Illinois State Board of Education

ILLINOIS SCIENCE ASSESSMENT 2020

ISBE

Illinois Science Assessment

Safe Exam Browser Installation & Troubleshooting

02/10/2020

Overview

This document contains instructions for the installation and management of the Safe Exam Browser (SEB) used for the Illinois Science Assessment.

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Current SEB Versions

Tests will be administered using a Safe Exam Browser (SEB), which locks down the testing device preventing the student from navigating away from the test mid-assessment. Ensure the SEB is properly installed on all testing devices prior to initiating student testing. Only an SEB installed from the official, ISBE-supplied SEB installer will interoperate with the ISA testing platform.

Links to the official SEB installers are available on the ISA page of the ISBE Website:

https://www.isbe.net/Pages/Illinois-Science-Assessment.aspx

All Districts and Schools should verify that they are using the correct version of the SEB for the 2020 ISA.

	Operating System	SEB Version
Windows	Win 7, 8.1, 10	ISA SEB v.2.1.8.1
Mac	macOS 10.12+	ISA SEB v. 2.1.4
Chromebook	75.0+ We recommend using one of the most recent three versions of the OS.	ISA 2020
iPad	iOS 12.0 or higher Supported Versions • iPad Pro 9.7 inch + • iPad Air (third gen) • iPad Air 2 • iPad Air • iPad 5th generation • iPad 6th generation • iPad 7th generation	ISBE SEB App

Important Note

When installing a newer version of the ISBE-ISA Safe Exam Browser (SEB), it is important to remove all vestiges of previously installed SEB instances. If a previous year's ISBE-ISA SEB or another vendor's SEB is not removed, students will not be able to start their tests.

SEB for Windows 7, 8.1 & 10

Installing/Running in a Managed Environment: **MSI**

File Name: ISA_SEB_Win_2018.msi

Note: This installer will be available as a standard MSI file for either manual installation on testing stations or distribution by configuration management systems.

1. In order to successfully install via the MSI file, ensure .NET Framework 4.5 or later is installed. If .NET it is not installed, you can find the download details on the Microsoft .NET Framework 4.5 page.

2. Install SEB using the standard MSI procedure.

Installing/Running in a Managed Environment: **EXE**

(Notes: You must have local administrator rights to the device to install via the .exe file.)
1. Copy the file to a local drive.

2. Navigate to file in explorer.

3. Right click file and "Run as administrator."

    a. Do not double-click file to install.

4. "User Account Control" Popup. Click <**Yes**>.

5. If .NET Framework 4.5 or later is not installed on test station, find the download details on the Microsoft .NET Framework 4.5 page.

6. "Welcome to the Install Shield Wizard for Safe Exam Browser". Click <**Next**>.

7. "License Agreement". Click "I agree …" radio button and then click <**Next**>.

8. "Ready to Install the Program". Click <**Install**>.

9. "InstallShield Wizard Completed". Click <**Finish**>.

10. Start the Safe Exam Browser.

    a. Unless otherwise directed, SEB will be saved to the standard program folder on your computer. Start SEB by searching for "Safe Exam Browser" in the Start Menu and select Safe Exam Browser.
    b. Note: If any prohibited processes are running, the system will display "Permitted or Prohibited Processes Are Running" dialog box. Click <**OK**> to start SEB.

Notes

- Use CTRL+Q to shut down SEB. Administrators will need to use the following password to safely shut down the SEB: **472317**

SEB for macOS 10.12+

DMG file name: ISBE-ISA_Mac_SEB_2020.dmg

Installer file name (within DMG): ISBE-ISA Safe Exam Browser 2020.pkg

Installing in a Managed Environment

1. SEB is a DMG/PKG distribution package for Apple systems which can be installed via standard methods including manual install or configuration management tools designed to manage Mac fleets.

    a. Note: The DMG includes the primary PKG installer and an "Extras" folder (which contains a ZIP of the SEB app and an SEB config file). Items in the "Extras" folder are for fallback purposes only.

