Statewide Assessments
Frequently Asked Questions about Technology

In preparation for annual state assessments, a compilation of frequently asked questions and corresponding answers about technology is presented below. The information contained in this document should be used to guide District Technology and Test Coordinators as they prepare for Spring assessments. It is suggested to review the eDIRECT Technology User Guide *before* reviewing this document. The questions below represent detailed questions District Technology Coordinators frequently have *after* reviewing the Technology User Guides. The Frequently Asked Questions are sorted into the following sections:

- Testing Site Manager
- Insight Client
- Netbook Devices
- Android Devices
- iPad Devices
- Chromebook Devices
- nComputing Devices
- eDirect
- Load Simulation and Ping Trends
- Error Messages

Testing Site Manager (TSM)

1. **How do I get access to the TSM?**
   The TSM and INSIGHT software are available on eDIRECT under Test Setup → General Information → Downloads. In order to access the software, you will need to be granted permissions within the eDIRECT site and a login is required.

2. **Do we have to have a TSM server in each school, or can it be on a shared district server? If so, which approach do you recommend?**
   It depends on your network's capacity and reliability—with a dedicated TSM server you can offload about 50% of the traffic from the Internet to your TSM. Because student computers need uninterrupted connectivity to the TSM, we recommend one TSM per school as well as for the TSM to be installed as close to the student testing devices as possible (i.e. at the school site). But, you may be able to share a TSM if you have enough network capacity.

3. **When you say that the TSM and INSIGHT clients need to be on the same network, does that mean they need to 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 will provide the fastest response. The system readiness application will help verify this.

4. **Can I install a TSM 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.

5. **Can you install multiple TSMs on the same server?**
   Only one TSM can be installed on each server concurrently.

6. **Do you need a separate TSM for each different student device type?**
You do not need a separate TSM for different device types. The TSM supports all approved hardware and software versions for testing.

7. **Can the TSM be installed on a virtual machine or does it need to be a physical machine?**
Both work equally well.

8. **Can the TSM be installed on a different hard drive besides the primary one?**
This is possible. Please contact the DRC Help Desk for more assistance with this type of setup.

9. **Can you point DRC INSIGHT to multiple TSMs? I have more than 500 students testing in a building at the same time.**
Yes, you can use more than one TSM on the same network. Please note there is a recommended maximum of concurrently clients supported based on your server's hardware configuration. Please see the TSM Device Requirements for Fall 2016 for specific hardware specification and client support levels.

10. **Do you download the TSM 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.

11. **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 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.*

12. **Are the testing limits on a TSM a hard limit or recommended limit?**
It is possible that the TSM could manage more concurrent users, but in the event of an Internet outage, the TSM may not be able to cache and upload all student responses to DRC for scoring.

13. **Our 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, you can use a different port number.

14. **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.

15. **We have over 2,500 testing devices. How do we point our devices to specific TSM servers to ensure no one server becomes 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 the max number of concurrent devices are connecting to an individual TSM.

16. **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.

17. **Does the TSM need to be running 24/7?**
    Updates are pushed between 6:00 PM – 6:00 AM on a 6 hour interval; therefore, the TSM needs to be up and running to receive automatic updates.

18. **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 in the Macintosh OS X system; therefore, a user must not be logged in to get automatic updates.

19. **If our TSM "goes down" or is unavailable, will a test automatically bypass the TSM, or are we stuck 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.

20. **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.

21. **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 who knows how/where to locate the TSM should they need to manually transmit unsent responses.

22. **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.

23. **What are the specs for VMware servers?**
    The specs are listed in the technology user guide and will match physical servers.

24. **How long will the response cache server hold answers, like during 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.

25. **Can we only access each TSM individually? Do they all have to be touched each day or only if there was an interruption in Internet connection?**
    TSMs need to 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 you have enabled automatic updates. 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.

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

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

28. **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.

29. **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.

30. **Can content updates be scheduled?**
    Not at this time. The checks will run from 6:00 PM – 6:00 AM on a 6-hour interval. Additionally, contents can be run manually using the TSM web portal as long as no students are currently testing.

31. **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 for assistance with this specialized setup.

32. **We are a Cyber Charter/Virtual School with no local networks, what options are available for us in setting up a TSM and INSIGHT?**
    Please contact the LDOE Assessment Hotline at 844-268-7320 or assessment@la.gov so that LDE and DRC can assist you with the best process for your school.

