



Technology User Guide

Volume III: DRC INSIGHT

South Carolina

Data Recognition Corporation (DRC)
13490 Bass Lake Road
Maple Grove, MN 55311

Toll Free 1-800-451-7834
eDIRECT: <https://sc.drctdirect.com>
Email: SCProject@datarecognitioncorp.com
Revision Date: September 4, 2019

COPYRIGHT

Copyright © 2019 Data Recognition Corporation

The following items in DRC INSIGHT are protected by copyright law:

- The User Guide.
- All text and titles on the software's entry and display, including the look and feel of the interaction of the windows, supporting menus, pop-up windows, and layout.

DRC INSIGHT Online Learning System and DRC INSIGHT Portal are trademarked by Data Recognition Corporation.

Any individuals or corporations who violate these copyrights and trademarks will be prosecuted under both criminal and civil laws, and any resulting products will be required to be withdrawn from the marketplace.

The following are trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries:

Internet Explorer
Microsoft
Windows
Windows Vista
Windows XP
Windows 7
Windows 8
Windows 10

The following are trademarks or registered trademarks of Apple Corporation in the United States and/or other countries:

Apple
Macintosh
Mac
OS X and macOS
iPad
iOS*
*iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.
Safari

The following are trademarks or registered trademarks of Google Corporation in the United States and/or other countries.

Chrome
Chromebook
Google Play

The following is a trademark or registered trademark of Mozilla Corporation in the United States and/or other countries.

Firefox

Linux is a registered trademark of Linus Torvalds.

Ubuntu and Canonical are registered trademarks of Canonical Ltd.

Gnome is a trademark of the Gnome Foundation.

■ Introduction	About This Guide.....6
	DRC INSIGHT6
■ Windows Installation	What’s Covered in This Section.....8
	Multiple Testing Programs.....8
	Quick Tour: Installing INSIGHT for Windows OS9
	Managing INSIGHT13
	Installing INSIGHT from a Command Line.....13
	Installation Command Syntax and Example.....14
	Installing INSIGHT Silently15
	Installing INSIGHT Silently Using ORCA.....16
	Starting INSIGHT17
	Stopping INSIGHT17
	Uninstalling INSIGHT.....18
	Using the Control Panel18
	Using the Start Menu18
	Using a Command.....18
■ Mac (OS X and macOS) Installation	What’s Covered in This Section.....20
	Multiple Testing Programs.....20
	Quick Tour: Installing INSIGHT for Mac OS X and macOS21
	Managing INSIGHT26
	Installing INSIGHT Using a Software Deployment Tool.....26
	Starting INSIGHT28
	Stopping INSIGHT28
	Uninstalling INSIGHT28
■ Installing INSIGHT on iPad Devices	What’s Covered in This Section.....30
	DRC INSIGHT and the Apple App Store30
	Distributing and Registering INSIGHT30
	Multiple Testing Programs.....30
	Preparing the iPad for Testing.....31
	Viewing the DRC INSIGHT Configuration on an iPad.....33
■ Installing INSIGHT on Chromebook Devices	What’s Covered in This Section.....36
	Setting Up INSIGHT on Chromebooks36
	INSIGHT Deployment Overview36
	INSIGHT Installation Overview36
	Chromebooks, COS Service Devices, and INSIGHT38
	Multiple Testing Programs.....38
	Example of Chromebook Setup and Configuration for INSIGHT ...39
	Quick Tour: Installing INSIGHT for Chrome.....40
	Using the System Readiness Check on a Chromebook46

■ The System Readiness Check

What's Covered in This Section.....	48
Starting the System Readiness Check.....	48
What the System Readiness Check Displays.....	49
The System Readiness Check Fields	50
The System Readiness Check Buttons and Icons	51
The System Readiness Check Required Tests	52
Resolving System Readiness Required Tests.....	53
Issue 1. Audio Capability Error	53
Issue 2. Client Version Error	53
Issue 3. Folder Permissions Error	53
Issue 4. Internet Connection Error	53
Issue 5. Operating System Level Error	53
Issue 6. RAM Error	54
Issue 7. Screen Resolution Error.....	54
Issue 8. Service Device Connection Error	54
Issue 9. User Agent Error.....	54



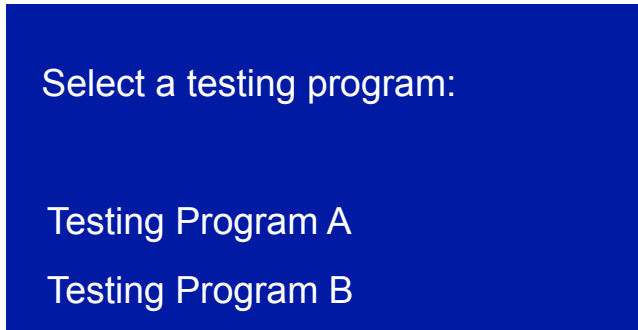
Introduction

■ About This Guide

This user guide is part of a multi-volume set that describes how to configure, install, manage, and troubleshoot the DRC INSIGHT Online Learning System, or DRC INSIGHT. This volume, *Volume III: DRC INSIGHT*, describes how to configure, install, manage, and troubleshoot the DRC INSIGHT software. It contains installation information for the various environments that support INSIGHT and describes how to use the System Readiness Check to verify that your testing devices are ready for testing.

Generic Image for Multiple Testing Programs

Some states use one testing program. Other states use multiple testing programs. This guide uses a generic image (shown below) to indicate the INSIGHT selection screen for multiple testing programs.



Important Information

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

■ DRC INSIGHT

The main component of DRC INSIGHT is the secure Web-browser testing interface installed on each testing device. This software communicates with the DRC INSIGHT server to provide Online Tools Training (OTT) 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 testing interface as simply INSIGHT.



Windows Installation

■ What's Covered in This Section

This section describes the INSIGHT installation process in a Windows environment. The first part of this section provides basic information about installing INSIGHT interactively using the installation wizard. Then, the section provides information about installing INSIGHT silently and uninstalling INSIGHT.

! Important: To make the INSIGHT installation process easier, DRC recommends that you install the COS Service Device (COS SD) before you use the Central Office Services - Device Toolkit to create configurations and before you install INSIGHT.

■ Multiple Testing Programs

If you plan to perform multiple testing programs using the same testing computers, you can use a COS SD and the same set of INSIGHT testing devices to access these programs.

- You can install a COS SD and INSIGHT on the same computer.
- You can have content for multiple testing programs on the same COS SD.
- To make the installation process easier, DRC recommends that you install the COS SD before you use the Central Office Services - Device Toolkit to create configurations and before you install INSIGHT.
- You can use INSIGHT to access multiple testing programs from the same device.

You can access the different testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page displays that lists the testing programs from which you can select. COS makes it easy to combine multiple testing programs into a single configuration using Content Management.

Quick Tour: Installing INSIGHT for Windows OS

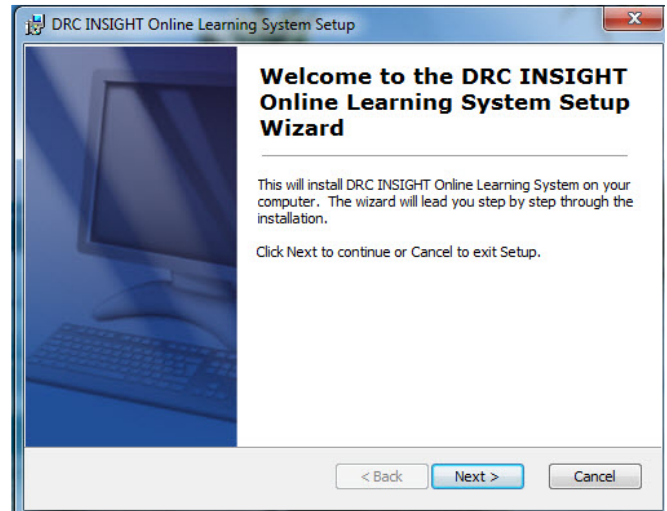
This Quick Tour describes how to install INSIGHT for Windows. DRC provides an easy-to-use wizard to install the software.

1. To launch the wizard and start the installation, sign in to your state's Portal site, select **MY APPLICATIONS–General Information–Downloads**, and click the DRC INSIGHT Windows Installer icon (📄).

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

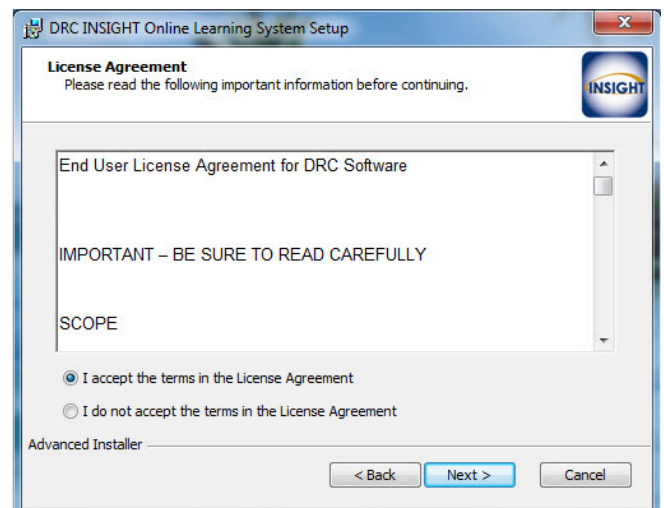
The Welcome to the INSIGHT Online Learning System Setup Wizard window appears. Click **Next** to continue.

Note: On most installation windows, you can click **Back** to return to the previous window or **Next** to proceed to the next window. Some windows display other options.



3. The License Agreement window appears. To continue the installation, read the agreement and select the option **I accept the terms in the License Agreement**. (If you do not accept the agreement, the installation ends.)

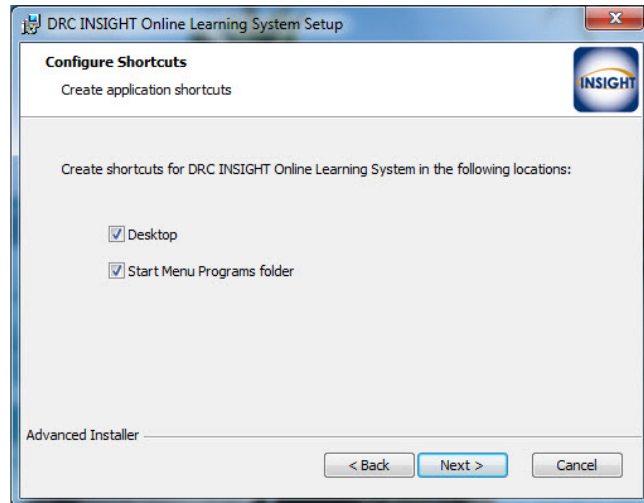
Click **Next** to continue when the Next button is active.



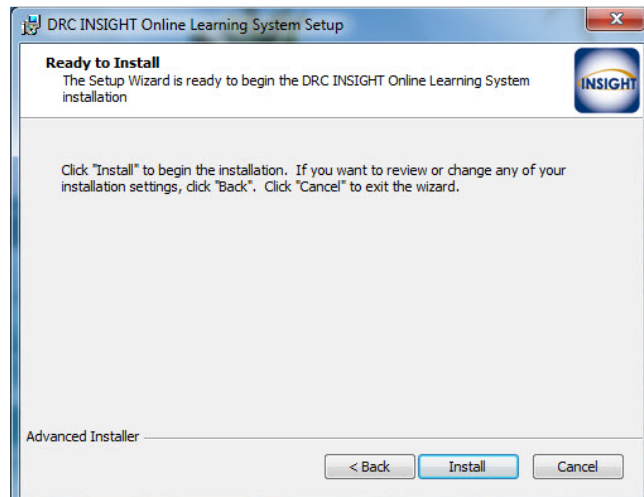
Quick Tour: Installing INSIGHT for Windows OS (cont.)

- The Configure Shortcuts window appears. Use this window to indicate which shortcuts the installation process should create. DRC recommends that you select both shortcuts.