2. Download Safe Exam Browser DMG (ISBE-ISA Mac SEB 2020.dmg).

3. Open Downloads folder in the Finder.

4. Double-click the downloaded ISBE-ISA Mac SEB 2020.dmg.

5. Double-click the "ISBE-ISA Safe Exam Browser 2020.pkg" installer within the DMG.

6. Click "Continue" for the introduction.

7. Click "Install" and proceed through installer windows.

8. Click "Close" when complete.

    A resulting "Safe Exam Browser" application will be in the /Applications folder. Depending on your system configuration, it may or may not have a ".app" extension shown.

9. To start the SEB and begin the ISA test, navigate to the /Applications folder and double-click the "**Safe Exam Browser"** application.

Notes

- Administrators will need to use the following password to safely shut down the Mac SEB: **472317**

SEB for Chromebook

The Chromebook equivalent of the SEB must be installed via the Google Admin Dashboard. It typically takes less than 3 minutes to install the app on all managed devices. However, it may take up to a half hour for the app to appear on the devices. Verify the correct version of Chromebook SEB is installed by looking for a "2020" in the icon artwork.

Note: If you installed and used this app during the ISA 2019 administration, it should automatically update to the 2020 version which can be verified by looking at the icon artwork. If the Chrome device has not been restarted in the past few weeks, restarting the device will force the update and show the ISA 2020 SEB App.

Installation Instructions
1. In Google Admin Dashboard, Select the Organization to apply this change to.

2. As a Super Administrator or Apps and Device Administrator, navigate to:

   - Device Management
     - Chrome Management
       - Select Apps & Extensions from the list
         - Select Kiosks from top row

3. Check to ensure that the desired Organization/Sub-Organization is selected in the left-hand column.

4. If the app was previously installed for this Organization/Sub-Organization, it will appear on the list.

5. If the app was <u>not</u> previously installed for this Organization/Sub-Organization
   a. Select the **yellow "+"** sign on the bottom right corner
   b. Hover the mouse arrow over the options and select "**Add Chrome App by extension or ID**
   c. Type in the app ID: ejikkaandonohadbjpdnoffgbcljgbhb
   d. Ensure that "From the Chrome Web Store" is listed below the entry and select **Save**.

6. Use the down arrow to select Force Install or Force Install & Pin

7. IMPORTANT - Select **Save** in the top right corner of the screen.

Note: It may take a half hour for the organizational unit group policy to update.

The ISBE ISA 2020 App will appear in the APPS section of the taskbar when the Chromebook is turned on, BEFORE log in. Left Clicking on the App icon will launch the app. Following the test session, restarting the Chromebook will return it to normal use.

The direct URL is: https://chrome.google.com/webstore/detail/isbe-isa-2020/ejikkaandonohadbjpdnoffgbcljgbhb

Installation Notes

- If attempting to install and run via the Chrome browser and the Chrome Web Store (on a Mac or PC), a blue "Incompatible" warning will be displayed.

- If attempting to install via Client settings/extensions (for example by downloading to a jump drive and unpacking the app on the desktop), the following alert will be displayed:
  - "There were warnings when trying to install this extension: 'kiosk only' is not allowed for specified platform."

- If attempting to install via the Chrome browser on a managed Chromebook an alert similar to the above or "blocked by administrator" will be displayed.

- If the school's Google Domain has the Apps/Extensions restriction set to "block all except what I whitelist", the ISA App may need to be whitelisted prior to installing in Kiosk mode.

SEB for Apple iPad - iOS 12.0+

Note: ISA supported iPads must run OS 12.0 or higher. Supported devices include iPad Pro 12.9 inch, iPad Pro 9.7 inch, iPad Air 2, iPad Air, iPad 5th generation or better.

iPad Secure Exam Browser Instructions

1. Access the ISA iPad secure testing application via the ISBE.net / ISA page. The link posted there will be for the approved app in the Apple Store. Follow the onscreen instructions to access the application.

