



DRC INSIGHT Technology Training

Wisconsin Forward Exam

Video 2: DRC INSIGHT System & Network Requirements

November 2023

Technology Training Overview

Technology Training is broken into separate shorter videos:

1. Key Dates and Key Changes
- ➔ 2. **DRC INSIGHT System & Network Requirements**
3. DRC INSIGHT Solution Overview
4. Central Office Services (COS) and Service Devices (COS-SD)
Installing, Configuring, and Managing COS
5. Testing Device Preparation Recommendations
6. Support and Troubleshooting Resources

Accessing these presentations:

The recorded presentations are posted to YouTube:

<https://www.youtube.com/@wiprojectmanagement3061/videos>

Links to each video and a PDF of associated slides can be found in the DRC INSIGHT Portal (General Information > Documents), or at the WI DPI website here:

<https://dpi.wi.gov/assessment/forward/technology#tech%20trainings>

Accessing DRC System Requirements Document

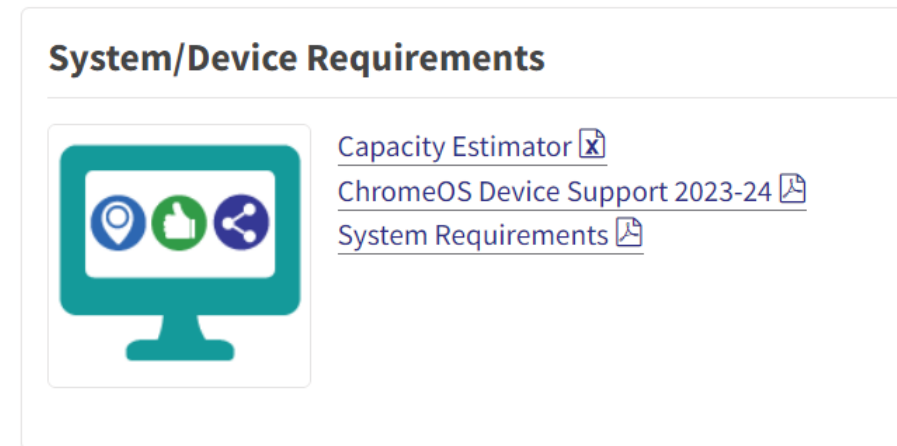
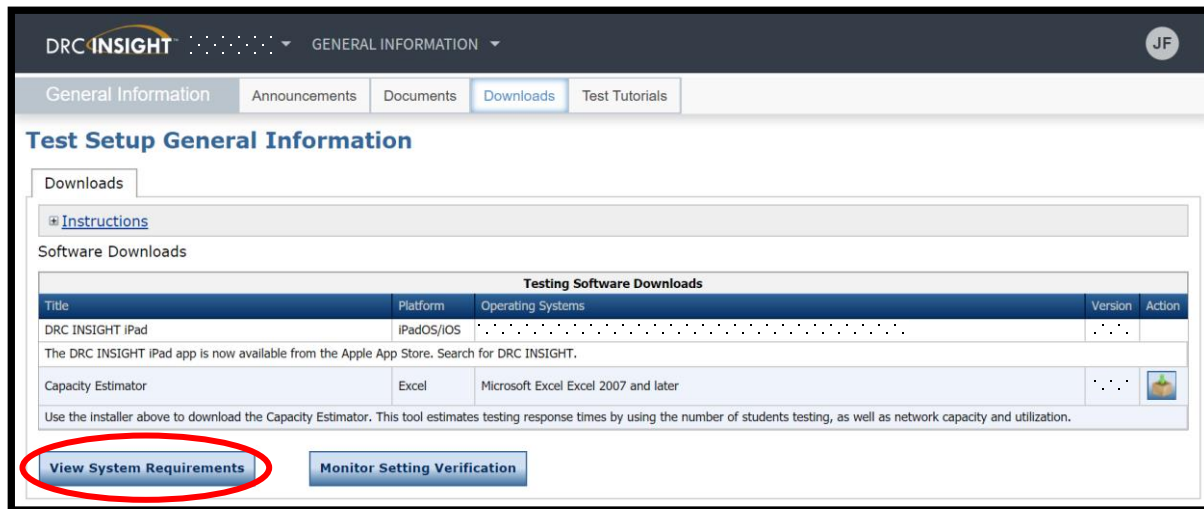
Available in 2 locations:

