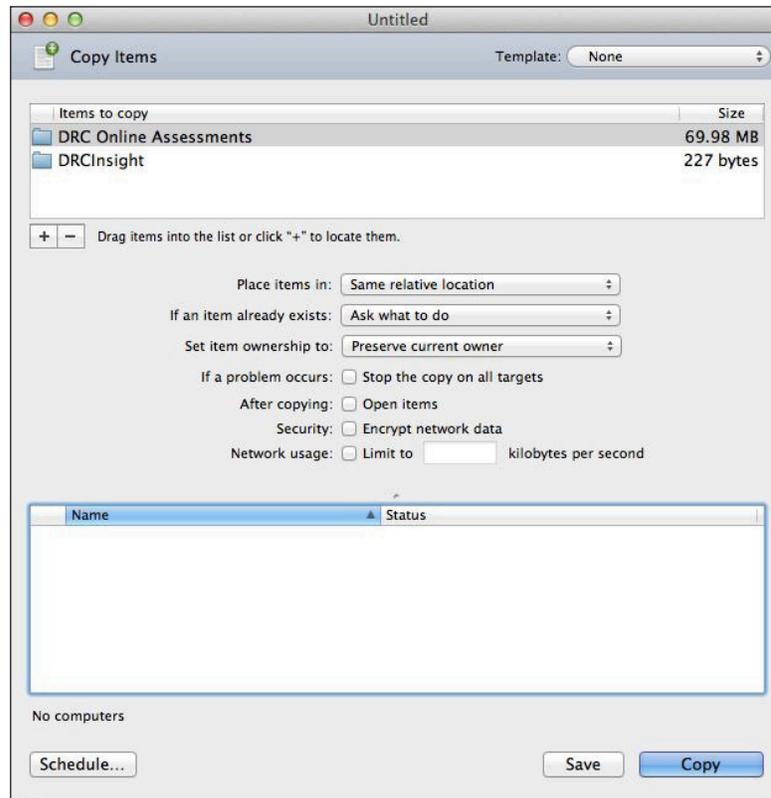


2. Start Apple Remote Desktop and select the following directories in a Copy Items window from the Apple Remote Desktop administrator's computer.

/Applications/DRC Online Assessments

/Library/Application Support/

Note: You may need to adjust the destination locations and permissions depending on student's permissions (see the figure below).



3. Copy the folders to your list of destination computers
4. Verify the installation by running the Software Readiness Check on the computers where you installed the software. Select **NE Online Assessments–Readiness** from the Applications folder.

Starting INSIGHT

You can start INSIGHT from a workstation or the desktop shortcut created by the installer.

Stopping INSIGHT

If INSIGHT becomes unresponsive, the NeSA-Technology Assessment Coordinator (N-TAC) may need to stop it using the key combination, **Command-Q**.

Uninstalling INSIGHT

You can uninstall (remove) INSIGHT by selecting **Applications– NE Online Assessments–DRC UnInstaller**. Click **OK** when dialog box displays and enter your Mac administrator login information. When the Uninstall Wizard displays, click **Next**.

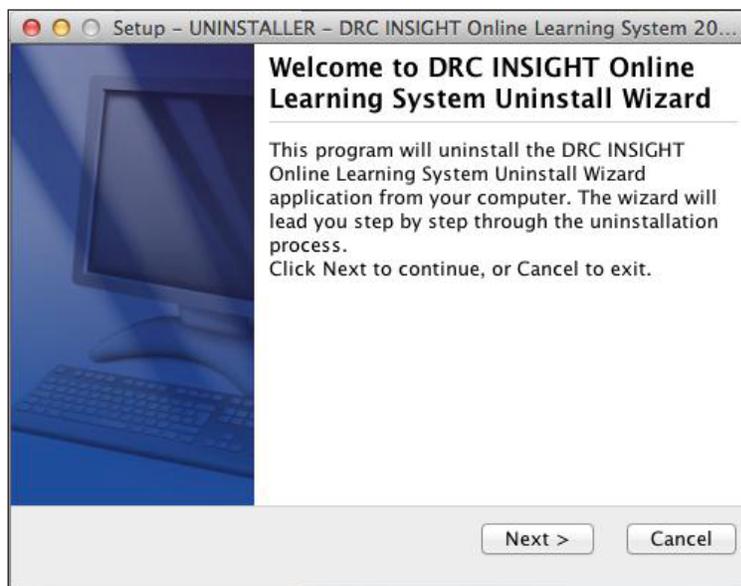


Figure 4–2: Uninstalling INSIGHT

Notes:

Section Five: Linux Installation



■ What's Covered in This Section

The information about installing and uninstalling the LCS and INSIGHT using the standard Linux interface is currently being updated. For detailed instructions, or help installing INSIGHT or the LCS for Linux, please contact Nebraska Customer Service at 1-866-342-6280.

Notes:

Section Six: Working with INSIGHT



■ What's Covered in This Section

This section discusses some of the tools and components of the DRC INSIGHT Online Learning System. These include Online Tools Training (OTT) and the LCS Manager, which includes the System Readiness Check.

This section also offers some tips and techniques you can use to implement your INSIGHT configuration for maximum efficiency.

■ Online Tools Training (OTT)

This topic describes Online Tools Training (OTT), a series of sample test questions to help introduce students to the tools that are available in the online test environment.

■ The Monitor Verification Test

The Monitor Verification test helps you determine whether the current monitor settings for each testing computer is configured for optimal testing. This test is available as an option in eDIRECT.

■ Using the LCS Manager

This topic describes how to use the LCS Manager software to work with an LCS to manage test and response communication between DRC and your students efficiently.

■ Using the System Readiness Check

This topic describes how to use the System Readiness Check to verify that your system is ready to use the INSIGHT software and to review the results of your previous checks.

Online Tools Training (OTT)

Online Tools Training (OTT) is a set of sample test questions to introduce students to the tools available during testing and prepare them for online assessments. This training allows students to try the features of the testing software before the actual test.