2. Once downloaded, users will immediately be prompted to allow the application to enter single application mode. Select **Yes**.
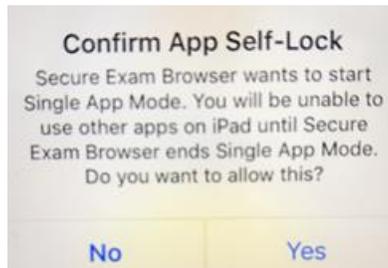
3. The Secure Exam Browser application will launch.

4. Navigate through the assessment.

5. Shut down the Secure Exam Browser application by selecting the red button in the top-right corner of the screen.

6. Users will be prompted to enter an unlock code to shut down the Secure Exam Browser application. The unlock code is: **472317**.

7. After entering the unlock code, tap the OK button or the Done button on the keyboard to shut down the browser.

8. To use the Secure Exam Browser application for a new test, tap the Launch button.

Installation Notes

- The application is only built to work on iPads; it cannot be downloaded or used on an iPhone.

- Applications specifics:

    a. Name: ISBE ISA Secure Exam Browser
    b. Title: ISBE ISA Secure Exam Browser
    c. By: Illinois State Board of Education
    d. Direct URL: https://apps.apple.com/us/app/isbe-isa-secure-exam-browser/id1451989498?ls=1

SEB Troubleshooting

Windows SEB Installation & Troubleshooting

1. In order for the MSI file to install successfully, ensure the .NET Framework 4.5 or later is installed. If it is not installed, you can find the download details on the Microsoft .NET Framework 4.5 page.

2. Install SEB using the MSI or EXE following the typical methods.
   - If you see this (or a similar) error message, right click the file and select **run as administrator** to run the SEB install.
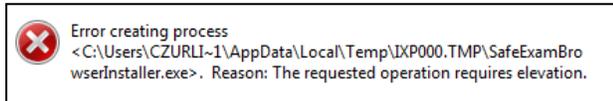
3. After the Install process is complete, you should see the following icon in the Start Menu or Programs List.

4. When launching the SEB, you should see the SEB splash screen and the welcome screen for the Test Driver:
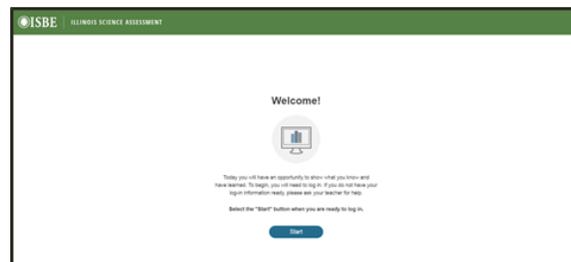
5. Some Users may see this message when launching the SEB for the first time (Mac version shown):
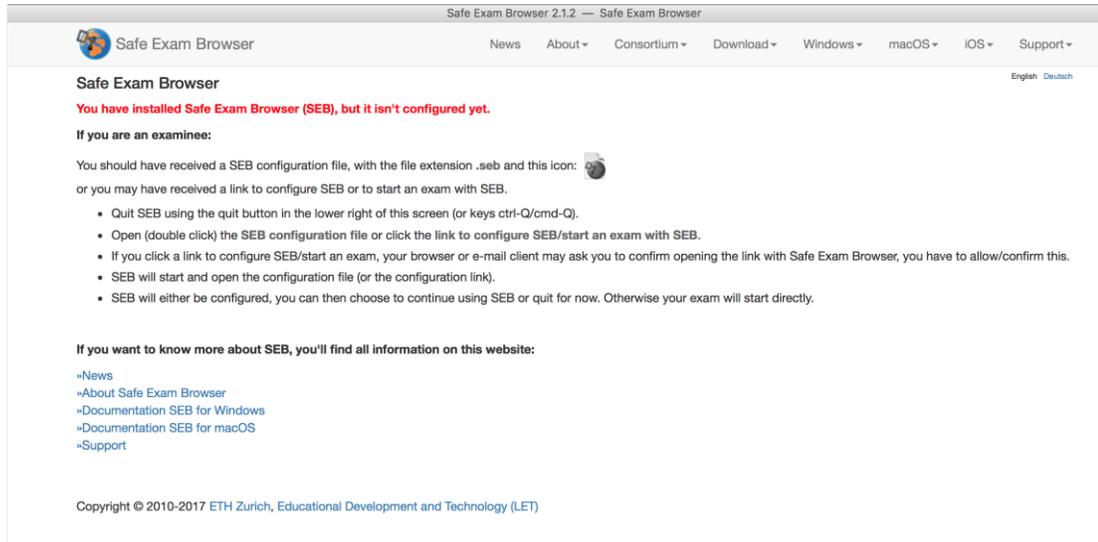
6. If this message is shown instead of the ISBE Learn Test Welcome Page when launching the SEB, it indicates the test configuration process was not completed properly during the initial installation. Exit the SEB and use the following instructions to complete the SEB configuration set up.