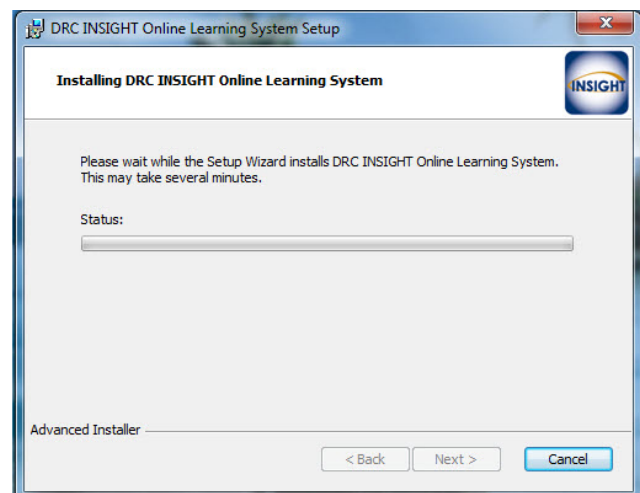
After you have made your selections, click **Next** to continue.



- The Ready to Install window appears. 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 status of the installation. If necessary, you can click **Cancel** to end the installation process.



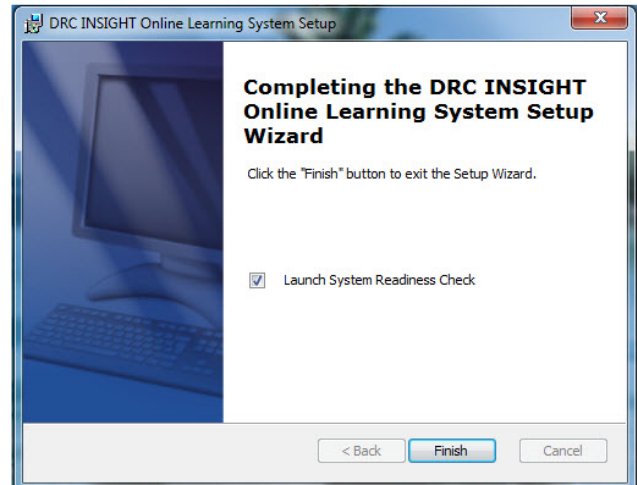
Quick Tour: Installing INSIGHT for Windows OS (cont.)

- When the installation nears completion, the Completing the DRC INSIGHT Online Learning System Setup Wizard window appears, indicating that INSIGHT is almost installed.

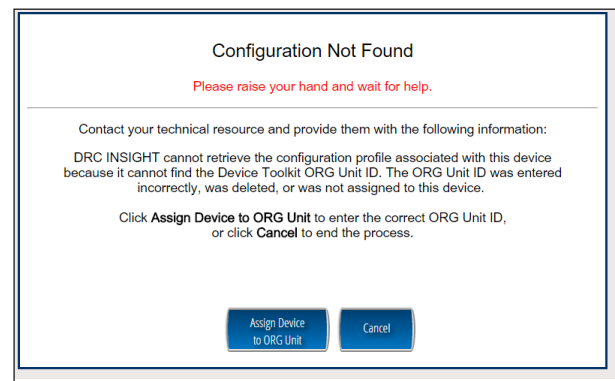
You can specify whether to launch the System Readiness Check (the default value).

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 (see “What the System Readiness Check Displays” on page 49).

Make your selections and click **Finish** to register the device with INSIGHT.



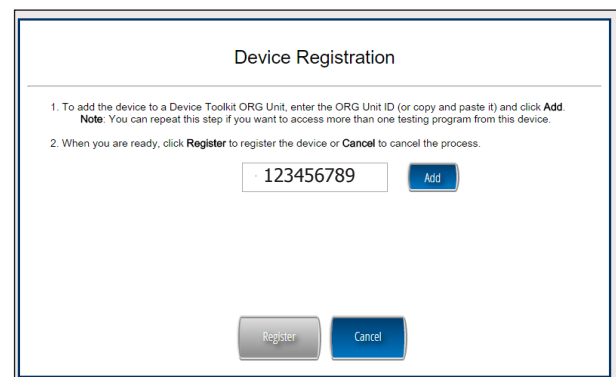
- The Configuration Not Found page appears. To successfully register the device with INSIGHT, you need to locate the device’s ORG Unit ID from the Central Office Services - Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Central Office Services - Device Toolkit), click **Assign Device to ORG Unit**.



- When the Device Registration page appears, enter or paste the device’s ORG Unit ID from the Central Office Services - Device Toolkit and click **Add**. When the Register button is enabled, click **Register**.

When the device registers, the System Readiness Check will display for the configuration’s testing program.

Note: If the configuration points to more than one testing program, a page appears that you can use to select your testing program. When the device registers, the System Readiness check will appear for the testing program you selected.



Quick Tour: Installing INSIGHT for Windows OS (cont.)

10. When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check test, execute the tests, and view the results.

Click **Execute Tests** to verify that the testing computer and any COS Service Devices are configured correctly. Click **Details** next to any test you need more information about (see “The System Readiness Check Required Tests” on page 52).

When ready, click **Exit**.

System Information				
Client Version	Configuration Source	Installation Directory		
10.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments v10		
Machine Name	User Name	Operating System Level		OS Version
DRC28459	EB	Microsoft (build 17763), 64-bit		10.0
Testing Device ID	Service Device ID	Content Hosting	HTTPS Proxy	
666F126C-61D2-441B-B19E-3B3F5E6159AD	84EC00E8-C4E5-4658-A9FA-078880893B3C	Yes		
COS Configuration Name		COS Org Unit ID	Location	
Public VM COS ALL Clients		249214175	Drc Use Only - Sample District AI N/A	
Required Test List				
Status	Test Name			Details
✓	Audio Capability			Details
✓	Client Version			Details
✓	Folder Permissions			Details
✓	Internet Connection			Details
✓	Operating System Level			Details
✓	RAM			Details
✓	Screen Resolution			Details
✓	Service Device Connection			Details
✓	User Agent			Details

Load Results Execute Tests Test Audio Exit

Copyright © 2019 Data Recognition Corporation.

11. When the device is successfully registered with INSIGHT, one of two pages appears.

If a single testing program (location) is associated with the configuration, the main testing page appears. If multiple testing programs are associated with the configuration, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.

You can try the Online Tools Training (OTT) using your INSIGHT log-in information, or sign in to the System Readiness Check by clicking the checkmark in the lower left side and entering the System Readiness Check Access Code.

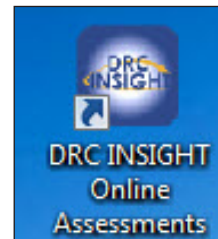
12. The default installation adds a single shortcut to your desktop. Use the shortcut to sign in to the Online Tools Training (OTT), or to test using your INSIGHT log-in information.

Select a testing program:

Testing Program A

Testing Program B

System Readiness Check
Access Code: 7745



Managing INSIGHT

This section describes how to install INSIGHT from a command line, how to start and stop INSIGHT and the System Readiness Check, and how to uninstall INSIGHT. After installing INSIGHT, start INSIGHT to register the device with its Central Office Services - Device Toolkit configuration. (You can do this automatically, using a script or device management software, or manually.)

! Important: Remember to register the device *before* applying any desktop protection software (such as Deep Freeze) to avoid having the device re-register with the Central Office Services - Device Toolkit every time INSIGHT is launched.

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**.

The following figure shows a list of the standard options. Refer to the *Windows Installer Software Development Kit* for detailed information about the command line syntax.

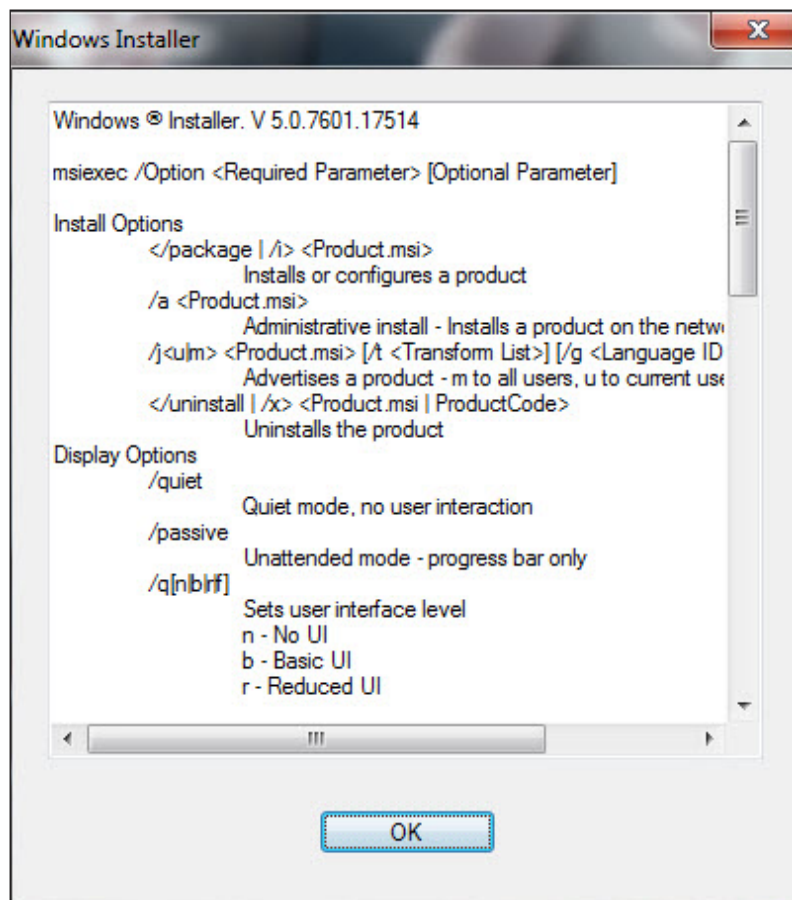


Figure: INSIGHT Setup Command Options

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 below).

Example

The following examples install INSIGHT, with and without a proxy host, using an ORG Unit ID of 123456789.

! **Important:** Do not copy and paste this information—it is meant for example only.

```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qn https_proxy="https://10.1.1.1:55222" ou_ids="123456789"
```

```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qn ou_ids="123456789"
```

Where:

ou_ids is the ORG Unit ID number to which the device is assigned. This parameter points to the specific configuration information for COS Service Device content, district and school ID, proxy server information, and auto-update information. It is used to register the device with INSIGHT.

https_proxy is the path to the proxy host (if specified).

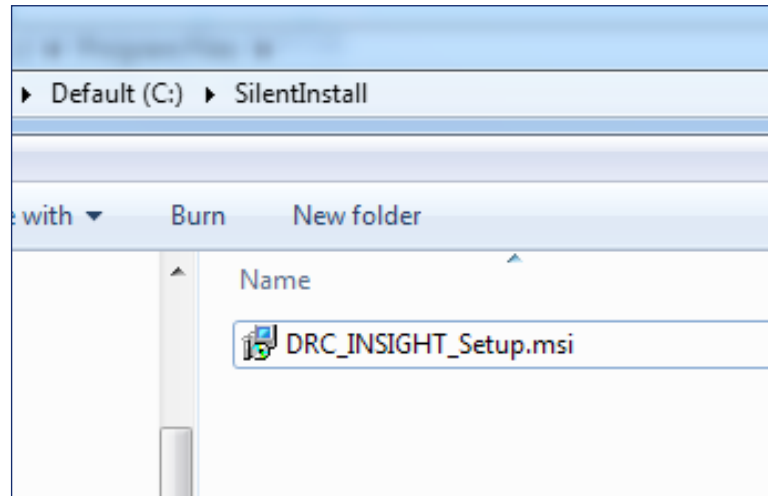
Note: For more information about the MSIEXEC properties and switches that you can use with the installation application, refer to the Microsoft Command Line options page.

Installing INSIGHT Silently

To install INSIGHT silently (non-interactively), perform the following steps.

! Important: Do not copy and paste this information—it is meant for example only.

1. Sign on to the your state's Portal site, open the **My Applications** menu bar, select **General Information–Downloads**, and download the Windows INSIGHT installation file, **DRC_INSIGHT_Setup.msi**, to the C: drive.



2. Change to the directory where you installed the INSIGHT file and enter the following command:

```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qn https_proxy="https://10.1.1.1:55222" ou_ids="123456789"
```

Where:

ou_ids is the ORG Unit ID number to which the device is assigned. This parameter points to the specific configuration information for COS Service Device content, district and school ID, proxy server information, and auto-update information. It is used to register the device with INSIGHT.

https_proxy is the path to the proxy host (if specified).