The OTT is not designed to cover the test content—the goal is to instruct the student about using the testing application, not to assess skills. The sample OTT questions demonstrate the features of the testing environment and the OTT tests are not scored.

School Test Coordinators (STCs) and Test Administrators (TAs) should review the OTT before the students begin the test administration. All students who will be testing online should have at least one opportunity to review the OTT for their subject and/or grade.

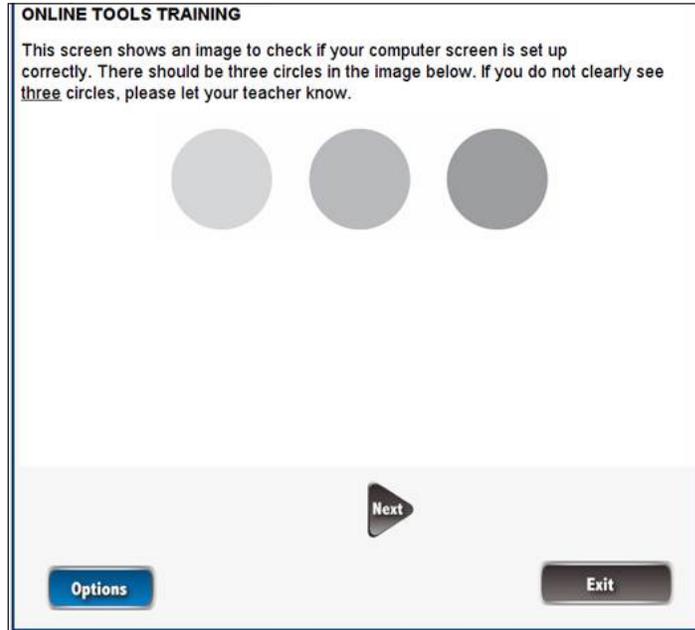
To try the OTT, you can select **All Programs–NE Online Assessments–NE Online Assessments** or click the desktop icon (or the **Online Tools Training** link of the Welcome screen).

Note: There are no restrictions for accessing the OTT. Students are allowed to repeat the practice tests as

often as necessary.

The Monitor Verification Test

After you sign on to OTT, a screen similar to the following displays to help you determine whether your monitor is set up correctly to display the online tests.



If you do not see three shaded circles on the monitor display, you will have difficulty answering some 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 display clearly.

Changing the Monitor's Contrast or Brightness

There are many ways to change the contrast or brightness of your display according to 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 for “changing the contrast for operating system *x* or monitor *y*”.

Windows Operating System

- On a laptop, look for a half-white/half-black circle on the keyboard. That is the function key that changes 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.

Mac (OS X)

- To change the brightness, use the keyboard buttons, or select Apple button–**System Preferences–Displays** (Mac 10.6) or **System Preferences–Accessibility–Monitor** (Mac 10.8) and use the Change the Brightness slider.
- To increase the contrast, use the key combination: Command key + Option key + Ctrl key + . (period)
- To decrease the contrast, use the key combination: Command key + Option key + Ctrl key + , (comma)

Note: You also can change the contrast by selecting **System Preference–Universal Access** (Mac 10.6) or **System Preferences–Accessibility–Monitor** (Mac OS 10.8) and use the Change the Contrast slider.

Linux

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

Using the LCS Manager

Using the LCS Manager

Use the LCS Manager software to manage your LCS. The LCS Manager software helps you keep your test forms current, and submit completed responses for scoring. To start the LCS manager, select **Start–All Programs–NE Online Assessments LCS–NE Online Assessments LCS Manager**.

The first time you start the LCS Manager the Enter LCS Name windows displays. Enter a name that will help you remember the location of the LCS machine in the LCS Name field and click OK. The name you choose is limited to 40 characters, and there are no special formatting requirements.

Note: DRC recommends that you include the district, school, and location (building and/or room number) of the LCS.

Enter LCS Name

LCS Name:

OK

You can click on the name of the LCS Manager to edit it (this is the name you entered when you started the LCS manager for the first time).

The **Test Versions** tab displays tests available to download to the DRC INSIGHT Online Learning System LCS.

NE Online Assessments LCS Manager

NE Online Assessments

LCS Name: LCS in SW Building, Room 224 Server: MW031274 LCS Version: 3.3.0

Test Versions Student Responses

Instructions

Last Updated: Not Available Update

Tests	Status	Update
ENE336		
Writing		
Writing - Gr8 Writing Practice	Out of Date	<input checked="" type="checkbox"/>
P_Writing		
P_Writing - G08 Writing OTT	Out of Date	<input checked="" type="checkbox"/>
P_Writing - G11 Writing OTT	Out of Date	<input checked="" type="checkbox"/>
ENE006		
P_Math		
P_Math - G06 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G04 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G05 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G07 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G08 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G11 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G04 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G05 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G06 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G07 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G08 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G11 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G04 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G05 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G06 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G07 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G08 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G11 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math GPT	Out of Date	<input checked="" type="checkbox"/>

Click **Instructions** to display online help.

Using the LCS Manager (cont.)

NE Online Assessments LCS Manager

NE Online Assessments

LCS Name: US 8 5th Writing, Name: SA Server: MMS00224 LCS Version: 4.00

Test Versions Student Responses

Instructions

Last Updated: **Not Available** Update

Tests	Status	
ENE336		
Writing		
Writing - Gr8 Writing Practice	Out of Date	<input checked="" type="checkbox"/>
P_Writing		
P_Writing - G08 Writing OTT	Out of Date	<input checked="" type="checkbox"/>
P_Writing - G11 Writing OTT	Out of Date	<input checked="" type="checkbox"/>
ENE006		
P_Math		
P_Math - G06 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G04 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G05 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G07 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G08 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G11 Math OTT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G04 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G05 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G06 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G07 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G08 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G11 Math PT	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G04 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G05 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G06 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G07 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G08 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G11 Math PT Sp	Out of Date	<input checked="" type="checkbox"/>
P_Math - G03 Math GPT	Out of Date	<input checked="" type="checkbox"/>

The **Status** column indicates whether an item is current (up to date).

