



**DRC INSIGHT™**  
**ONLINE LEARNING SYSTEM**

**Technology User Guide**  
**Volume IV: DRC INSIGHT**

**Wisconsin**

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# Introduction

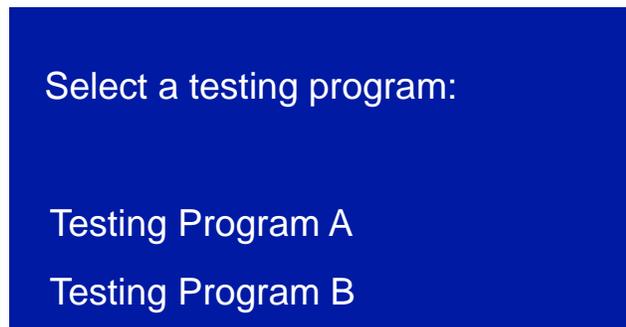


### ■ About This Guide

This user guide is part of a multi-volume set that describes how to configure, install, manage, and troubleshoot the DRC INSIGHT Online Learning System, or DRC INSIGHT. This volume, *Volume IV: DRC INSIGHT*, describes how to configure, install, manage, and troubleshoot the DRC INSIGHT software. It contains installation information for the various environments that support INSIGHT and describes how to use the System Readiness Check to verify that your testing devices are ready for testing.

### □ Generic Image for Multiple Testing Programs

Some states use one testing program. Other states use multiple testing programs. This guide uses a generic image (shown below) to indicate the INSIGHT selection screen for multiple testing programs.



### □ Important Information

ⓘ **Important:** Throughout this user guide, the Information icon (ⓘ) indicates important information or crucial tips.

### ■ DRC INSIGHT

The main component of DRC INSIGHT is the secure Web-browser testing interface installed on each testing device. This software communicates with the DRC INSIGHT server to provide online tools training test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely. Throughout this user guide, we refer to the secure Web-browser testing interface as simply INSIGHT.

# Windows Installation



## ■ What's Covered in This Section

This section describes the INSIGHT installation process in a Windows environment. The first part of this section provides basic information about installing INSIGHT interactively using the installation wizard. Then, the section provides information about installing INSIGHT silently and uninstalling INSIGHT.

.....  
**!** **Important:** To make the installation process easier, DRC recommends that you install the TSM before you use the Device Toolkit to create ORG Units and before you install INSIGHT.  
.....

## ■ Installing Multiple TSMs and INSIGHT

If you plan to perform multiple types of assessments using the same testing computers, you may need to install more than one TSM and use INSIGHT to access more than one testing program.

- You cannot install more than one TSM on the same computer.
- You can install a TSM and INSIGHT on the same computer.
- You can use INSIGHT to access multiple testing programs (for example, ACCESS for ELLs 2.0 and your state-specific testing program) from the same device. You access these testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page displays that lists the different testing programs from which you can select.

## Quick Tour: Installing INSIGHT for Windows OS

This Quick Tour describes how to install INSIGHT for Windows. DRC provides an easy-to-use wizard to install the software.

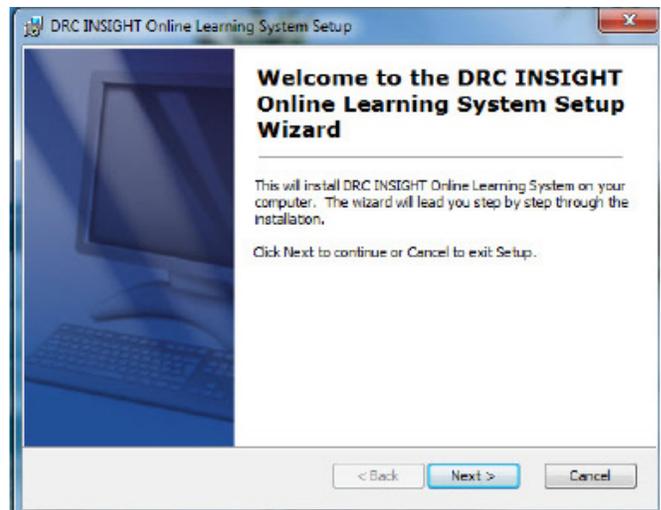
1. To launch the wizard and start the installation, sign on to eDIRECT, open the **All Applications** menu bar, select **General Information–Downloads**, and click the DRC INSIGHT Windows Installer icon (📄).

Testing Software Downloads				
Title	Platform	Operating System	Version	Action
DRC INSIGHT Android	Android	Android Lollipop 5.0 API 21, Android Lollipop 5.1 API 22	6.1.0	📄
Use the above to configure Google Play for Education-enabled Android devices to work with DRC INSIGHT. Note: See 'Systems Requirements' for list of supported Android touch devices.				
DRC INSIGHT iPad	Apple iOS	iOS 8.4, iOS 8.3, iOS 8.2, iOS 8.1.3	6.0.1	📄
Use the above to download INSIGHT, the student test engine for students testing on iPads.				
Online Assessments ID + Online Assessments Application URL	Chromebook	Chrome OS recent stable channel	6.0.1	📄
Use the application ID and URL to identify DRC INSIGHT in the Chrome Store for testing on Chromebook devices. Note: See 'Systems Requirements' for list of supported Chrome touch devices.				
DRC INSIGHT Linux Installer - 32 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 32-bit Gnome 3-4, Unity Shell	6.0.0	📄
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Linux Installer - 64 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 64-bit Gnome 3-4, Unity Shell	6.0.0	📄
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Mac Installer	Mac OS	10.7, 10.8, 10.9, 10.10 (Mac Server Software is not supported)	6.0.0	📄
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Windows Installer	Windows	Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10	6.0.0	📄
Use the installer above to download the DRC INSIGHT test engine. Note: See 'Systems Requirements' for list of supported Windows touch devices.				
Testing Site Manager (TSM) Installer - 32 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 32-bit Gnome 3-4, Unity Shell	8.0.0	📄
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Testing Site Manager (TSM) Installer - 64 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 64-bit Gnome 3-4, Unity Shell	8.0.0	📄
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Testing Site Manager (TSM) Installer	Mac OS	10.7, 10.8, 10.9, 10.10 Note: Mac Server Software is not supported	8.0.0	📄
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Testing Site Manager (TSM) Installer	Windows	Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10	8.0.0	📄
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Capacity Estimator	Excel	Microsoft Excel Excel 2007 and later	1.0.0	📄
Use the installer above to download the Capacity Estimator. This tool estimates testing response times by using the number of students testing, as well as network capacity and utilization.				

2. After you have downloaded the installation program, click the **DRC\_INSIGHT\_Setup.msi** icon to start an installation.

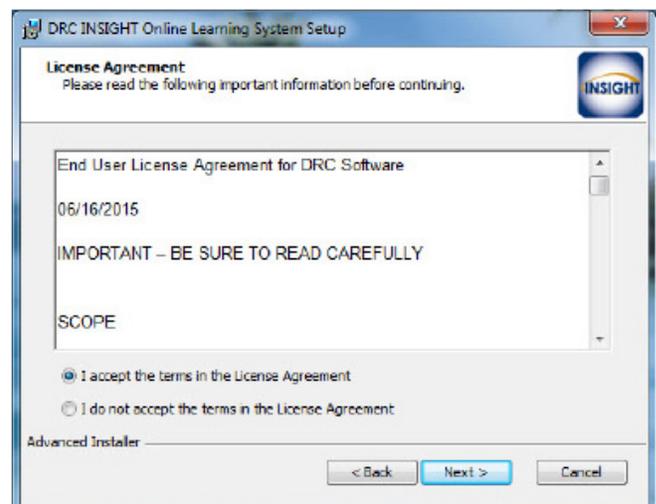
The Welcome to the INSIGHT Online Learning System Setup Wizard window appears. Click **Next** to continue.

**Note:** On most installation windows, you can click **Back** to return to the previous window or **Next** to proceed to the next window. Some windows display other options.



3. The License Agreement window appears. To continue the installation, read the agreement and select the option **I accept the terms in the License Agreement**. (If you do not accept the agreement, the installation ends.)

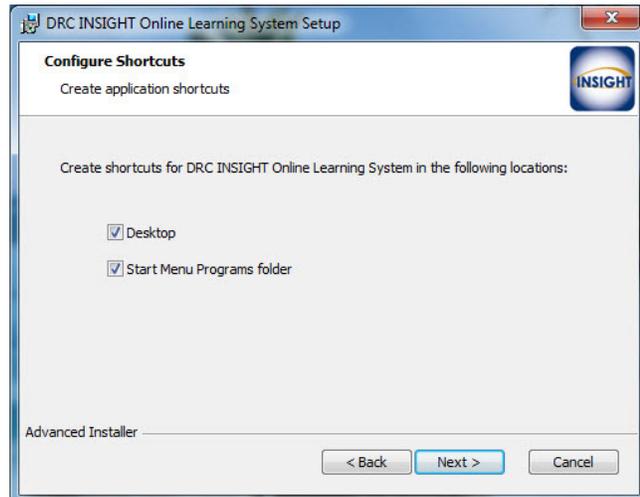
Click **Next** to continue when the Next button is active.



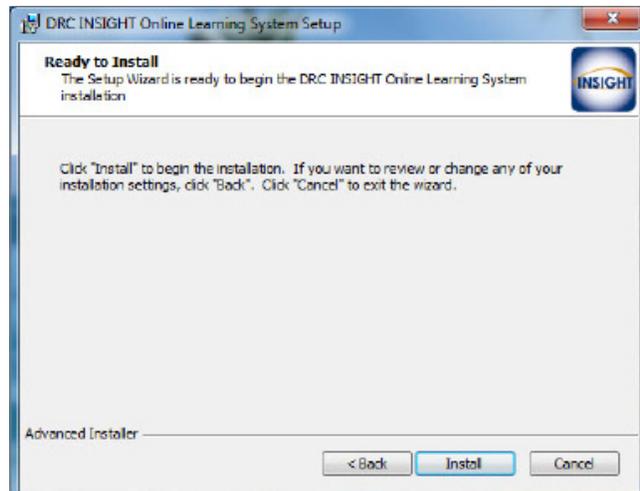
## Quick Tour: Installing INSIGHT for Windows OS (cont.)

4. The Configure Shortcuts window appears. Use this window to indicate which shortcuts the installation process should create. DRC recommends that you select both shortcuts.

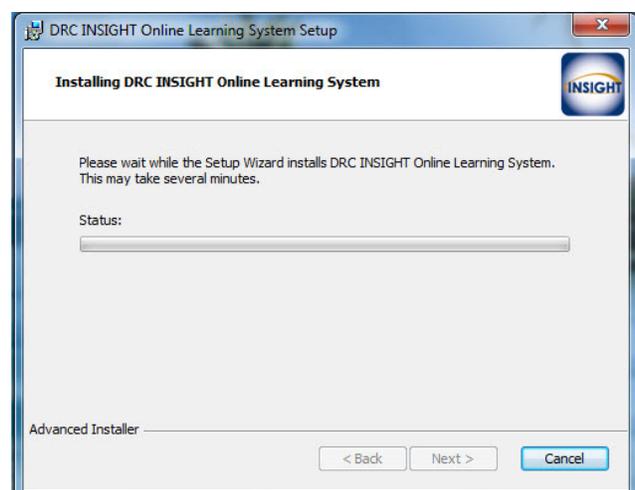
After you have made your selections, click **Next** to continue.



5. The Ready to Install window appears. Click **Back** to review or change your settings, **Install** to start the installation, or **Cancel** to cancel the process.



6. While INSIGHT is being installed, a progress window indicates the status of the installation. If necessary, you can click **Cancel** to end the installation process.



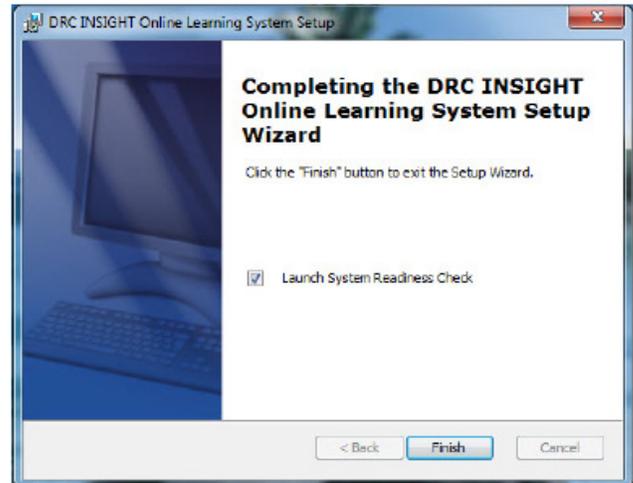
## Quick Tour: Installing INSIGHT for Windows OS (cont.)