DRC INSIGHT PORTAL:

My Applications → General Information → Downloads
 Select “View System Requirements” button at bottom

WI DPI website:

<https://dpi.wi.gov/assessment/forward/technology#requirements>



System Requirements

DRC INSIGHT Device Hardware Requirements

Testing Devices

Hardware Requirements

These hardware requirements apply to all device types and operating systems unless noted.

- **Processor**
 - iPad – N/A
 - Minimum – CPU benchmark rating of 600*
 - Recommended – CPU benchmark rating of 3000* or higher
- **Available Memory**
 - Minimum – 2 GB RAM
 - Recommended – 4 GB RAM or higher
- **Available Disk Space**
 - Minimum/Recommended – 1 GB
- **Screen Size** – Required – 9.5” or larger
- **Actual Screen Resolution** – 1024 x 768 or better
- **Scale/Display Size** – 100%
- **Network Connection** – Wired or wireless network connection – 3 Mbps or better
- **Internet** – Required
- **Power Supply**
 - Minimum – Battery powered devices, a fully charged battery with a two-hour life
 - Recommended – Device plugged into a power supply
- **Headset with Microphone** – See “DRC INSIGHT Headset Guidance” found in the DRC INSIGHT Portal, General Information under the Documents section.

COS Service Device

Hardware Requirements

These base hardware requirements apply to all device types and operating systems.

- **Processor**
 - CPU benchmark rating of 3000 or higher*
- **Available Memory**
 - 4 GB RAM or higher
- **Available Disk Space**
 - Minimum – 10 GB
 - Recommended – 20 GB or more
- **Network**
 - Connected to the network through a wired connection

*A processor’s CPU benchmark rating is based on a common set of factors used by PassMark Software to assess relative processor performance. Processors with the same CPU benchmark rating will perform at relatively the same level.
 • Use the link www.cpubenchmark.net/cpu_list.php for a searchable list of processors with their benchmark ratings and other information.
 • To determine processor capability on a macOS device, Open a Terminal Window and run the following command: `sysctl machdep.cpu.brand_string`

- Detailed system requirements for DRC INSIGHT Online Testing
- Updated System Requirements posted to the DRC INSIGHT Portal June 30
- Updated three times during the year
 - June – Upcoming year’s specifications
 - October – Operating System updates
 - February – Operating System updates

See DRC INSIGHT Portal for updated document: My Applications → General Information → Downloads → View System Requirements
 or see Wisconsin DPI website: <https://dpi.wi.gov/assessment/forward/technology#requirements>

System Requirements (cont.)

Testing Devices

- Testing Device are supported on the following operating systems:
 - ChromeOS
 - 64-bit Windows
 - 64-bit macOS
 - iPadOS
 - 64-bit Linux

COS Service Device

- COS Service Device software is supported on the following operating systems:
 - 64-bit Windows
 - 64-bit macOS
 - 64-bit Linux
- COS Service Device software **cannot** be installed on an iPadOS or ChromeOS device.
Note: iPadOS and ChromeOS testing devices that have the DRC INSIGHT Secure App installed on them can be associated with any COS Service Device, regardless of its operating system. For example, an iPad or ChromeOS testing device can connect to a Windows, macOS, or Linux COS Service Device.

Testing Device Setup and Configuration Additional Notes

Scale and Display Settings

Operating systems allow for some level of customized display scaling that adjusts the size of what is displayed on the screen. This results in allowing the screen to mimic a different screen resolution. Given that this can result in a large number of screen resolution variations, DRC recommends that display settings be set to the device's default display resolution and that the scaling or display setting be set to 100%. This will reduce the chance of any distortion or mis-rendering of questions during an assessment.