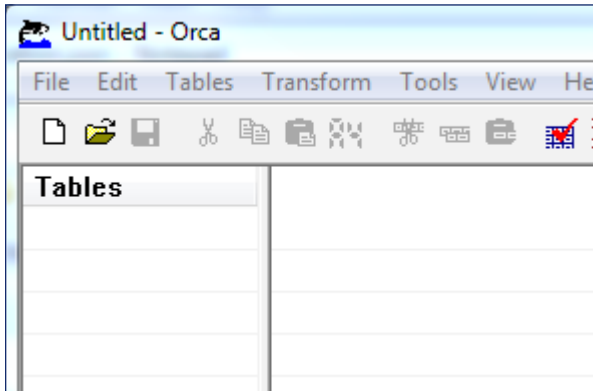
Note: If you use a proxy host, specify the path to the proxy host between the quote marks. Otherwise, remove the HTTPS_PROXY parameter.

Windows Installation

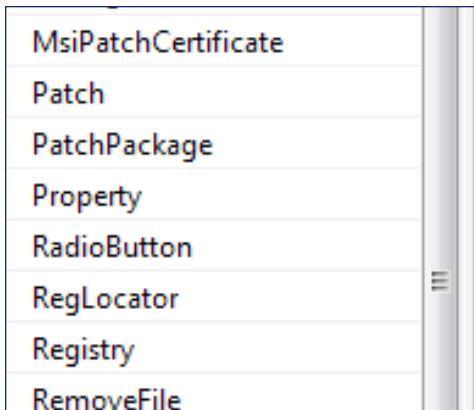
Installing INSIGHT Silently Using ORCA

To install INSIGHT silently using ORCA, perform the following steps:

1. Download the Windows INSIGHT installation file, DRC_INSIGHT_Setup.msi.
2. Download a copy of ORCA to your Program Files folder.
3. Right-click Orca.exe and select **Open**.



4. Browse to the DRC_INSIGHT_Setup.msi file and open it.
5. Select **Property**.



6. Sort the display using the **Property** column.

Property	Value
.....	..

7. Locate the **OU_IDS** field and enter the ORG ID with no quotes or spaces (see the example below).

OU_IDS 123456789

8. If you are using a proxy host, locate the **HTTPS PROXY** field and enter the full proxy address with no spaces (see the example below).

HTTPS PROXY https://10.1.1.1.:55222

Installing INSIGHT Silently Using ORCA (cont.)

- Save the file and exit Orca.

! **Important:** Save the file using Save, not Save As.

- Use the following command to run the updated installer with the new embedded switches:

```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qn
```

Note: Use qb instead of qn for Windows 8.

Starting INSIGHT

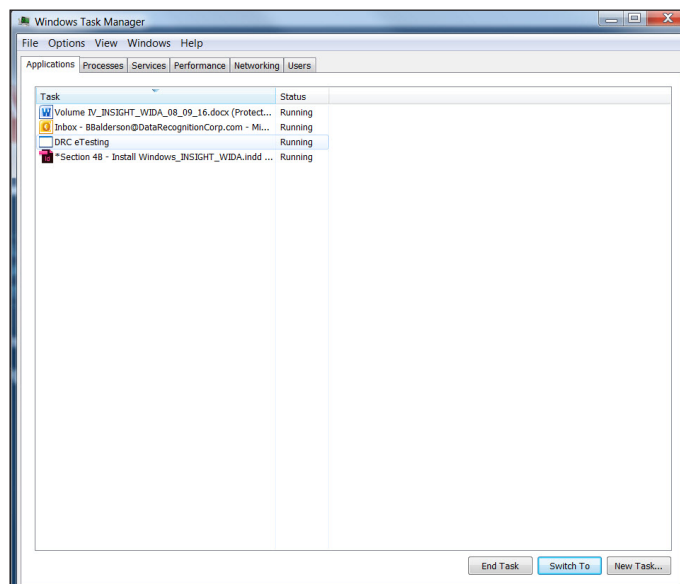
You can start INSIGHT from a testing computer using the desktop shortcut, the Windows Start menu, or Windows Explorer.

- For 64-bit Windows, start Windows Explorer and select the installation drive–**Program Files (x86)–DRC INSIGHT Online Assessments–DRCInsight.exe** for INSIGHT.
- For 32-bit Windows, start Windows Explorer and select the installation drive–**Program Files–DRC INSIGHT Online Assessments–DRCInsight.exe** for INSIGHT.

Stopping INSIGHT

If INSIGHT becomes unresponsive, you can stop it by using the Windows Task Manager (see the figure).

- Start the Task Manager, by pressing **Ctrl-Alt-Delete** and selecting **Task Manager**.



- When the Task Manager window appears, select **DRC eTESTING** and click **End Task**.

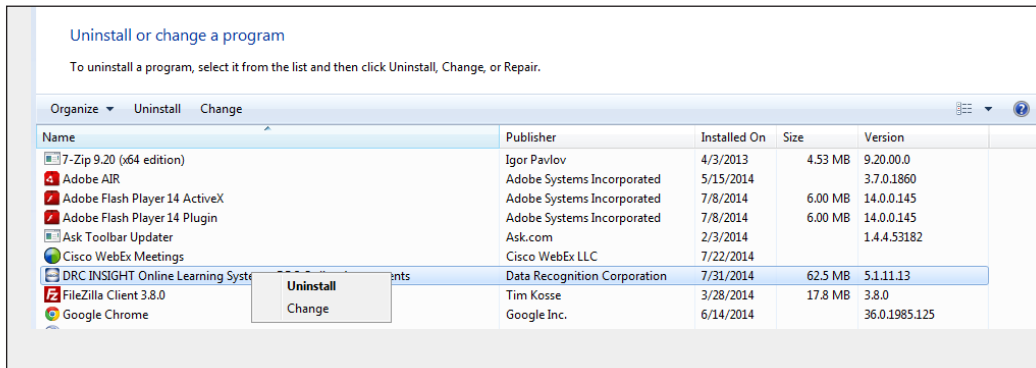
Uninstalling INSIGHT

You can uninstall (remove) INSIGHT from a Windows machine by using the Control Panel, the Start menu, or silently using a command.

Note: If you cannot remove INSIGHT, please contact DRC Customer Service.

Using the Control Panel

To uninstall INSIGHT using the Control Panel, select **Uninstall a Program**, select **DRC INSIGHT Online Learning System–DRC Online Assessments**, right-click, and select **Uninstall**.



Using the Start Menu

To uninstall INSIGHT using the Start Menu, select **All Programs–DRC INSIGHT Online Assessments–DRC INSIGHT Uninstaller** and click **Yes** when the Windows Installer dialog box appears.

Using a Command

To uninstall INSIGHT silently, use the following command:

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

Note: Use qb instead of qn for Windows 8.



Mac (OS X and macOS) Installation

■ What's Covered in This Section

This section describes the INSIGHT installation process in a Mac (OS X and macOS) environment. The first part of this section provides basic information about installing INSIGHT interactively using the installation wizard. Then, the section provides information about installing INSIGHT using a software deployment tool and uninstalling INSIGHT.

ⓘ Important: To make the INSIGHT installation process easier, DRC recommends that you install the COS Service Device (COS SD) before you use the Central Office Services - Device Toolkit to create configurations and before you install INSIGHT.

■ Multiple Testing Programs

If you plan to perform multiple testing programs using the same testing computers, you can use a COS SD and the same set of INSIGHT testing devices to access these programs.

- You can install a COS SD and INSIGHT on the same computer.
- You can have content for multiple testing programs on the same COS SD.
- To make the installation process easier, DRC recommends that you install the COS SD before you use the Central Office Services - Device Toolkit to create configurations and before you install INSIGHT.
- You can use INSIGHT to access multiple testing programs from the same device.

You access the different testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page displays that lists the testing programs from which you can select.

Quick Tour: Installing INSIGHT for Mac OS X and macOS

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

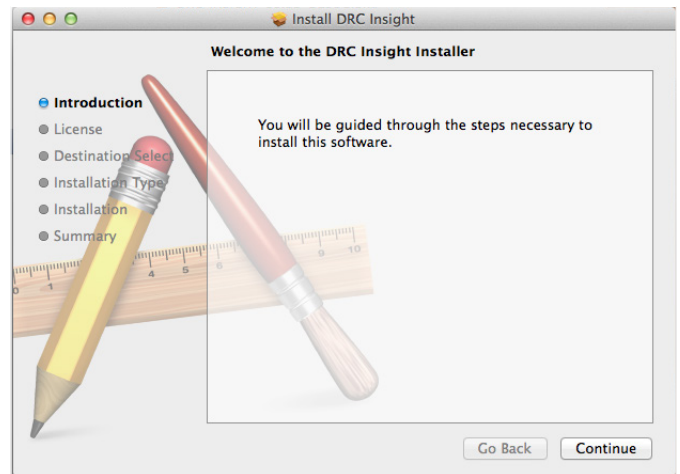
1. Sign in to your state's Portal site, select **MY APPLICATIONS–General Information–Downloads**, and click the DRC INSIGHT Mac Installer icon (📦).
2. Double-click the downloaded **DRC_INSIGHT_Setup.pkg** file to start the wizard.

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

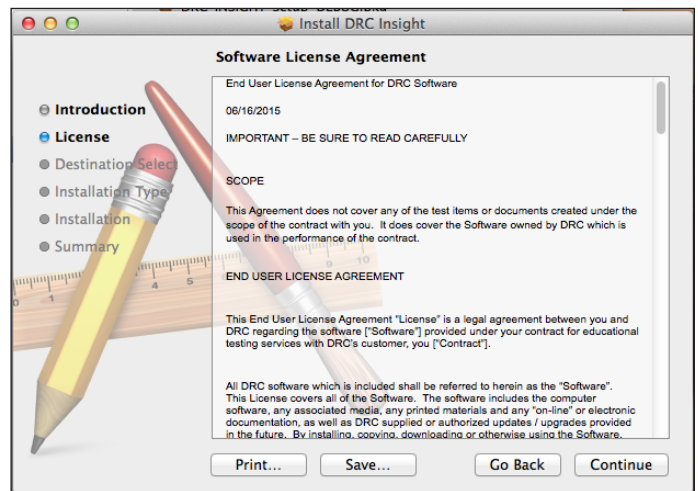
3. The Welcome to the DRC Insight Installer window appears.

Note: On most installation windows, you can click **Go Back** to return to the previous window, **Continue** to proceed to the next window, or **Cancel** to cancel the installation. Some windows display other options.

Click **Continue**.



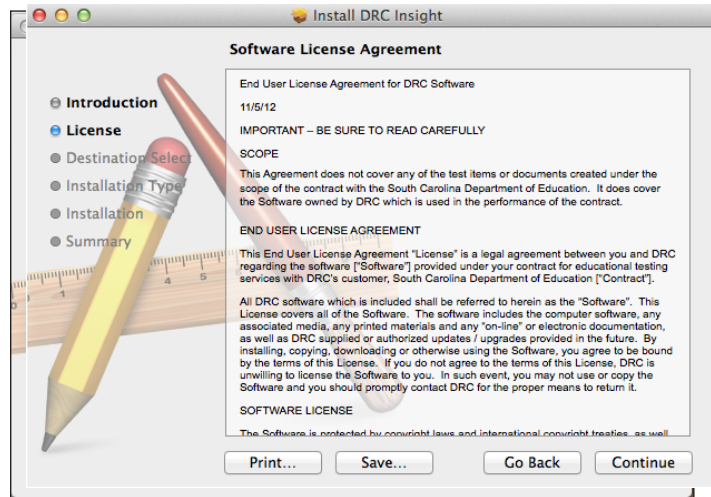
4. The Software License Agreement window appears. You can read through the Agreement. To continue, read the license and click **Save...**



Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)

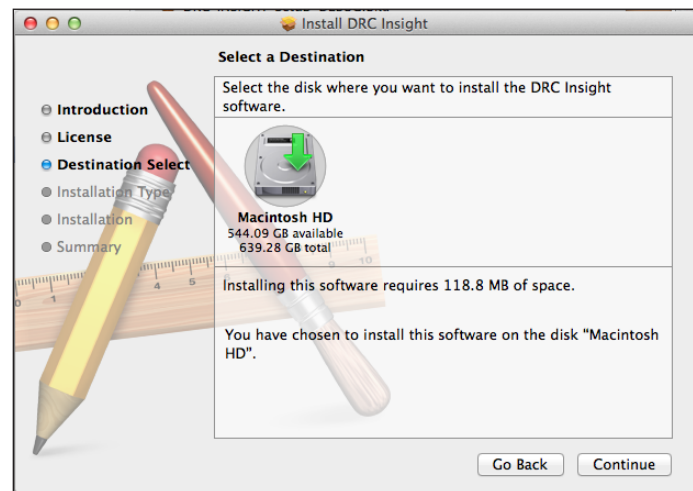
If you click **Continue** without reading the license or clicking **Save**, a window appears to verify your choice and explain the options.