7. When the installation nears completion, the Completing the DRC INSIGHT Online Learning System Setup Wizard window appears, indicating that INSIGHT is almost installed.

You can specify whether to launch the System Readiness Check (the default value).

The System Readiness Check verifies that the testing computer has sufficient screen resolution, Internet connectivity, memory (RAM), and other technical specifications needed to perform online testing (see “Using the System Readiness Check” on page 75).

Make your selections and click **Finish** to register the device with INSIGHT.



8. The Configuration Not Found page appears. To successfully register the device with INSIGHT, you need to locate the device’s ORG Unit ID from the Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Device Toolkit), click **Assign Device to ORG Unit**.

9. When the Device Registration page appears, enter the device’s ORG Unit ID from the Device Toolkit (or copy and paste it from the Device Toolkit) and click **Add**.

When you have added the ORG Unit(s), click **Register**.

- If you added one ORG Unit, when the device registers, the System Readiness check will appear for that ORG Unit’s testing program.
- If you added more than one ORG Unit, a page appears that you can use to select your testing program. When the device registers, the System Readiness Check will appear for the testing program you selected.

10. When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check



## Quick Tour: Installing INSIGHT for Windows OS (cont.)

test, execute the tests, and view the results.

Click **Execute Tests** to verify that the testing computer and any TSMs are configured correctly. Click **Details** next to any test you need more information about (see “System Readiness Required Tests” on page 80). When ready, click **Exit**.

11. When the device is successfully registered with INSIGHT, one of two pages appears.

If you configured a single testing program, the main testing page appears.

If you configured more than one testing program, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.

You can try the Online Tools Training (OTT) using your INSIGHT log-in information, or sign in to the System Readiness Check by clicking the checkmark in the lower left side  and entering the System Readiness Check Access Code.

12. The default installation adds a single shortcut to your desktop. Use the shortcut to sign in to the Online Tools Training (OTT), or to test using your INSIGHT log-in information.



Select a testing program:

Testing Program A

Testing Program B

System Readiness Check  
Access Code: 7745



## Managing INSIGHT

This section describes how to install INSIGHT from a command line, how to start and stop INSIGHT and the System Readiness Check, and how to uninstall INSIGHT.

**! Important:** After installing INSIGHT, start INSIGHT to register the device with its Device Toolkit ORG Unit configuration. (You can do this automatically, using a script or device management software, or manually.) Remember to register the device before applying any desktop protection software (such as Deep Freeze) to avoid having the device reregister with the Device Toolkit every time INSIGHT is launched.

### Installing INSIGHT from a Command Line

To install INSIGHT from a command line, execute the INSIGHT setup command—**DRC\_INSIGHT\_Setup.msi**—using the specific options you want to use.

To display a list of the command line options, use the **/h** (help) parameter with the setup command by selecting **Run...** and specifying **DRC\_INSIGHT\_Setup.msi -h**.

The following figure shows a list of the standard options:

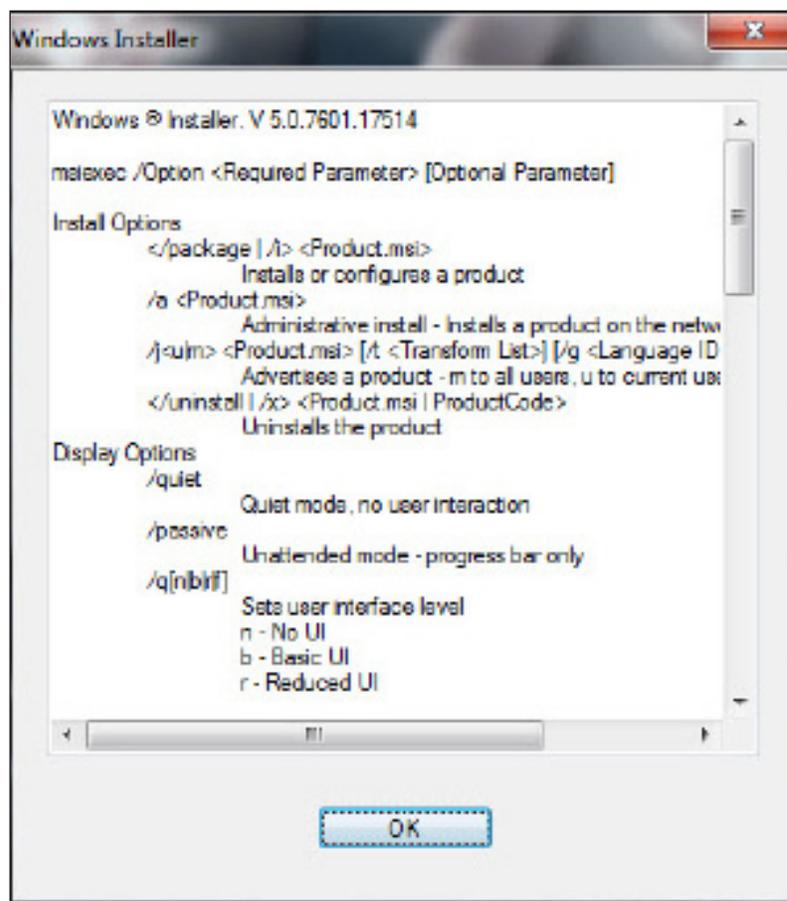


Figure: INSIGHT Setup Command Options

Refer to the *Windows Installer Software Development Kit* for detailed information about the command line syntax.

## Installation Command Syntax and Example

The following is the syntax for the install program command:

```
DRC_INSIGHT_Setup.msi <properties> <MSI switches>
```

**Note:** All properties are passed in a *key=value* format (see the example below).

### Example

---

The following examples install INSIGHT, with and without a proxy host, using an ORG Unit ID of Z1\_GWJVNGg.

---

**!** **Important:** Do not copy and paste this information—it is meant for example only.

---

```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qr https_proxy="https://10.1.1.1:8080" ou_ids="Z1_GWJVNGg"
```

```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qr ou_ids="Z1_GWJVNGg"
```

Where:

**ou\_ids** is the ORG Unit ID number to which the device is assigned. This parameter points to the specific configuration information for TSM content, district and school ID, proxy server information, and auto-update information. It is used to register the device with INSIGHT.

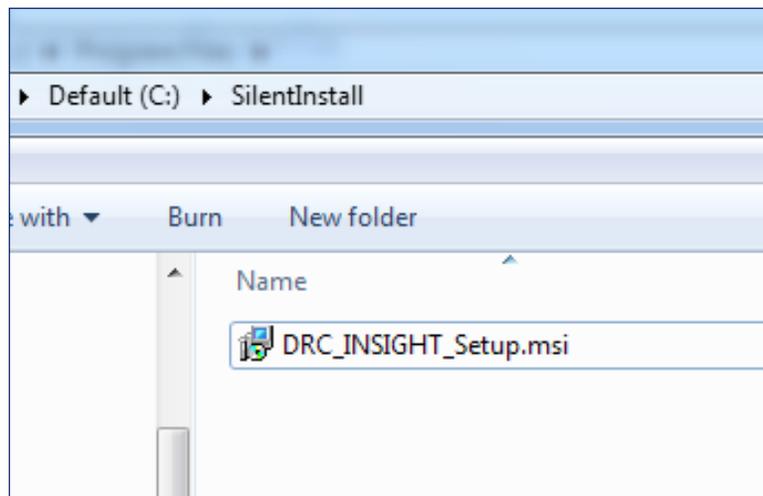
**https\_proxy** is the path to the proxy host (if specified).

**Note:** For more information about the MSIEXEC properties and switches that you can use with the installation application, refer to the Microsoft Command Line options page.

## Installing INSIGHT Silently

To install INSIGHT, perform the following steps:

1. Sign on to eDIRECT, open the **All Applications** menu bar, select **General Information–Downloads**, and download the Windows INSIGHT installation file, DRC\_INSIGHT\_Setup.msi, to the C: drive.



2. Change to the directory where you installed the INSIGHT file and enter the following command:

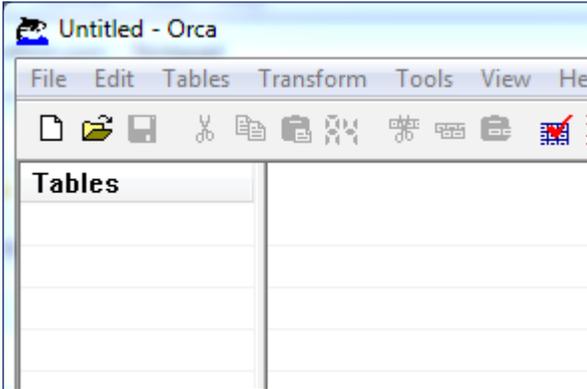
```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qn https_proxy="https://10.1.1.1.:8080" ou_ids="Z1_GWJVNGg"
```

**Note:** If you use a proxy host, specify the path to the proxy host between the quote marks. Otherwise, remove the HTTPS\_PROXY parameter.

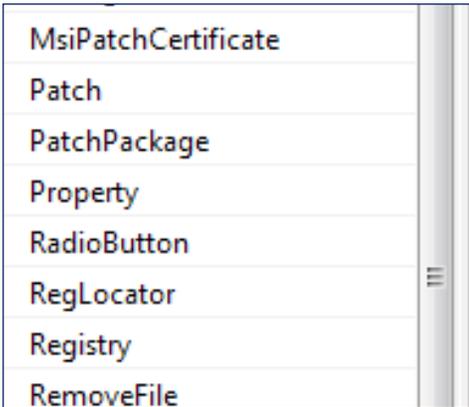
## Installing INSIGHT Silently Using ORCA

To install INSIGHT silently using ORCA, perform the following steps:

1. Download the Windows INSIGHT installation file, DRC\_INSIGHT\_Setup.msi.
2. Download a copy of ORCA to your Program Files folder.
3. Right-click Orca.exe and select **Open**.



4. Browse to the DRC\_INSIGHT\_Setup.msi file and open it.
5. Select **Property**.



6. Sort the display using the **Property** column.

Property	Value
.....	..

7. Locate the **OU\_IDS** field and enter the ORG ID with no quotes or spaces (see the example below).

OU\_IDS      Z1\_GWJVNGg

8. If you are using a proxy host, locate the **HTTPS PROXY** field and enter the full proxy address with no spaces (see the example below).

HTTPS PROXY      https://10.1.1.1.:8080

## Installing INSIGHT Silently Using ORCA (cont.)

- Save the file and exit Orca.

**!** **Important:** Save the file using Save, not Save As.

- Use the following command to run the updated installer with the new embedded switches:

```
msiexec.exe /i DRC_INSIGHT_Setup.msi /qn
```

**Note:** Use qb instead of qn for Windows 8.

## Starting INSIGHT

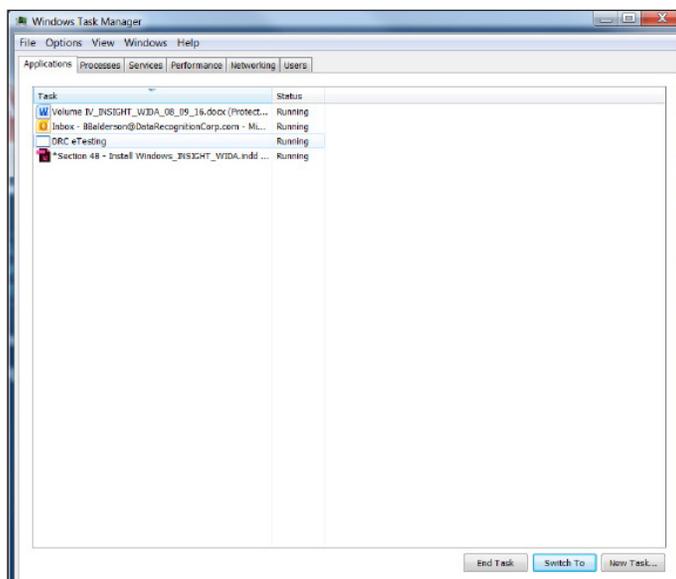
You can start INSIGHT from a testing computer using the desktop shortcut, the Windows Start menu, or Windows Explorer.

- For 64-bit Windows, start Windows Explorer and select the installation drive–**Program Files (x86)–DRC INSIGHT Online Assessments–DRCInsight.exe** for INSIGHT.
- For 32-bit Windows, start Windows Explorer and select the installation drive–**Program Files–DRC INSIGHT Online Assessments–DRCInsight.exe** for INSIGHT.