- If the current version of a n item is on the LCS, the Status column displays **Up to Date** in green text.
- If the current version of an item is not on the LCS, the Status column displays **Out of Date** in red text.

Note: A test must have a status of Up to Date before it is administered. Otherwise, the student receives an error message when they log in and are unable to test.

Using the LCS Manager

Updating Tests

To update the LCS manually, check the Update box for each test that needs to be updated and click the **Update** button at the bottom or top of the window. When you click **Update**, the latest version of the test downloads and its status changes from Out of Date to Up to Date.

Check the Update checkbox for each test that needs to be updated.

Click **Update** to update the LCS with the latest test version(s).

The screenshot shows the 'NE Online Assessments LCS Manager' interface. It has two tabs: 'Test Versions' and 'Student Responses'. Under 'Test Versions', there is an 'Instructions' section and a table with columns for 'Tests', 'Status', and 'Update'. The 'Update' column contains checkboxes. Below the table, there are sections for 'ENE336' and 'ENE006'. Under 'ENE336', there is a 'Writing' section with 'Writing - Gr8 Writing Practice' and a 'P_Writing' section with 'P_Writing - G08 Writing OTT' and 'P_Writing - G11 Writing OTT'. Under 'ENE006', there is a 'P_Math' section with a long list of tests including 'P_Math - G06 Math OTT' through 'P_Math - G03 Math GPT'. Each test row has a status (e.g., 'Out of Date') and a checkbox in the 'Update' column.

This screenshot shows the same interface as the previous one, but with green progress bars in the 'Status' column for the tests under the 'ENE006 P_Math' section. The progress bars vary in length, indicating the progress of the update process for each test.

The **Status** column indicates whether a test is current (up to date). The LCS is ready for testing when all available tests have a status of Up to Date. When you click **Update**, the Status column uses a green progress bar to dynamically indicate the progress for each test being updated.

Transmitting Student Responses

To check whether student test responses have been transmitted to DRC and for detailed information about those responses, click on the **Student Responses** tab.

Note: If an Internet connection with DRC is lost while testing, student responses are saved to the LCS. When the LCS is communicating with DRC, these stored responses are transmitted automatically every 15 minutes.

Unsent Tests indicates the number of tests that have not been sent to DRC.

Note: Verify that this number is 0 (zero) at the end of each testing day and at the end of the entire testing period. If it is not zero, click the **Transmit Responses** button.

NE Online Assessments LCS Manager

NE Online Assessments

LCS Name: **LCS in SW building, Room 224** Server: **MGWS11274** LCS Version: **5.2.0**

Test Versions **Student Responses**

[Instructions](#)

Unsent Tests: **0**

Last Transmission Attempt: **10/15/2013 09:21:47** [Transmit Responses](#)

Next Transmission Attempt: **10/15/2013 09:36:47**

[Show Details](#)

Note: Test responses are stored on the LCS only in the case where the student's workstation cannot connect to DRC to send the responses. When a student cannot connect to DRC and responses are being stored on the LCS, that student's responses will continue to be saved to the LCS for the remainder of the testing session, even if the student's workstation can connect to DRC later in the testing session. Unsent Test counts are representative of a student's unique test, regardless of the number of responses stored.

The LCS will attempt to send the stored test responses automatically every 15 minutes, when the LCS can connect to DRC. If the LCS does not have a connection to DRC, the responses shall continue to be stored until the connection is restored.

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Click **Show Details** to see information about student responses currently stored on the LCS for transmission to DRC, or historical data about student responses that have been transmitted to DRC.

Transmitting Student Responses (cont.)

You can send saved student responses manually by clicking the **Transmit Responses** button.

The screenshot displays the 'NE Online Assessments LCS Manager' interface. At the top, it shows the logo and title. Below that, it indicates 'NE Online Assessments' and provides system information: 'LCS Name: LCS in SW building, Room 224', 'Server: MGWS11274', and 'LCS Version: 5.2.0'. There are two tabs: 'Test Versions' and 'Student Responses', with the latter being active. Under the 'Student Responses' tab, there is a section for 'Instructions' and a status area showing 'Unsent Tests: 0'. Below this, it displays 'Last Transmission Attempt: 10/15/2013 09:21:47' and 'Next Transmission Attempt: 10/15/2013 09:36:47'. A 'Transmit Responses' button is located to the right of the transmission attempt information. A 'Show Details' button is also present. A note explains that test responses are stored on the LCS if a student's workstation cannot connect to DRC. At the bottom of the interface, there is a copyright notice: 'Copyright © 2013 Data Recognition Corporation.'

Next Transmission Attempt indicates the date and time the next automatic transmission is scheduled.

Last Transmission Attempt indicates the date and time of the last attempt to transmit student responses.

Viewing Unsent Responses

When you click **Show Details** to see information about student responses, the **Unsent Responses** tab displays information about student responses stored in the LCS that are waiting to be transmitted to DRC.

Click **Hide Details** to hide the Unsent Responses and Historical Data tabs.

The screenshot displays the 'NE Online Assessments LCS Manager' interface. At the top, it shows the 'NE Online Assessments' logo and title. Below this, it lists system information: 'LCS Name: LCS in SW building, Room 224', 'Server: MGWS11274', and 'LCS Version: 5.2.0'. There are two main tabs: 'Test Versions' and 'Student Responses'. The 'Student Responses' tab is active and contains an 'Instructions' section with the following details: 'Unsent Tests: 0', 'Last Transmission Attempt: 10/15/2013 09:21:47' (with a 'Transmit Responses' button), and 'Next Transmission Attempt: 10/15/2013 09:36:47'. Below this is a 'Hide Details' button. Underneath, there are two sub-tabs: 'Unsent Responses' and 'Historical Data'. The 'Unsent Responses' sub-tab is active and shows a search interface with 'Site: (All)', 'Test Session: (All)', and a 'Student Name' text field. There are 'Search', 'Clear', and 'Refresh' buttons. Below the search fields, a message states: 'No unsent responses exist for search criteria.'