To ensure testing content displays correctly, DRC recommends using the following device scale and/or display settings:

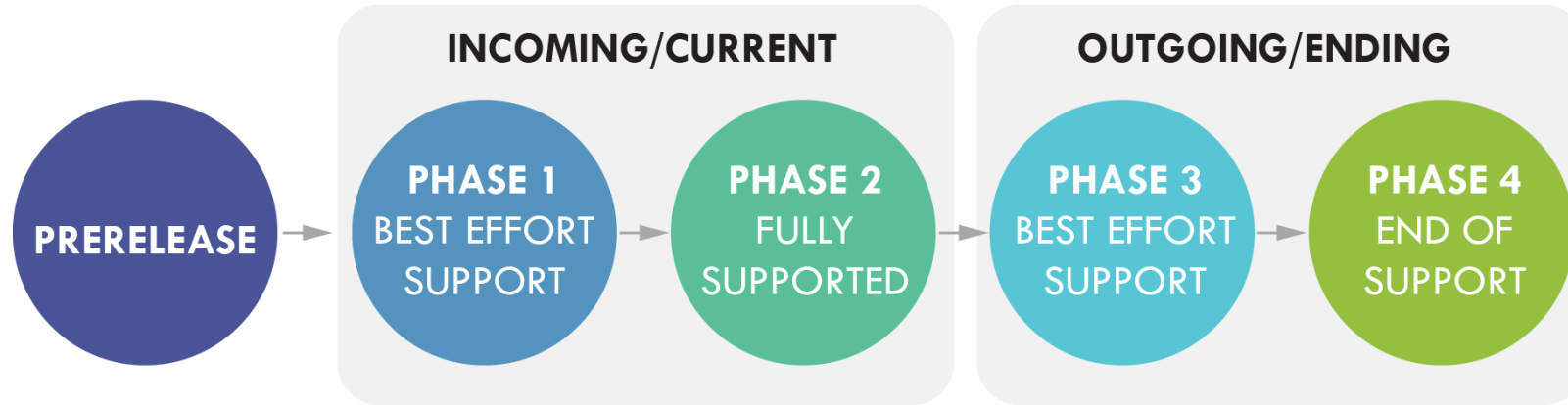
- Windows and ChromeOS – 100%
- macOS – Default
- iPadOS – Standard

- DRC INSIGHT Secure Applications are supported on Windows, macOS, Linux, iPadOS, and Chrome OS Operating System devices
- COS Service Devices are supported on Windows, macOS, and Linux devices

Note: Any testing device operating system type can connect to any COS Service Device operating system type; the two operating system types do not need to match.

See DRC INSIGHT Portal for updated document: My Applications → General Information → Downloads → View System Requirements or see Wisconsin DPI website: <https://dpi.wi.gov/assessment/forward/technology#requirements>

Change Management - Operating Systems Support



- **Prerelease: Beta Channel**
Regression testing of beta release about 2-4 weeks before OS release
- **Phase 1: Best Effort Support for Vendor Recently Release Versions**
Additional rounds of regression testing to verify actual production release
Troubleshoot any issues to resolution
- **Phase 2: Fully Supported**
Fully tested and certified with full support if any issues are uncovered
- **Phase 3: Best Effort Support for Vendor Recently Unsupported Versions**
Assistance troubleshooting issues as best we can without a guaranteed resolution
- **Phase 4: End of Support**
DRC cannot offer any level of support for our software on this version and may restrict its use

Operating System Version Support

DRC INSIGHT Operating System Requirements

Supported Operating System Versions

See [DRC's Operating System Support Policy](#) for information on DRC support by phase.