## Stopping INSIGHT

If INSIGHT becomes unresponsive, you can stop it by using the Windows Task Manager (see the figure).

- Start the Task Manager, by pressing **Ctrl-Alt-Delete** and selecting **Start Task Manager**.



- When the Task Manager window appears, select **DRC eTESTING** and click **End Task**.

## Uninstalling INSIGHT

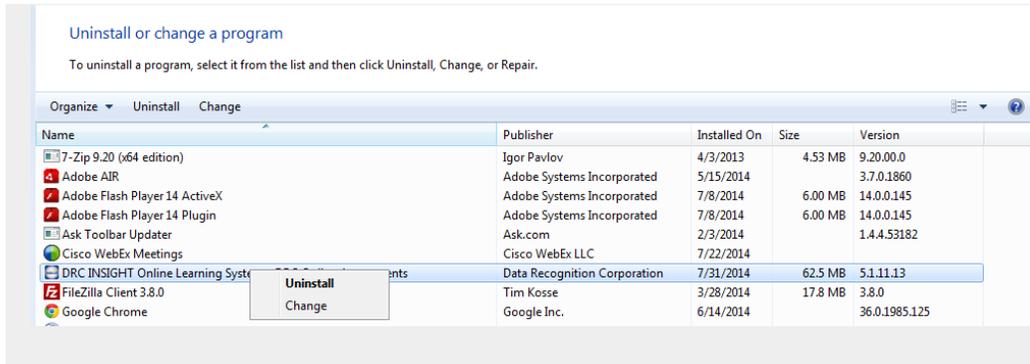
# Windows Installation

You can uninstall (remove) INSIGHT from a Windows machine by using the Control Panel, using the Start menu, or silently using a command.

**Note:** If you cannot remove INSIGHT, please contact DRC Customer Service.

## Using the Control Panel

To uninstall INSIGHT using the Control Panel, select **Uninstall a Program**, select **DRC INSIGHT Online Learning System–DRC Online Assessments**, right-click, and select **Uninstall**.



## Using the Start Menu

To uninstall INSIGHT using the Start Menu, select **All Programs–DRC INSIGHT Online Assessments–DRC INSIGHT Uninstaller** and click **Yes** when the Windows Installer dialog box appears.

## Using a Command

To uninstall INSIGHT silently, use the following command:

```
msiexec.exe /x DRC_INSIGHT_Setup.msi /qn
```

**Note:** Use qb instead of qn for Windows 8.

# Mac (OS X and macOS) Installation



## ■ What's Covered in This Section

This section describes the INSIGHT installation process in a Mac (OS X and macOS) environment. The first part of this section provides basic information about installing INSIGHT interactively using the installation wizard. Then, the section provides information about installing INSIGHT using a software deployment tool and uninstalling INSIGHT.

.....  
**!** **Important:** To make the INSIGHT installation process easier, DRC recommends that you install the TSM before you use the Device Toolkit to create ORG Units and before you install INSIGHT.  
.....

## ■ Installing Multiple TSMs and INSIGHT

If you plan to perform multiple types of assessments using the same testing computers, you may need to install more than one TSM and use INSIGHT to access more than one testing program.

- You cannot install more than one TSM on the same computer.
- You can install a TSM and INSIGHT on the same computer.
- You can use INSIGHT to access multiple testing programs (for example, ACCESS for ELLs 2.0 and your state-specific testing program) from the same device. You access these testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page appears that lists the different testing programs from which you can select.

## Quick Tour: Installing INSIGHT for Mac OS X and macOS

This Quick Tour describes how to install INSIGHT on a Mac. DRC provides an easy-to-use wizard to install the software.

1. Sign on to eDIRECT, open the **All Applications** menu bar, select **General Information–Downloads**, and click the DRC INSIGHT Mac Installer icon (📦).

2. Double-click the downloaded **DRC\_INSIGHT\_Setup.pkg** file to start the wizard.

**Note:** You must be a Mac System Administrator to install INSIGHT.

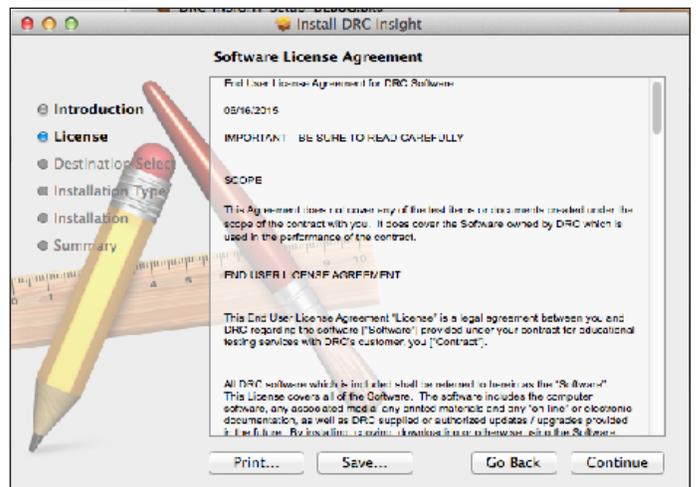
3. The Welcome to the DRC Insight Installer window appears.

**Note:** On most installation windows, you can click **Go Back** to return to the previous window, **Continue** to proceed to the next window, or **Cancel** to cancel the installation. Some windows display other options.

Click **Continue**.

4. The Software License Agreement window appears. You can read through the Agreement. To continue, read the license and click **Agree** or click **Save...**

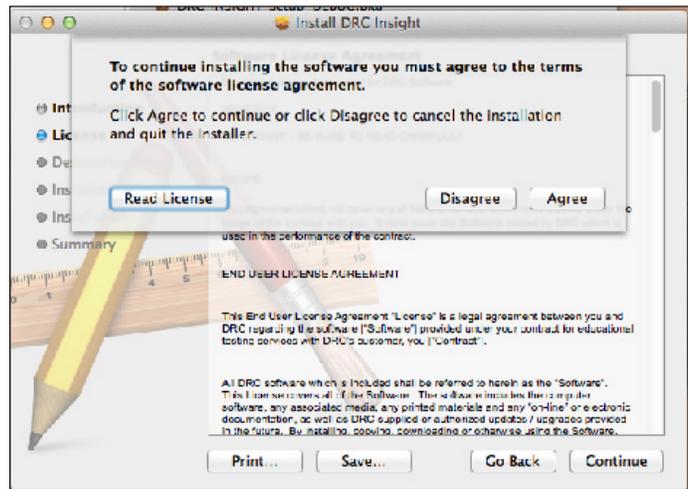
Testing Software Downloads				
File	Platform	Architecture	Version	Action
DRC INSIGHT Android	Android	Android Lollipop 5.0 API 21, Android Lollipop 5.1 API 22	6.0.0	📦
Use the above to configure Google Play for Education-enabled Android devices to work with DRC INSIGHT. Note: See "System Requirements" for list of supported Android touch devices.				
DRC INSIGHT iPad	Apple iOS	iOS 8.4, iOS 8.3, iOS 8.2, iOS 8.1.3	6.0.1	📦
Use the above to download INSIGHT, the student test engine for students testing on iPads.				
Online Assessments ID + Online Assessments Application URL	Chromebook	Chrome OS recent stable channel	6.0.1	📦
Use the application ID and URL to identify DRC INSIGHT in the Chrome Store for testing on Chromebook devices. Note: See "System Requirements" for list of supported Chrome touch devices.				
DRC INSIGHT Linux Installer - 32 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 32-bit Gnome 3.4, Unity Shell	6.0.0	📦
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Linux Installer - 64 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 64-bit Gnome 3.4, Unity Shell	6.0.0	📦
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Mac Installer	Mac OS	10.7, 10.8, 10.9, 10.10 (Mac Server Software is not supported)	6.0.0	📦
Use the installer above to download the DRC INSIGHT test engine.				
DRC INSIGHT Windows Installer	Windows	Windows Vista, Windows 7, Windows 8, Windows 10	6.0.0	📦
Use the installer above to download the DRC INSIGHT test engine. Note: See "System Requirements" for list of supported Windows touch devices.				
Testing Site Manager (TSM) Installer - 32 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 32-bit Gnome 3.4, Unity Shell	8.0.0	📦
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Testing Site Manager (TSM) Installer - 64 bit	Linux	Ubuntu 12.04, Ubuntu 14.04 LTS with 64-bit Gnome 3.4, Unity Shell	8.0.0	📦
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Testing Site Manager (TSM) Installer	Mac OS	10.7, 10.8, 10.9, 10.10 (Note: Mac Server Software is not supported)	8.0.0	📦
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Testing Site Manager (TSM) Installer	Windows	Windows Vista, Windows 7, Windows 8, Windows 8.1, Windows 10	8.0.0	📦
Use the installer above to download the Testing Site Manager (TSM), which includes Content Caching and Response Caching. Note: The TSM should not be installed on mobile or touch-screen devices.				
Capacity Estimator	Excel	Microsoft Excel Excel 2007 and later	1.0.0	📦
Use the installer above to download the Capacity Estimator. This tool estimates testing response times by using the number of students testing, as well as network capacity and utilization.				



## Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)

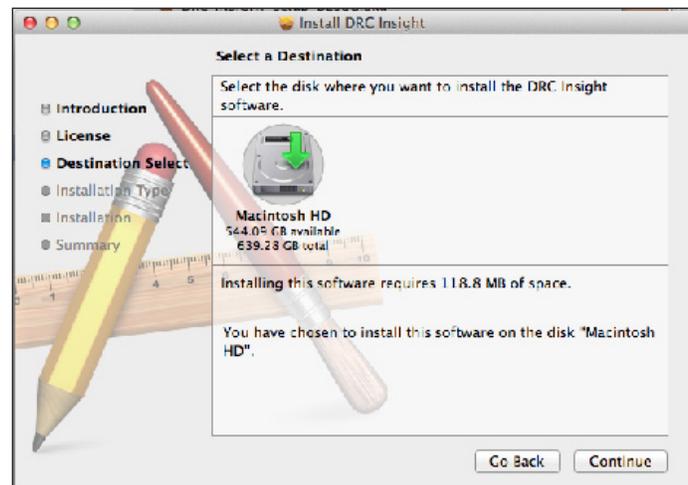
If you click **Continue** without reading the license or clicking **Save**, a window appears to verify your choice and explain the options.

To continue, click **Agree** and **Continue**.



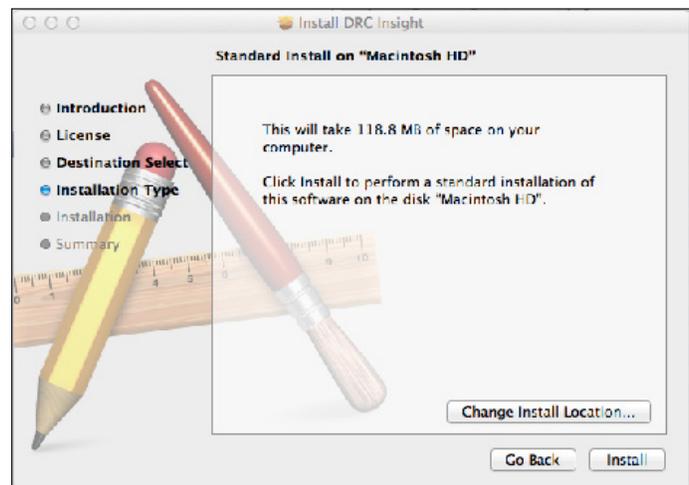
5. The Select a Destination window appears, indicating the amount of disk space the installation will require.

Click **Continue**.



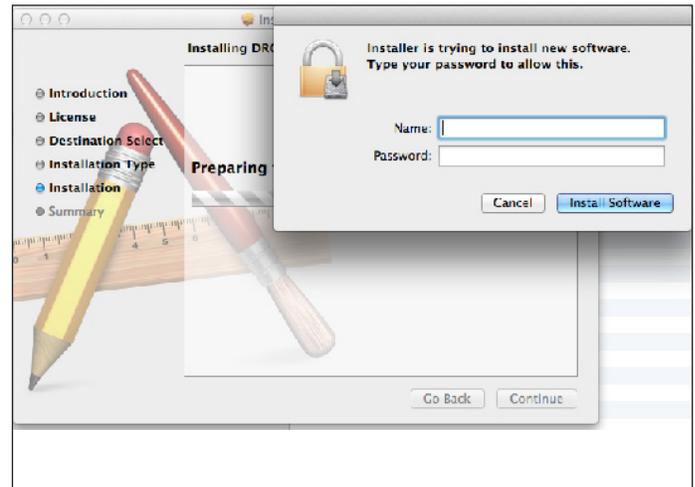
6. The Standard Install on “Macintosh HD” window appears. You can change the installation location or use the default location.