By default, the Unsent Responses tab displays all of the information that is available. To filter the display, you can use the **Site** and **Test Session** drop-down menus to select a school and/or test session, or you can enter the name of a student in the **Student Name** field.

Viewing Unsent Responses (cont.)

Click **Search** to search for data that matches your filter selections.

Click **Refresh** to refresh the data displayed and the lists within filters.

The screenshot displays the 'NE Online Assessments LCS Manager' interface. At the top, it shows the 'NE Online Assessments' logo and title. Below this, it lists system information: 'LCS Name: LCS in SW building, Room 224', 'Server: MGWS11274', and 'LCS Version: 5.2.0'. The main content area is divided into two tabs: 'Test Versions' and 'Student Responses'. The 'Student Responses' tab is active, showing a sub-section for 'Unsent Responses'. This section includes a 'Transmit Responses' button, a 'Hide Details' button, and a 'Historical Data' tab. Below these are filter fields for 'Site: (All)', 'Test Session: (All)', and 'Student Name:'. At the bottom of the filter section are three buttons: 'Search', 'Clear', and 'Refresh'. A message box below the filters states 'No unsent responses exist for search criteria.'

Click **Clear** to clear the school, test session, and student filter selections.

Viewing Historical Data

Click the **Historical Data** tab to display information about student responses that have been transmitted to DRC.

Click **Hide Details** to hide the Unsent Responses and Historical Data tabs.

You can specify a date range for the data you want to display.

The screenshot displays the 'NE Online Assessments LCS Manager' interface. At the top, it shows 'NE Online Assessments' and system details: 'LCS Name: LCS in SW building, Room 224', 'Server: MGWS11274', and 'LCS Version: 5.2.0'. There are two main tabs: 'Test Versions' and 'Student Responses'. Under 'Student Responses', there are sub-tabs for 'Unsent Responses' and 'Historical Data'. The 'Historical Data' tab is active, showing a search interface with fields for 'Site: (All)', 'Test Session: (All)', 'Student Name:', and 'Date Range' with 'to' and 'from' input boxes. A calendar pop-up is visible, showing the month of October 2013, with the 15th selected. Below the search fields, there is a note about test responses being stored on the LCS and a 'Hide Details' button. At the bottom, there is a copyright notice: 'Copyright © 2013 Data Recognition Corporation.'

You can use the Historical Data tab to display information about the student test responses that the LCS has sent to DRC. You use the **Site** and **Test Session** drop-down menus to display information about a specific school and/or test session, or you can display information about a specific student by entering their name in the **Student Name** field.

Using the LCS Manager

Viewing Historical Data (cont.)

Click **Search** to search for data that matches your filter selections.

Click **Refresh** to refresh the data displayed, your filters, and the lists in each filter.

The screenshot displays the 'NE Online Assessments LCS Manager' interface. At the top, it shows the site name 'LCS in SW building, Room 224', server 'MGWS11274', and version '5.2.0'. The 'Historical Data' tab is active, showing a search area with dropdowns for 'Site' (All) and 'Test Session' (All), a text field for 'Student Name', and a 'Date Range' field. Below the search area are 'Search', 'Clean', and 'Refresh' buttons. A calendar pop-up is visible, showing the month of October 2013 with the 15th highlighted. A note at the bottom explains that test responses are stored on the LCS only if the workstation cannot connect to DRC. Copyright © 2013 Data Recognition Corporation.

Click **Clean** to clear the school, test session, and student filter selections.

■ What is the System Readiness Check?

The System Readiness Check helps you troubleshoot issues that might occur during INSIGHT installation or when INSIGHT is running. It is installed when you install INSIGHT, runs anytime INSIGHT runs, and performs a series of tests you can use to diagnose and prevent or correct most errors easily.

The System Readiness Check is located in different places on the computer, depending on the type of computer, the operating system, and the state:

Windows Systems

For Nebraska, the program is located at C:\Program Files\NE Online Assessments\INSIGHT.exe.

For 64-bit computers, the program is located at C:\Program Files (x86)\NE Online Assessments\INSIGHT.exe.

To run the program, from the **Start** menu select **All Programs— Online Assessments—Readiness**.

Mac (OS X) Systems

For Nebraska, the program is located at /Applications/NE Online Assessments/Readiness.

To run the System Readiness Check program, select /**Applications/NE Online Assessments** and double-click on **Readiness**.

Linux Systems

For Nebraska, the program is located at /usr/local/NE Online Assessments\Readiness.

To run the program, right-click on the Readiness file, select **Open**, and select **Run in Terminal**.

Using the System Readiness Check

After installing INSIGHT, use the System Readiness Check to determine whether your testing computers still meet system requirements and to troubleshoot issues.

Click **Details** to display more information about a specific test.

The screenshot displays the 'System Information' and 'Required Test List' sections of the System Readiness Check application. The 'System Information' section contains the following data:

System Information	
Client Version	Installation Directory
0.0.0	C:\Program Files\DRC Online Assessments
Machine Name	User Name
mgl11431	bbalderson
OS Level	OS Version
Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 32-bit	6.1
LCS Connection	
LCS Response Caching	HTTPS Proxy
No	

The 'Required Test List' section contains the following data:

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
!	OS Level	Details
✓	User Agent	Details
✓	LCS Connection	Details
✓	LCS Response Caching	Details
✓	LCS Version	Details
!	Client Version	Details

At the bottom of the interface, there are three buttons: 'Execute Tests', 'DRC INSIGHT Properties', and 'Exit'. Below the buttons is the copyright notice: 'Copyright © 2013 Data Recognition Corporation.'

Click **Execute Tests** to run the tests.

Click **Exit** to exit the System Readiness Check.

Click **DRC INSIGHT Properties** to display a dialog box you can use to update the connection information for your LCS server, or to enable or disable the LCS (see "Setting Client System Properties" on page 78).