Operating System	Level	Incoming/Current		Outgoing/Ending	
		Phase 1: Best Effort Support	Phase 2: Fully Supported	Phase 3: Best Effort Support	Phase 4: End of Support
Windows (1)(2)(3)(4)	Windows 10 - 20H2				X
	Windows 10 - 21H1				X
	Windows 10 - 21H2		X		
	Windows 10 - 22H2		X		
	Windows 10 in S mode		X		
	Windows 11 in S mode	X			
	Windows 11 - 21H2		X		
	Windows 11 - 22H2		X		
	Windows Server 2016		X		
	Windows Server 2019		X		
Windows Server 2022		X			
iPadOS (5)	iPadOS 15.x		X		
	iPadOS 15.4.x				X
	iPadOS 16.x		X		
	iPadOS 17.x		X		
ChromeOS (6)(7)(8)	ChromeOS current stable channel		X		
	Flex				X
macOS (9)	macOS 11.x			Until November 30, 2023	November 30, 2023
	macOS 12.x		X		
	macOS 13.x		X		
	macOS 14.x		X		
Linux (9)	Ubuntu 20.04 LTS version with GNOME Shell		X		
	Ubuntu 22.04 LTS version with GNOME Shell		X		

Operating System Notes

- (1) DRC does not offer support for Windows versions under Microsoft's Long-Term Servicing Channel (LTSC), Windows N and Windows KN.
- (2) DRC does not support high contrast mode for Windows Devices.
- (3) DRC fully supports the most recent version of Windows 10 and Windows 11 available for the Semi-Annual Channel servicing options within 90 days of public availability of the new version. DRC will offer Best Effort support for previous versions of Windows 10 and Windows 11 available for the Semi-Annual Channel servicing options that Microsoft maintains support for with servicing updates. For details, see the [Windows 10 and Windows 11 version support website](#).
- (4) DRC currently supports the Home, Pro, Enterprise, and Education editions of Windows 10 and Windows 11.
- (5) See iPadOS Support section below.
- (6) See ChromeOS Support section below.
- (7) DRC offers Best Effort Support for unmanaged ChromeOS devices that meet the system device and supported operating system requirements.
- (8) DRC offers Best Effort Support for version 109 to the current stable channel level.
- (9) macOS and Linux server software are not supported.

iPadOS Support

The iPadOS release strategy provides both major and minor release versions.

- Major release versions are indicated by the number to the left of the decimal point. For example, release 15.x and release 16.x are major release versions.
- Minor release versions are indicated by the number to the right of the decimal point. For example, release 15.1 and release 15.2 are minor release versions of major release version 15.

DRC offers the following levels of support:

- **Full Support** for the most recent major release version of iPadOS within 90 days of public availability of the new version. During the 90 days of testing/verification, DRC provides Best Effort Support of the new major release version.
- **Best Effort Support** for minor release versions of iPadOS as soon as they are made available to the public and will fully support these versions as soon as DRC completes testing/verification. DRC will attempt to fully support minor release versions within 30 days of their release.

Note: DRC offers Best Effort Support for any previous versions of iPadOS for which Apple maintains support.

ChromeOS Support

DRC offers the following levels of support:

- **Full Support** for the current stable channel level.
- **Best Effort Support** for stable channel levels between level 109 and the current stable channel level. Note: DRC offers Best Effort Support for unmanaged ChromeOS devices that meet the system device and supported operating system requirements.
- **End of Support** (no support) for stable channel levels before 109.

