



Technology Coordinator Training

Technology Setup and Readiness



February 22, 2019





Agenda

What's New?

Components of Online Testing

Infrastructure Trial

Set Up: PearsonAccess Next Refresher

Common Troubleshooting

Support

What's New?

New items for Spring 2019:

- Resources
- App versions
- TestNav System requirements
- ProctorCache updates
- Firewalls/Content Filters



IAR Resource Page



IAR Resource Page
<https://il.mypearsonsupport.com>

PearsonAccess Next
<http://il.pearsonaccessnext.com>

Home

The Illinois Assessment of Readiness (IAR) assesses progress of students in grades 3-8 in meeting the Illinois Learning Standards in English language arts and mathematics.

This site hosts all of the tools necessary for Test Coordinators, Technology Coordinators, and Test Administrators to prepare for and administer assessments.



PearsonAccess^{next}

Sign in to PearsonAccess^{next} for all administrative tasks for test administration.

[View PearsonAccess^{next} »](#)

Technology Setup

Prepare your system for online assessments.

[View Technology Setup »](#)

Resources

Access trainings, manuals, and other resources to prepare for and administer assessments.

[View Manuals, Training Modules, and Documents »](#)

Test Preparation

Users can access sample items, TestNav 8 tutorials, and practice tests to prepare for the tests.

[View Test Preparation »](#)

Reporting

Access a variety of reporting resources from interpretive guides, to report samples, and file layouts.

[View Reporting »](#)

Support

Assistance is available via email, chat, or phone.

[View Support »](#)

[Home](#) [PearsonAccess^{next}](#) [Technology Setup](#) [Resources](#) [Reporting](#) [Test Preparation](#) [Support](#)

⚡ Technology Setup

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

TestNav8 Downloads Page ➔

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

Use this calendar to set-up time with the Pearson Technology Field Engineering Team to address questions on the following:

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

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

Technology Requirements

View hardware and software requirements for administering online tests.

Technology Requirements ▼

Additional Technology Resources

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

Additional Technology Resources ▼

Proctor Caching

Proctor caching enables access to securely download test content from the Pearson server to the assessment proctor. This reduces the amount of bandwidth required.

TestNav 8 Online Support Page

Additional Technology Resources

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

Additional Technology Resources ▾

TestNav 8 Online Support

TestNav 8 Error Codes

Illinois IAR districts - schedule a time

Proctor caching enables corporations to

TestNav 8

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

Pages 

TestNav 8 Online Support

Search TestNav 8 Online Support:

TestNav™

TestNav 8 Online Support provides system requirements, and information on features and demos.

The Getting Started checklist below outlines the high-level

TestNav 8

- Version 1.7.3
- Updates
 - No significant form or operation updates
- Update process can vary by device
- Requirements
 - Updated OS support
 - Network requirements are unchanged

TestNav

ProctorCache

- Version 2018.11
- Updates
 - Refined handling of republished test content
 - Removal of 'Reload' button
- Update process – uninstall / reinstall
- Requirements
 - Windows only version available on <https://download.testnav.com>
 - Mac installer available by calling Customer Support and requesting the installer
 - Network requirements are unchanged



TestNav and Proctor Cache System Requirements

TestNav System Requirements

Secure Testing (TestNav Apps Only)	
Device	Supported Versions
Android	Not currently supported
Chrome OS	66-71
iOS	10.3.1 – 10.3.3, 11.2.5, 11.2.6, 11.4, 11.4.1, 12, 12.1.1, 12.1.2, 12.1.3, 12.1.4
OS X/macOS	10.11 – 10.14
Windows	7, 8.1, 10, 10 version 1809

ProctorCache System Requirements

Windows	Windows Server 2008, Windows 7, Windows Server 2012, Windows 8, or Windows 10, Windows Server 2016
MAC	Contact Pearson Support

Non-Secure (Practice Tests)	
Device	Supported Versions and Browsers
Chrome OS	66-71 - Google Chrome 66-71
iOS	<ul style="list-style-type: none">10.3.1 -10.3.3 → Safari 10.x11.2.5, 11.2.6, 11.4, 11.4.1 → Safari 11.x12, 12.1, 12.1.1, 12.1.2, 12.1.3, 12.1.4 → Safari 12.x
OS X/mac OS	<ul style="list-style-type: none">10.11, 10.12, 10.13, 10.14 → Safari 11.x, 12.x; Firefox 61-64
Windows	<ul style="list-style-type: none">7, 8, 8.1 → Firefox 61-647, 8.1, 10, 10 RS5 → Google Chrome 66-71; IE 1110, 10 version 1809 → Microsoft Edge

Hardware System Requirements

TestNav System Requirements

Requirement	Details
Processor	x86/x32 and x64 or Intel based
Memory - no changes to RAM requirement	<ul style="list-style-type: none">• MacOS, OS X, Windows<ul style="list-style-type: none">• Minimum RAM - 2 GB• Recommended RAM - 4GB• iOS<ul style="list-style-type: none">• Minimum RAM - 1 GB• Recommended RAM- 2GB• Chrome OS and Linux<ul style="list-style-type: none">• No updated RAM requirements
Screen Size	9.5 - in
Resolution	1024 x768

ProctorCache System Requirements

Specifications	Windows	Mac
Processor	x86/x32 and x64 (minimum 2GHz)	Contact Pearson Support
Memory - no changes to RAM requirement	Recommended RAM - 4GB Minimum RAM - 2GB	