To use the default location, click **Install**.

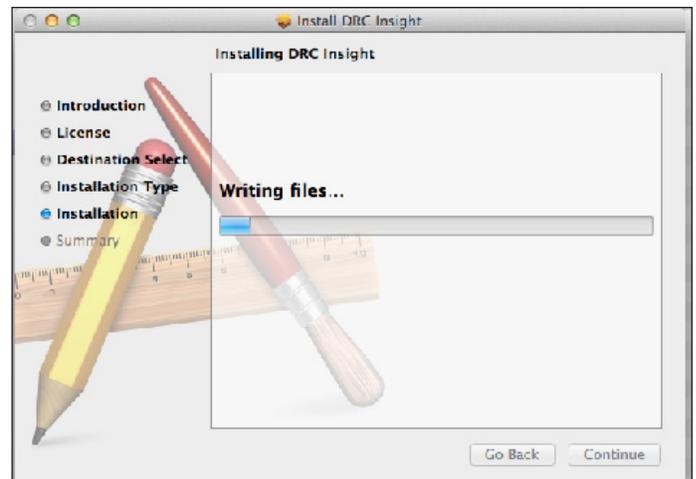


## Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)

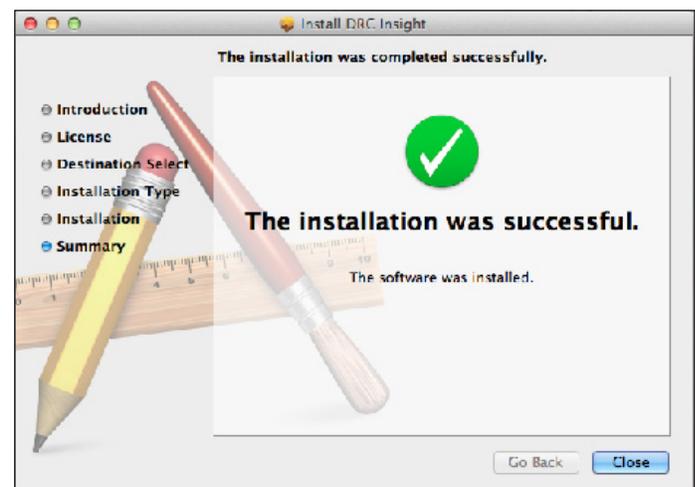
7. You must be a Mac System Administrator to install INSIGHT. After you enter your name and password and click **Install Software**, the installation begins.



8. During the installation, a window indicates the progress of the installation.

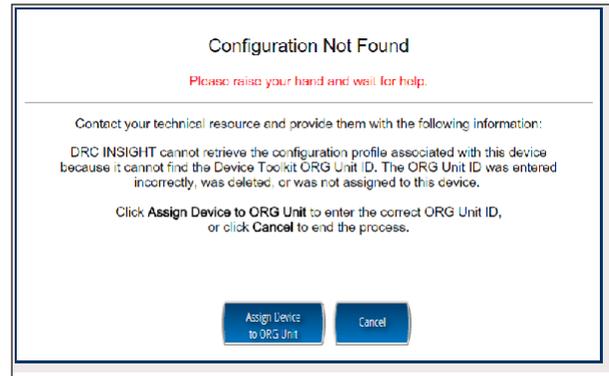


9. After the installation, a window indicates the status of the installation. If the installation is successful, click **Close**. Otherwise, if necessary, click **Go Back** to change your installation options.



## Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)

10. The Configuration Not Found page appears. To successfully register the device with INSIGHT, you need to locate the device's ORG Unit ID from the Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Device Toolkit), click **Assign Device to ORG Unit**.



11. When the Device Registration page appears, enter the device's ORG Unit ID from the Device Toolkit (or copy and paste it from the Device Toolkit), click **Add**.

**Note:** You can add more than one ORG Unit if you plan to use the device for more than one testing program.

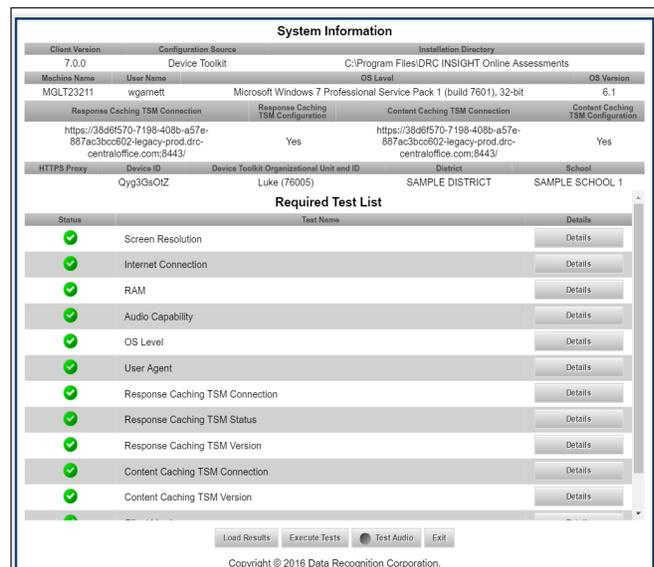
When you have added the ORG Unit(s), click **Register**.

- If you added one ORG Unit, when the device registers, the System Readiness Check will display for that ORG Unit's testing program.
- If you added more than one ORG Unit, a page appears that you can use to select your testing program. When the device registers, the System Readiness check will appear for the testing program you selected.



12. When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check test, execute the tests, and view the results.

Click **Execute Tests** to verify that the testing computer and any TSMs are configured correctly. Click **Details** next to any test you need more information about (see "System Readiness Required Tests" on page 80). When ready, click **Exit**.



**Quick Tour: Installing INSIGHT for Mac OS X and macOS (cont.)**

13. When the device is successfully registered with INSIGHT, one of two pages appears.

If you configured a single testing program, the main testing page appears. If you configured more than one testing program, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.

Select a testing program:

Testing Program A

Testing Program B

You can try Online Tools Training (OTT) the using your INSIGHT log-in information or sign in to the System Readiness Check by clicking the checkmark  in the lower left side and entering the System Readiness Check Access Code.

System Readiness Check  
Access Code: 7745



14. The installation adds a single shortcut to your desktop. Use the shortcut to sign in to the Online Tools Training (OTT), or test using your INSIGHT log-in information.



## Managing INSIGHT

This section describes how to install INSIGHT using a software deployment tool, how to start and stop INSIGHT, and how to uninstall INSIGHT.

**! Important:** After installing INSIGHT, start INSIGHT to register the device with its Device Toolkit ORG Unit configuration. (You can do this automatically using a script or device management software, or manually.) Remember to register the device before applying any desktop protection software (such as Deep Freeze) to avoid having the device reregister with the Device Toolkit every time INSIGHT is launched.

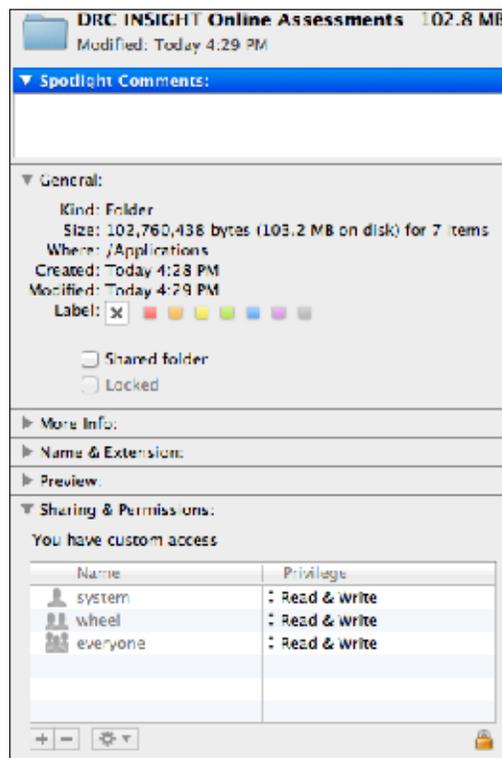
## Installing INSIGHT Using a Software Deployment Tool

The following example shows how to install INSIGHT on a Mac using the Apple Remote Desktop software.

**Note:** The Apple Remote Desktop software was used for this example, but the process is similar with other software deployment tools.

1. If there is an old version of INSIGHT, remove the old version and install and configure the INSIGHT secure browser on the computer from which you will be distributing the software (see “Quick Tour: Installing INSIGHT for Mac OS X and macOS” on page 21 ).

**! Important:** To ensure that testers can access the correct folders on the testing computers, you may need to adjust the permissions on the folders you will be copying before you distribute them to the testing computers (see the figure below).

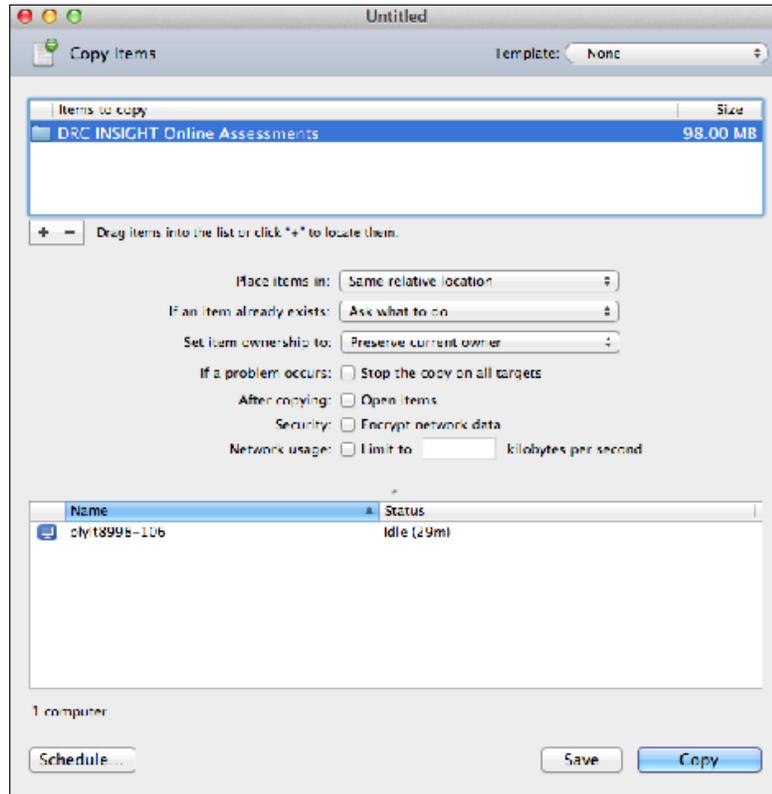


**Installing INSIGHT Using a Software Deployment Tool (cont.)**

2. Start Apple Remote Desktop and select the following directory in a Copy Items window from the Apple Remote Desktop administrator's computer.

**/Applications/DRC INSIGHT Online Assessments**

**Note:** You may need to adjust the destination locations and permissions depending on students' permissions (see the figure below).



3. Copy the folders to your list of destination computers.
4. Verify the installation by running the Software Readiness Check on the computers where you installed the software.

### ***Starting INSIGHT***

You can start INSIGHT from a testing computer by using the desktop shortcut created by the installer, or from the Applications folder by double-clicking **Applications–DRC INSIGHT Online Assessments–DRCInsight Online Assessments.app**.

### ***Stopping INSIGHT***

If INSIGHT becomes unresponsive, you can stop it using the key combination, **Command–Q**.

### ***Uninstalling INSIGHT***

You can uninstall (remove) INSIGHT using the Applications folder.

**Note:** You also can run the uninstall process silently.

### **Using the Applications Folder**

You can uninstall (remove) INSIGHT by double-clicking **Applications–DRC INSIGHT Online Assessments–DRC Uninstaller.app**. Click **Yes** when the Warning dialog box appears, enter your Mac Administrator login information, and click **OK**. The uninstaller automatically uninstalls the program.

# Linux Installation



## ■ What's Covered in This Section

This section describes the INSIGHT installation process in a Linux environment. The first part of this section provides basic information about installing INSIGHT interactively using the installation wizard. Then, the section provides information about installing INSIGHT from the terminal or a command line, and uninstalling INSIGHT with the Synaptic Package Manager or by command.

**Note:** We assume that as an experienced Linux user you are familiar with Linux concepts such as Terminal mode, the Synaptic Package Manager software, and the Ubuntu Software Center.

.....  
**!** **Important:** To make the INSIGHT installation process easier, DRC recommends that you install the TSM before you use the Device Toolkit to create ORG Units and before you install INSIGHT.  
.....

