

In preparation for computer-based grades 3-8 state assessments, a compilation of frequently asked questions and corresponding answers about Spring 2016 assessments is presented below. The information contained in this document should be used to guide District Technology and Test Coordinators as they prepare for the assessments. It is suggested to review the [Technology User Guide](#) *before* reviewing this document. The questions below represent detailed questions District Technology Coordinators frequently have *after* reviewing the [Technology User Guide](#). The Frequently Asked Questions are sorted into the following sections:

- [Testing Site Manager](#)
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### Testing Site Manager (TSM)

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#### 1. What is a Testing Site Manager (TSM)?

The TSM is software installed on either a local device or server and manages testing devices, content caching, and response caching for the INSIGHT testing platform. Separate TSMs are available for the practice and operational tests. However, INSIGHT will only require one install with updates to the configuration file.

#### 2. Where is the TSM installable located?

The TSM and INSIGHT software are available on [eDIRECT](#) under Test Setup → General Information → Downloads. The site does require a login which can be obtained from the district test coordinator.

#### 3. Should a TSM server be installed in each school, or can it be on a shared district server?

Because student computers need uninterrupted connectivity to the TSM, one TSM is recommended per school. This allows the TSM to be as close to the student testing devices as possible (i.e. at the school site). However, TSMs can also be installed on a shared district server if network capacity is sufficient.

#### 4. The TSM and INSIGHT clients need to be on the same network. Does that mean they must be on the same subnet/VLAN?

As long as the clients can reach the TSM and the traffic isn't blocked, it can be located anywhere on the network. Generally, the closer a TSM is to the student workstation, the faster the response. The system readiness application can help verify response times.

#### 5. Can a TSM be installed on an iPad or Chromebook?

No. A TSM is used primarily to cache and manage test content and responses. For various reasons, tablet devices (such as iPads) and Chromebooks do not provide a suitable environment for a TSM.

- 6. Can multiple TSMs be installed on the same server?**  
Only one TSM can be installed on each server concurrently.
- 7. Is a separate TSM required for each different student device type?**  
Separate TSMs are not required for different device types. The TSM supports all approved hardware and software versions for testing.
- 8. Can the TSM be installed on a virtual machine or does it require a physical machine?**  
Both virtual and physical machines work equally well.
- 9. Can the TSM be installed on a different hard drive besides the primary one?**  
This is possible. Please contact the DRC Help Desk at 1-888-718-4836 for assistance.
- 10. Can DRC INSIGHT be pointed to multiple TSMs if there are more than 150 students testing in a building at the same time?**  
Yes, more than one TSM can be used on the same network. Please note that the recommended maximum of 150 concurrently testing client machines is only supported when installed and configured using the recommended levels. As a general rule, TSM installations at the minimum required level requirements should not be expected to support more than a single computer lab (fewer than 25 concurrently testing client devices). Care should be taken not to overburden any TSM installed on physical or virtual machines at any level below the recommended hardware profile.
- 11. Is the TSM downloaded to all computers in the testing room, or to just a single computer that acts as host/server?**  
TSMs should be downloaded and installed on the one computer/server being used to cached content and student responses. The TSM should not be installed on each client computer.
- 12. Is there any technical downside to using a non-recommended TSM Naming convention?**  
No, but it is highly recommended. Please contact the DRC Help Desk at 1-888-718-4836 to troubleshoot and assist with non-standard setups. *Note: You should use a naming convention that helps you know where the TSM is located and which devices are connected to it.*
- 13. Is the 150 concurrent testers limit of a TSM a hard limit or recommended limit? Can a school with 155 concurrent testers use 1 TSM?**  
It is possible that the TSM could manage more concurrent users, but 150 is DRC's recommended limit. Please note that the recommended maximum of 150 concurrently testing client machines is only supported when installed and configured using the recommended levels. As a general rule, TSM installations at the minimum required level should not be expected to support more than a single computer lab (fewer than 25 concurrently testing client devices). Care should be taken not to overburden any TSM installed on physical or virtual machines at any level below the recommended hardware profile.
- 14. Are the Practice TSM and the Operational TSM the same?**  
No. The Practice TSM supports the practice test and the Operational TSM supports the Operational ELA and Math Test as well as the Social Studies Field Test. Districts must install the correct TSM for the tests that they are giving to the students. *Note: the naming convention for the executable install for the two TSMs are very similar once downloaded. Please be cognizant of which one is being*

downloaded and installed. (Drc.drceirect.com has the Practice TSM, and la.drceirect.com has the Operational TSM).