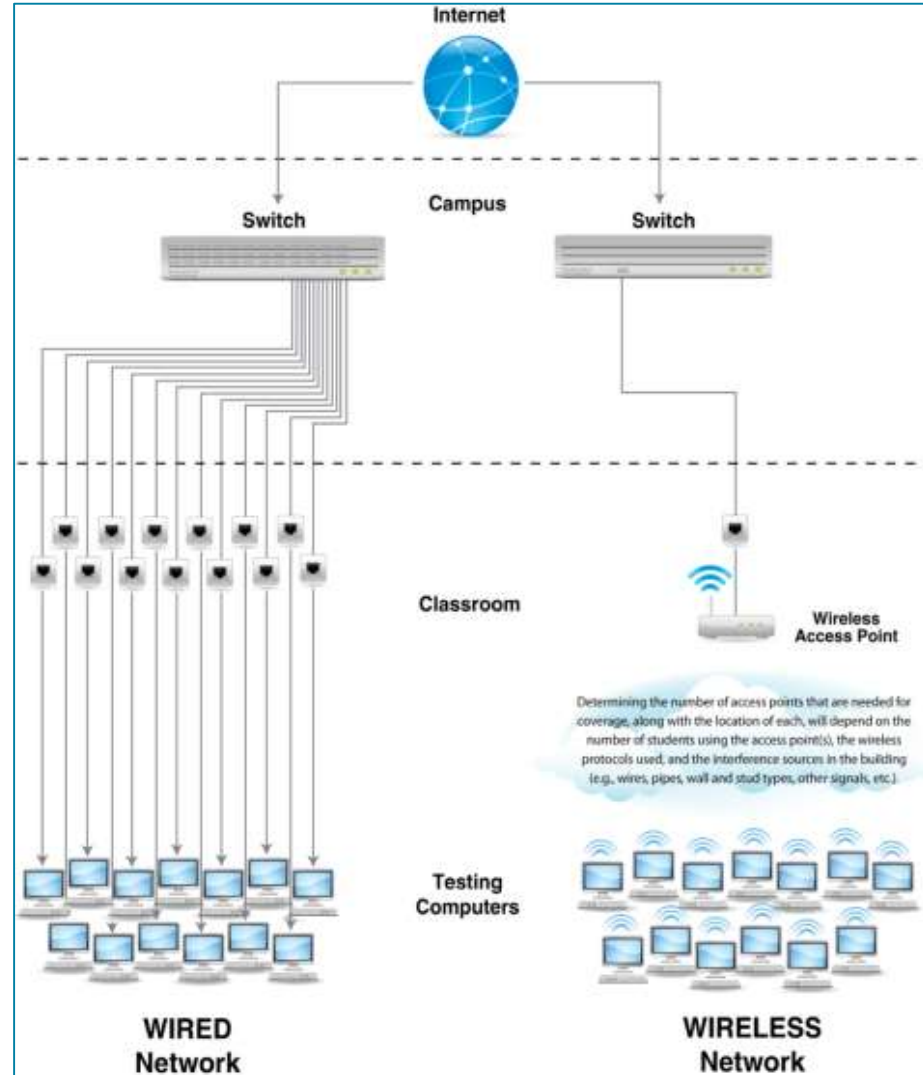
TestNav 8 Update Path

- Update methods will differ by test device
- Chrome and Windows store apps - automatically update
- iOS – install from the App Store
- Mac and Windows desktop app – download and install from TestNav download site
 - Best practice to uninstall older versions prior to updating

ProctorCache Recommendation

Pearson ProctorCache recommendation:

- Proctor caching is very strongly recommended for testing in Illinois
 - Helps address bandwidth issues
 - Reduces redundant requests for test content



Infrastructure requirements found on [TestNav 8 Online Support page](#) (PearsonAccess^{next} > TestNav 8 Online Support > Network Requirements and Guidelines).

Configure your services, applications, and devices

- Whitelist traffic to and from the Pearson URLs
- External traffic will flow on ports 80 and 443
- If using ProctorCache, traffic will flow on internal ports 4480 and 4481. Allow 4480/4481 traffic on the ProctorCache machine
- All appliances and services that may impede, reroute, delay, alter, or block data between TestNav, ProctorCache, or the Pearson servers should be configured to allow traffic to and from TestNav

URL:Po.. !

Your test delivery URL, for example:

*.testnav.com:80

*.testnav.com:443

*.pearsonusercontent.com

*.thawte.com

*.usertrust.com

*.comodoca.com

google-analytics.com (optional)

Special Considerations

If using SSL Decryption/Inspection, you will need to make an exception rule to not allow the scanning of TestNav secure http traffic to or from the URLs listed on our Whitelist.

- Inspecting secured http traffic can sometimes result in interrupting TestNav traffic

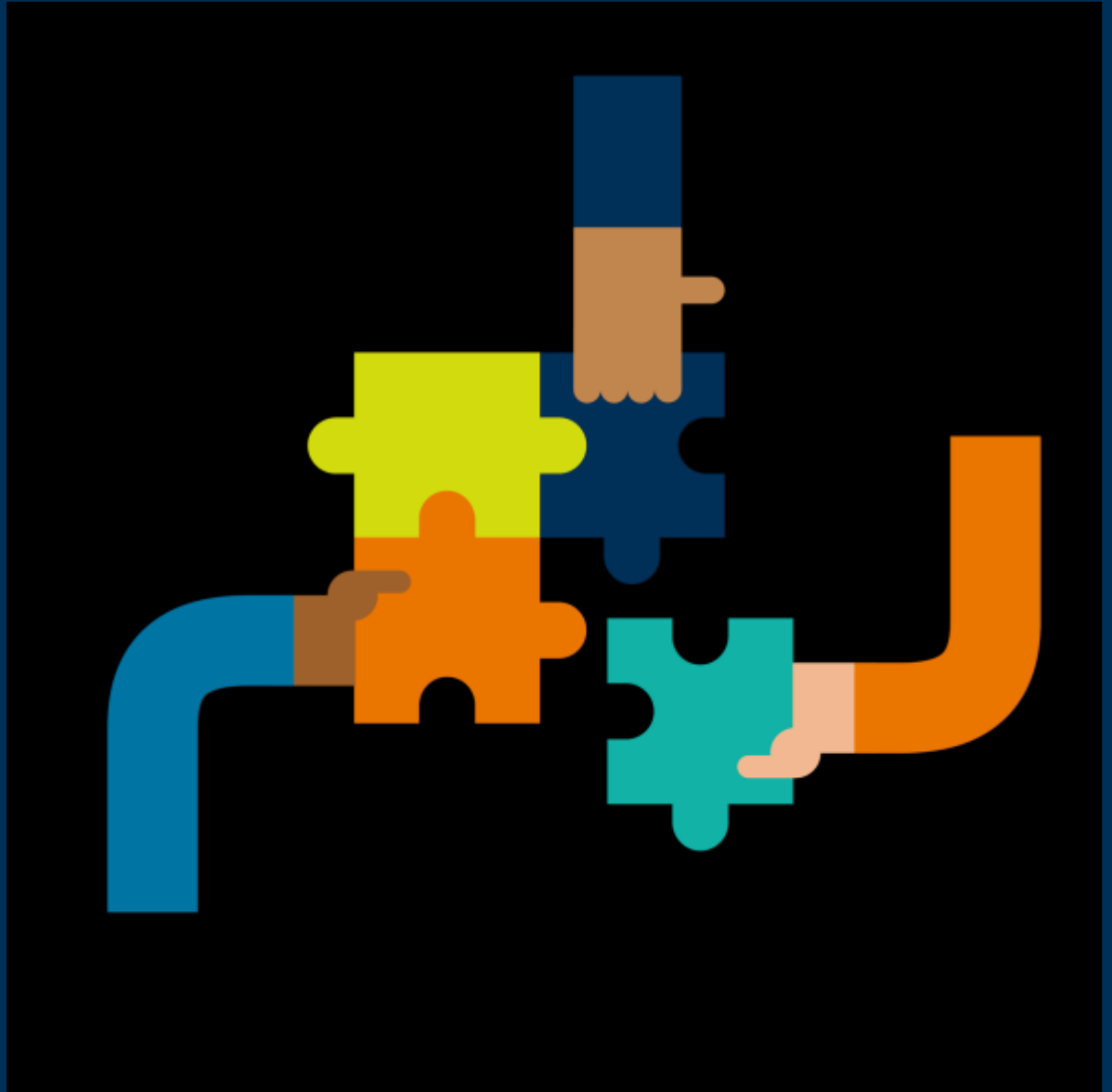
If using Reverse-DNS Lookup, you will need to make a rule preventing Reverse-DNS checks against the provided URLs.