## ■ Installation Prerequisite

The Gnome desktop environment is required to install INSIGHT on a Linux computer. See “Installing the Gnome Desktop Environment” on page 32 for details.

## ■ Installing Multiple TSMs and INSIGHT

If you plan to perform multiple types of assessments using the same testing computers, you may need to install more than one TSM and use INSIGHT to access more than one testing program.

- You cannot install more than one TSM on the same computer.
- You can install a TSM and INSIGHT on the same computer.
- You can use INSIGHT to access multiple testing programs (for example, ACCESS for ELLs 2.0 and your state-specific testing program) from the same device. You access these testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page appears that lists the different testing programs from which you can select.

## ■ Installing 32-bit Java Libraries

.....  
**!** **Important:** On some 64-bit Linux systems, you must install the 32-bit Java libraries for the INSIGHT installation program to run. To install these libraries, enter the following commands from a Terminal session.

```
sudo -i
```

```
cd /etc/apt/sources.list.d
```

```
echo "deb http://old-releases.ubuntu.com/ubuntu/ raring main  
restricted universe multiverse" >ia32-libs-raring.list
```

```
apt-get update
```

```
apt-get install ia32-libs
```

If the apt-get install ia32-libs command fails, enter the following commands.

```
sudo dpkg --add-architecture i386
```

```
sudo apt-get update
```

```
sudo apt-get install ia32-libs
```

```
sudo apt-get install ia32-libs
```

.....

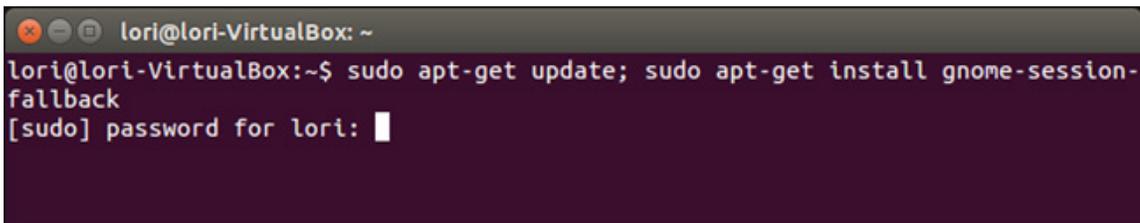
## Installing the Gnome Desktop Environment

The Gnome desktop is required before you can install INSIGHT on a Linux computer. Follow this procedure to install the Gnome desktop.

1. Press **Ctrl+Alt+T** to open a Terminal window.
2. Type the following commands at the prompt and press **Enter**. The first command (before the semicolon) updates Ubuntu. The second command installs the Gnome desktop.

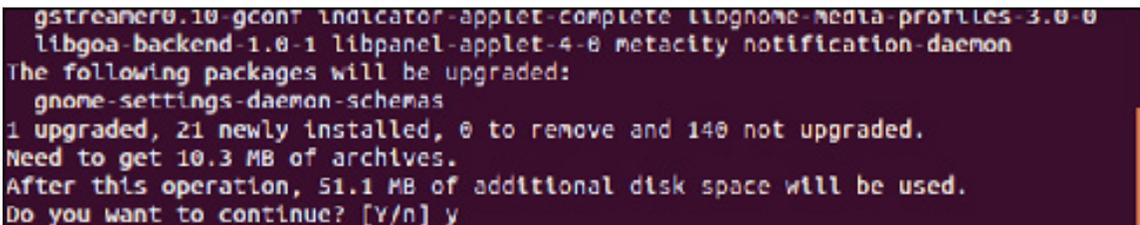
```
sudo apt-get update; sudo apt-get install gnome-session-fallback
```

3. Type your password and press **Enter**.



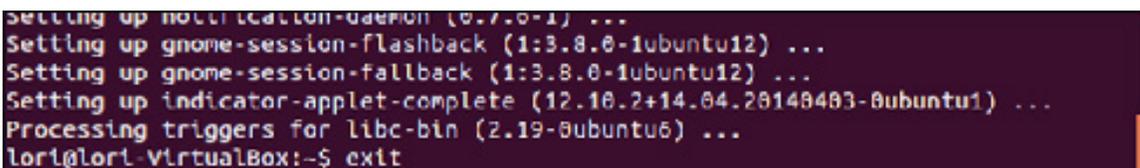
```
lori@lori-VirtualBox: ~  
lori@lori-VirtualBox:~$ sudo apt-get update; sudo apt-get install gnome-session-fallback  
[sudo] password for lori: █
```

4. The installation progress displays, including a message that indicates how much disk space is used for Gnome. When asked if you want to continue, type **y** and press **Enter**.



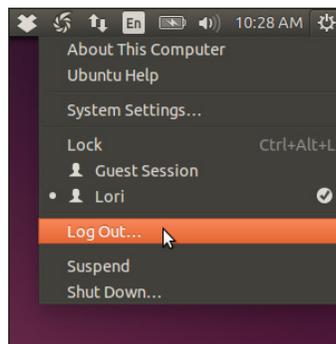
```
gstreamer0.10-gconf-indicator-applet-complete libgnome-media-profiles-3.0-0  
libgoa-backend-1.0-1 libpanel-applet-4-0 metacity notification-daemon  
The following packages will be upgraded:  
gnome-settings-daemon-schemas  
1 upgraded, 21 newly installed, 0 to remove and 140 not upgraded.  
Need to get 10.3 MB of archives.  
After this operation, 51.1 MB of additional disk space will be used.  
Do you want to continue? [Y/n] y
```

5. When the installation completes, at the prompt: type **exit** and press **Enter** to close the Terminal window.



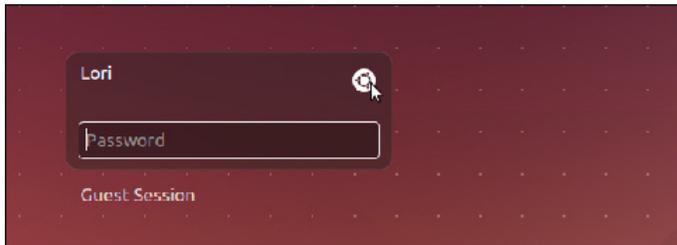
```
Setting up notification-daemon (0.7.6-1) ...  
Setting up gnome-session-flashback (1:3.8.0-1ubuntu12) ...  
Setting up gnome-session-fallback (1:3.8.0-1ubuntu12) ...  
Setting up indicator-applet-complete (12.10.2+14.04.20140403-0ubuntu1) ...  
Processing triggers for libc-bin (2.19-0ubuntu6) ...  
lori@lori-VirtualBox:~$ exit
```

6. Click the upper-right corner of the screen to display the System menu. Select **Log Out** to end the session.

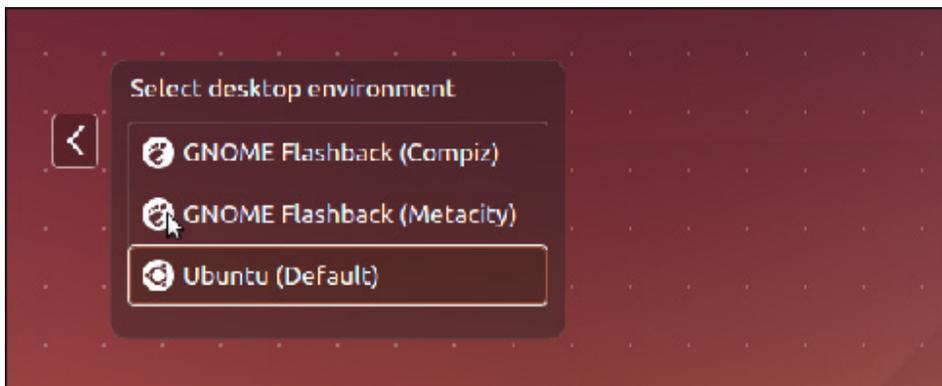


## Installing the Gnome Desktop Environment (cont.)

7. On the Login screen, click the Ubuntu icon.



8. A list of available desktop environments displays. Select the GNOME Flashback option for Metacity.



9. The Login screen displays. Enter your password and press Enter to log in. After a successful log in to Gnome, you can begin installing INSIGHT on the computer.

## Quick Tour: Installing INSIGHT for Linux

This Quick Tour describes how to install the INSIGHT for Linux. DRC provides an easy-to-use wizard to install the software. In a Linux environment, you use the Ubuntu Software Center to run the wizard.

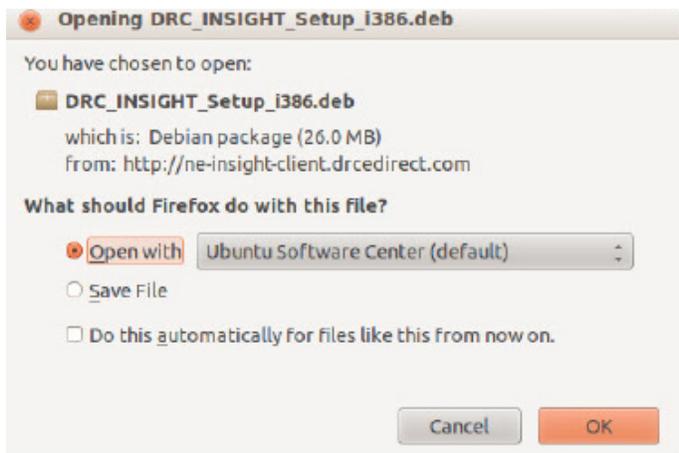
1. To launch the wizard and start the installation, sign on to eDIRECT, open the **All Applications** menu bar, select **General Information–Downloads**, and click the DRC INSIGHT Linux Installer icon (📄) to download the INSIGHT setup file—**DRC\_INSIGHT\_Setup\_i386.deb** (32-bit) or **DRC\_INSIGHT\_Setup\_amd64.deb** (64-bit)—to the Downloads directory on your testing computer.



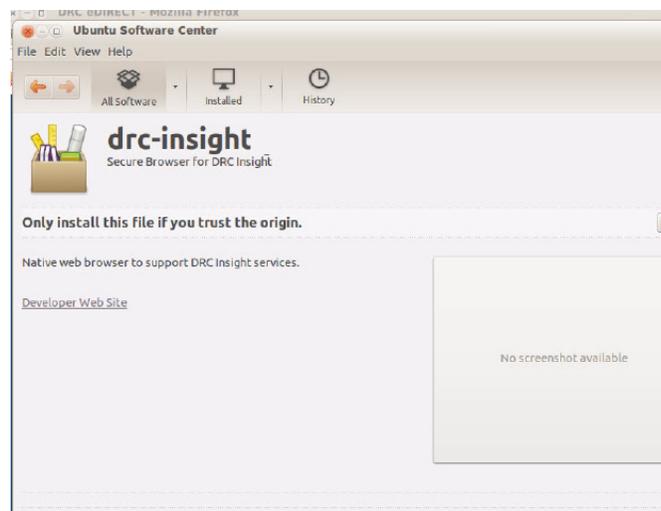
2. The Opening DRC\_INSIGHT\_Setup\_i386.deb dialog box appears (for 32-bit machines). The file for 64-bit machines is DRC\_INSIGHT\_Setup\_amd64.deb.

Select **Open with Ubuntu Software Center (default)** if it is not selected and click **OK**.