Testing Devices

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See DRC INSIGHT Portal for updated System Requirements: My Applications
 → General Information → Downloads
 → View System Requirements

or

See Wisconsin DPI website:
<https://dpi.wi.gov/assessment/forward/technology#requirements>

2023-24 System Requirements Updates

- No changes to Test Device or COS Service Device specifications
- Google Chrome OS v109 and above
- Microsoft
 - Windows: 8.1, 10-20H2, 10-20H1, and Windows Server 2012 R2 are no longer supported
 - Best Effort Support for Windows 10 in S mode and Windows 10SE
- Apple
 - macOS 13 and iPadOS 16 are fully supported
 - iPadOS 14.X, 15.4.X, and macOS 10.15 are no longer supported
- Linux
 - Ubuntu 22.04 is fully supported
 - Ubuntu 18.04 is no longer supported

DRC Device Support Policy

- Full Support of DRC software on vendor-supported devices that meet device and supported operating system requirements
- Once vendor ends support for a device, DRC provides Best Effort Support for a short period before ending support
- Apple bases iPad model support on whether the model has a supported operating system
- Google bases Chrome OS device support on its Auto Update Expiration (AUE) date
 - AUE based on model's first production date, **not** its purchase date; now 10 years for most devices (was previously 5-6 years)
 - Google's Auto Update policy and the list of Chrome devices with AUE dates:
support.google.com/chrome/a/answer/6220366

Chrome OS Device Support

When AUE date is reached:

- Operating system updates are no longer guaranteed
- Necessary security and functionality upgrades cease
- Availability of Google Management Console for device is suspended

DRC offers Best Effort Support for unmanaged Chrome OS device if:

1. A supported DRC INSIGHT Secure App for Chrome OS was installed before it became unmanaged
2. Chrome OS devices meets the device and supported operating system requirements

Google Chrome OS Flex

- Chrome OS Flex is a reduced-feature Chrome operating system
- Designed for older PC and MAC hardware with limited resources
- Sites need to partner with Google for the Chrome OS Flex solution
- Chrome OS Flex is supported for testing with DRC INSIGHT if testing devices meets DRC's Chrome OS system requirements
- Sites using Chrome OS Flex should follow the 'DRC INSIGHT Secure App for Chrome OS' installation instructions

Network Setup

- Prioritize DRC INSIGHT traffic on the network
- Ensure these URLs are allowed on all content filters, firewalls, and antivirus software
 - **Bold URLs were recently added**
 - URL Allowlist is in the Technology User Guide (Volume I, page 19)
- Wildcard *.drccdirect.com
- Port/Protocol
 - 80/http
 - 443/https