**15. If the district proxy already uses 8080, are there other preferred ports for the TSM?**

Because the IP for each of these devices is different, this shouldn't create an issue. If needed, a different port number can be used.

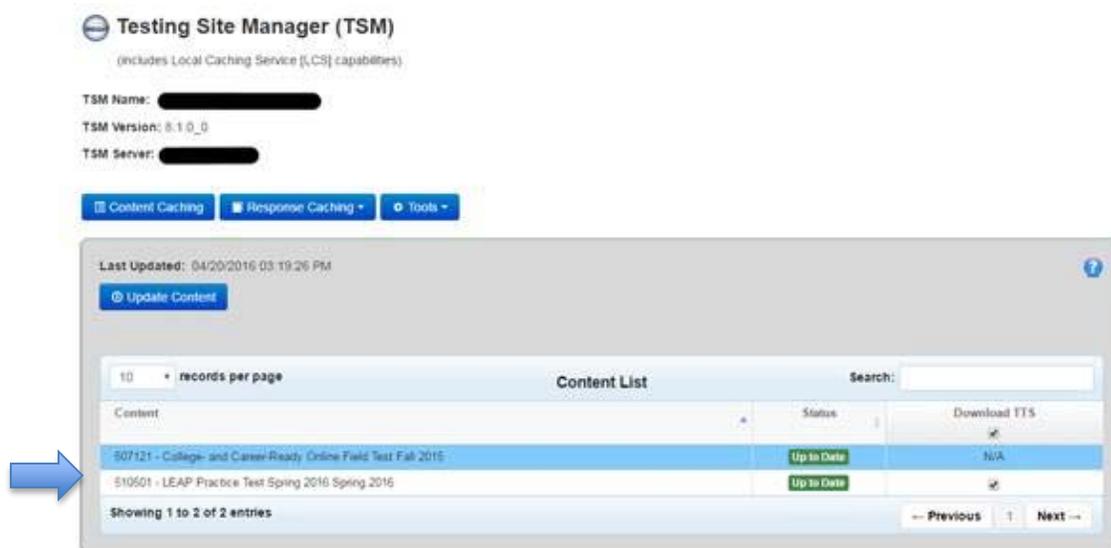
**16. Is there an .msi for INSIGHT? Or just an .exe?**

There is an .msi file for INSIGHT and an .exe file for the TSM. Please refer to the [Technology User Guide](#) for more specific information.

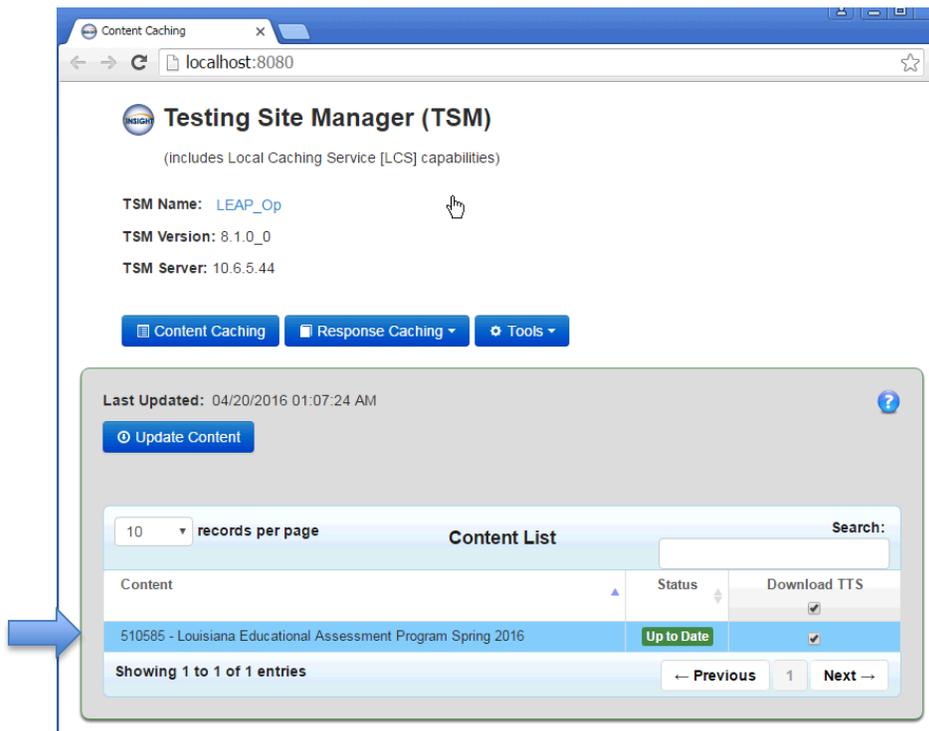
**17. How can someone tell the difference between the TSM Practice TSM and the Operational TSM?**