Using the System Readiness Check (cont.)

When you click **Execute Tests**, the System Readiness Check runs all of the tests from the required test list and displays the results.

Click **Details** to display more information about the results of a specific test.

System Information		
Client Version	Installation Directory	
0.0.0	C:\Program Files\DRC Online Assessments	
Machine Name	User Name	
mg111431	bbalderson	
OS Level	OS Version	
Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 32-bit	6.1	
LCS Connection		
LCS Response Caching		HTTPS Proxy
No		
Required Test List		
Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
!	OS Level	Details
✓	User Agent	Details
✓	LCS Connection	Details
✓	LCS Response Caching	Details
✓	LCS Version	Details
!	Client Version	Details

Execute Tests DRC INSIGHT Properties Exit

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A green check mark icon (✓) indicates that the testing computer passed the test. A red exclamation point icon (!) indicates that the testing computer failed the test.

You can change your LCS settings by closing the dialog box and clicking **DRC INSIGHT Properties** (see “Setting Client System Properties” on page 78). These settings should make the settings you specified when you installed the LCS (see “Quick Tour 1: Installing an LCS for Windows OS” on page 27) and “Using the LCS Manager-Transmitting Student Responses” on page 63).

Using the System Readiness Check (cont.)

You can display details about the System Readiness Check before and after the tests. For a description of these tests, see “The System Readiness Required Tests” on page 73.

When you click **Details** before you execute a test, a window displays a description of the test.

System Information

Client Version	0.0.0	Installation Directory	C:\Program Files\DRG Online Assessments
Machine Name	mg111431	User Name	bbalderson
OS Level	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 32-bit	OS Version	6.1
LCS Response Caching	No	LCS Connection	
		HTTPS Proxy	

Required Test List

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
!	OS Level	Details
✓	User Agent	Details
✓	LCS Connection	Details
✓	LCS Response Caching	Details
✓	LCS Version	Details
!	Client Version	Details

Client Version Details Window:

Verifies client version at correct level:Failed
 Verifies that you're on a currently validated client.
 The client major version is incorrect, please update

Execute Tests | DRG INSIGHT Properties | Exit

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When you click **Details** after you execute a test, a window displays the results of the test.

System Information

Build Version	1.0.0	Installation Directory	C:\Program Files\DRG Online Assessments
Machine Name	mg111431	User Name	bbalderson
OS Level	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 32-bit	Client Version	6.1
LCS Response Caching	Yes	LCS Connection	https://mg111431:8443/LCSManager/
		HTTPS Proxy	

Required Test List

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Client Version	Details

Client Version Results Window:

Verifies client version at correct level:Passed
 Verifies that you're on a currently validated client.
 This is not a secure client.

Execute Tests | DRG INSIGHT Properties | Exit

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■ The System Readiness Required Tests

The System Readiness Checks performs a series of required tests to determine whether the computer is ready for online testing. The following table lists and describes each test plus the minimum requirements to pass the test.

Test	Description	Required to Pass
Screen Resolution	Verifies that the screen width and height are sufficient to display the online tests.	A minimum screen size of 800 x 600 pixels.
Internet Connection	Verifies that the computer is connected to the Internet and that the connection speed is fast enough for testing.	The computer and browser must have a ping (connection) time of no more than 250 ms (milliseconds—a millisecond is 1/1000 of a second).
RAM	Verifies that the computer has enough memory for online testing.	256 MB of RAM
Audio Capability	Verifies that the computer has the audio capability needed for online testing.	The computer must have one or more audio channels and be able to play MP3 audio files.
OS Level	Verifies that the operating system is supported and at a level required for online testing.	See “INSIGHT System Requirements” on page 13 for the supported operating systems.
User Agent	Verifies that the web browser will work for unsecured, practice tests (OTT).	A Chrome browser.
LCS Connection	Verifies that the INSIGHT test engine software on the testing computer can connect to the LCS server.	The connection to the LCS server must be working.
LCS Response Caching	Verifies that the LCS contains no unspent student responses.	The LCS must contain no stored responses.
LCS Version	Verifies that the version of the LCS is the most recent.	The LCS must be the latest version.
Client Version	Verifies that the version of the client software will work with the secure browser.	The base level of the client software must be up to date.

Resolving System Readiness Required Tests

This topic describes various issues you may experience when you run the System Readiness Check tests. It also describes the steps to take to resolve these issues.

Issue 1. Screen Resolution Error

This test verifies that the screen width and height settings meet the minimum system requirements. If it fails, the machine's resolution is not high enough to meet the minimum system requirements. You must change the screen resolution (see "INSIGHT System Requirements" on page 13 in the Configuration section for the supported resolution).

Issue 2. Internet Connectivity Error

The testing workstation cannot reach the DRC servers through the Internet. This is usually a firewall or proxy issue. Make sure that everything is whitelisted (see "Question 1: I Don't Know What to Whitelist, Allow, or Unblock?" on page 90).

Starting or Running the System Readiness Application

If the error occurs when you are starting or running the System Readiness Application, do the following:

1. Verify that you have no bandwidth issues and that you can reach the DRC servers.
2. The Windows environment does not always capture proxy settings correctly. Usually, Windows uses the Internet Explorer Internet settings. You also can set them using the System Readiness software (see "Setting Client System Properties" on page 78).
3. Contact your Internet Service Provider (ISP) and verify that they are not filtering or throttling your connection with DRC.
4. Verify that you have all of the DRC addresses whitelisted.

Issue 3. RAM Error

This test verifies that the system's memory meets the minimum system requirements. If this test fails, you must upgrade the amount of memory in the computer to meet the minimum system requirements.

Issue 4. Audio Capability

This test verifies that the computer has the audio capability need for online testing. If this test fails, verify that the computer's sound card is working and that the computer has a valid playback device.

Issue 5: OS Level Error

This test verifies that INSIGHT is running on a supported operating system. If the machine is running a supported operating system, check to make sure that you meet the minimum system requirements.

Issue 6. User Agent Error

This test verifies that the web browser is correct for online testing.