INSIGHT Client

33. **Can we install INSIGHT on one central server/computer and use shortcuts, or other links, to share it 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.

34. **The INSIGHT .Config file 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 for us to help sites troubleshoot any issues at certain locations.

35. **We have Deep Freeze on all student machines. Do we have to disable that 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.

36. **Can the Video Sign Language version of INSIGHT be installed on all student testing computers, even if some of the testers do not require this accommodation?**
    There is not a separate version of INSIGHT for Video Sign Language (VSL - online delivery of American Sign Language content). Instead, VSL content is downloaded to the TSM. Because video files require additional memory and disk space, DRC does not recommend downloading the VSL content unless you are CERTAIN you will have students using the Video Sign Language accommodation. However, this accommodation is not available this school year.

37. **Our middle school will test at our high school building. Can both levels of students use the same computer, or will the INSIGHT software need to be reconfigured for each?**
    No reconfiguration is needed as long as all the content has been downloaded to the TSM for all grades in advance.

38. **Do we need to go to each student's computer 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.

39. **I noticed during the install of INSIGHT, there were .jar files. Is Java required for install or use of INSIGHT?**
    No, Java is not required.

40. **Any special directions for Remote Desktop units?**
    Please reference the Technology User Guides in eDIRECT for specifics on remote connections and virtual desktops. Additional security steps may be needed.

41. **Is there any documentation on deploying the .msi to clients? Do you have a list of install parameters, and can a transform file be used to automate the configuration?**
    All documentation is listed in the Technology User Guides. You can find the Technology User Guide by going to eDIRECT and selecting General Information →Documents → Document Type→ Manuals. Select "Show Documents" and scroll down to find the Technology User Guide.

42. **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.

43. **Does the LEAP Practice Test use the same Insight software as the LEAP Operational test?**
    Yes. The single install of the INSIGHT application works with both tests and can be downloaded from eDIRECT and selecting General Information → Downloads.

44. **Are headphones required for all students testing?**
    No. Headphones are only needed for students who use the Text-To-Speech audio option.

45. **I have already installed the Insight software for the LEAP Practice Test. Do I need to reinstall the INSIGHT software for the LEAP Operational test or the EOC test?**
    No. The single INSIGHT client supports all LEAP and EOC assessments.

46. **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.

NETBOOK DEVICES

47. **Can I use netbooks, which have a maximum resolution of 1024x600?**
    No, the minimum resolution requirement is 1024 x 768. You can review all technical specifications here.

iPAD

48. **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.

49. **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 you have. Some MDM's have a Managed App Configuration that allow you to mass deploy these settings.

50. **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, you must use a version that supports the Managed App Configuration feature.

51. **Can the DRC INSIGHT iPad App be distributed without an MDM as an .ipa file using iTunes or other methods?**
No.

52. **Are there any problems with deploying the INSIGHT.ipa using Apple Configurator? We are not using an MDM at this time. All of our iPad configurations are handled via Apple's Apple Configurator system.**
An MDM is required for the deployment. Several free options are available if needed.

53. **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.

54. **We are using Airwatch. Is this supported?**
If it can deploy a .plist file it should work correctly.

Chromebooks

55. **How do I setup my Chromebooks for secure student testing?**
Chromebooks can be a secure platform for administering student assessments. When set up properly, these devices meet K–12 education testing standards. 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 here. If you need help setting up your Google Administrator account or enrolling Chromebooks, please contact your district's/school's Google support contact.

56. **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 and Google administrators must enroll each device in the school's domain.

57. **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.

58. **Are Chromeboxes supported?**
No, Chromeboxes are not supported for online testing this spring.

59. **Is it possible to register your Chromebook to a district other than yours?**
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 to have the device(s) in question manually unassigned.

60. **For Chromebooks, can we pre setup the OU and the DRC Toolkit prior to testing? We can't leave our devices in the OU as they need to be used for other reasons. Do we have to repeat the DRC Toolkit registration the day of testing?**
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.

61. **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.

62. **Can we share Chromebooks between buildings?**
Yes.

63. **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.

64. **If Chromebooks don't have a management piece, can they be used?**
The deployment will require the Google Admin Console.

nComputing Devices

65. **Do you have information about installation 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

66. **What is the process of obtaining a login for eDirect?**
To obtain eDIRECT login credentials, contact your district's District Test Coordinator.