Under the content tab on the Practice TSM the table should display the following practice test content files:

- 507121 - College- and Career-Ready Online Field Test Fall 2015
- 510501 - LEAP Practice Test Spring 2016



**18. Under the content tab on the Operational TSM the table should display the following practice test content file: 510585 - Louisiana Educational Assessment Program Spring 2016**



**19. If a district has well over the 150 TSM threshold during testing periods, how do we devices be pointed to specific TSM servers so one server doesn't become overloaded? Or better yet, do the TSM servers load balance amongst themselves?**

Specific TSMs can be configured for each group of devices using the system readiness and .plist file (some MDMs support this option if using iPads). The TSMs can't balance load between themselves but load balancing is an option for content caching only. TSMs can be load balanced for content caching but not response caching. All devices are configured within ORG Units in the Device Tool Kit. To ensure smooth testing, the ORG Units and TSMs should be planned so that no more than 150 concurrent devices are connecting to an individual TSM.

Please note that the recommended maximum of 150 concurrently testing client machines is only supported when installed and configured using the recommended levels. As a general rule, TSM installations at the minimum required level should not be expected to support more than a single computer lab (fewer than 25 concurrently testing client devices). Care should be taken not to overburden any TSM installed on physical or virtual machines at any level below the recommended hardware profile.

**20. Will automatic updates be able to update under an account without administrator privileges?**

Yes, this is true for INSIGHT. However, the TSM must be on a machine with administrator privileges.

**21. Does the TSM need to be running all the time?**

Updates are pushed between 6pm – 6am on a 6 hour interval, therefore the TSM should be up and running to receive automatic updates.

**22. Does the TSM software run as a true service within the Mac OS environment?**

It is a true service. It runs using the “Launched” capability the Macintosh OS X system; therefore, a user must not be logged in to get automatic updates.

**23. If the TSM “goes down” or is unavailable, will a test automatically bypass the TSM, or are students unable to test until the TSM is running again?**

If the TSM goes down, testing stops. If the computers are configured to use a TSM, the TSM must be available.

**24. Is there a way to provide failover TSM service? Or a quick way to redirect service if a server fails during the testing window?**

Because the TSM is configured using Device Toolkit ORG Units, it is possible to quickly switch TSMs, if necessary. To do so, you specify the location to the new TSM in the ORG Unit using the Device Toolkit and restart INSIGHT on the device. When it starts, INSIGHT automatically uses the new TSM configuration from the Device Toolkit.

**25. Does the TSM need to be accessible to testing proctors?**

It is not necessary. However, if the technology contact is not going to be onsite for testing, it may make sense to have someone at the school that knows how/where to locate the TSM should they need to manually transmit unsent responses.

**26. Any problems with specific VM software?**

If the VM has enough CPU, RAM, and disk space allocated using the recommended specification, there should be no issues.

**27. What are the specs for vmware servers?**

The specs are listed in the tech user guide and will match physical servers.

**28. How long will the response cache server hold answers, like an Internet outage?**

The TSM will cache responses as long as necessary and transmit to DRC once Internet connectivity is regained. Typically the response cache server will attempt to send answers every 15 minutes.

**29. Can each TSM only be accessed individually? Must each be touched each day or only if there was an interruption in Internet connection?**

TSMs must be accessed individually. There is no need to access the TSM on a daily basis if the server/computer with the TSM installed on it is always running and Automatic Updates has been enabled. Some users like to check all TSMs at the end of the day to verify there are no unsent responses, but this is not a requirement.