Issue 7. LCS Connection Error

The testing client (workstation) is configured to use the LCS, but it cannot connect to it. All of the computers that use the LCS server must be able to connect to the LCS.

If you are not using an LCS:

Turn off the LCS in INSIGHT and do one of the following:

- Edit the properties file in the installation directory, <DRC INSIGHT Install Folder>\props\DRCCConfiguration.json in a text editor (you must have administrator privileges to edit this file), and change the LCSURL parameter string to “**LCSURL**” : “”
- Reinstall INSIGHT and do not use an LCS.

If you are using an LCS:

1. From the System Readiness application, verify that the LCS server settings are correct.
2. Verify that the LCS service is running.
3. Verify that the LCS is reachable. Open the LCS Manager on both the computer where the LCS is installed and on some of the machines that are receiving the error.
4. Make sure that any Antivirus/Firewall/Proxy between, or on, the client and server is open. And, that the testing client and the LCS are whitelisted.
Note: See “Question 1: I Don’t Know What to Whitelist, Allow, or Unblock?” on page 90 to verify what should be allowed, whitelisted, and unblocked.
5. Try setting the proxy settings manually.
6. Verify that no other web servers are running. Check whether a Virtual Machine (VM) is being used to host the LCS. Make sure no other VMs on the server are running a web server on ports 8080 or 8443.

Issue 8. LCS Response Caching Error

The LCS server has not transmitted all of its stored responses. This test fails if there are stored student responses that have not transmitted.

1. Display the LCS Manager.
2. Click on the **Student Responses** tab.
3. Check to see whether there are any unsent tests and click **Transmit Responses**.

Issue 9. LCS Version Error

The LCS is not the latest version. You must uninstall it and reinstall the latest version.

1. Uninstall the LCS (see “Uninstalling the LCS” on page 35 in Windows Installation or “Uninstalling the LCS” on page 47 in Mac (OS X) Installation or “Uninstalling the LCS” on page 66 in Linux Installation) and verify that it was uninstalled correctly.
2. Reinstall the LCS from eDIRECT (see “Quick Tour 1: Installing an LCS for Windows OS” on page 27 or “Using the LCS Manager-Transmitting Student Responses” on page 63 or “Quick Tour 5: Installing an LCS for Linux” on page 57).
3. Rerun the System Readiness checks (see “What is the System Readiness Check?” on page 69) to verify that the LCS is the latest version.

Issue 10. Client Version Error

The client software (INSIGHT) is not the latest version. You must download the latest version (if you are prompted to update your software, click **Update**).

■ DRC INSIGHT Properties

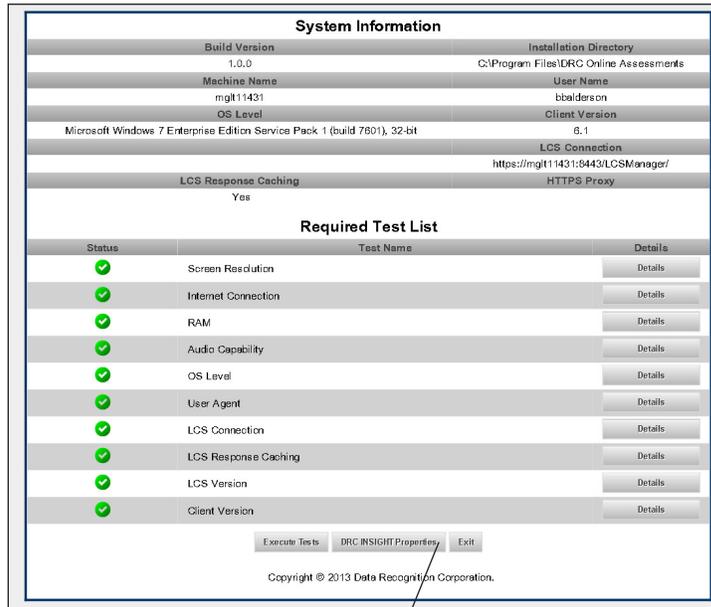
You use the DRC INSIGHT properties to specify certain system properties for your testing computers (the client systems), your LCS server, and other testing servers. You can do the following:

- Override the default proxy server settings and specify proxy settings for both your unsecured (http) and secured (https) host servers
- Enable or disable the Local Caching Service (LCS)

You specify these properties by selecting **System Properties** (see “Setting Client System Properties” on page 78).

Setting Client System Properties

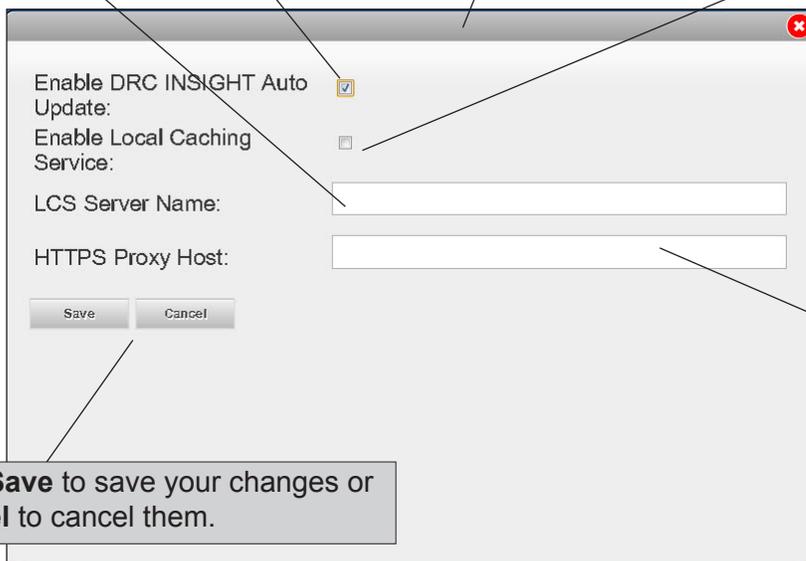
When you select System Properties from the Required Test List window, a dialog box displays that you can specify the path to the LCS server (HTTP), the path to the secure LCS server (HTTPS), and enable or disable automatic software updates and the LCS server.