**Note:** Some browsers do not display a dialog box and download the installation file directly.

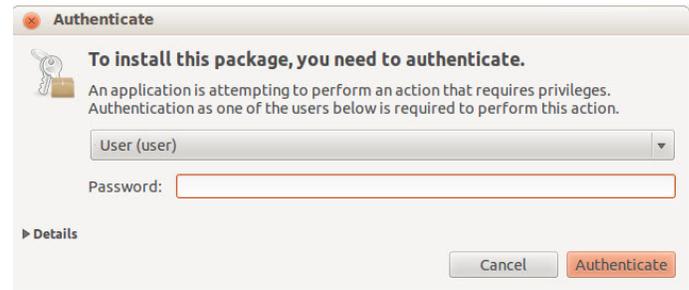


3. When the Ubuntu Software Center window appears, click **Install**.

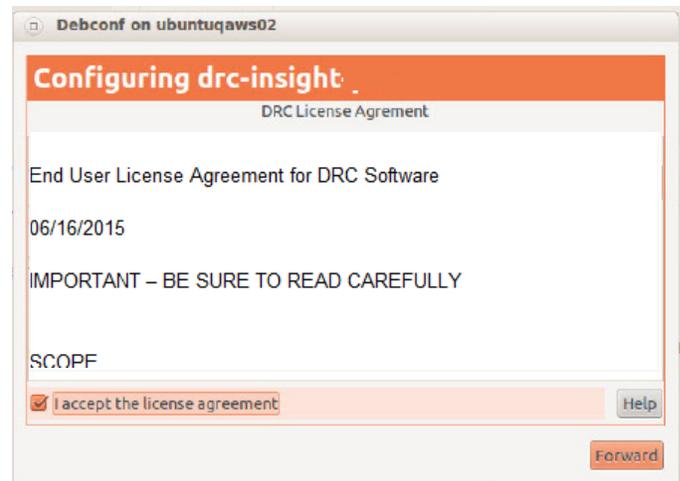


## Quick Tour: Installing INSIGHT for Linux (cont.)

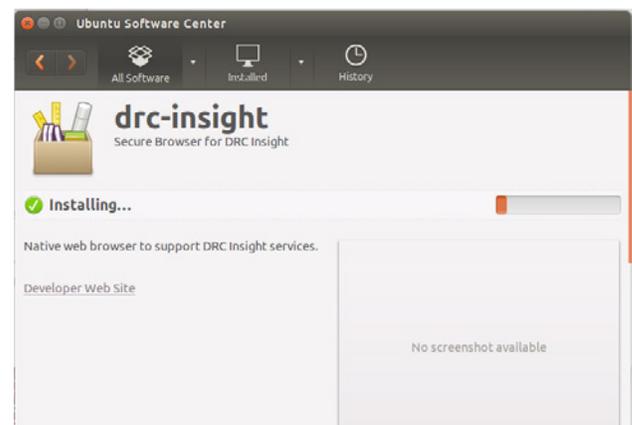
- The Authenticate dialog box appears. Select your username from the drop-down menu, enter your password, and click **Authenticate**.



- The DRC License Agreement window appears. Check the **I accept the license agreement** checkbox and click **Forward**. The INSIGHT installation starts.



- While INSIGHT is installing, a window indicates the status of the installation.



## Quick Tour: Installing INSIGHT for Linux (cont.)

- After INSIGHT is installed, navigate to the directory where you installed it and double-click the DRC INSIGHT Online Assessments icon to start INSIGHT and register the device.
- The Configuration Not Found page appears. To successfully register the device, you need to locate the device's ORG Unit ID from the Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Device Toolkit), click **Assign Device to ORG Unit**.
- When the Device Registration page appears, enter the device's ORG Unit ID from the Device Toolkit (or copy and paste it from the Device Toolkit), and click **Add**.

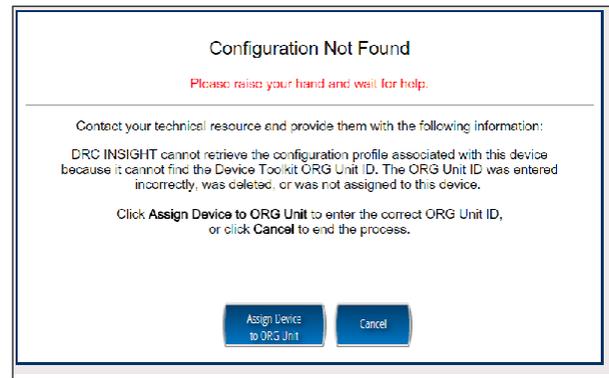
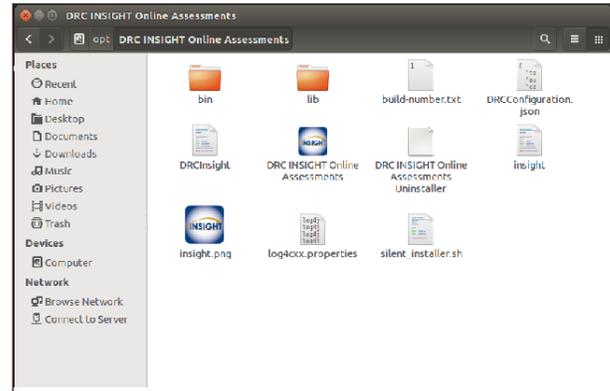
**Note:** You can add more than one ORG Unit if you plan to use the device for more than one testing program.

When you have added the ORG Unit(s), click **Register**.

- If you added one ORG Unit, when the device registers, the System Readiness Check for that ORG Unit's testing program appears.
- If you added more than one ORG Unit, a page appears that you can use to select your testing program. When the device registers, the System Readiness Check for the testing program you selected appears.

- When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check test, execute the tests, and view the results.

Click **Execute Tests** to verify that the testing computer and any TSMs are configured correctly. Click **Details** next to any test you need more information about (see "System Readiness Required Tests" on page 80). When ready, click **Exit**.



## Quick Tour: Installing INSIGHT for Linux (cont.)

11. When the device is successfully registered with INSIGHT, one of two pages appears:

If you configured a single testing program, the main testing page appears. If you configured more than one testing program, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.

Select a testing program:

Testing Program A

Testing Program B

Within the INSIGHT App, you can try the Online Tools Training (OTT), or sign on to take a test. In addition, you can sign in to the System Readiness Check by clicking the checkmark  in the lower left side and entering the System Readiness Check Access Code.

System Readiness Check  
Access Code: 7745



The System Readiness Check verifies that the testing computer has sufficient screen resolution, Internet connectivity, memory (RAM), and other technical specifications needed to perform online testing (see “Using the System Readiness Check” on page 75).

System Information				
Client Version	Configuration Source	Installation Directory		
7.0.0	Device Toolkit	C:\Program Files\DRC INSIGHT Online Assessments		
Machine Name	User Name	OS Level	OS Version	
MGLT23211	wgarnett	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit	6.1	
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration	
https://38d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	https://38d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	
HTTPS Proxy	Device ID	Device Toolkit Organizational Unit and ID	Station	School
	Qyg3GsOIZ	Luke (76005)	SAMPLE DISTRICT	SAMPLE SCHOOL 1
Required Test List				
Station	Test Name	Details		
✓	Screen Resolution	Details		
✓	Internet Connection	Details		
✓	RAM	Details		
✓	Audio Capability	Details		
✓	OS Level	Details		
✓	User Agent	Details		
✓	Response Caching TSM Connection	Details		
✓	Response Caching TSM Status	Details		
✓	Response Caching TSM Version	Details		
✓	Content Caching TSM Connection	Details		
✓	Content Caching TSM Version	Details		

Load Results   Execute Tests   Test Audio   Exit

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## Managing INSIGHT

This section describes how to install INSIGHT from the terminal or a command line, and how to uninstall INSIGHT with the Synaptic Package Manager or by command.

**! Important:** After installing INSIGHT, start INSIGHT to register the device with its Device Toolkit ORG Unit configuration. (You can do this automatically, by using a script, by device management software, or manually.) Remember to register the device before applying any desktop protection software (such as Deep Freeze) to avoid having the device re-register with the Device Toolkit every time INSIGHT is launched.

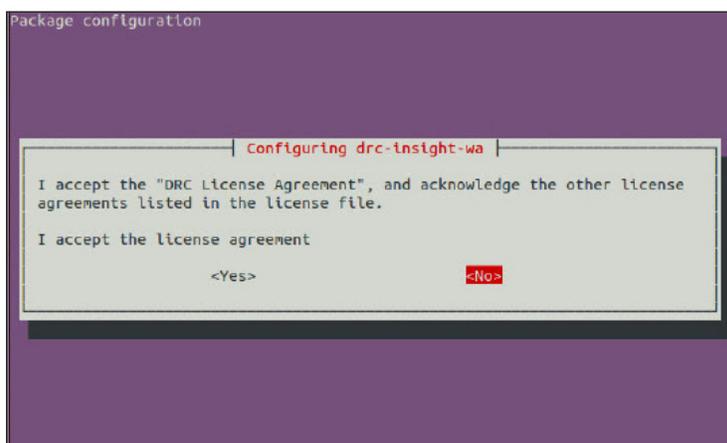
### Installing INSIGHT Using the Terminal

To install INSIGHT in the Terminal, do the following:

1. Sign on to eDIRECT, open the **All Applications** menu bar, select **General Information–Downloads**. When the Test Setup General Information page appears, click on the Linux Installer icon to download the INSIGHT setup file—DRC\_INSIGHT\_Setup\_i386.deb for 32-bit machines or DRC\_INSIGHT\_Setup\_amd64.deb for 64-bit machines—to your testing computer.

**Note:** Depending on the Web browser you are using, a pop-up window may display. If it does, click **Save File**. Other browsers automatically download the installation file to your Downloads directory.

2. Open the Terminal and navigate to your Downloads directory.
3. Enter the command **sudo dpkg -i DRC\_INSIGHT\_Setup\_i386.deb** or **DRC\_INSIGHT\_Setup\_amd64.deb** and press **Enter**.
4. Tab to the **Yes** field under *I accept the license agreement* and press **Enter**.



### ***Installing INSIGHT from a Command Line***

The INSIGHT installation places a silent install shell script (silent\_installer.sh) in the Install directory. You can use this file to silently install INSIGHT in a Linux environment. Move the silent installer to the directory where the installer is located.

### **Installation Command Syntax and Example**

The following is the syntax for the install program command:

```
silent_installer.sh <properties>
```

The following is an example of the command you would run using the terminal from the folder where both the install file and the silent\_installer.sh file are located. The example installs the software in silent mode and points to ORG Unit WkyutvmVG1.

```
sudo ./silent_installer.sh -o WkyutvmVG1
```

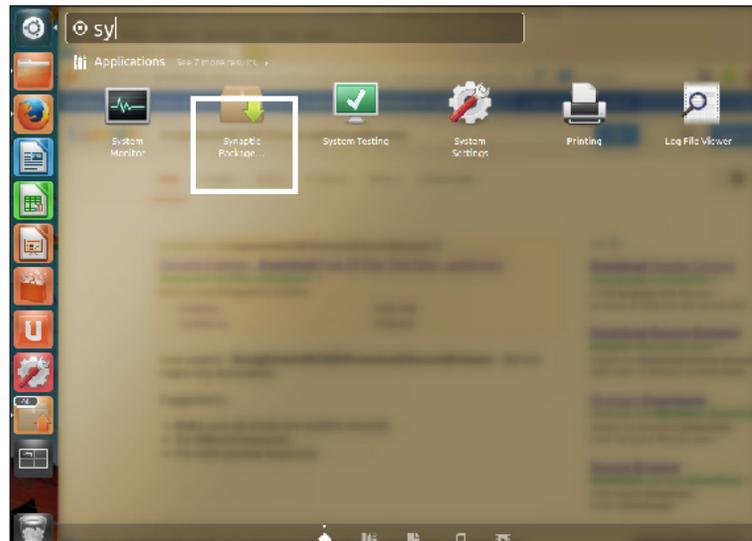
### ***Uninstalling INSIGHT Using the Synaptic Package Manager***

The Synaptic Package Manager is a graphical Linux tool to help you uninstall and remove software packages.

**Note:** You can install the Synaptic Package Manager by using the Ubuntu Software Center.

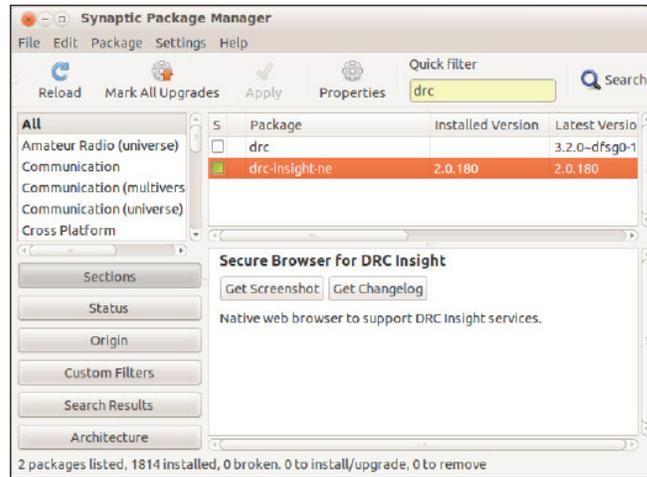
To uninstall INSIGHT, perform the following steps:

1. Start the Synaptic Package Manager by clicking the **Synaptic Package Manager** icon in Applications.

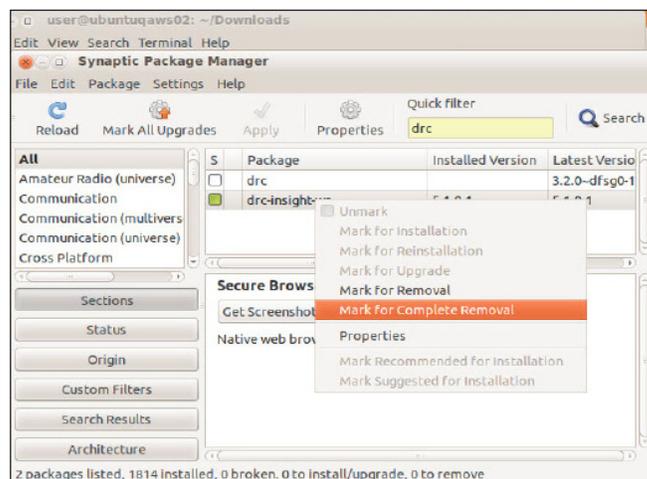


## Uninstalling INSIGHT Using the Synaptic Package Manager (cont.)

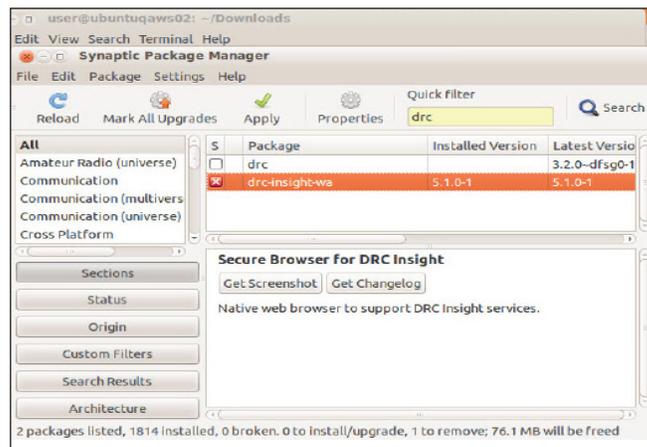
- From the Synaptic Package Manager, search for the string **drc** in the Quick Filter window.