**30. Does the TSM have to be 64-bit?**

No. 32-bit is also supported.

**31. Will it be possible to configure the .MSI using a .MST file?**

Yes.

**32. Are there .MSI switches that specify which TSM the deployment will point to?**

You will point to a Device Toolkit Org. Unit ID. The ORG unit has the TSM information for each group of testing devices.

**33. Will the TSM content update its content if no one is logged on to the machine on which it's installed? Does it run as a service?**

The TSM will update automatically and silently overnight as long as the TSM service is running and remains connected to DRC servers. Content is only updated when new content is available.

**34. Can content updates be scheduled?**

Not at this time. The checks will run from 6pm – 6am on a 6 hour interval. Additionally, contents can be run manually using the TSM web portal as long as no students are currently testing.

**35. Can the TSM Content Caching and Response Caching servers be different?**

Yes, this is possible. Contact DRC's LA Help Desk at (888) 718-4836 or email: [LAHelpdesk@datarecognitioncorp.com](mailto:LAHelpdesk@datarecognitioncorp.com) for assistance with this specialized setup.

**36. What options are available for virtual schools with no local networks in setting up a TSM and Insight?**

Please contact the assessment hotline at 844-268-7320 or [assessment@la.gov](mailto:assessment@la.gov) in order to discuss the best process for virtual schools.

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**INSIGHT Client**

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**37. Can INSIGHT be installed on one central server/computer with shortcuts for testing across different machines?**

No. DRC assumes that INSIGHT is installed on each computer that will be used for testing. Any other configuration is unsupported and may produce unexpected results.

**38. The INSIGHT Config process includes "building." Does this need to be altered if students from multiple buildings use the same laptops for testing?**

No, it does not need to be altered. This information is used to help sites troubleshoot any issues at certain locations.

**39. If Deep Freeze is installed on student machines will it have to be disabled for the test?**

Deep Freeze has been used, and works well with the INSIGHT testing engine. It does not need to be disabled during testing but does need to be disabled during installation of the INSIGHT software and until the devices have been registered successfully to the Device Tool Kit.

**40. Does each testing device need to be configured to enable automatic updates?**

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

**41. During the install of INSIGHT, there were .jar files. Is Java required for install or use of INSIGHT?**

No, JAVA is not required.

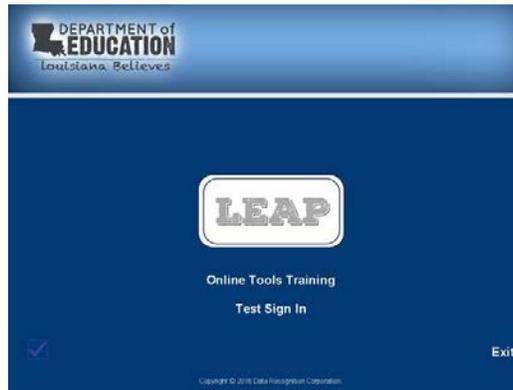
**42. Are there any special directions for remote desktop units?**

Please reference the [Technology User Guide](#) for specifics on remote connections and virtual desktops. Additional security steps may be required.