To continue, click **Agree**.



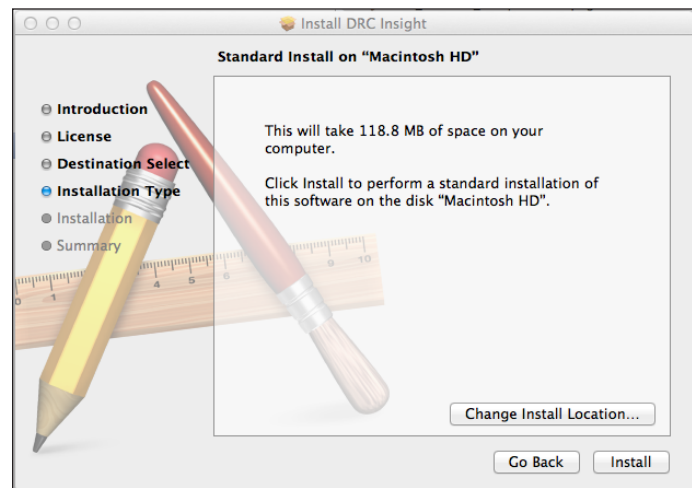
5. The Select a Destination window appears, indicating the amount of disk space the installation will require.

Click **Continue**.



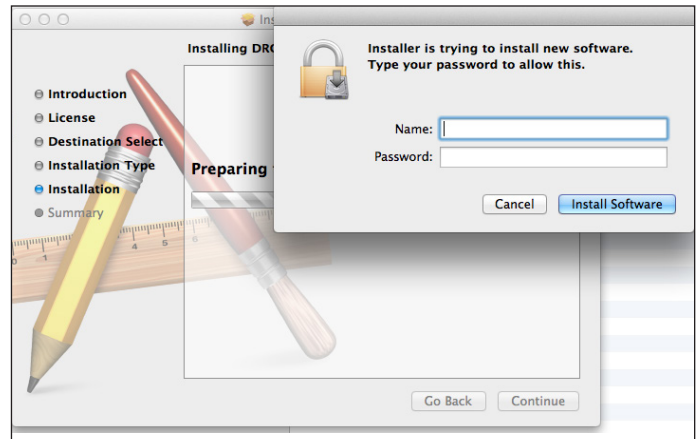
6. The Standard Install on "Macintosh HD" window appears. You can change the installation location or use the default location.

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

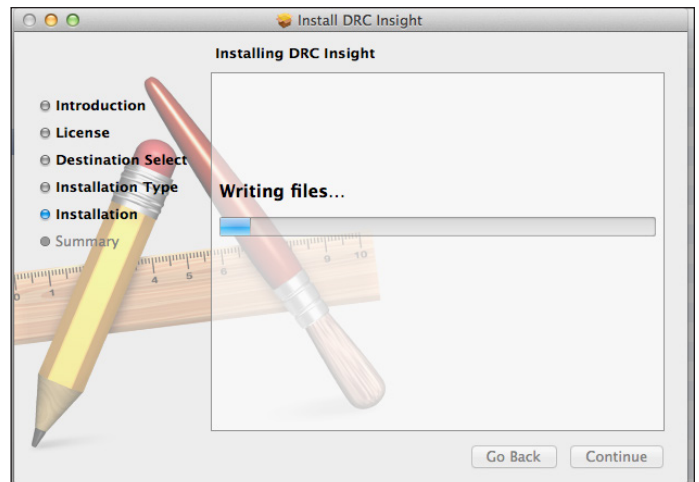


Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)

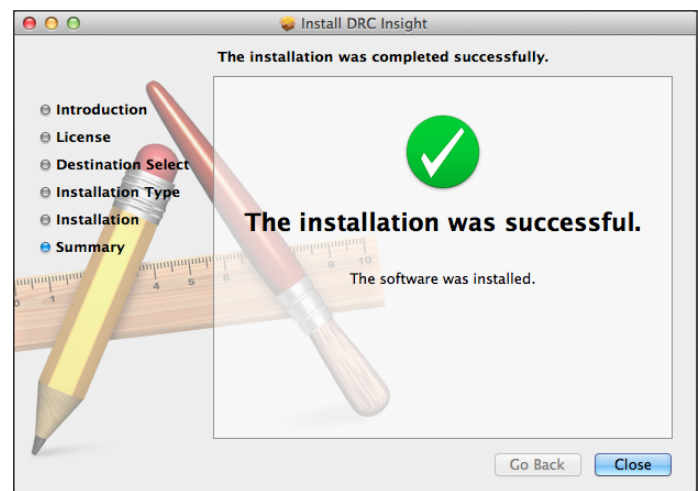
7. You must be a Mac System Administrator to install INSIGHT. After you enter your name and password and click **Install Software**, the installation begins.



8. During the installation, a window indicates the progress of the installation.



9. After the installation, a window indicates the status of the installation. If the installation is successful, click **Close**. Otherwise, if necessary, click **Go Back** to change your installation options.



Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)

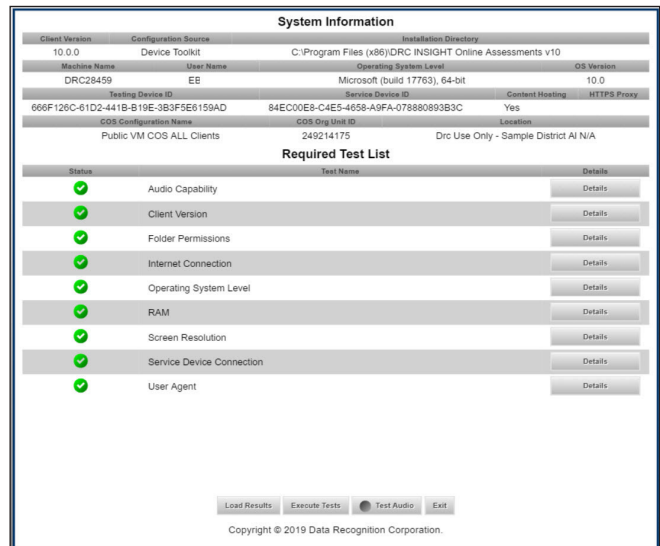
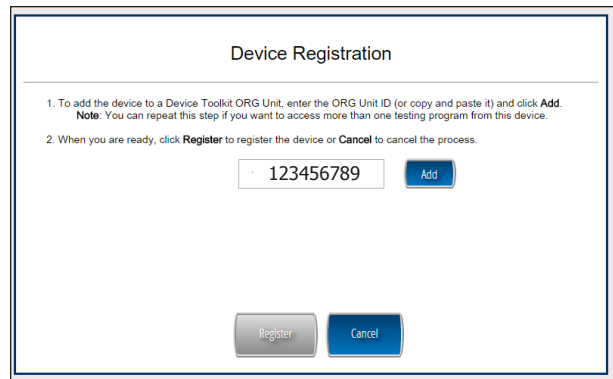
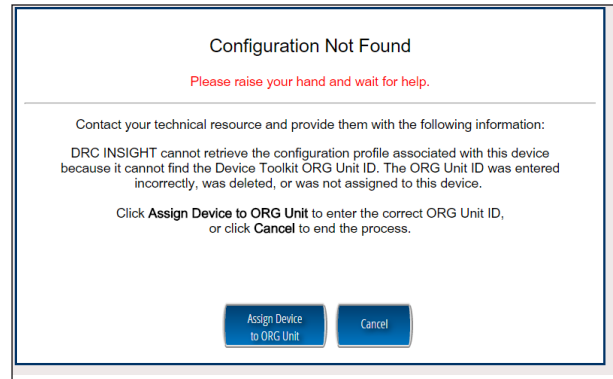
10. The Configuration Not Found page appears. To successfully register the device with INSIGHT, you need to locate the device's ORG Unit ID from the Central Office Services - Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Central Office Services - Device Toolkit), click **Assign Device to ORG Unit**.
11. When the Device Registration page appears, enter or paste the device's ORG Unit ID from the Central Office Services - Device Toolkit and click **Add**.

When the Register button is enabled, click **Register**. When the device registers, the System Readiness Check will display for the configuration's testing program.

Note: If the configuration points to more than one testing program, a page appears that you can use to select your testing program. When the device registers, the System Readiness check will appear for the testing program you selected.

12. When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check test, execute the tests, and view the results.

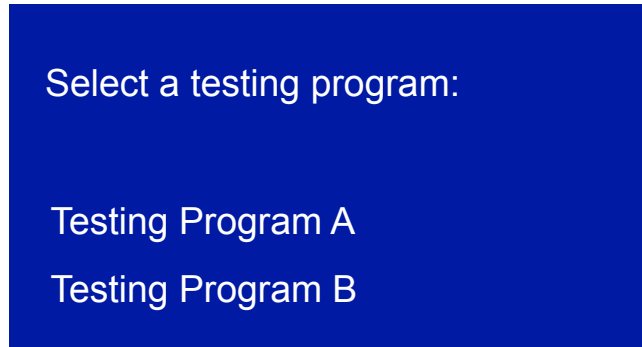
Click **Execute Tests** to verify that the testing computer and any COS Service Devices are configured correctly. Click **Details** next to any test you need more information about (see "The System Readiness Check Required Tests" on page 52). When ready, click **Exit**.



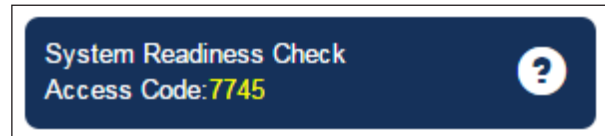
Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)

13. When the device is successfully registered with INSIGHT, one of two pages appears.

If you configured a single testing program, the main testing page appears. If you configured more than one testing program, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.



You can try Online Tools Training (OTT) by using your INSIGHT log-in information or sign in to the System Readiness Check by clicking the checkmark in the lower left side and entering the System Readiness Check Access Code.



14. The installation adds a single shortcut to your desktop. Use the shortcut to sign in to the Online Tools Training (OTT), or test using your INSIGHT log-in information.



Managing INSIGHT

This section describes how to install INSIGHT using a software deployment tool, how to start and stop INSIGHT, and how to uninstall INSIGHT.

! Important: After installing INSIGHT, start INSIGHT to register the device with its Central Office Services - Device Toolkit configuration. (You can do this automatically using a script or device management software, or manually.) Remember to register the device before applying any desktop protection software (such as Deep Freeze) to avoid having the device reregister with the Central Office Services - Device Toolkit every time INSIGHT is launched.

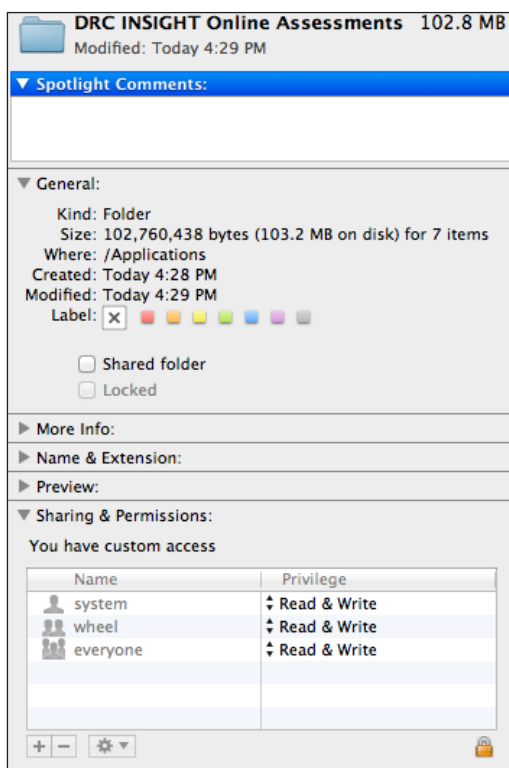
Installing INSIGHT Using a Software Deployment Tool

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. If there is an old version of INSIGHT, remove the old version and install and configure the INSIGHT secure browser on the computer from which you will be distributing the software (see “Quick Tour: Installing INSIGHT for Mac OS X and macOS” on page 21).