67. **I forgot my eDIRECT username and password or my password has expired. How can I reset it?**
If you forget your eDIRECT user password, get locked out of your account, or your password has

expired, contact your District Test Coordinator. You may also contact the DRC Louisiana Help Desk at (888) 718-4836 or email LAHelpdesk@datarecognitioncorp.com to have it reset.

Load Simulation Tool and Ping Trends

68. **What is the Load Simulation Tool?**
The Load Simulation tool is a software tool that District Technology Coordinators (DTCs) can use to perform load simulations that help estimate the amount of time it will take to download tests and upload responses.

69. **How many testing computers should we use for a simulation? Can we use just one?**
DRC recommends that you include 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 you 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. You may have to uninstall and reinstall the TSM.

70. **How many times should I run the simulation?**
DRC recommends that you run the simulation three times during the timeframe you have 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).

71. **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.
- 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.

72. **What are acceptable results for test load and response times?**
As a result of Technology Readiness Assessments that DRC has performed, we suggest that 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.

73. **In ping testing, what kind of latency is acceptable if any?**
Generally less than 250 ms in ping trends is typical.

74. **Can the load simulator provide statistics for 1 to 1 for testing?**
The load simulator will work for 1:1 laptop programs

Error Messages

75. **What does it mean and what should I do if I get an error message saying "Connection Error Retrieving Content"?**

When this screen displays, the testing client is not able to connect and download the test form from DRC. This connection error occurs while the client was trying to download the form. If the issue persists check your whitelisting on your network devices and prioritize testing traffic. If possible, allow testing traffic to bypass as many network devices as possible. Ensure that bandwidth is not being completely consumed. If you are using a TSM, verify the whitelisting and firewalls to and on the TSM. You can also refer to the Technology User Guide in eDIRECT (see Volume I: Introduction to Online Testing).

76. **What does it mean and what should I do if I get an error message saying "Could Not Retrieve Testing Information"?**

When this screen displays, INSIGHT is unable to determine the identity of the device. You will need to check your network connection and retry and verify that the device is registered in the DRC INSIGHT Device Toolkit. You can also refer to the Technology User Guide in eDIRECT *(see DRC INSIGHT Device Toolkit in Volume III: Configuring Devices for Testing).*

77. **What does it mean and what should I do if I get an error message saying "Test Exit! Response Stored on TSM"?**

When this screen displays, the student has exited the test and the test responses are stored on the TSM.   You should verify that all of the test responses are clear from the TSM by the end of the testing day.

78. **What does it mean and what should I do if I get an error message saying "TSM Connection Error -- Could Not Register TSM"?**

When this screen displays, the connection to the TSM was lost. All responses should be stored either at DRC or on the TSM. Confirm that the testing client can reach the TSM and that the testing client's TSM URL is correct.

79. **What does it mean and what should I do if I get an error message saying "TSM Connection Error -- Responses May Be Stored"?**

When this screen displays, the testing client can no longer connect to the TSM. The connection must be correct to resume testing. Contact your local IT staff and verify that you can reach the TSM. If the issue persists check your TSM computer's firewall and check your whitelisting on your firewall, content filter, proxies and other network devices.

80. **What does it mean and what should I do if I get an error message saying "TSM Connection Error Retrieving Content"?**

When this screen displays, the testing client is not able to connect and download the test form from the TSM. This connection error occurred while trying to download the form. Verify that all the forms are up to date and that the testing client can reach the TSM.

81. **What does it mean and what should I do if I get an error message saying "TSM Content Caching Configuration Error"?**

When this screen displays, the testing client is configured to download testing content from the TSM,

but the TSM is not configured to deliver content. Either the client must be set to not download content from the TSM, or the TSM must be configured to provide content. This is a configuration issue and something needs to be corrected in the setup. For example, a URL must be updated.

82. **What does it mean and what should I do if I get an error message saying "TSM Content Caching Error"?**

When this screen displays, the testing client is configured to download testing content from the TSM, but the TSM is not configured to deliver content. Either the client must be set to not download content from the TSM, or the TSM must be configured to provide content. There is an issue with content caching that cannot be updated by making a change to the configuration.

83. **What does it mean and what should I do if I get an error message saying "Your Client Failed The Readiness Check"?**

When this screen displays, the testing client has failed a System Readiness Check test. Use the System Readiness Check to see which test failed and fix the issue. This error can be caused by issues such as an invalid operating system or incorrect screen resolution.