- 43. Is there any documentation on deploying the .msi to clients? Is there a list of install parameters, and can a transform file be used to automate the configuration?**  
All documentation is listed in the [Technology User Guide](#). The Technology User Guide can be found by going to [eDIRECT](#) and selecting General Information → Documents → Document Type-Manuals & Directions. Select “Show Documents” and scroll down to find the Technology User Guide.
- 44. Will the INSIGHT software pull updates from the TSM or the Internet?**  
Software version updates will be downloaded over the Internet. The TSM is used for content and response caching.
- 45. Does the LEAP Practice Test use the same INSIGHT software as the LEAP Operational test?**  
Yes and no. The single install of the INSIGHT application works with both tests and can be downloaded from either the LEAP Practice Test or LEAP Operational eDIRECT site. However, the Practice and Operational tests require specific configuration files to access to the two different testing TSMs. The Operational and Practice TSMs must be downloaded and installed separately on their own servers. Configuration files for each and be created within eDirect and then loaded on each student device. The LEAP Practice test can be downloaded from <https://drc.drceirect.com/default.aspx> and the LEAP Operational Test from <https://la.drceirect.com/default.aspx> and selecting Test Setup → General Information → Downloads.
- 46. Are headphones required for all students testing?**  
Only students who have the text-to-speech accommodation or require a noise buffer will need headphones for the online assessment.
- 47. If the Insight software for the LEAP Practice Test. Do I need to reinstall the INSIGHT software for the LEAP Operational test?**  
No. The INSIGHT software can be configured to support both tests on the same device. A separate TSM must be downloaded and configured for LEAP Practice Test and LEAP Operational Test content.
- 48. Will automatic updates be able to update under an account without administrator privileges?**  
Yes, this is true for INSIGHT. However, the TSM must be on a machine with Administrator privileges.
- 49. How can it be sure ensured that the INSIGHT client is connected to the correct TSM (Practice or Operational)?**  
The TSM can be identified by the initial application home screen. The Practice Test has a “DRC Emblem” and the Operational Test has the “LEAP emblem”. See examples below.



Practice Test Home Page



Operational Test Home Page

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## NETBOOK DEVICES

**50. Can I use netbooks, which have a maximum resolution of 1024x600?**

No, the minimum resolution requirement is 1024 x 768.

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## ANDRIOD DEVICES

**51. Are Android devices supported?**

Yes. The following devices using Lollipop 5.0 or higher will be supported for Spring 2016: ASUS Transformer Pad TF103CE (also known as the K010E) and Dell Venue 10, model 5050. Please see the Technology User Guide for more information.

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## iPAD

**52. What features need to be on or off to securely test with an iPad?**

Ensure that Predictive Text (iOS 8+), Auto-Correction, and Auto-Capitalization are turned off on each iPad device, and enable/activate the Guided Access feature.

*Note: Apple requires a Passcode (numeric password) to activate Guided Access. This passcode must be secure—do not allow students to have the passcode. If your MDM supports Autonomous Single*

*App Mode, you do not need to utilize Guided Access. Please see the Technology User Guide for more information.*

- 53. For the INSIGHT app on iPads, is there any way to mass deploy the settings that needed to be entered (like the server URL, etc.)?**  
This depends on which Mobile Device Manager (MDM) service is being used. Some MDM's have a Managed App Configuration that allow mass deployment of these settings.
- 54. Does DRC recommend any particular version of Mobile Device Management (MDM) software?**  
No, there are many versions of MDM software, any of which will distribute INSIGHT. To configure INSIGHT using the MDM software, a version must be used that supports the Managed App Configuration feature.
- 55. Can the DRC INSIGHT iPad App be distributed without an MDM as an .ipa file using iTunes or other methods?**  
No.
- 56. Any problems with deploying the INSIGHT.ipa using Apple Configurator?**  
An MDM is required for the deployment. Several free options are available if needed.
- 57. Is an external keyboard required for testing with iPads?**  
No, keyboards are not required but students should be given the appropriate accessories that mimic their normal device use. Meaning, if students normally use a keyboard or during the practice test determine a keyboard is needed, the student should be provided a keyboard for testing.
- 58. Is Airwatch supported?**  
If it can deploy a .plist file it should work correctly.

## Chromebooks

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- 59. How can Chromebooks be set up for secure student testing?**  
Chromebooks can be a secure platform for administering student assessments. If configured according to Google specifications, Chromebooks can be set to disable students' access to browse the web during an exam in addition to disabling external storage, screenshots, and the ability to print. Google provides three scenarios for setting up Chromebooks for secure assessment, this information can be found at <https://support.google.com/chrome/a/answer/1289314?hl=en>
- If you need help setting up your Google Administrator account or enrolling Chromebooks, please contact your district's/school's Google support contact.
- 60. Why does DRC require Google Apps for Education and the Google Administrator accounts?**  
The DRC INSIGHT Chrome App requires Single App Kiosk mode to launch and ensure a secure testing environment on Chrome devices. Google Apps for Education and Chrome device management allow Chrome administrators to manage kiosk apps for multiple Chrome devices from a central console. This is the best approach to managing these devices in terms of efficiency and security. All setup instructions assume that users have registered their Chromebooks as part of the initial

implementation.