7. Download the Windows SEB configuration file, **SebClientSettingsForProd,** from the ISBE-ISA site. Deploy this file to the testing devices.

8. Find this file on the testing device.
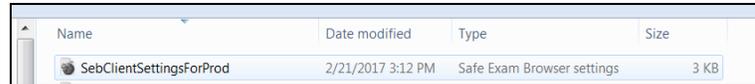
9. Right Click the filename,
   a. Select **Open with…** and then select **Safe Exam Browser.**

   b. Or, if listed, select **Open with Safe Exam Browser** from the top of the right click menu.
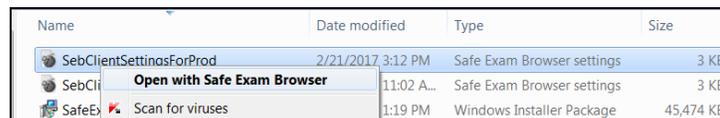
10. This action will apply the SEB configurations to the installed SEB on that device. After completing this action once, the SEB should open normally using the standard SEB icon.

Uninstall the Windows Safe Exam Browser (SEB)

Navigate to the Windows uninstall utility tool, using the following path: 1. Start menu 2. Control Panel 3. Programs 4. **Uninstall a program**	
5. Search and select **SafeExamBrowser** 6. Select the **uninstall button** above the table 7. Follow the onscreen prompts to complete the uninstall process 8. When the uninstall process is complete, you may install the current year SEB.	
NOTE 1 Some users might encounter the following message or a similar error message during the uninstall process in **Step 7** above. Use the following steps to complete the uninstall process.	
1. Identify the version of the SEB that is still installed on the work station. Download the corresponding file from the ISBE-ISA site. Save this file to the desktop and use the following file name: **SafeExamBrowserISBE_PROD**	
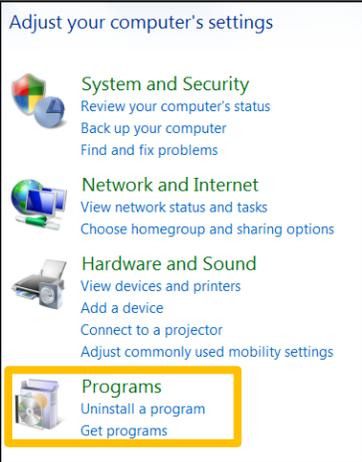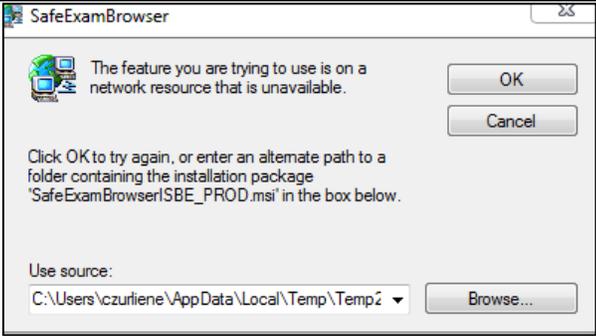
2. Return to the error message and click on Browse to select the file from the local machine where it is saved. 3. Once the file path appears in the Use Source field, click **OK**. 4. The uninstall process will continue and complete.	SafeExamBrowser The feature you are trying to use is on a network resource that is unavailable.　　OK　Cancel Click OK to try again, or enter an alternate path to a folder containing the installation package 'SafeExamBrowserISBE_PROD.msi' in the box below. Use source: C:\Users\czurliene\AppData\Local\Temp\Temp2 ▼　Browse...
NOTE 2 Some users might find that after uninstalling there are still items in the SafeExamBrowser folder (C:\Program Files (x86)\SafeExamBrowser) If this happens, you must delete the entire folder before installing the new version.	☐ Name　　　　　　Date modified　　Type 　SebWindowsServiceWCF　　1/24/2018 12:36 PM　File folder
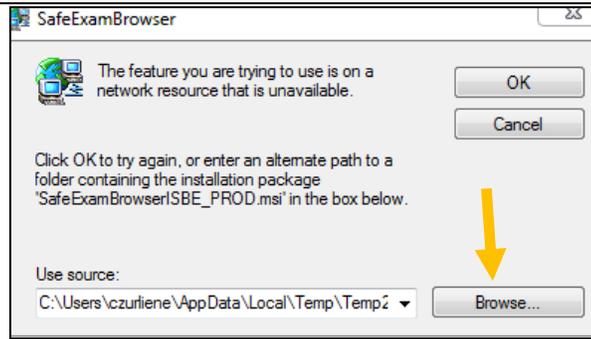
Mac SEB Installation & Troubleshooting