- Select **drc-insight** and right-click it. In the drop-down menu that appears, select **Mark for Complete Removal**.

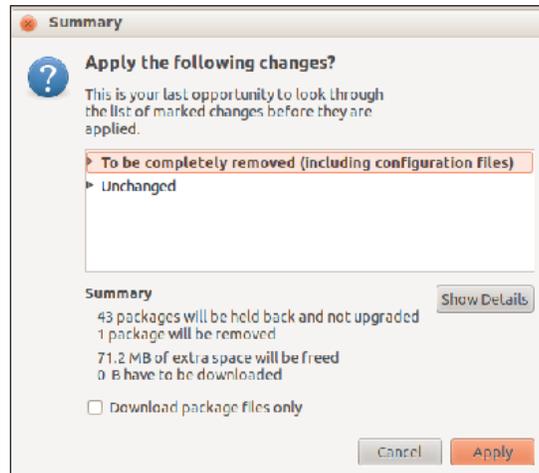


- A red icon with a white x inside of it appears next to **drc-insight**. On the Synaptic Package Manager toolbar, click **Apply**.

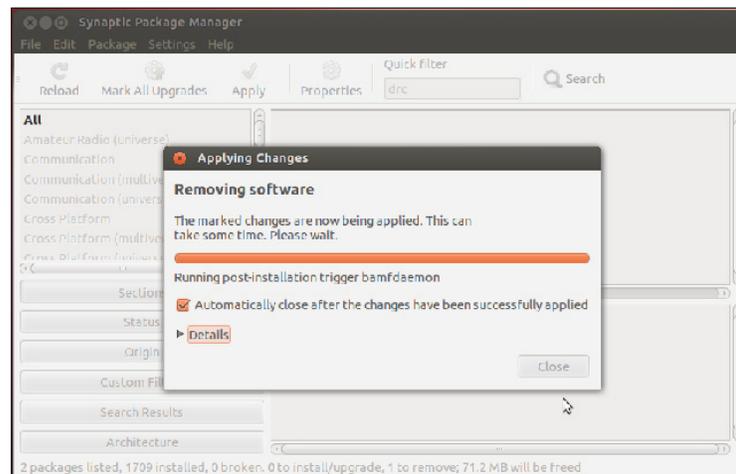


## Uninstalling INSIGHT Using the Synaptic Package Manager (cont.)

- The **Apply the following changes?** dialog box appears. Select **To be completely removed (including configuration files)** and click **Apply**.



- The Synaptic Package Manager removes the INSIGHT software package (drc-insight).



**Note:** After you are finished uninstalling INSIGHT, if you see any files or folders remaining that you want to remove, you can remove them using the **rm** command (see Cleanup on the following page). If you have any questions, please contact DRC Customer Service.

### *Uninstalling INSIGHT Manually*

In a Linux environment, the command line tool for adding, removing, and updating software packages is apt-get. To remove INSIGHT, you can use the following command in terminal mode:

```
sudo apt-get remove drc-insight
```

#### **Cleanup**

The Linux apt-get uninstall may leave files behind, such as the drconfiguration.json file. If this file still exists when you attempt a new installation, the settings for the new installation will not take effect. Use the following command from a Linux terminal to fully uninstall INSIGHT and remove its files.

```
sudo rm -rf /opt ^ DRC\ Online\ Assessments/
```

**Note:** For commands entered from a Linux terminal, the combination of backslash space (\ ) indicates a space.

# Installing INSIGHT on iPad Devices



## ■ What's Covered in This Section

## ■ DRC INSIGHT and the Apple App Store

## ■ Distributing and Registering INSIGHT

This section describes the process of installing INSIGHT for iPad devices in an iOS environment. It provides detailed information about installing INSIGHT and registering it to work with INSIGHT and the Testing Site Manager (TSM).

.....  
**! Important:** The DRC INSIGHT App (the INSIGHT App) for iPads is available from the Apple App Store.  
.....

There are two main parts to the process of installing INSIGHT on an iPad device to test with the INSIGHT App: distribution and registration.

- To *distribute* (deploy) the INSIGHT App (DRC INSIGHT.ipa), you have two options:
  - You can assign the INSIGHT App using Managed distribution, MDM software, and the Apple Volume Purchase Program (VPP). See [http://images.apple.com/education/docs/vpp\\_edu\\_guide.pdf](http://images.apple.com/education/docs/vpp_edu_guide.pdf).
  - You can download the INSIGHT App from the Apple App Store directly from an iPad.

MDM software can secure, monitor, manage, and support mobile devices deployed across mobile operators, service providers, and enterprises.

- To *register* the iPad to work with INSIGHT and the TSM, you have two options:
  - *If your MDM software supports the Managed App Configuration feature*, you can use the MDM software to deploy the INSIGHT configuration to register your iPad devices automatically. In other words, you can centrally configure multiple iPad devices using the MDM software. This is the preferred method of distributing the same configuration file to the iPads. It is easier and less error prone to register multiple iPads automatically than to manually register each iPad device.
  - *If your MDM software does not support the Managed App Configuration feature (or you did not use MDM software to download the INSIGHT App)*, you can use the MDM software to distribute the INSIGHT App to the iPad devices, but you must manually register each iPad.

### ■ iPads, the TSM, and INSIGHT

A TSM is used primarily to cache and manage test content. iPad devices are not suitable for running a TSM and there is no TSM installer available for iPads. As a result, you should install the TSM software on a Windows PC, Mac (OS X or macOS) computer, or Linux machine and connect to the TSM when you install INSIGHT on the iPad device.

For TSM installation instructions, refer to *Volume II: Testing Site Manager (TSM)*. For TSM connection instructions, refer to *Volume III: Configuring Devices for Testing*.

### ■ Multiple Testing Programs

You can use INSIGHT to access multiple testing programs from the same device. You access these testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page appears that lists the different testing programs from which you can select.

### ■ Securing the iPad for Testing with INSIGHT

Currently, there are four configuration methods that you can use to secure the iPad device to test with the DRC INSIGHT App: Automatic Assessment Configuration (AAC), Autonomous Single App Mode (ASAM), Single App Mode (SAM), or Guided Access.

The topic, “Preparing the iPad for Testing: iOS 9.3.2 and Later” on page 46, discusses the installation process using AAC. AAC is available for iPads using iOS version 9.3.2 and later and is the preferred method of securing the iPad.

Guided Access and ASAM are discussed in the topic, “Securing the iPad for Testing: iOS 9.3.1 and Earlier” on page 50.

---

**!** **Important:** If you test with iOS 9.3.2 or later, you can use any of the four configuration methods. If you test with iOS 9.3.1 or earlier, AAC is not available. For detailed descriptions of the four configuration methods, refer to the appropriate Apple documentation.

---

## ■ Preparing the iPad for Testing: iOS 9.3.2 and Later

The following is a summary of the process of installing and registering INSIGHT on multiple iPads using MDM software and iOS level 9.3.2 or later. This summary assumes that you have already installed and set up the MDM software and have enrolled all the iPads using the MDM tool.

**Note:** Some sub-steps are included in the event that you are not using MDM software.

---

**! Important:** There are many versions of MDM software. To *deploy and register* your DRC INSIGHT iPad software automatically, your MDM software must support the Managed App Configuration feature. This feature is necessary to perform step 1a. Otherwise, after you deploy INSIGHT, you must register each iPad manually.

The process of manually installing and registering the INSIGHT App is not recommended. Because it is both time-consuming and labor-intensive, this approach is only practical for testing with a small number of iPads. For more information, see [https://www.apple.com/education/docs/Assessment\\_with\\_iPad.pdf](https://www.apple.com/education/docs/Assessment_with_iPad.pdf).

---

### 1. Deploy INSIGHT

#### 1a. With a Configuration File

In your application deployment, choose the DRC INSIGHT App in the Apple App Store and locate the configuration file (ios.plist) you created using the Device Toolkit (see *Volume III: Configuring Devices for Testing*).

Deploy the DRC INSIGHT executable and configuration files to your iPads using your MDM software.

#### 1b. Without a Configuration File

In your application deployment, choose the DRC INSIGHT App in the Apple App Store and deploy it to your iPads using your MDM software.

#### Preparing the iPad for Testing without MDM Software

To install and register the INSIGHT App manually on a single iPad without MDM software, as part of step 1b, manually download the INSIGHT App from the Apple App Store by performing the following steps:

**1b1.** On your iPad, launch the Apple App Store.

**1b2.** Search for **DRC Insight**.

**1b3.** When you locate the INSIGHT App, select **Get** to download it.

## ■ Preparing the iPad for Testing: iOS 9.3.2 and Later (cont.)

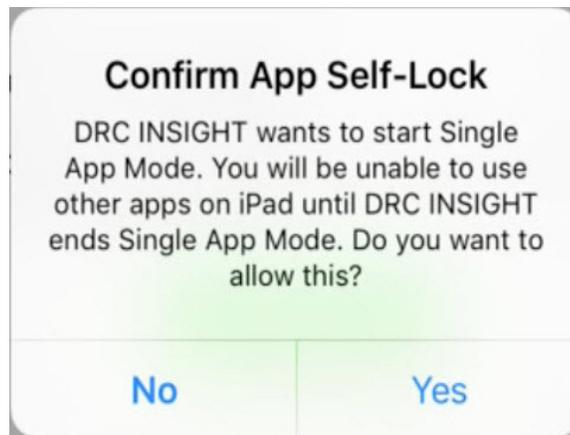
### 2. Pair an External Keyboard

To use an external keyboard (required for WIDA), manually pair each iPad device with an external keyboard.

**Note:** Both wired and wireless keyboards are supported for testing.

### 3. Launch the DRC INSIGHT App

For iOS operating systems 9.3.2 or later and the INSIGHT App version 7.0, INSIGHT is automatically placed in Guided Access mode regardless of whether you use MDM software to deploy it. When INSIGHT launches, you are prompted to lock INSIGHT in Single App Mode. Select **Yes** for Single App Mode. If you select **No**, you are prompted to turn on Guided Access.



#### 3a. With a Configuration File

When you launch DRC INSIGHT, the iPad device is automatically registered with INSIGHT. If a single assessment is configured, the main INSIGHT page appears. If multiple assessments are configured, you can select an assessment.