! 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).

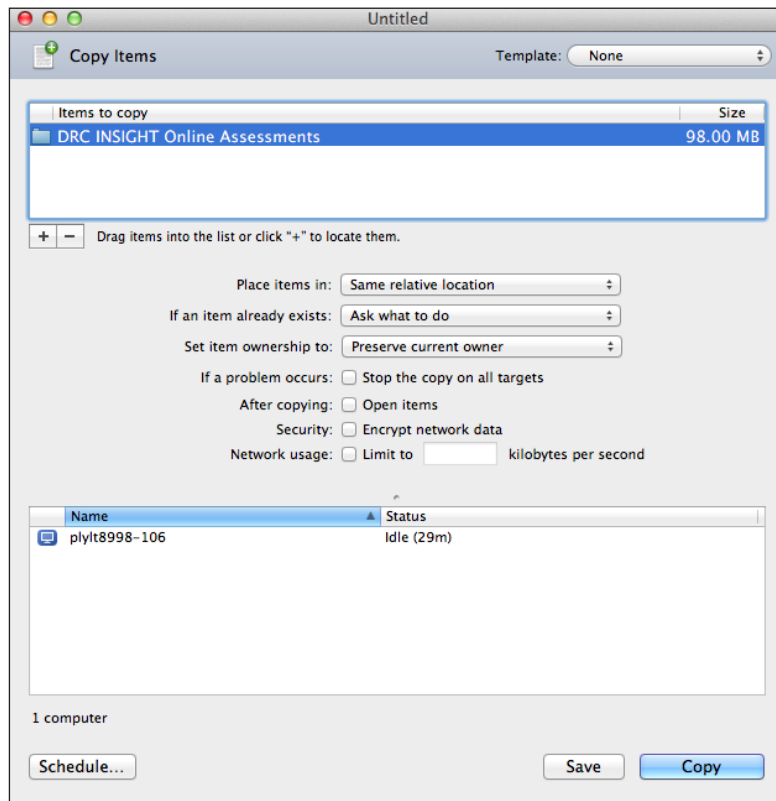


Installing INSIGHT Using a Software Deployment Tool (cont.)

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

/Applications/DRC INSIGHT Online Assessments

Note: You may need to adjust the destination locations and permissions depending on students' 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.

Starting INSIGHT

You can start INSIGHT from a testing computer by using the desktop shortcut created by the installer, or from the Applications folder by double-clicking **Applications–DRC INSIGHT Online Assessments–DRCInsight Online Assessments.app**.

Stopping INSIGHT

If INSIGHT becomes unresponsive, you can stop it using the key combination, **Command–Q**.

Uninstalling INSIGHT

You can uninstall (remove) INSIGHT using the Applications folder.

Note: You also can run the uninstall process silently.

Using the Applications Folder

You can uninstall (remove) INSIGHT by double-clicking **Applications–DRC INSIGHT Online Assessments–DRC Uninstaller.app**. Click **Yes** when the Warning dialog box appears, enter your Mac Administrator login information, and click **OK**. The uninstaller automatically uninstalls the program.



Installing INSIGHT on iPad Devices

■ What's Covered in This Section

■ DRC INSIGHT and the Apple App Store

■ Distributing and Registering INSIGHT

■ Multiple Testing Programs

This section describes the process of installing INSIGHT for iPad devices in an iOS environment. It provides detailed information about installing INSIGHT and registering it to work with INSIGHT and Central Office Services (COS).

.....
! Important: The DRC INSIGHT App (the INSIGHT App) for iPads is available from the Apple App Store.
.....

There are two main parts to the process of installing INSIGHT on an iPad device to test with the INSIGHT App: distribution and registration.

- To *distribute* (deploy) the INSIGHT App (DRC INSIGHT.ipa), you have two options:
 - You can assign the INSIGHT App using Managed distribution, MDM software, and the Apple Volume Purchase Program (VPP). See http://images.apple.com/education/docs/vpp_edu_guide.pdf.
 - You can download the INSIGHT App from the Apple App Store directly from an iPad.

MDM software can secure, monitor, manage, and support mobile devices deployed across mobile operators, service providers, and enterprises.

- To *register* the iPad to work with INSIGHT and COS Service Devices you have two options:
 - *If your MDM software supports the Managed App Configuration feature*, you can use the MDM software to deploy the INSIGHT configuration to register your iPad devices automatically. In other words, you can centrally configure multiple iPad devices using the MDM software. This is the preferred method of distributing the same configuration file to the iPads. It is easier and less error prone to register multiple iPads automatically than to manually register each iPad device.
 - *If your MDM software does not support the Managed App Configuration feature (or you did not use MDM software to download the INSIGHT App)*, you can use the MDM software to distribute the INSIGHT App to the iPad devices, but you must manually register each iPad.

You can use INSIGHT to access multiple testing programs from the same device. You access these testing programs using the same DRC INSIGHT desktop icon. When you start INSIGHT, a page appears that lists the different testing programs from which you can select.

■ Preparing the iPad for Testing

The following is a summary of the process of installing and registering INSIGHT on multiple iPads using MDM software. This summary assumes that you have already installed and set up the MDM software and have enrolled all the iPads using the MDM tool.

Note: Some sub-steps are included in the event that you are not using MDM software.

! Important: There are many versions of MDM software. To *deploy and register* your DRC INSIGHT iPad software automatically, your MDM software must support the Managed App Configuration feature. This feature is necessary to perform step 1a. Otherwise, after you deploy INSIGHT, you must register each iPad manually.

The process of manually installing and registering the INSIGHT App is not recommended. Because it is both time-consuming and labor-intensive, this approach is only practical for testing with a small number of iPads. For more information, see the *Assessment with iPad* document:

https://www.apple.com/education/docs/Assessment_with_iPad.pdf

1. Deploy INSIGHT

1a. With a Configuration File

In your application deployment, choose the DRC INSIGHT App in the Apple App Store and locate the configuration file (ios.plist) you created using the Central Office Services - Device Toolkit (see *Volume II: Central Office Services [COS]*)

Deploy the DRC INSIGHT executable and configuration files to your iPads using your MDM software.

1b. Without a Configuration File

In your application deployment, choose the DRC INSIGHT App in the Apple App Store and deploy it to your iPads using your MDM software.

Preparing the iPad for Testing without MDM Software

To install and register the INSIGHT App manually on a single iPad without MDM software, as part of step 1b, manually download the INSIGHT App from the Apple App Store by performing the following steps:

1b1. On your iPad, launch the Apple App Store.

1b2. Search for **DRC INSIGHT**.

1b3. When you locate the INSIGHT App, select **Get** to download it.

■ Preparing the iPad for Testing (cont.)

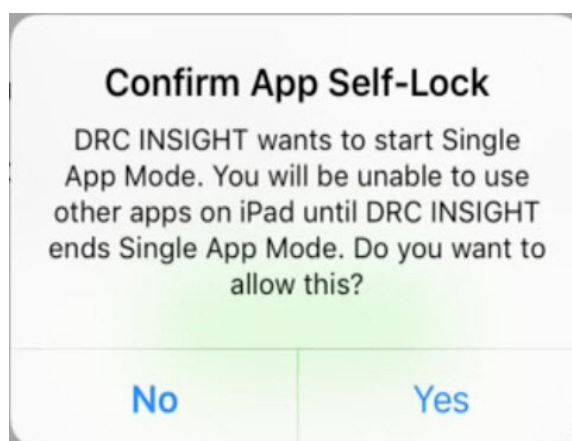
2. Pair an External Keyboard

To use an external keyboard, manually pair each iPad device with an external keyboard.

Note: Both wired and wireless keyboards are supported for testing.

3. Launch the DRC INSIGHT App

For the INSIGHT iPad App, INSIGHT is automatically placed in Guided Access mode regardless of whether you use MDM software to deploy it. When INSIGHT launches, you are prompted to lock INSIGHT in Single App Mode. Select **Yes** for Single App Mode. If you select No, you are prompted to turn on Guided Access.



3a. With a Configuration File

When you launch DRC INSIGHT, the iPad device is automatically registered with INSIGHT. If a single testing program is configured, the main INSIGHT page appears. If multiple testing programs are configured, you can select one.

3b. Without a Configuration File

When you launch DRC INSIGHT, the iPad device is not automatically registered with INSIGHT. A field appears that requests the ORG Unit ID for the device. Enter the ORG Unit ID in the field and click **Save** to register the iPad.

If a single testing program is configured, the main INSIGHT page for that assessment appears. If multiple testing programs are configured, you can select from a list.

Viewing the DRC INSIGHT Configuration on an iPad

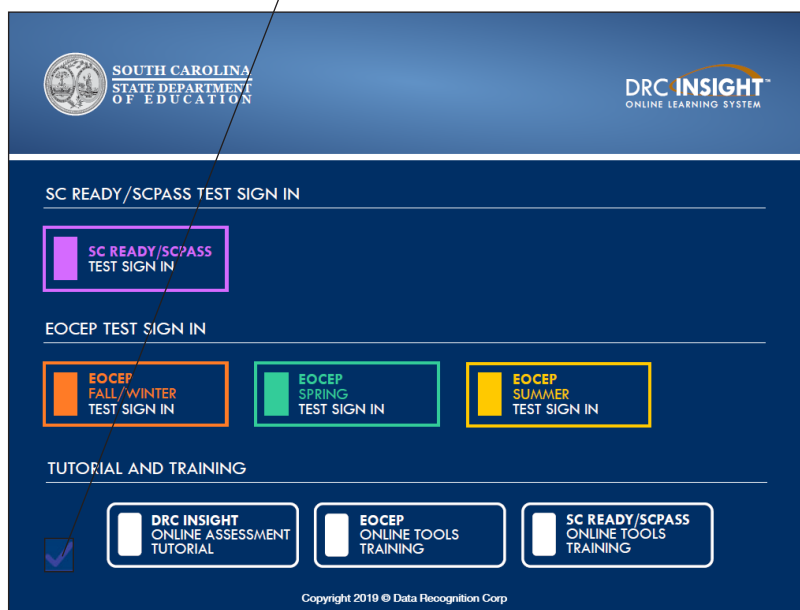
You can view the iPad's INSIGHT configuration from the System Information page that appears when you start the System Readiness Check on an iPad.



1. Press **DRC INSIGHT** to start INSIGHT.

2. When INSIGHT appears, press the System Readiness Check checkmark link in the lower left corner and enter the four-digit System Readiness Check Access Code (**7745**) from the Central Office Services - Device Toolkit to display the System Information page.

Note: Within the INSIGHT App, you can try the Online Tools Training (OTT) and sign in to take a test.



Installing INSIGHT on iPad Devices

Viewing DRC INSIGHT Properties on an iPad (cont.)

3. You can view your INSIGHT configuration. This information is read-only.

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

Client Version	Configuration Source	Installation Directory	
10.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments v10	
Machine Name	User Name	Operating System Level	OS Version
DRC28459	EE	Microsoft (build 17763), 64-bit	10.0
Testing Device ID	Service Device ID	Content Hosting	HTTPS Proxy
666F126C-61D2-441B-B19E-3B3F5E6159AD	84EC00E8-C4E5-4658-A9FA-078880893B3C	Yes	
COS Configuration Name	COS Org Unit ID	Location	
Public VM COS ALL Clients	249214175	Drc Use Only - Sample District AI N/A	

The 'Required Test List' section shows a list of tests with their status and a 'Details' button for each:

Status	Test Name	Details
✓	Audio Capability	Details
✓	Client Version	Details
✓	Folder Permissions	Details
✓	Internet Connection	Details
✓	Operating System Level	Details
✓	RAM	Details
✓	Screen Resolution	Details
✓	Service Device Connection	Details
✓	User Agent	Details

At the bottom of the interface, there are four buttons: 'Load Results', 'Execute Tests', 'Test Audio', and 'Exit'. Below the buttons is the copyright notice: 'Copyright © 2019 Data Recognition Corporation.'

4. Click **Execute Tests** to verify that the iPad is ready for testing. If there are errors, you must resolve them and repeat steps 3 and 4. To make configuration changes, you must use the Central Office Services - Device Toolkit.