- Test Contest hosted in Amazon Web Services
- Reverse-DNS lookup may result in false positives
- Failure to fully Whitelist TestNav URLs can result in errors during student testing

Components of Online Testing

Pieces of the puzzle:

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



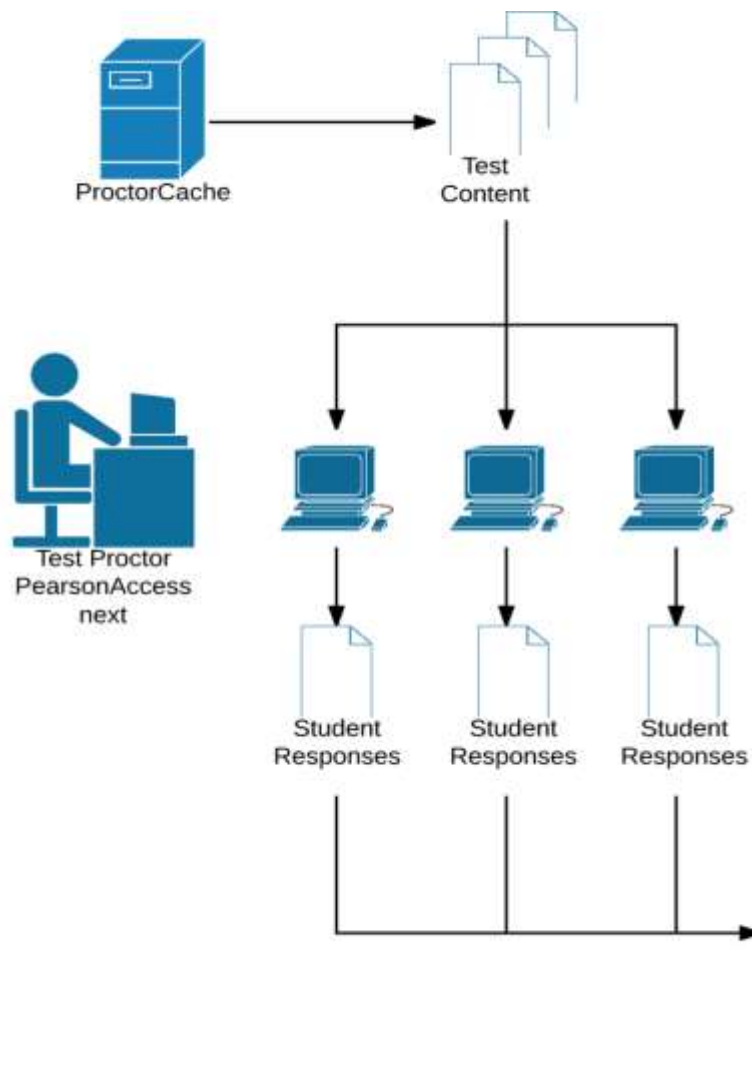
- TestNav 8
 - Delivers test content and allows student interaction
 - Can be used with all major platforms
 - Maintains and transmits student responses
 - Early Warning System (EWS)
 - AppCheck
- ProctorCache
 - Very strongly recommended
 - Allows test content to be stored locally
 - Reduces bandwidth
- PearsonAccess Next
 - Administrative site
 - Set up test sessions, manage live testing
 - Some essential technology specific functions
 - Training Center for Infrastructure Trial

TestNav 8

ProctorCache

PearsonAccess Next

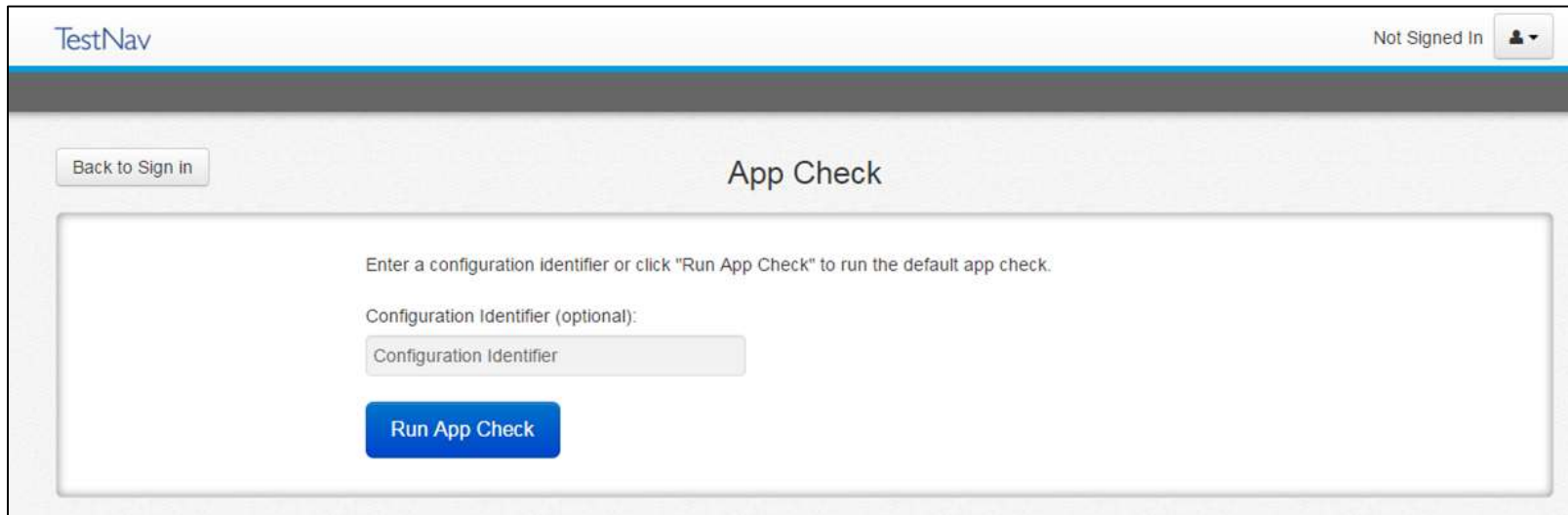
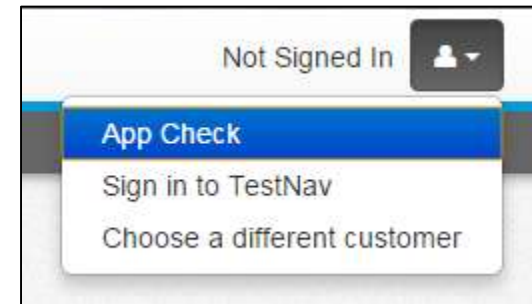
Working Together



- Test Administrators manage test sessions in PearsonAccess Next
- Test devices gather content from ProctorCache machine
- Student responses are periodically transmitted to Pearson servers

TestNav 8 – AppCheck – Overview

- AppCheck is built into TestNav
- No additional installation or configuration
- Accessed from the TestNav 8 app menu
- Basic tests can be completed in around 10 seconds
- Checks for ProctorCache and save locations can be completed by adding Configuration Identifier from the TestNav Configuration in PearsonAccessNext

A screenshot of the TestNav 'App Check' page. The page has a header with 'TestNav' on the left and 'Not Signed In' with a user icon on the right. Below the header, there is a 'Back to Sign in' button on the left and the title 'App Check' in the center. The main content area contains the text 'Enter a configuration identifier or click "Run App Check" to run the default app check.' followed by 'Configuration Identifier (optional):'. Below this is a text input field labeled 'Configuration Identifier'. At the bottom of the form is a blue button labeled 'Run App Check'.