This section pertains specifically to the 2020 Mac SEB Install process for 10.12+ systems

Installation

1. Double-click the ISBE-ISA Mac SEB 2020.dmg.
2. Double-click the "ISBE-ISA Safe Exam Browser 2020.pkg" installer file.
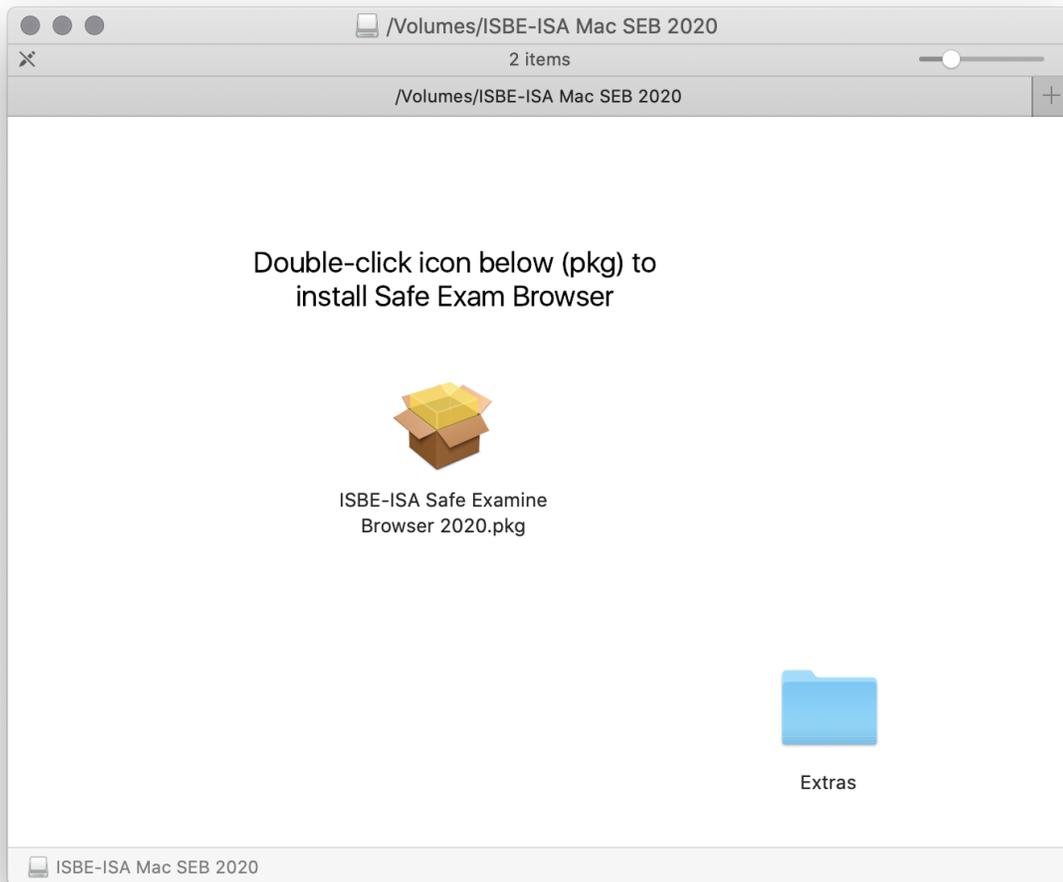
3. Follow the onscreen prompts to complete a typical, macOS installation process.
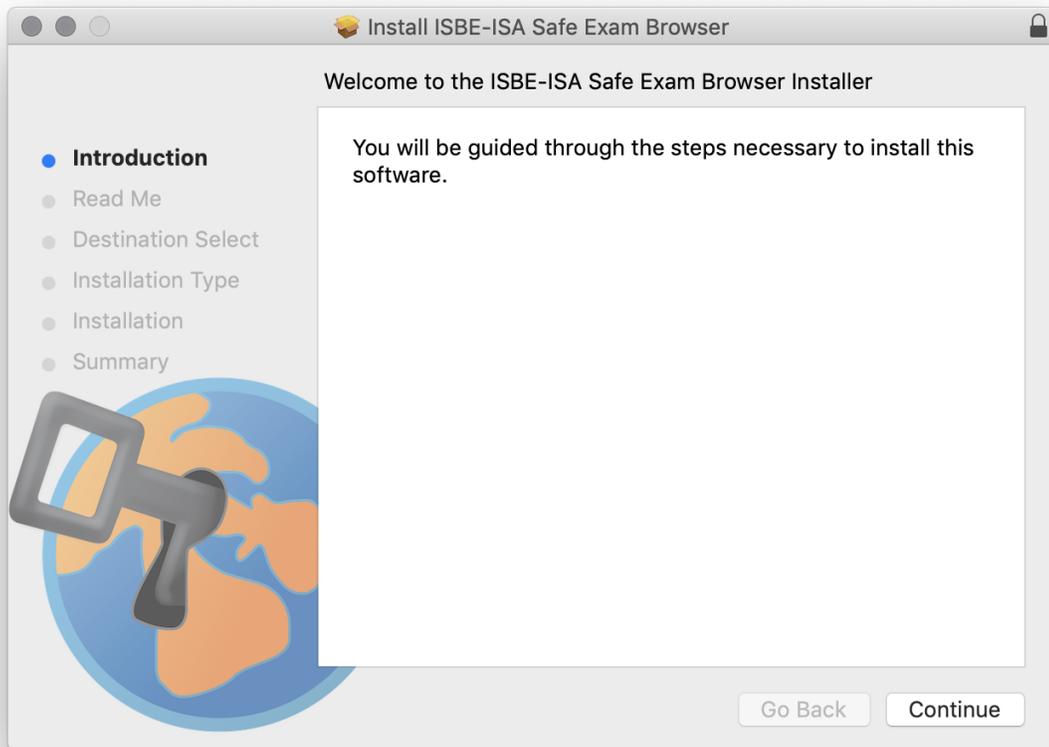
4. Following the installation process, "Safe Exam Browser" will be in the /Applications folder. Depending on your system configuration, it may or may not have a ".app" extension shown.

5. Double-click "Safe Exam Browser" to start the ISBE-ISA test.

Mac Troubleshooting

1. Recommended: Re-image testing workstations between test taking windows. This is the best course for a smooth experience!
   a. Re-image with this year's ISBE-ISA SEB baked in or with no SEB installed at all.