5. If your iPad is ready for testing, click **Exit**. To use an external keyboard, pair the iPad with a keyboard and relaunch the DRC INSIGHT App.



Installing INSIGHT on Chromebook Devices

■ What's Covered in This Section

This section describes the INSIGHT installation and configuration process for Chromebook devices. It provides detailed information about installing INSIGHT and configuring it using the Central Office Services - Device Toolkit.

■ Setting Up INSIGHT on Chromebooks

DRC provides software called the Central Office Services - Device Toolkit that you can use to configure and install COS Service Devices (COS SDs) with the Chromebook devices in your environment. You use this software after you have registered your Chromebooks in your Google domain account (for more information about registering Chromebooks, see <https://support.google.com/a/answer/182433>).

INSIGHT Deployment Overview

The following is an overview of the process of installing, configuring, deploying, and registering INSIGHT on your Chromebook devices. Basically, you set up configurations using the Central Office Services - Device Toolkit, generate a chromeos.json file, and install and deploy INSIGHT. When you start INSIGHT, the Chromebook device is registered with INSIGHT through the configuration.

1. Use the DRC Central Office Services - Device Toolkit to create configurations.
2. Use Chrome device management to install and deploy INSIGHT and the chromeos.json file to your Chromebook devices. The INSIGHT App is installed as a Kiosk application the next time the policy is reloaded based on your site's settings. To deploy the INSIGHT App immediately, enter **chrome://policy** in the address bar of the Chromebook and click **Reload policies**.
3. After INSIGHT is deployed, start it on each Chromebook device to register the device.

INSIGHT Installation Overview

To test using INSIGHT, you can connect to a COS SD for caching and other functions. The following is a brief overview of the process of installing INSIGHT and configuring a Chromebook.

1. To use a COS SD, install one or more COS SDs on desktop or laptop computers that have static IP addresses (if you use the machine's IP address to connect to the COS SDs) and will be available around the clock.
2. Sign on to your state's Portal site using a supported browser (see *Volume II: Central Office Services [COS]*) and use the Device Toolkit link to start the Central Office Services - Device Toolkit.

INSIGHT Installation Overview (cont.)

3. Use the DRC INSIGHT Central Office Services - Device Toolkit to organize and configure your Chromebook devices by performing the following tasks:
 - Create configurations based on your testing setup and needs, and group the Chromebook devices into the configurations.
 - Specify the connection to a COS SD for all of the devices in the configuration.
 - Check the contents of the log files during testing to monitor testing and Chromebook activity and make any configuration changes.
4. Use the URL DRC provides to install the DRC INSIGHT App on your Chromebook devices from the Google administration website.
5. Using Chrome management, upload the chromeos.json file that you generated from the Central Office Services - Device Toolkit.
6. Launch INSIGHT on the Chromebook. Run the System Readiness Check to verify that the Chromebook can connect to the COS SD and is ready for testing. If necessary, use the Central Office Services - Device Toolkit to reconfigure the configuration, and restart the DRC INSIGHT software to update the device's configuration.
7. Test the configurations and monitor the log files for issues.

Chromebooks, COS Service Devices, and INSIGHT

A COS SD is used primarily to cache and manage test content. For various reasons, Chromebooks do not provide a suitable environment for a COS SD. As a result, you should install the COS SD software on a Windows PC or Mac (OS X) computer (see *Volume II: Central Office Services [COS]*) and connect to the COS SD when you install INSIGHT on the Chromebook.

! Important: Verify that the maximum number of Chromebook devices in any Chrome management subgroup does not exceed the COS SD maximum for your configuration. If you attempt to test with more than the maximum number of devices, the results are unpredictable.

For more information, see the latest version of the *DRC INSIGHT Online Learning System Supported System Requirements*, available at your state's Portal site, by navigating to **General Information—Downloads** and clicking **View System Requirements**.

[View System Requirements](#)

[Monitor Setting Verification](#)



[Supported System Requirements](#)

Multiple Testing Programs

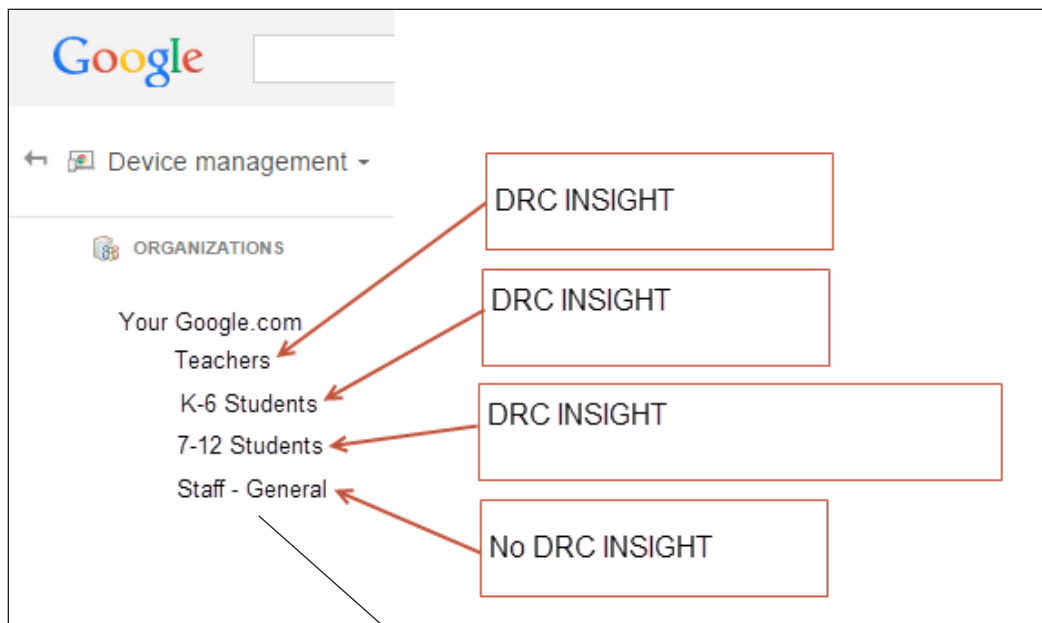
You can use INSIGHT to access multiple testing programs from the same device. You access these testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page appears that lists the different testing programs from which you can select.

Example of Chromebook Setup and Configuration for INSIGHT

The following is a high-level example of how to set up your Chromebook environment in Google to complement DRC INSIGHT and Single App Kiosk Mode. DRC assumes that users have registered their Chromebooks as part of their initial implementation. For secure testing, Google specifies that the user must get Chrome device management software for each Chrome device and enroll each Chrome device in the school's domain.

! Important: The instructions in this section assume that you have already set up your Chrome environment using the Chrome device management software. The details of this process are outside the scope of this documentation. For more information, see <https://support.google.com/chrome/a> and *Chromebook Questions* in *Volume IV: Troubleshooting*.

1. Log in to your Google Admin account at <http://admin.google.com>.



2. Identify which organizations or sub-organizations should have DRC INSIGHT (see the image above).

3. Enroll Chromebook devices and identify them by the device's serial number. You can add notes to help identify the device (see the example with notes below).

Device Serial Number YH4B922AB01005R Notes: Chromebook assigned to Sample School, Grade 4, Asset number 12345

4. Move the Chromebook devices to the appropriate sub-organizations.

Note: The Google device administration organizations (organization units) are not the same as the DRC Central Office Services - Device Toolkit ORG Units, and the Chromebook's serial number is not the same as the Chromebook Device ID that the Central Office Services - Device Toolkit creates (see *Volume II: Central Office Services [COS]*).

Quick Tour: Installing INSIGHT for Chrome

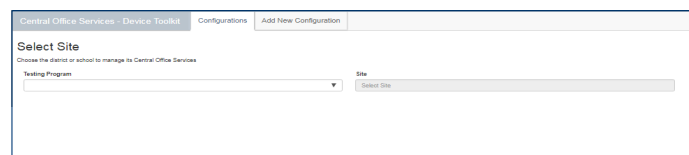
This Quick Tour describes how to install the DRC INSIGHT App on one or more Chromebooks using the Central Office Services - Device Toolkit and the Google administration site.

! Important: You must have a Google Chrome Administrator profile to install the DRC INSIGHT App.

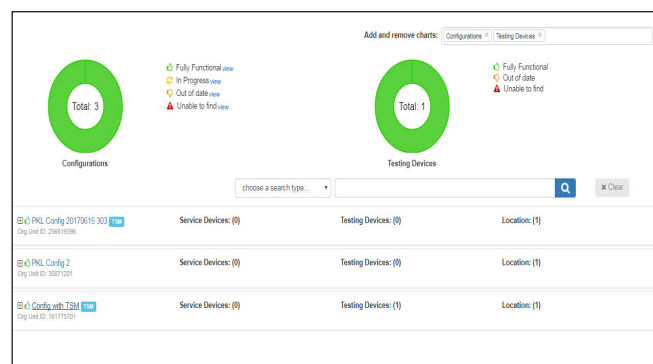
If you plan to use Chromebook devices that were previously registered with the Central Office Services - Device Toolkit, and the Central Office Services - Device Toolkit configurations and Device IDs are still applicable, you do not need to follow this process and re-register your Chromebooks with the Central Office Services - Device Toolkit. When INSIGHT is launched, it will locate the Device ID from the Central Office Services - Device Toolkit and use the associated configuration.

1. You must deploy the DRC INSIGHT configurations to each Chromebook being used for testing by using the Central Office Services - Device Toolkit. To start the Central Office Services - Device Toolkit software and register the Chromebook, sign on to your state's Portal site, select **MY APPLICATIONS—Device Toolkit**.

2. The Central Office Services - Device Toolkit software appears in your browser. Use this software to create configurations to group, organize, and categorize your Chromebooks for testing. For each Chromebook, identify its configuration. When you launch the Chromebook, it uses the settings identified for the configuration to which the device is assigned (see *Volume II: Central Office Services [COS]*).



3. Select a Testing Program from the drop-down menu and a site (district or school) using the field. The COS dashboard appears (see *Volume II: Central Office Services [COS]*).

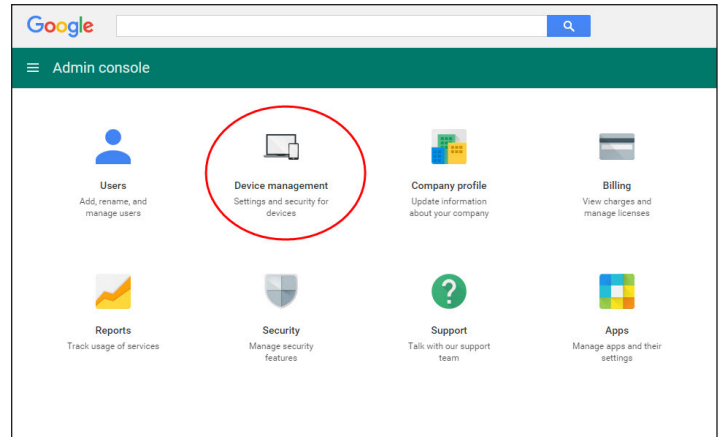


Quick Tour: Installing INSIGHT for Chrome (cont.)

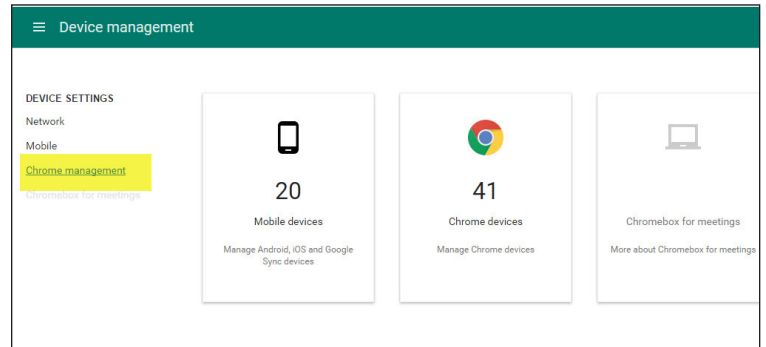
- Using a Web browser that Google supports, navigate to the Google administration site at <http://admin.google.com>, log in with an administrator profile, and select **Device management**.