The Early Warning System (EWS) is a background process in TestNav:

- No additional installation or configuration efforts
- Display messaging to the screen in the case an issue is detected and may interrupt a student test (If errors occur please write down the number associated with the error. Ex. 1005)
- Monitors background applications and connectivity
- Stages and transmits student responses

No saved response file found

Message 1005

Your previous exit from TestNav was abnormal, so a saved response file (SRF) is expected.

Please browse to a response file and upload it.

Response file name: 2a945d1a-e55d-4caa-8530-43daee88e54c.SRF

Response File Location:

If you are unable to locate the response file, contact support.

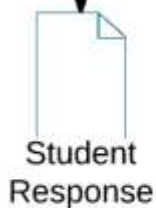
To go to the test without uploading an SRF, choose Skip Upload. This may result in lost responses.



TestNav 8

While a student is testing, the EWS stages responses before transmitting them to the Pearson servers.

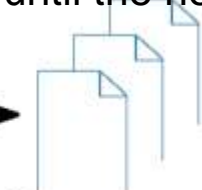
- Responses are written to an encrypted Saved Response File (SRF)
- After a few responses are recorded, they are sent in a package to the Pearson servers
- TestNav listens for a confirmation message of successful transfer
- When a confirmation is received, the SRF file is erased and a new file is created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



Student Response



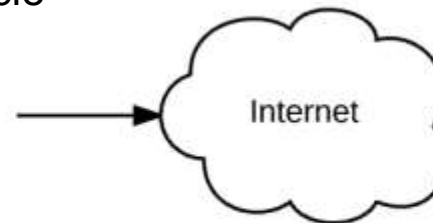
Encrypted SRF file on local storage



Response Bundle



School Network Security



Internet



Pearson Servers

TestNav 8 – EWS – Error Codes

If an EWS message is displayed, it will contain a specific error code and testing may be interrupted.

Complete error code documentation can be found on the [TestNav 8 Online Support page](#) (PearsonAccess Next > TestNav 8 Online Support > Troubleshooting > Error Codes).

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

3005	TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	The student test session has been terminated. The test administrator must resume the student's test.
8029	The installed app is out of date and needs to be updated in order to use TestNav on this device.	Download and install the latest version of the app.

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

1. Connectivity

- Unable to retrieve content
- Unable to transmit responses

2. Saved Response File Issues

- Unable to write or read to SRF location

3. Potential Security Issues

- Application launches while TestNav is in secure mode
- Application attempts to capture focus

TestNav 8 – Common Error Codes

Error Code and Message	Possible Causes
1001: “Your test has been saved. Please notify your test administrator.”	Early Warning System initial message, does not indicate the issue, another error code will follow.
1009: “Unable to download test content”	Network connection issue between the testing device and Pearson servers.
1017: Primary SRF location is not writable.	Your responses will be saved in Alternate save location only. Primary location: <path> You may choose to continue with the test or exit the test and make the save location writable.
1018: Alternate SRF location is not writable.	Your responses will be saved in Primary save location only. Alternate location: <path> You may choose to continue with the test or exit the test and make the save location writable.
3005: “TestNav has detected that another application attempted to become the active window”	This could be caused by pop-ups in the background, power saving features, or system key combinations like ctrl+alt+del.
8026: “Unable to connect to the proctor caching computer. Please contact your administrator.”	Network connection issue between the testing device and the local Proctor Caching device.
9058/9059: “The username or password you entered is incorrect.”	If the username/password being used is accurate, the student may be on the incorrect login page.

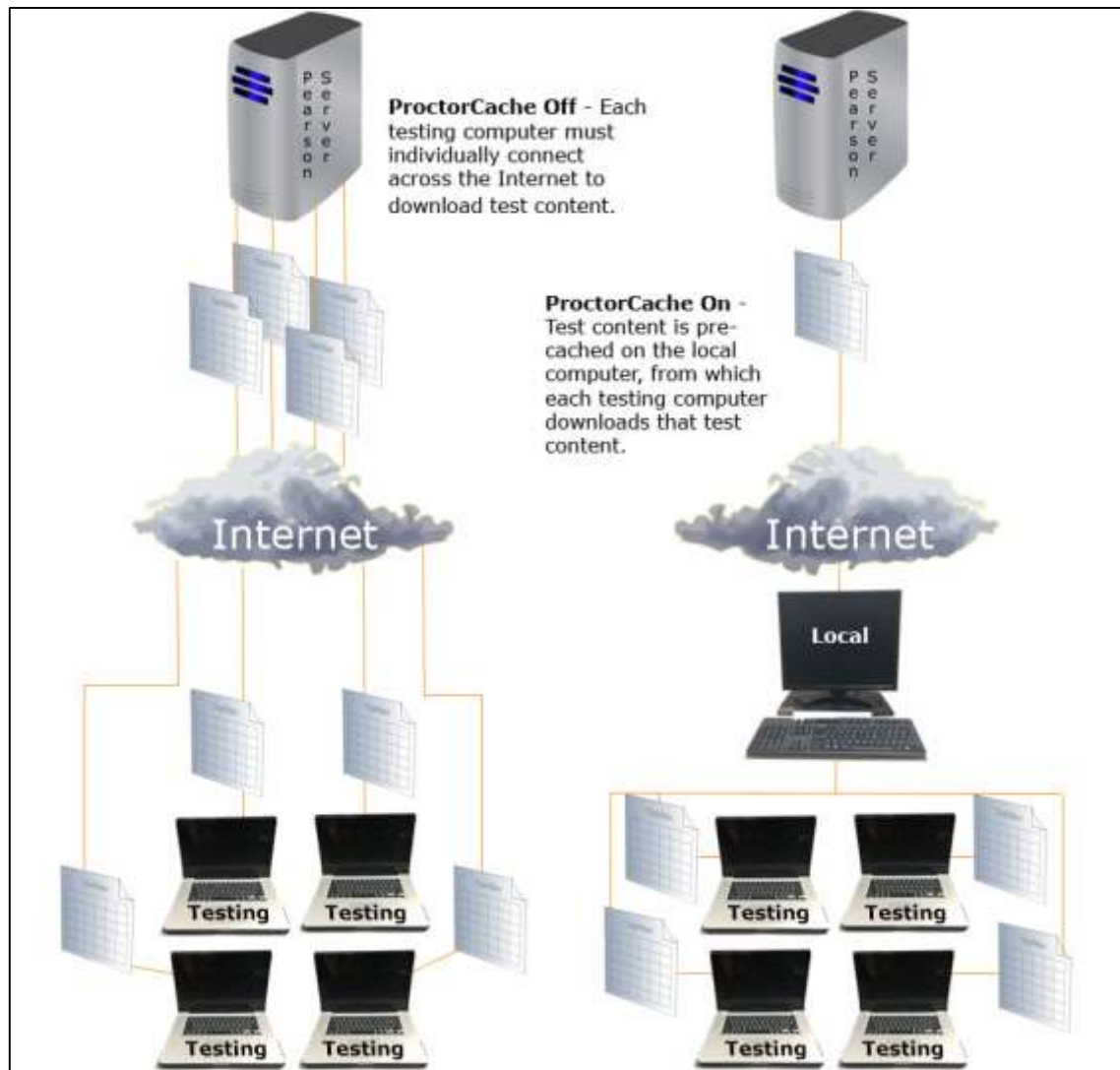
Full list available at: <https://support.assessment.pearson.com/display/TN/Error+Codes>