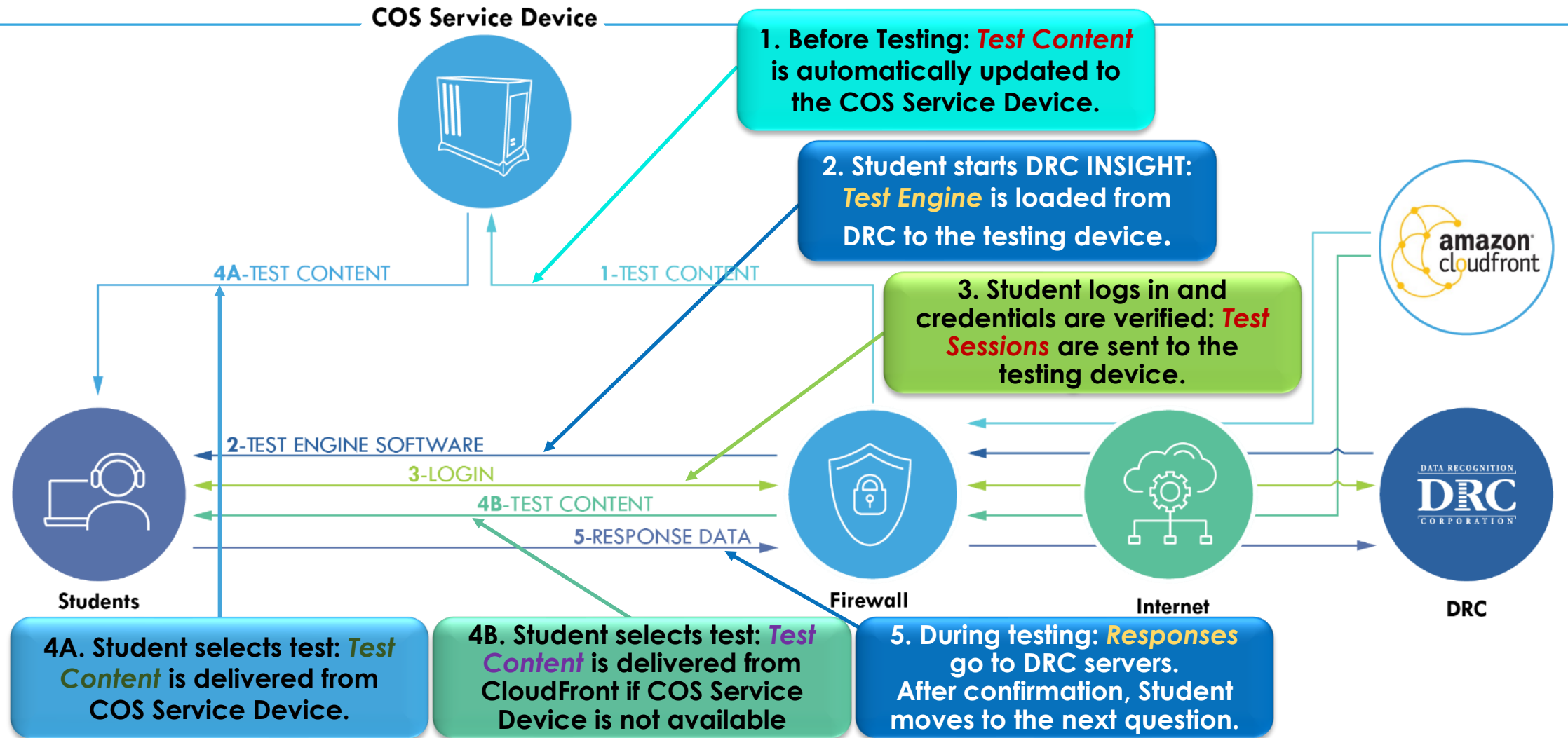
Technology User Guide is posted in 2 locations:

1. DRC INSIGHT PORTAL → My Applications → General Information → Documents
2. WI DPI website: <https://dpi.wi.gov/assessment/forward/technology#manuals>

URL Allowlist	
URLs	Ports
https://drc-centraloffice.com	80/http 443/https (applies to all the URLs)
https://drc-wbte-prod.s3.amazonaws.com	
https://eca-test-engine-service-wi.te.drccdirect.com	
https://eca-test-init-wi.te.drccdirect.com	
https://eca-test-engine-auth-service-wi.te.drccdirect.com	
https://eca-test-engine-profile-service-wi.te.drccdirect.com	
https://eca-test-engine-reg-service-wi.te.drccdirect.com	
https://insight-services-wi.drccdirect.com	
https://wi-te.drccdirect.com	
https://wi-insight-client.drccdirect.com	
https://wi-insight.drccdirect.com	
https://wi.drccdirect.com	
https://www.drccdirect.com	
https://wbte.drccdirect.com	
https://dtk.drccdirect.com	
https://api-gateway-cloud.drccdirect.com	
https://api-gateway.drccdirect.com	
https://api-caching.drccdirect.com	
https://cdn-content-prod.drccdirect.com	
https://cdn-download-prod.drccdirect.com	
https://east-1-drc-wbte-prod-wi.s3.amazonaws.com	
https://east-2-drc-wbte-prod-wi.s3.amazonaws.com	
https://us-east-1-content-hosting-form-locker-prod.s3.us-east-1.amazonaws.com	
https://us-east-2-content-hosting-form-locker-prod.s3.us-east-2.amazonaws.com	

This URL Allowlist is from the WI Forward Exam Technology User Guide published Nov 2023.

DRC INSIGHT Network Traffic Diagram



DRC INSIGHT Technology Training

Next video is:

Video 3: DRC INSIGHT Solution Overview