2. If you do not re-image between test taking windows:
   a. Existing, previous year's ISBE-ISA Safe Exam Brower remnants will be overwritten by this year's ISBE-ISA Safe Exam Browser installer. No additional action should be needed.
   b. Existing, non-ISBE-ISA Safe Exam Browser remnants may conflict and cause issues accessing the proper test platform.
      i. Remove non-ISBE-ISA Safe Exam Browser remnants and install/re-install ISBE-ISA Safe Exam Browser
         1. System Level
            a. /Applications/Safe Exam Browser.app (optional)
               i. ISBE-ISA installer will overwrite any older version of exactly named and located application. Differently named, other SEB applications should be removed manually if they exist.

> b. /Library/Preferences/SEBClientSettings.seb (optional)
>> i. ISBE-ISA installer will overwrite any older version of exactly named and located file.

2. Test taker's home directory - these can either be removed from an existing test taker's home directory or simply create a new test taking user (which will, by default, not have these items).

   a. ~/Library/Preferences/org.safeexambrowser.Safe-Exam-Browser.plist

   b. ~/Applications/Safe Exam Browser.app

3. Install/re-install ISBE-ISA Safe Exam Browser

   a. Launch Safe Exam Browser.app from /Applications folder.

   b. Upon first launch a dialog stating the SEB config has been reset will be displayed. Click OK and proceed with test. Subsequent launches of Safe Exam Browser will not present this dialog.

4. If the Safe Exam Browser is still not functioning as expected, retry step 2.b.i.2 immediately above, followed by:

   a. Issue "defaults delete org.safeexambrowser.Safe-Exam-Browser" in the Terminal.app as test taking user (not sudo) and log out and back in.

   b. Launch Safe Exam Browser.

Failing to do the above items 1 or 2.b may complicate the test taking experience in various ways.

1. After installing, on initial SEB launch, an unexpected test platform dialog (other than ISBE-ISA) may be presented. If this happens, SEB is using another test's configuration. To mitigate, implement steps 1 or 2.b above.

2. After installing, on initial SEB launch, a "Local SEB Settings Have Been Reset" dialog may appear. After advancing by clicking "OK", the test taker can take the test without further issue.

Uninstall the Safe Exam Browser (SEB) for macOS

To fully uninstall the Mac SEB

1. Delete the following items (names may vary slightly and not all files may be present on a given system).

   a. /Applications/Safe Exam Browser.app

   b. /Library/SEBClientSettings.seb

   c. /Users/username//Library/Preferences/org.safeexambrowser.Safe-Exam-Browser.plist

   d. /Users/username/Library/Caches/org.safeexambrowser.bt.Safe-Exam-Browser

   e. /Users/username/Library/Logs/Safe Exam Browser

2. Launch "Keychain Access.app" and remove items with names relating to SEB from the user's "login" keychain.

3. Log out and back in or reboot to complete the process.

If your Chromebook is managed by your school, refer to the Chromebook installation section.

Turn on kiosk mode

To change your <u>kiosk settings</u>:

1. If you haven't yet, sign in to your Chromebook.
2. Open a new tab in Chrome.
3. In the address bar, type **chrome://extensions** and press **Enter.**
4. Check the box next to **Developer Mode**.
5. Click **Manage kiosk applications**.
6. In the "Add kiosk application" box, enter the ID of the kiosk app.
   - ID: ejikkaandonohadbjpdnoffgbcljgbhb

   - URL: <u>https://chrome.google.com/webstore/detail/isbe-isa-2020/ejikkaandonohadbjpdnoffgbcljgbhb</u>

7. Click **Add**.

8. Click **Done**.

To open the kiosk app:

1. Click the Launcher ◯ > **All Apps**.
2. Click your kiosk app.
3. Follow the onscreen instructions to set up your kiosk app.

<u>To turn off kiosk mode after the test session(s) if your Chromebook is not managed:</u>

1. Turn off your Chromebook.
2. Press the power button to turn on your Chromebook.

Disclaimer: This information is modified from <u>this source page.</u>