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

- Download (precache) test content
- Serve content at local area network speeds
- Eliminates redundant downloads of test content
- Low minimum system requirements and simple setup
- Mac installer no longer available at <https://download.testnav.com>. Contact Pearson Support for a link to the Mac ProctorCache installer



ProctorCache – Overview



ProctorCache installation & configuration:

- Download Proctor Cache from <https://download.testnav.com>
- Mac version can be obtained by contacting Pearson Support
- Uninstall current version of Proctor Cache
- Run the new Proctor Cache installer
- Create a Testnav Configuration in PearsonAccessNext to identify network address of ProctorCache machine

TestNav ProctorCache

Tests

Clients

Settings

? Help

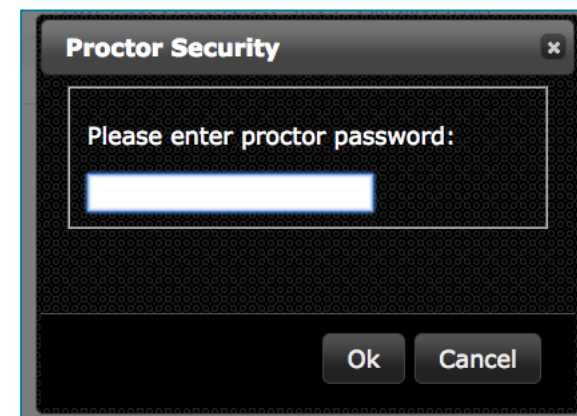
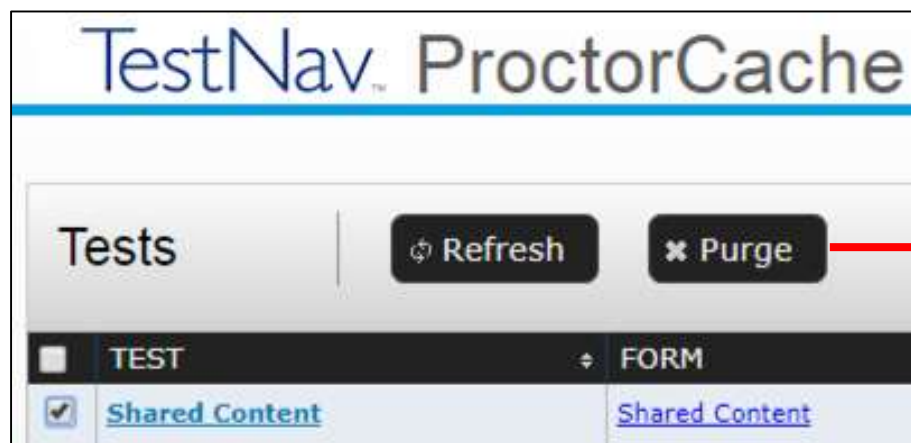
The ProctorCache service can be accessed through an administration page with three main tabs

- Tests
 - View the status of cached test content
- Clients
 - View information about clients connecting to the ProctorCache machine to gather test content
- Settings
 - Change the default ProctorCache password

ProctorCache – Purging Content

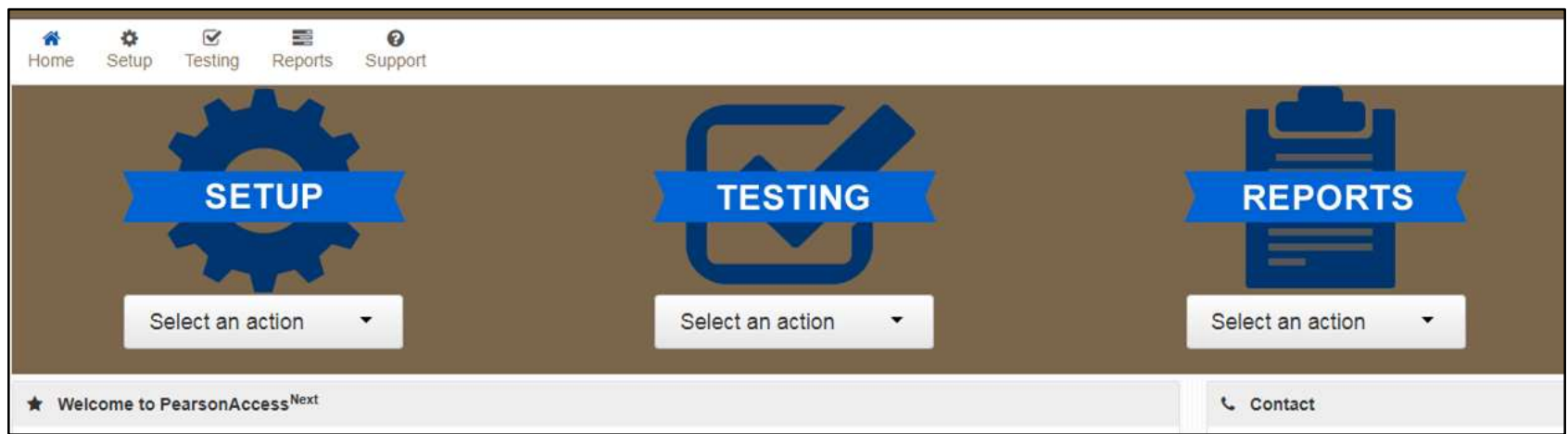
If ProctorCache has been used in previous administrations all cached content should be purged from the system before updating or caching new content.

- Navigate to the ProctorCache administration page
- Select any old content
- Press the 'Purge' button
- Enter the default ProctorCache password – t35t1n6



PearsonAccess Next is the web based assessment portal where administrators will organize and deliver the online assessment. In this site, technology staff can:

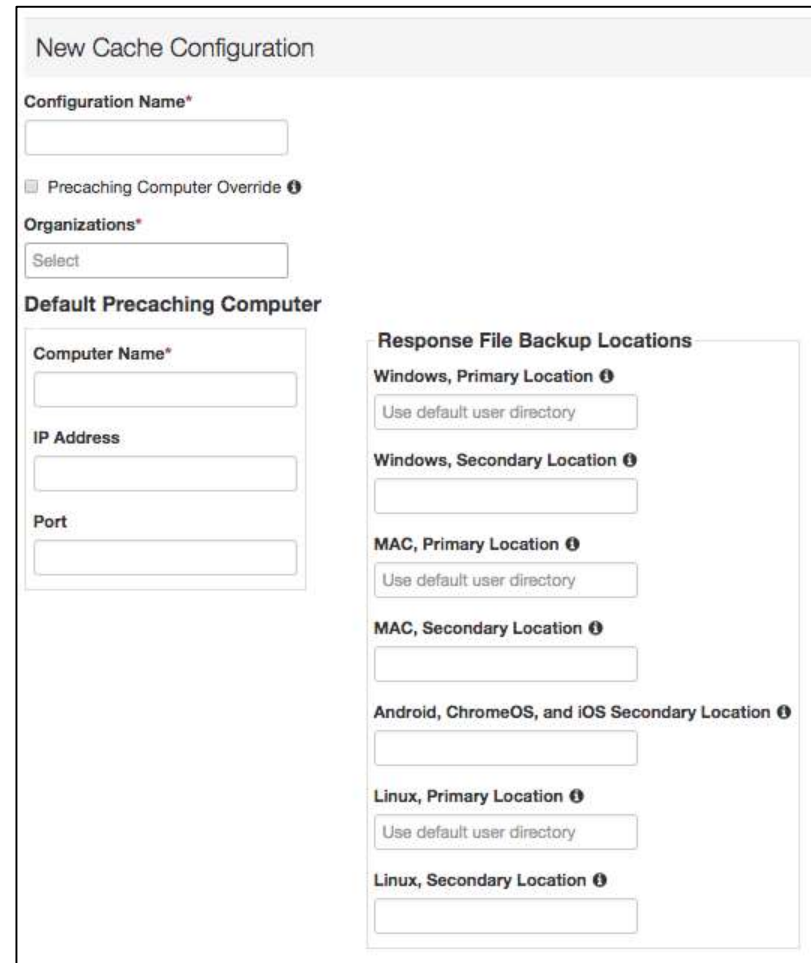
- Set up technology configurations
- Run an Infrastructure Trial in the Training Center (brown site)
- Precache test content



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

TestNav configurations

- Formally identify ProctorCache machines
 - Fixed Internal IP address
- List primary and secondary Save Response File (SRF) locations
- Create AppCheck configuration identifier
- Configuration is usually created before test sessions are created



The screenshot shows the 'New Cache Configuration' form. It includes fields for 'Configuration Name*', a checkbox for 'Precaching Computer Override' with an information icon, a dropdown for 'Organizations*' with a 'Select' button, and a section for 'Default Precaching Computer' with fields for 'Computer Name*', 'IP Address', and 'Port'. On the right, there is a section for 'Response File Backup Locations' with fields for 'Windows, Primary Location' (with a 'Use default user directory' button), 'Windows, Secondary Location', 'MAC, Primary Location' (with a 'Use default user directory' button), 'MAC, Secondary Location', 'Android, ChromeOS, and iOS Secondary Location', 'Linux, Primary Location' (with a 'Use default user directory' button), and 'Linux, Secondary Location'. Each field has an information icon.

Creating a TestNav configuration.

1. Enter a configuration name
2. Select the organization(s) (school) that will use the configuration
3. Enter a ProctorCache computer name
4. Enter the ProctorCache computer's static IP address
5. Enter the ProctorCache computer's port

Configuration Name*

☐ Precaching Computer Override ⓘ

Organizations*

Default Precaching Computer

Computer Name*

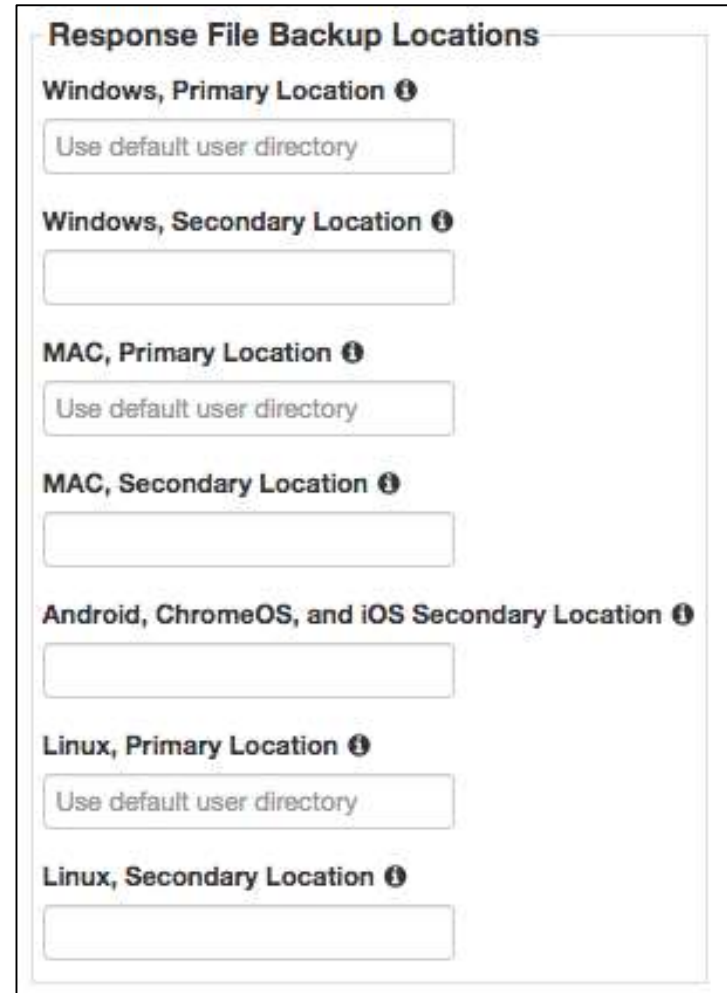
IP Address

Port

Note: Confirm that firewall or content filtering software is open for both ports 4480 and 4481 of the proctor caching computer.

Set Save Response File (SRF) locations:

- Define different locations by test device
- Ability to define both primary and secondary SRF location for Windows, Mac, and Linux
- Define secondary locations for Android, ChromeOS, and iOS