You can specify an LCS server to use for communication.

You can enable or disable Auto Updates (see "Automatic Software Updates" on page 14).

Check the **Enable Local Caching Service** checkbox to enable the LCS. Uncheck it to disable the LCS.



Click **Save** to save your changes or **Cancel** to cancel them.

You can specify a proxy https (secured) Host to use for the LCS.

Appendix A: Troubleshooting



■ What's Covered in This Appendix

This Appendix describes some of the more common error messages you may encounter while installing, configuring, and using DRC INSIGHT, and provides recommendations to resolve them.

For some messages, there are references to a more detailed description of how to resolve the error.

Common Error Messages

This topic describes common INSIGHT error messages and methods to resolve them.

Message: *LCS Connection Error*

Description: The testing software is configured to use the Local Caching Service(LCS), but cannot connect to it.

What Should I Do? See “Issue 7. LCS Connection Error” on page 75 in the Working with INSIGHT section.

Message: *Test Version Error*

Description: The LCS does not have the most recent version of the test the student is trying to download. The version of the test on the LCS needs to be updated.

What Should I Do? See “Question 2: How Do I Update Test Forms in an LCS?” on page 91 in Appendix B.

Message: *Network Error*

Description: There was an interruption in the Internet connection and the client workstation is not configured to use an LCS.

What Should I Do? See “Issue 2. Internet Connectivity Error” on page 74 in the Working with INSIGHT section.

Message: *Connection to server failed. Please contact an administrator*

Description: Cannot contact the DRC login servers. This is usually an issue with the client’s Internet connection.

What Should I Do? See “Issue 2. Internet Connectivity Error” on page 74 in the Working with INSIGHT section.

Message: *Internet connection null*

Description: INSIGHT cannot connect with the DRC servers. It is asking whether you use a proxy server to connect to the Internet.

What Should I Do? See “Issue 2. Internet Connectivity Error” on page 74 in the Working with INSIGHT section.

Message: *LCS Version Error*

Description: The LCS is not the most recent version.

What Should I Do? Uninstall the current version of the LCS and reinstall the new version.

Message: *LCS and Software Version Error*

Description: The LCS and the testing computer software are both out of date.

What Should I Do? Uninstall the current version of the LCS, reinstall the new version, and update the testing computer software.

Message: *Software Version Error*

Description: The testing software is not current.

What Should I Do? Update the testing computer software. See “Automatic Software Updates” on page 14 in the Configuration section.

Message: *Previous Login May Have Unsent Responses*

Description: The student has information on the LCS that has not been transmitted.

What Should I Do? Open the LCS Manager, go to the Responses tab, and click **Transmit Responses**. If that doesn't work, see “Issue 8. LCS Response Caching Error” on page 75 in the Working with INSIGHT section.

Message: *Testing Complete! Responses Stored on LCS*

Description: Sometime during testing, the Internet connection to DRC failed. As a result, the test responses were saved to the LCS. The responses will be transmitted once the connection is resolved.

Note: The LCS either transmits responses immediately, or every 15 minutes from a holding queue.

What Should I Do? Make sure that the LCS Manager Response tab displays 0 (zero) unsent responses.

If it doesn't display 0, click **Transmit Responses**. If that doesn't work, contact your System Administrator, or see "Issue 2. Internet Connectivity Error" on page 74 and "Issue 8. LCS Response Caching Error" on page 75 of the Working with INSIGHT section.

Message: *Test Exit! Responses Stored on LCS*

Description: Sometime during testing, the Internet connection to DRC failed. As a result, the responses were saved to the LCS. This student cannot start testing again until these responses have been transmitted.

Note: The LCS either transmits responses immediately, or every 15 minutes from a holding queue.

What Should I Do? Make sure the LCS Manager Response tab shows 0 (zero) unsent responses. If it doesn't, click **Transmit Responses**. If that doesn't work, contact your System Administrator, or see "Issue 2. Internet Connectivity Error" on page 74 and "Issue 8. LCS Response Caching Error" on page 75 of the Working with INSIGHT section.

Message: *LCS Connection Error - Responses Stored*

Description: The testing computer has lost its connection with the LCS. All responses prior to the loss of the connection are stored on the LCS. The connection must be re-established before testing can continue.

What Should I Do? Restart the LCS. If that doesn't work, contact your System Administrator or see "Issue 7. LCS Connection Error" on page 75 in the Working with INSIGHT section.

Notes:

Appendix B: FAQs



■ What's Covered in This Appendix

This Appendix contains a list of frequently asked questions and answers about configuring, installing, and using DRC INSIGHT and LCS software. The questions and answers cover the Windows, Macintosh (OS X), and Linux environments.

All of the questions are technical in nature, but they are divided into two categories: General Questions and Common Technical Questions and Answers. The second category of questions covers common technical support issues you may encounter, and provides tips, techniques, and workarounds to resolve them.

■ General Questions

Q: Is the LCS in the Mac environment a true service that runs when no one is logged into the server? It used to be an application that we had to launch whenever we had to restart the server.

A: Now it is a true service—it runs using the “Launched” capability of OS X.

Q: If our LCS “goes down” or is unavailable, will a test automatically bypass the LCS, or are we stuck until the LCS is running again?

A: If the LCS goes down, testing stops. If the computers are configured to use an LCS, the LCS must be available.

Q: Is there a way to provide failover LCS service? Or, a quick way to redirect service if a server fails during the testing window?

A: There is nothing built into the software.

Q: Do we use a .msi file for installation?

A: The INSIGHT and LCS installation file types vary by operating system:

- The Windows version uses a .exe file for the LCS and a .msi file for INSIGHT.
- The Mac (OS X) version uses a .dmg file for the LCS and a .pkg file for INSIGHT.
- The Linux version uses a .deb file for the LCS and a .sh file for INSIGHT.