For a list of the web browsers that Google supports, see the following link:

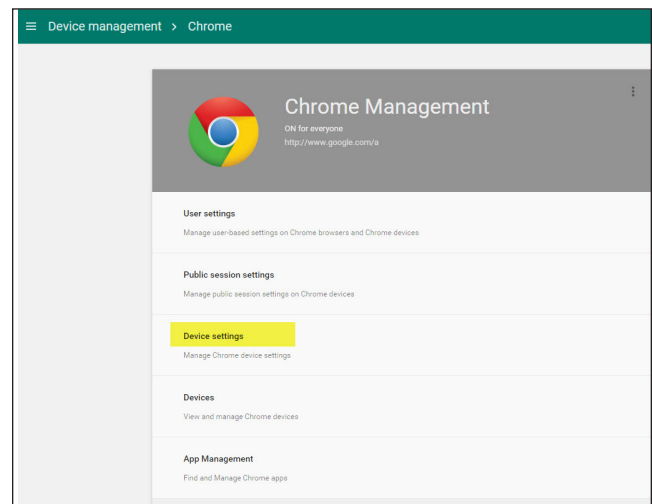
<https://support.google.com/a/answer/33864?hl=en>



- Select **Chrome management**.



- Select **Device settings**.



Installing INSIGHT on Chromebook Devices

Quick Tour : Installing INSIGHT for Chrome (cont.)

7. The Device Settings page appears (for steps 1–5, refer to the circled numbers in the images).

1 Select the proper organization level to be able to deploy the DRC INSIGHT App to everyone who will use it for testing.

Note: Where the example shows drc-education.com, your domain will be listed.

2 Verify that the setting for Release Channel is **Move to Stable Channel** (the default value).

! Important: This setting prevents development or beta versions of software being distributed to your Chromebooks during a Google Chrome update process.

3 For Auto-Launch Kiosk App, leave the value as **None** so the user can use the Chromebook for non-DRC INSIGHT testing.

4 Scroll up the page to User Data and select **Do not erase all local user data**.

5 Scroll down the page and click **Manage Kiosk Applications**.

8. The Kiosk Apps page appears (for steps 1–4, refer to the circled numbers in the image).

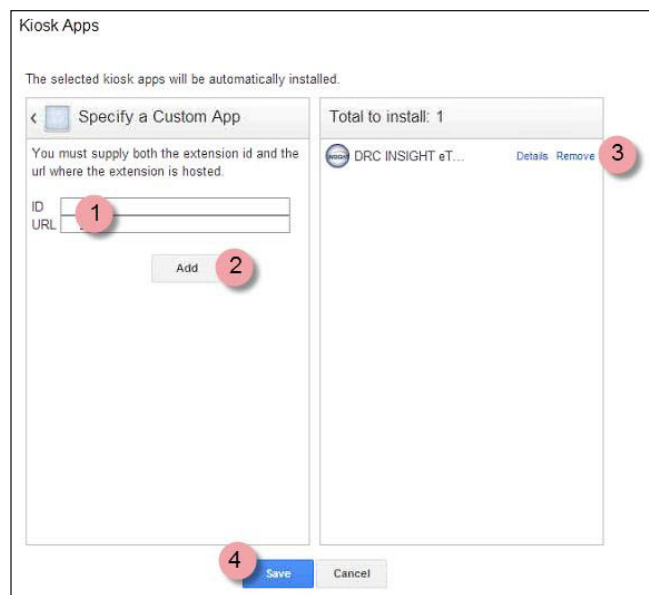
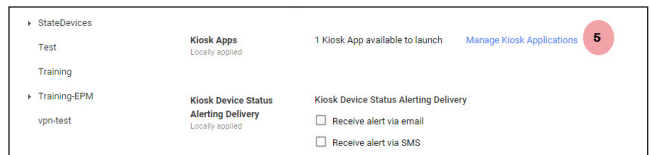
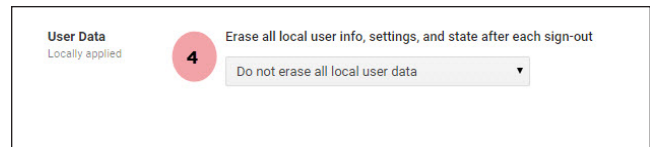
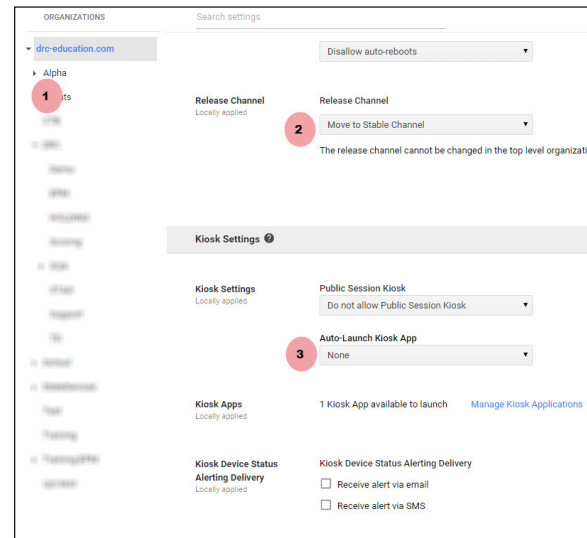
1 Click **Specify a Custom App** and enter the ID and URL for the DRC INSIGHT App (required).

Note: For the ID and URL see *Volume II: Central Office Services (COS)*. The Chromebook installation file (ChromeAppIDInfo.txt) contains the ID and URL. To download the file, sign in to your state’s Portal site, select **MY APPLICATIONS–General Information–Downloads**, and download the file for the Chromebook platform.

2 Click **Add**.

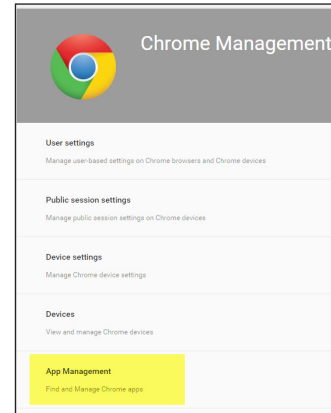
3 The screen refreshes and the DRC INSIGHT App icon appears in the **Total to install** list.

4 Click **Save**.

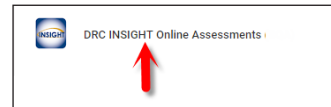


Quick Tour: Installing INSIGHT for Chrome (cont.)

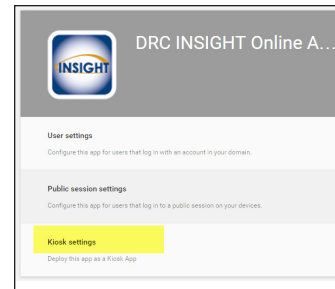
- Use the Chrome management **App Management** feature to upload the chromeos.json file.



- Launch the DRC INSIGHT app by selecting the string next to the icon (above the arrow).



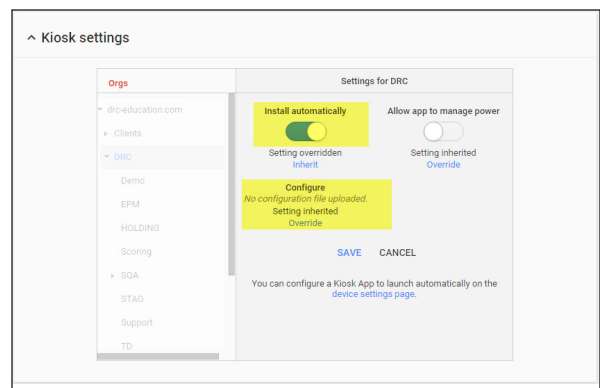
- Navigate to **Kiosk settings** and locate the Chrome organizational unit containing the device you want to configure.



- Click **Override** under Setting Inherited to search for and upload the chromeos.json file you generated from the Central Office Services - Device Toolkit, verify that **Install automatically** is enabled, and click **Save**. The Device Settings page reappears. Click **Save Change**.

The INSIGHT App will be installed as a Kiosk application the next time the policy is reloaded, based on your site's settings.

Note: To deploy the INSIGHT App immediately, enter **chrome://policy** in the address bar of the Chromebook and click **Reload policies**.



Quick Tour: Installing INSIGHT for Chrome (cont.)

13. You are ready to register the device and start testing. To start INSIGHT, start the Chromebook and do not log in to any Google accounts.

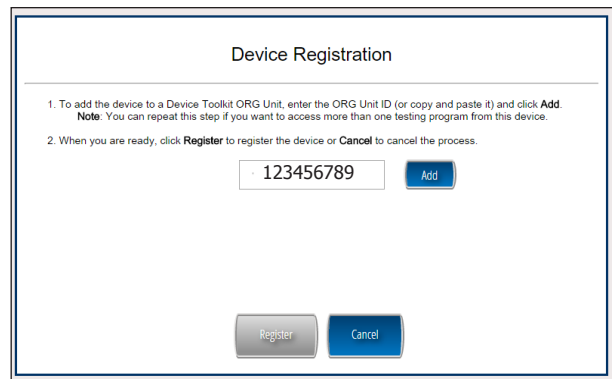
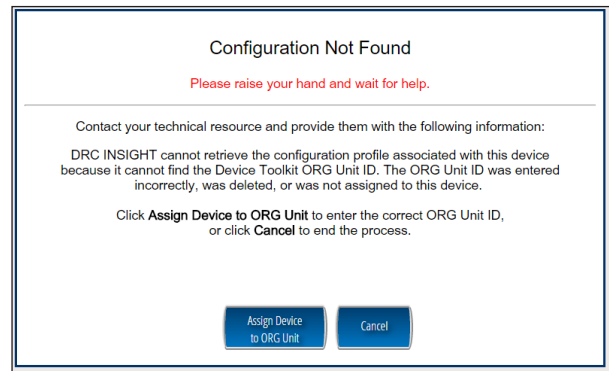
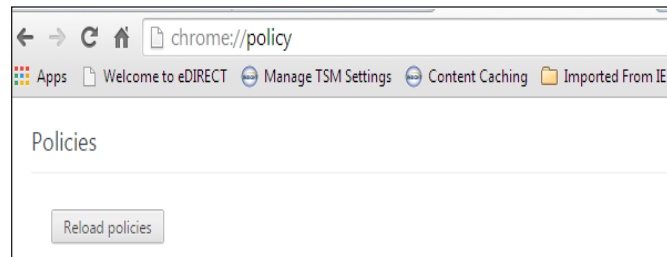
! Important: If a user logs in to the Chromebook using a Google account, they will not see the DRC INSIGHT App. The DRC INSIGHT App runs in Single App Kiosk Mode, which means that the user cannot access any other application until they exit INSIGHT.

Click **App** from the Chromebook sign-in screen, and click **DRC INSIGHT** to appear the main page. If the device successfully registers with INSIGHT, skip to step 17.

14. If the device did not successfully register with INSIGHT and the Configuration Not Found page appears, you need to locate the device's ORG Unit ID from the Central Office Services - Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Central Office Services - Device Toolkit), click **Assign Device to ORG Unit**.

15. When the Device Registration page appears, enter or paste the device's ORG Unit ID from the Central Office Services - Device Toolkit and click **Add**. When the Register button is enabled, click **Register**. When the device registers, the System Readiness check appears.

Note: If the configuration points to more than one testing program, a page appears that you can use to select your testing program. When the device registers, the System Readiness Check will appear for the testing program you selected.



Quick Tour: Installing INSIGHT for Chrome (cont.)


16. When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check test, execute the tests, and view the results.


Click **Execute Tests** to verify that the testing computer and any COS Service Devices are configured correctly. Click **Details** next to any test you need more information about (see “The System Readiness Check Required Tests” on page 52). When ready, click **Exit**.