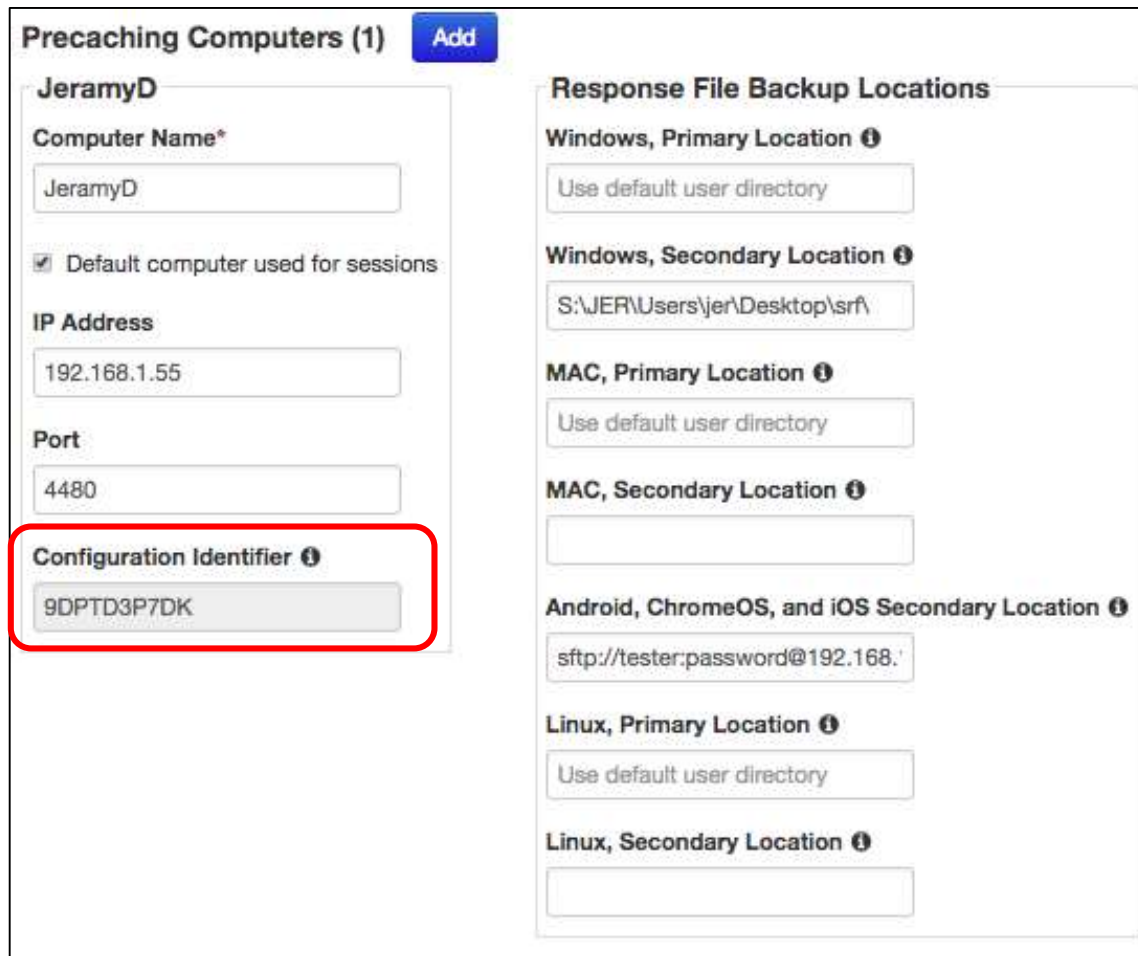


The screenshot displays the 'Response File Backup Locations' configuration window. It contains several sections for setting primary and secondary backup locations for different operating systems:

- Windows, Primary Location**: A button labeled 'Use default user directory'.
- Windows, Secondary Location**: An empty text input field.
- MAC, Primary Location**: A button labeled 'Use default user directory'.
- MAC, Secondary Location**: An empty text input field.
- Android, ChromeOS, and iOS Secondary Location**: An empty text input field.
- Linux, Primary Location**: A button labeled 'Use default user directory'.
- Linux, Secondary Location**: An empty text input field.

Unique configuration identifier is created once a configuration is saved.

- Use configuration identifier with AppCheck
- Verify connection to ProctorCache IP and port
- Verify SRF locations



Precaching Computers (1) Add

JeremyD

Computer Name*
JeremyD

☒ Default computer used for sessions

IP Address
192.168.1.55

Port
4480

Configuration Identifier ⓘ
9DPTD3P7DK

Response File Backup Locations

Windows, Primary Location ⓘ
Use default user directory

Windows, Secondary Location ⓘ
S:\JER\Users\jer\Desktop\srf\

MAC, Primary Location ⓘ
Use default user directory

MAC, Secondary Location ⓘ

Android, ChromeOS, and iOS Secondary Location ⓘ
sftp://tester:password@192.168.:

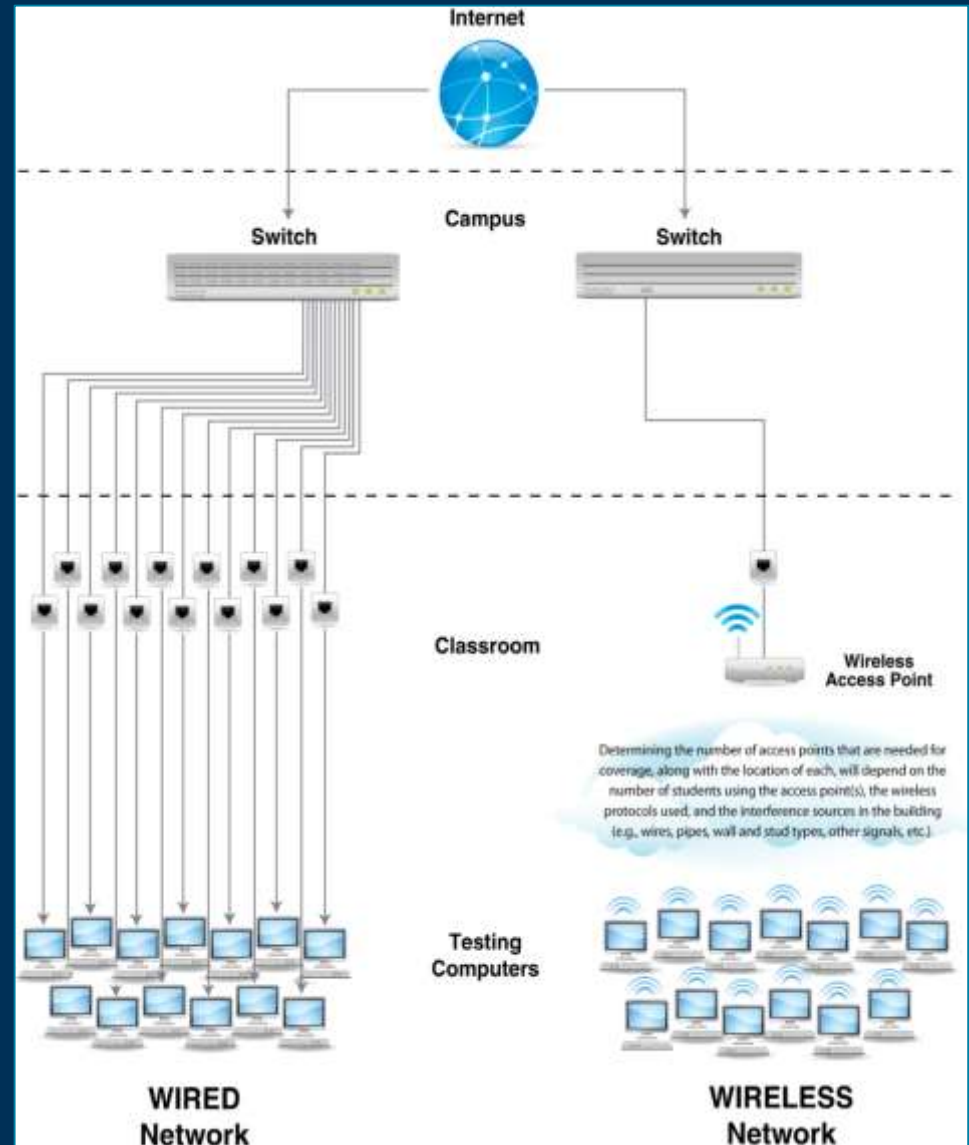
Linux, Primary Location ⓘ
Use default user directory

Linux, Secondary Location ⓘ

Infrastructure Trial

Test your setup:

- Who should do it?
- Why do it?
- Did you do it?



Infrastructure Trial – Why do it?

An Infrastructure Trial is a “dress rehearsal” of for online testing. It does not use real student information and is completed in the Training Center.