Q: To enable automatic updates, do we need to go to each student’s computer?

A: No. Just remember to enable automatic updates when you install the LCS software. After installation, the LCS automatically checks for software updates and installs them whenever it is launched.

Q: I tried removing the LCS and reinstalling it, but now I can’t seem to use it?

A: Verify that the uninstallation process removed the LCS installation folder. On a Windows 7 machine, the folder is C:\Program Files (x86)\NE Online Assessments LCS. After you remove the LCS, if this folder still exists, delete it before you reinstall the LCS.

Q: Do we have to have an LCS server in each school, or can it be on a shared district server? If so, which approach do you recommend?

A: It depends on your network's capacity and reliability—with a dedicated LCS server you can offload about 50% of the traffic from the Internet to your LCS.

Because student computers need uninterrupted connectivity to the LCS, we recommend one LCS per school. But, you may be able to share an LCS if you have enough network capacity.

Q: Does INSIGHT support a single installation for all students to test with?

No, DRC has found that this can cause issues.

Q: How are test responses received?

A: It depends. If you have an LCS installed, the student logs in first. INSIGHT always contacts DRC to login. After the student is logged in, they download the exam from the LCS and send test responses directly to DRC.

If there is an interruption in internet connectivity, the student's testing computer starts sending the test responses to the LCS. The LCS tries to submit them to DRC every 15 minutes. The student continues sending responses to the LCS until they complete the test, pause, or exit and log back in.

Note: A student cannot log back in while their responses are still on the LCS.

If you do not have an LCS installed, the student logs in by connecting with DRC and responses are sent directly to DRC. If there is an Internet connectivity problem, the student is dropped from the exam.

Q: How do I test that the LCS is working?

A: Open the System Readiness Check application on a testing computer.

This software is in the install directory of the testing client. For example, on a Windows 7 machine, the software is located at C:\Program Files (x86)\NE Online Assessments\Readiness.exe.

To confirm that the LCS is being used, do the following:

1. Verify that the LCS setting is showing up in the System Readiness Check application.
2. Click **Execute Tests** in the System Readiness Check application.
3. Check the results for LCS Connection, LCS Response Caching, and LCS Version. These results tell you whether the testing client is set up correctly to work with the LCS. Verify that an LCS is being used and check the test details for more information.
4. Click on the desktop shortcut for NE Online Assessments, select **Online Tools Training**, sign in, and take a training test to verify that you can connect to the LCS.

Q: The sound for Text-To-Speech (TTS) does not work. What should I do?

A: Run the System Readiness Checks and verify that the sound (Audio Capability) is working (see “Resolving System Readiness Required Tests” on page 74 in the Working with INSIGHT section). Adjust the volume before testing.

Common Technical Questions and Answers

This topic describes detailed resolutions to common technical support issues you may encounter, as well as tips, techniques, and workarounds to resolve them.

Question 1: I Don't Know What to Whitelist, Allow, or Unblock?

Here is a list of the items to include (for more information, see the topic “Network Requirements for Testing Computers” on page 18):

- Allow or enable HTTP/ HTTPS protocols on ports 80 and 443.
- Allow connectivity on ports 80 and 443.
- Whitelist the following file types, both internally and externally:
 - enc exe (for updates) gif html jar jpeg xml
- Prioritize and whitelist INSIGHT traffic on:
 - Firewalls Internet packet shaper Routers Switches Proxies
 - Other network device you use
- Allow whitelist access for content. Try these links in a browser window to see if you have access.

Link	Displays a blank page with a label similar to...
http://ne-insight-client.drccdirect.com/	insightwebdl01
https://ne-insight.drccdirect.com/	insightwebapp06

Notes:

- When you are whitelisting, you may need to use *.drccdirect.com instead of ne-insight.drccdirect.com.
- Besides whitelisting these sites, you may need to allow sites to pass through the proxy server without requiring authentication credentials to be passed by INSIGHT.
- Each state uses its own URLs and IP addresses to communicate from the INSIGHT client (workstation) software to DRC servers, or from the LCS server to DRC servers:

State	URL	IP Address	Port/Protocol
Nebraska	http://ne-insight-client.drccdirect.com	50.58.190.64	8080/http; 8443/https
	https://ne-insight.drccdirect.com	50.58.190.63	8080/http; 8443/https
	https://wbte.drccdirect.com	50.58.190.53	8080/http; 8443/https

Question 2: How Do I Update Test Forms in an LCS?

To update your test forms, do the following:

1. Open the LCS Manager at **http://localhost:8080/LCSManager/**

Note: Localhost only works in this URL if you are using a browser on the computer where the LCS is installed.

2. Change **localhost** to the IP address or server name of the computer where the LCS is installed.
3. Select all of the tests that need to be updated.
4. Click the **Update** button.

Note: It takes a while for the LCS to update. Wait for the screen to refresh and all of the tests to display the status **Up to Date**.

5. Steps 5a–5c list some different properties you may want to change. To make a change, double-click on the value of the property, enter your value, and click **Enter**.

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

- a. AUTOUPDATEFLAG turns automatic updates on or off. Set this false to disable the automatic update feature. Set this to true to enable the automatic update feature.
- b. ENABLELCS tells INSIGHT whether you are using an LCS. Set this to false to disable the LCS. Set this to true to enable the LCS.
- c. LCSURL is the IP address of the LCS server or its name. The default value is `https://localhost:8443/LCS Manager/`

Replace localhost with the IP address or server name of the machine on which the LCS is installed.

6. After you have made all your changes, save the file and overwrite the original DRC_INSIGHT_Setup.msi file.

Silent Install Example

The following example shows the syntax you would use to install INSIGHT silently.*

```
DRC_INSIGHT_Setup.msi /qn
```

Silent Uninstall Example

The following example shows the syntax you would use to uninstall INSIGHT silently.*

```
msiexec /x DRC_INSIGHT_Setup.msi /qn
```

*For Microsoft Windows 8, use /qb instead of /qn.

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Revision Date: November 4, 2013