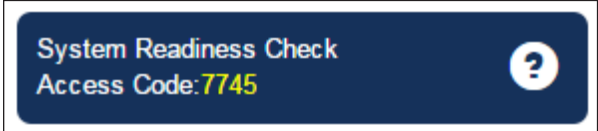
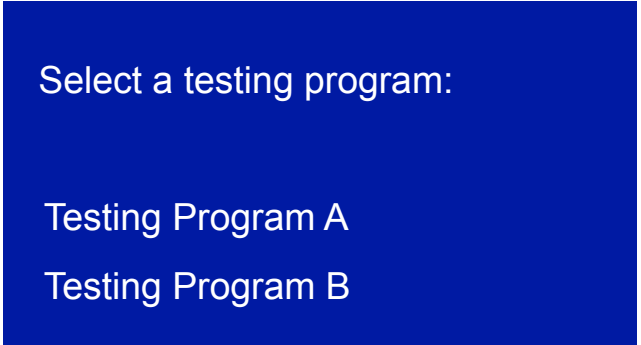
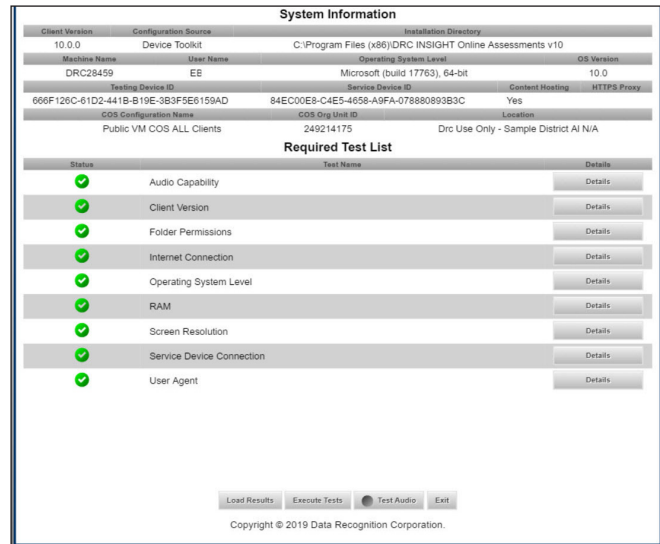
17. When the device is successfully registered with INSIGHT, one of two pages appears.

If a single testing program (location) is associated with the configuration, the main testing page appears. If multiple testing programs are associated with the configuration, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.

18. Within the INSIGHT App, you can try the Online Tools Training (OTT), or sign in to take a test.

Note: You can retrieve the Chromebook’s Device ID from the System Readiness Check by clicking the checkmark  link in the lower left side and entering the four-digit passcode (7745). For more information, see “Using the System Readiness Check on a Chromebook” on page 46.

 **Important:** When you launch INSIGHT for the first time, the DRC INSIGHT App uses the Chromebook device’s ORG Unit ID to associate the Chromebook with its INSIGHT configuration and register the device.



Installing INSIGHT on Chromebook Devices

Using the System Readiness Check on a Chromebook

When you start the System Readiness Check on a Chromebook, the Device ID and Device Toolkit ORG Unit ID display in the header fields on the System Information page (see the image below).

The Chromebook's Device ID displays in the **Testing Device ID** field.

The district and school where the Chromebook is registered display in the **Location** field.

System Information				
Client Version	Configuration Source	Installation Directory		
10.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments v10		
Machine Name	User Name	Operating System Level		OS Version
DRC28459	EE	Microsoft (build 17763), 64-bit		10.0
Testing Device ID		Service Device ID	Content Hosting	HTTPS Proxy
666F126C-61D2-441B-B19E-3B3F5E6159AD		84EC00E8-C4E5-4658-A9FA-078880893B3C	Yes	
COS Configuration Name		COS Org Unit ID	Location	
Public VM COS ALL Clients		249214175	Drc Use Only - Sample District AI N/A	
Required Test List				
Status	Test Name		Details	
	Audio Capability		Details	

The Chromebook's Central Office Services - Device Toolkit ORG Unit ID displays in the **COS Org Unit ID** field.



The System Readiness Check

■ What's Covered in This Section

■ Starting the System Readiness Check

This section discusses how to use the System Readiness Check to help you troubleshoot issues that might occur during INSIGHT installation or when INSIGHT is running.

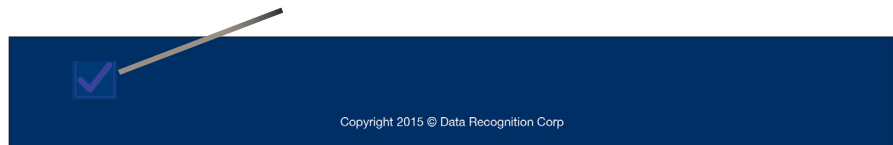
The System Readiness Check is installed when you install INSIGHT and performs a series of tests you can use to diagnose and prevent or correct most errors easily. It verifies that a testing device meets all of the necessary hardware and software requirements for testing, indicates any checks that the testing device failed, and provides suggestions for success.

To start the System Readiness Check from a device, do the following:

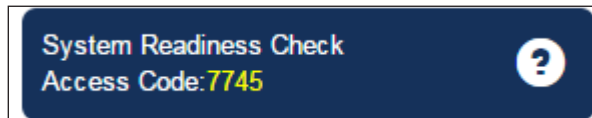
1. Start INSIGHT on the device (the Windows INSIGHT shortcut is shown below).



2. When the main INSIGHT testing page appears, click the checkmark in the lower left side of the page.



3. When you are prompted, enter the four-digit System Readiness Check Access Code (7745).



What the System Readiness Check Displays

After installing INSIGHT, use the System Readiness Check to determine whether your testing device meets system requirements and to troubleshoot issues. When you start the System Readiness Check from a device, it displays information about the device’s software and configuration, including the results of the tests it ran to determine whether the device is ready for online testing.

The fields, buttons, icons, and tests you can access from the System Readiness Check are described in this section, as well as some troubleshooting information.

System Information

Client Version	Configuration Source	Installation Directory
10.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments v10
Machine Name	User Name	Operating System Level
DRC28459	EB	Microsoft (build 17763), 64-bit
Testing Device ID	Service Device ID	Content Hoasting
666F126C-61D2-441B-B19E-3B3F5E6159AD	84EC00E8-C4E5-4658-A9FA-078880893B3C	Yes
COS Configuration Name	COS Org Unit ID	Location
Public VM COS ALL Clients	249214175	Drc Use Only - Sample District AI N/A

Required Test List

Status	Test Name	Details
✔	Audio Capability	Details
✔	Client Version	Details
✔	Folder Permissions	Details
✔	Internet Connection	Details
✔	Operating System Level	Details
✔	RAM	Details
✔	Screen Resolution	Details
✔	Service Device Connection	Details
✔	User Agent	Details

Load Results Execute Tests Test Audio Exit

Copyright © 2019 Data Recognition Corporation.

The System Readiness Check Fields

The following table describes the information contained in the various fields that display in the System Readiness Check.

Field	Description
Client Version	The version of INSIGHT software.
Configuration Source	The source of the device's configuration information.
Installation Directory	The directory where INSIGHT is installed.
Machine Name	The name of the testing device.
User Name	The name of the user logged in to the computer.
Operating System Level	The operating system level installed on the testing device.
OS Version	The operating system version installed on the testing device.
Testing Device ID	The testing device's ID (assigned by DRC).
Service Device ID	The COS SD's ID (assigned by DRC).
Content Hosting	Indicates whether Content Hosting is configured.
HTTPS Proxy	The URL of the secure proxy server (if one is configured).
COS Configuration Name	The name of the COS configuration to which the testing device is assigned (user created).
COS ORG Unit ID	The unique ID generated by the COS - Device Toolkit. The COS - Device Toolkit uses this ID to register the device with INSIGHT.
Location	The testing location within the COS configuration associated with the testing device.

The System Readiness Check Buttons and Icons

Use the buttons on the System Readiness Check to display details about tests, execute tests, display test results, test audio functionality, or exit the System Readiness Check. The icons that display indicate the status of the tests. The following table describes these buttons and icons.

Button/Icon	Description
Details	<p>You can display details about the System Readiness Check before and after a test.</p> <ul style="list-style-type: none"> • If you click Details before you execute the test, a window displays a description of the test. • If you click Details after you execute a test, a window displays the results of the test. <p>For a description of these tests, see “The System Readiness Check Required Tests” on page 52.</p>
Load Results	<p>Displays the Saved Results window, which lists the results from previous tests. From the Saved Results window you can click Display Results to display any of your previous results.</p>
Execute Tests	<p>When you click Execute Tests, the System Readiness Check runs all of the tests from the required test list and displays the results.</p>
Test Audio	<p>Verifies that the audio portion of the testing device is working. You must have a microphone configured and attached to the computer to run this test).</p>
Exit	<p>Exits the System Readiness Check.</p>
System Readiness Test Status Icons	<p>The checkmark icons indicate the status of a test.</p> <ul style="list-style-type: none"> • A green checkmark icon (✔) indicates that the testing device passed the test. • A red exclamation point icon (❗) indicates that the testing device failed the test. • A yellow checkmark icon (⚠) indicates that the status of the item requires further review. • A grey icon (⏸) indicates that the test is not applicable to the configuration.

The System Readiness Check Required Tests

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

Test	Description	Required to Pass
Audio Capability	Verifies that the computer has the audio capability needed for online testing and/or tutorials.	The device must have one or more audio channels and be able to play audio files.
Client Version	Verifies that the version of the INSIGHT software will work with the secure browser.	The base level of the INSIGHT software must be up to date.
Folder Permissions	Verifies that you have permission to read and write to the installation folder.	Read/write access to the installation folder.
Internet Connection	Verifies that the testing device is connected to the Internet and that the connection speed is fast enough for testing.	The device and browser must have a ping (connection) time of no more than 2.5 seconds.
Operating System Level	Verifies that the operating system is supported and at a level required for online testing.	See the latest version of the <i>DRC INSIGHT Online Learning System Supported System Requirements</i> for the supported operating systems.
RAM	Verifies that the testing device has enough memory for online testing.	See the latest version of the <i>DRC INSIGHT Online Learning System Supported System Requirements</i> for the supported testing devices.
Screen Resolution	Verifies that the screen width and height are sufficient to display the online tests.	A minimum screen size of 1024 x 768 pixels is required.
Service Device Connection	Verifies that the INSIGHT test engine software on the testing device can connect to the COS Service Device (COS SD).	The connection to the COS SD must be working.
User Agent	Verifies that the Web browser will work for the unsecured Test Practice tests.	An up-to-date Chrome browser.

Resolving System Readiness Required Tests

This section 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. Audio Capability Error

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

Issue 2. Client Version Error

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

Issue 3. Folder Permissions Error

You do not have Read/Write permissions to the installation folder. You must obtain Read/Write permission for the folder on the testing device where INSIGHT is installed.

Issue 4. Internet Connection Error

The testing client (computer or device) cannot reach the DRC servers through the Internet. This issue is usually a firewall or proxy issue. Make sure that everything is whitelisted correctly (see *Network Requirements for Testing Computers in Volume I: Introduction to Online Testing*).

Starting or Running the System Readiness Check

If the error occurs when you are starting or running the System Readiness Check, 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.
3. Contact your Internet Service Provider (ISP) and verify that it is not filtering or throttling your connection with DRC.
4. Verify that you have all of the DRC addresses whitelisted.

Issue 5. Operating System Level Error

This test verifies that INSIGHT is running on a supported operating system. If the device is running a supported operating system, the test verifies that your setup meets the minimum system requirements. In addition to supported versus unsupported operating systems warnings, there is also a warning if the device is using an untested version of a supported OS.

If this test fails, you must upgrade to a supported operating system level (see the latest version of the *DRC INSIGHT Online Learning System Supported System Requirements*).

Resolving System Readiness Required Tests (cont.)

Issue 6. RAM Error

This test verifies that the device's memory meets the minimum system requirements. If this test fails, you must upgrade the amount of memory in the device to meet the minimum system requirements (see the latest version of the *DRC INSIGHT Online Learning System Supported System Requirements*).

Issue 7. Screen Resolution Error

This test verifies that the screen width and height settings meet the minimum system requirements. If it fails, the device's resolution is not high enough to meet the minimum system requirements. You must change the screen resolution (see the latest version of the *DRC INSIGHT Online Learning System Supported System Requirements*).

Issue 8. Service Device Connection Error

The testing device cannot connect to the COS SD. Review the Service Devices tab for the configuration to which the COS SD is assigned to determine why the COS SD is not available (see *Volume II: Central Office Services [COS]*).

Issue 9. User Agent Error

This test verifies that the web browser is correct for online testing. If necessary, update your browser to a level that is supported for online testing.

Notes



Data Recognition Corporation (DRC)
13490 Bass Lake Road
Maple Grove, MN 55311

Toll Free 1-800-451-7834
eDIRECT: <https://sc.drctdirect.com>
Email: SCProject@datarecognitioncorp.com
Revision Date: September 4, 2019