This is a low-stakes, dry run for confirmation that:

- TestNav is configured correctly
- Devices can successfully run TestNav
- Network will bear the full load

- Overloaded access points
- Devices that were configured but reimaged
- Devices that were configured but did not meet system requirements
- Devices that did not have the new TestNav 8 app
- ProctorCache ports 4480 or 4481 closed
- Content filter and firewall issues
- Users not knowing how to launch TestNav
- Background applications

Structure the Infrastructure Trial to simulate the live testing experience:

- Schools should ideally test the same number of devices they anticipate using during live testing
- Schools should utilize the same testing labs they plan to use for testing

Where did issues occur?

- Take note of types of devices, operating systems, error messages, symptoms, etc.
- Use online documentation to look up error message to determine resolution
- Call Pearson Support for outstanding issues

Set Up: PearsonAccess Next Refresher

- TestNav configuration
- Precache content

SETUP

Select an action ▼

★ Helpful Information

Welcome to PearsonAccess^{next}. To access training modules on how to use PearsonAccess^{next}, visit <http://il.mypearsonsupport.com/>

Hover over specific tasks in the action drop down menus to learn more about them.

Go to **Setup** tasks to:

- Import or export data files
- Manage organizations, participation, and enrollment
- Manage user accounts (excluding your own)
- Manage students including demographic data and test registrations
- Manage material orders including tracking shipments and placing an additional order
- Manage Proctor Caching and backup file save locations

Go to **Testing** tasks to:

- Manage Test Sessions
- Manage and monitor Student Testing
- Resolve Rejected Student Test Alerts


Go to **Report** tasks to:

- Export dynamic operational reports
- Export static published reports

Precache Test Content

The precache process is initialized from PearsonAccess Next.

- Precache available two weeks before the test administration
- Select content you wish to precache
- Verify successful cache using ProctorCache administration page (status column should have green OK status indicator)
- You only need to cache once



TEST NAV ProctorCache

Tests

TEST	FORM
<input type="checkbox"/> Grade 3 ELA/Literacy	Grade 3 ELA/Literacy
<input type="checkbox"/> Grade 8 ELA/Literacy	Grade 8 ELA/Literacy
<input type="checkbox"/> Geometry	Geometry - 014PO
<input type="checkbox"/> Grade 8 Mathematics	Grade 8 Mathematics - 014PO
<input type="checkbox"/> Grade 7 Mathematics	Grade 7 Mathematics - 014PO
<input type="checkbox"/> Grade 3 ELA/Literacy	Grade 3 ELA/Literacy - 014PO

Precache By Test

Organization	Test (select one or more)
Demo (demo)	<input type="checkbox"/> Demo Online Test
	<input checked="" type="checkbox"/> English
	<input type="checkbox"/> History

Geometry - 014PO	OK	117
Grade 8 Mathematics - 014PO	OK	106
Grade 7 Mathematics - 014PO	OK	116
Grade 3 ELA/Literacy - 014PO	OK	88

Reminder: TestNav configurations created in the Training Center can be imported to PearsonAccess Next.

Import or Export TestNav Configurations

Import or Export TestNav Configurations

Search the PearsonAccess Next Online User Guide:

This information is a part of [Manage Online Tests](#).

To learn more about proctor caching, see [Understand Proctor Caching](#).

To import or export TestNav Configurations, follow these steps:

1. From **Setup > TestNav Configurations**, search to find configuration(s), or click the down arrow next to the **Search** button and select **Show all results**. Select the configuration(s) you want to edit.
 > [Click here to view a screenshot...](#)
2. Click the **Select Tasks** drop-down and select **Import / Export TestNav Configurations**. Click **Start**.
 > [Click here to view a screenshot...](#)
3. Click the **Action** drop-down and select **Import** or **Export**.
 > [Click here to view a screenshot...](#)
4. Click **Import** or **Export**, as appropriate.

To avoid a possible timeout, Pearson recommends that you do not import / export over 300 TestNav Configurations at a time.

Resolving Common Issues

What's on your mind?

- Open questions
- Different scenarios
- Share experiences



ProctorCache

- Popup windows stopping precache
- Underpowered ProctorCache machines
- Wireless ProctorCache machines – potentially slower speeds
- Content filters can block precaching of test content

TestNav Customer Selection

- Credentials will not work

Background Applications

- Screen Savers
- Flash player update
- Windows sticky keys
- Google Drive
- Trackpad gesture programs
- Siri/Dictation - Mac
- Windows cloud clipboard history - Windows 10

Support

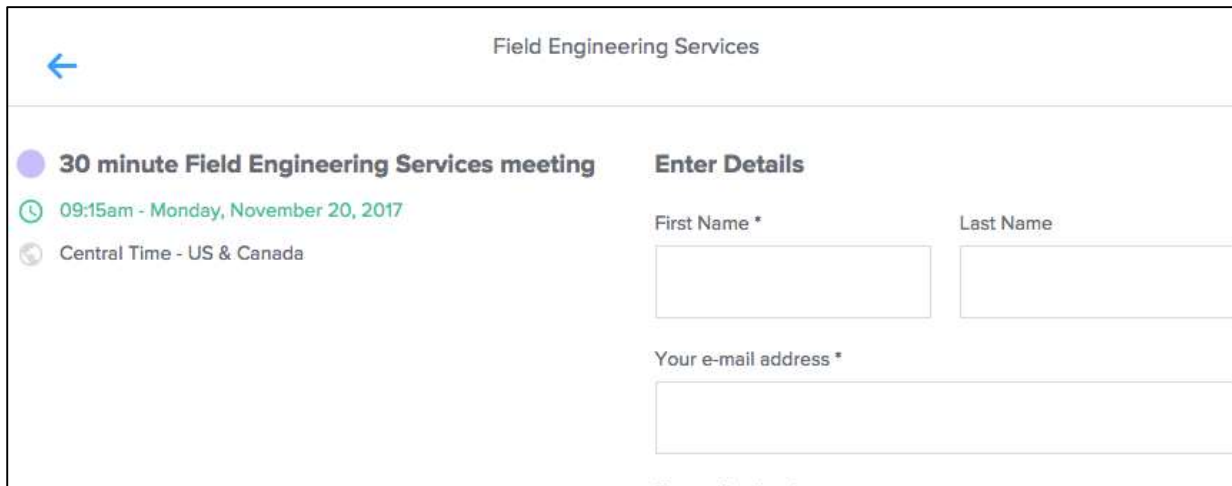
Multiple Support Options:

- Pearson help desk
- Technology office hours



Schedule time with a technology field engineer.

- Set up a one-on-one virtual meeting
- Time slots range from 15 minutes to 1 hour
- Talk through edge cases, specific setup instructions, or challenges
- [Schedule your Technology Office Hours](#)



Field Engineering Services

←

30 minute Field Engineering Services meeting **Enter Details**

🕒 09:15am - Monday, November 20, 2017

🌐 Central Time - US & Canada

First Name *

Last Name

Your e-mail address *

Questions?

833-213-3879

[Submit a Pearson help desk request.](#)

Monday – Friday, 6:00am – 6:00 p.m. (CT)

il.pearsonaccessnext.com

ALWAYS LEARNING