Google specifies two additional requirements for secure testing:

- Google administrators must use Chrome device management to manage their Chrome devices from a single location.
- Google administrators must enroll each device in the school's domain.

**61. Does the deployment or installation of DRC INSIGHT require the Chromebooks to be dedicated to testing for the duration of the assessment window?**

No, the Chromebook device is not dedicated to testing, but the secure DRC INSIGHT App is. The DRC INSIGHT App is the secure testing environment that the student accesses using a unique test ticket. After a student has finished a test and exits the DRC INSIGHT App, the student can execute other applications and use the Chromebook for other purposes. Test Administrators are responsible for monitoring testing and ensuring students are properly ending and submitting their tests.

**62. Are Chromeboxes supported?**

No, Chromeboxes are not supported for online testing this spring.

**63. Is it possible to register a Chromebook to another district?**

This is a possibility. If this were to happen, the site would need to contact the DRC Help Desk at (888) 718-4836 or Email: [LAHelpdesk@datarecognitioncorp.com](mailto:LAHelpdesk@datarecognitioncorp.com) to have the device(s) in question manually unassigned.

**64. For Chromebooks, can the OU and the DRC Toolkit be setup prior to testing while still allowing the device to be used for other purposes?**

Google OU's and Device Toolkit ORG Units are separate. INSIGHT shouldn't affect other educational software. Registration should only need to occur once with each Chromebook.

**65. Can the installation stay on the Chromebooks and be removed at a later date, or should it be removed after the test?**

It can remain for later use.

**66. Can Chromebooks be shared between buildings?**

Yes.

**67. Does the install on a Chromebook change any other configuration of the Chromebook?**

No, but User Data will need to be set to: Do not erase all local user data.

**68. If Chromebooks don't have a management piece, can they be used?**

The deployment will require the Google Admin Console.

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## nComputing Devices

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**69. Can installation occur on Windows machines using nComputing software?**

It is possible to support NComputing, however there are limitations. Please reference the [Technology User Guide](#) for installation steps.

## eDirect

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### 70. What is the process of obtaining a login for eDirect?

To obtain eDIRECT login credentials, contact the district test coordinator.

### 71. How can usernames and passwords be reset?

If an eDIRECT user password is lost or expires, contact your district test coordinator.

## Load Simulation Tool and Ping Trends

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### 72. What is the Load Simulation Tool?

The Load Simulation tool is a software tool that district technology coordinators can use to perform load simulations that help estimate the amount of time it will take to download tests and upload responses.

### 73. How many testing computers should be used use for a simulation?

DRC recommends including all of the schools and all of the computer labs that will perform online testing. At each school, each simulation should include as many testing computers as possible to help assess the school's readiness. For a load simulation test, limit the number of testing devices per TSM to 100. Attempting to perform a load simulation test with more than 100 devices may cause the TSM to become unresponsive. Once a TSM has become unresponsive it may need to be uninstalled and reinstalled in order to function correctly.

### 74. How many times should I run the simulation?

DRC recommends that running the simulation three times during the timeframe established for load simulation testing. Run it twice specifying the TSM as the source for form content, and run it once specifying DRC as the source for form content (see "Load Simulation Testing" in the Technology User Guide).

### 75. What metrics are reported?

A load simulation test reports the following results for the individual testing computers:

- the source for the content: TSM, DRC, or the client computer (based on configuration),
- the amount of time it took to load the test to the testing computer, on average,
- the time it took to submit the result to DRC, and
- the combined time for the load test and submit result.

For more information and a description of the summary results, refer to the section, "Load Simulation Testing" of the [Technology User Guide](#).

### 76. What are acceptable results for test load and response times?

The test load time should be less than 60 seconds. Ideally, individual test response times should be less than one second, but a district may determine that up to two seconds is acceptable.

Districts should analyze their results and set what they feel are acceptable response times for their students. If necessary, they can make adjustments to their technical configurations and/or the number of students testing at one time.

**77. In ping testing, what kind of latency is acceptable if any?**

Generally less than 250 ms in ping trends is typical.

**78. Has the load simulator been updated to allow more than 1 to 1 for testing?**

The load simulator will work for 1:1 laptop programs