#### 3b. Without a Configuration File

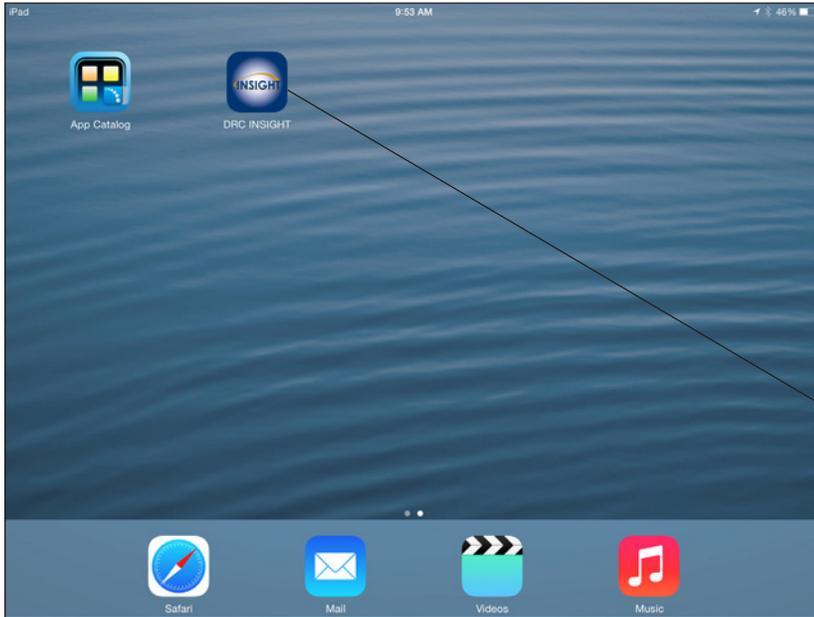
When you launch DRC INSIGHT, the iPad device is not automatically registered with INSIGHT. A field appears that requests the ORG Unit ID for the device. Enter the ID(s) in the field and click **Save** to request the Device Toolkit ORG Unit ID and register the iPad.

If a single assessment is configured, the main INSIGHT page for that assessment appears. If multiple assessments are configured, you can select an assessment from a list.

# Installing INSIGHT on iPad Devices

## Viewing the DRC INSIGHT Configuration on an iPad

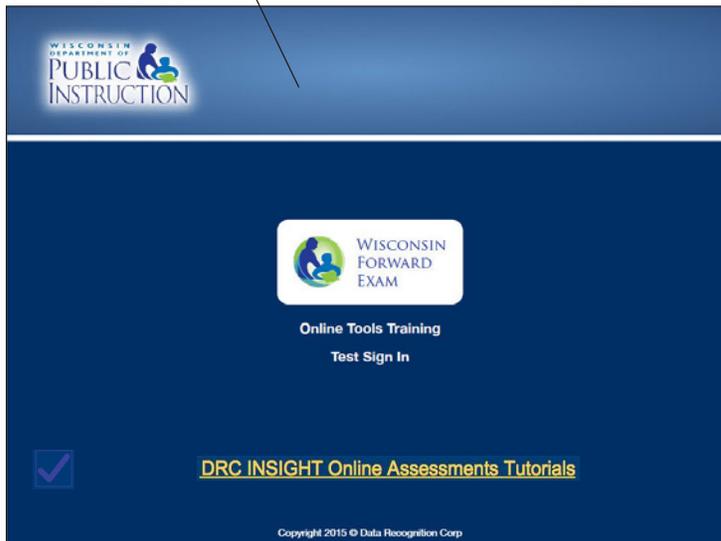
You can view the iPad's INSIGHT configuration from the System Information page that appears when you start the System Readiness Check on an iPad.



1. Press **DRC INSIGHT** to start INSIGHT.

2. When INSIGHT appears, press the System Readiness Check checkmark link  in the lower left corner and enter the four-digit System Readiness Check Access Code (**7745**) from the Device Toolkit to display the System Information page.

**Note:** Within the INSIGHT App, you can try the or sign in to take a test.



## Viewing DRC INSIGHT Properties on an iPad (cont.)

3. You can view your INSIGHT configuration. This information is read-only.

The screenshot displays the 'System Information' and 'Required Test List' sections of the DRC INSIGHT application. The 'System Information' section contains the following data:

Client Version	Configuration Source	Installation Directory		
7.0.0	Device Toolkit	C:\Program Files\DRC INSIGHT Online Assessments		
Machine Name	User Name	OS Level		OS Version
MGLT23211	wgarnett	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit		6.1
Response Caching TSM Connection		Response Caching TSM Configuration	Content Caching TSM Connection	
https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/		Yes	https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	
HTTPS Proxy	Device ID	Device Toolkit Organizational Unit and ID	District	School
	Qyg3Gs0tZ	Luke (78005)	SAMPLE DISTRICT	SAMPLE SCHOOL 1

The 'Required Test List' section shows a list of tests with their status and details:

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
✓	Response Caching TSM Connection	Details
✓	Response Caching TSM Status	Details
✓	Response Caching TSM Version	Details
✓	Content Caching TSM Connection	Details
✓	Content Caching TSM Version	Details

At the bottom of the interface, there are buttons for 'Load Results', 'Execute Tests', 'Test Audio', and 'Exit'. The 'Execute Tests' button is highlighted with a callout box.

4. Click **Execute Tests** to verify that the iPad is ready for testing. If there are errors, you must resolve them and repeat steps 3 and 4. To make configuration changes, you must use the Device Toolkit.

5. If your iPad is ready for testing, click **Exit**. To use an external keyboard, pair the iPad with a keyboard and relaunch the DRC INSIGHT App.

## ■ Securing the iPad for Testing: iOS 9.3.1 and Earlier

This subsection starts with a summary of the process of securing iPads for testing that are using iOS level 9.3.1 or earlier. The process of deploying and configuring the iPad is similar to the process used for later iOS levels, but you must perform the following additional steps to secure the iPad.

### 1. Configure the iPad Group

You must configure an iPad group for secure testing, either automatically using MDM software or manually. Starting with iOS levels 8.1.3, Apple introduced configuration profile options to restrict access to spelling and definition features for supervised iPad devices. For these devices, you can use key values to do the following:

- Turn Check Spelling off.
- Turn Predictive Text off (see “Disabling Predictive Text” on page 52)
- Turn Auto-Correction off.

For more information about using these options and key values with supervised devices, refer to <http://support.apple.com/en-us/HT204271>.

### 2. Verify that the iPad is Ready for Testing

When you are ready to start testing, start the iPad and use **Settings–General–Keyboard** to verify that Check Spelling, Predictive Text, and Auto-Correction are disabled. If they are not, disable them. Also verify that the English keyboard is the only keyboard that is active.

### 3. Place the iPad in Kiosk Mode

If you use an iOS level prior to 9.3.2, you must ensure that Guided Access is enabled before launching INSIGHT. If it is not enabled, INSIGHT displays a message and you must turn Guided Access on.

**Note:** Some MDM software using ASAM, automatically place INSIGHT into Guided Access state when INSIGHT is launched.

Verify that Guided Access is on to put the iPad into Kiosk Mode (required for testing). If it is not, specify **Settings–General–Accessibility–Learning–Guided Access** to turn it on and select **Set Passcode** to set the passcode. If you are using an external keyboard, pair the iPad with an external keyboard.

**Note:** To put the iPad device into Kiosk Mode, TCs must provide a passcode (numeric password). This same passcode information is necessary to exit the INSIGHT App during or after testing. **Do not give the passcode to students before or after testing.**

■ **Securing the iPad for Testing: iOS 9.3.1 and Earlier (cont.)**

The following topics in this subsection describe the ASAM feature and provide some helpful hints for working with the Apple Guided Access feature. Refer to Apple’s ASAM and Guided Access documentation for additional information.

ⓘ **Important:** The topics described in this subsection are required if you are using an iOS level earlier than 9.3.2. For iOS levels 9.3.2 or later and the INSIGHT App version 7.0, INSIGHT is automatically placed in Guided Access mode. When INSIGHT launches, you are prompted to lock INSIGHT in Single App Mode. If you select No, you are prompted to turn on Guided Access.

□ **Autonomous Single App Mode (ASAM)**

Autonomous Single App Mode (ASAM) is an iOS feature that can limit iPads to a single app (similar to Guided Access). With ASAM, you do not have to manually turn on Guided Access before testing with INSIGHT; ASAM starts INSIGHT in Autonomous Single App Mode and releases the iPad from this mode when you exit INSIGHT. ASAM is managed by your MDM software, or by the Apple Configurator.

□ **Configuring Guided Access**

Guided Access is an iOS feature that can limit iPads to a single app. To configure the Guided Access feature, do the following:

1. Select **Settings–General–Accessibility Learning–Guided Access**.
2. Turn Guided Access on and click **Set Passcode**.
3. Enter and re-enter a four-digit passcode. You need this passcode to exit an INSIGHT session on an iPad while testing.

ⓘ **Important:** Do not provide the passcode to students.

4. Click the Home button to exit Settings.

To enable the Guided Access feature, do the following:

□ **Enabling Guided Access**

1. Open the INSIGHT App.
2. Triple-click the Home button quickly. The message **Guided Access Enabled** appears and the user cannot leave the app.
3. To exit the INSIGHT App, triple-click the Home button quickly and enter the four-digit passcode you used to configure Guided Access.
4. The screen display changes and allows you to **End** (end the app) and **Resume** (resume the app with Guided Access activated). Press **End** to end the app and **Exit** to exit INSIGHT.

## ❑ Parts of Touchscreen Disabled

To troubleshoot touchscreen issues, do the following:

1. Triple-click the Home button.
2. Enter the four-digit Guided Access passcode.
3. Verify that **Ignore All Screen Touches** is disabled.
4. Check for gray circles on the screen. If any exist, delete them.
5. Press **Resume**.

## ❑ Enabling the Volume Rocker

To enable the volume rocker, do the following:

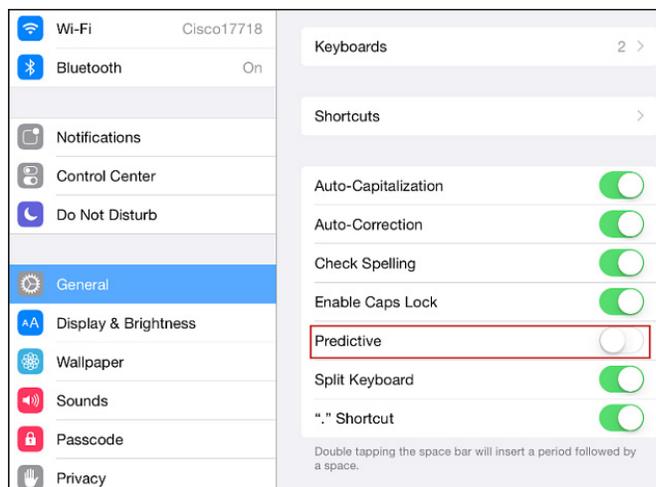
1. Triple-click the Home button.
2. Enter the four-digit Guided Access passcode.
3. Select **Options**.
4. Turn on the volume.
5. Press **Resume**.

## ❑ Disabling Predictive Text

Starting with iOS 8, Apple provides the Predictive Text feature. When enabled, a menu displays above the iPad's internal keyboard that the operating system uses to predict the word the user is typing. Users can tap the box above the keyboard to insert a suggested word.

If you test using iOS 8 to iOS 9.3.1, you must disable the Predictive Text feature to prevent the operating system from enabling it again and to ensure the validity of student test results. Failure to do so may give some students advantages over other students. For iOS 9.3.2 or later and the INSIGHT App version 7.0, Predictive Text is automatically disabled if INSIGHT is locked in Single App Mode.

1. To disable Predictive Text, select **Settings–General–Keyboards–Predictive**.



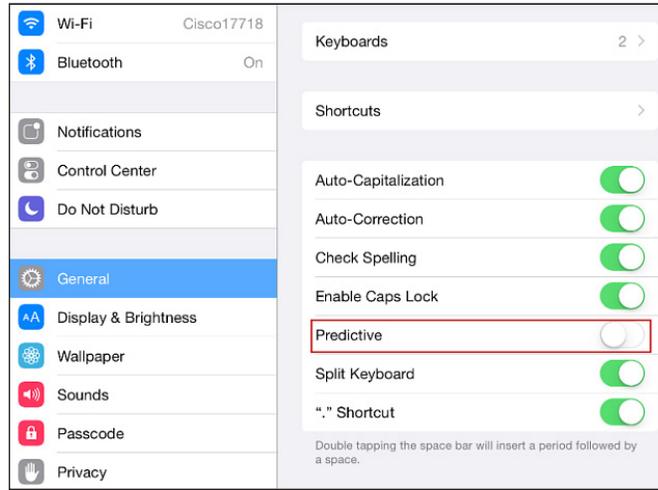
2. Turn **Predictive** off.

- ❑ **Configuring the iPad Group**

If your MDM software permits, configure the iPad group to turn off Check Spelling (iOS 7), Predictive Text (iOS 8), Auto-Correction, and Auto-Capitalization, and enable/activate the Guided Access feature.

- ❑ **Preparing iPads for Testing**

When you are ready to start testing, start the iPad and select **Settings–General–Keyboard** to verify that Check Spelling (iOS 7), Predictive Text (iOS 8), Auto-Correction, and Auto-Capitalization are disabled. If they are not disabled, disable them.



# Installing INSIGHT on Chromebook Devices



## ■ What's Covered in This Section

This section describes the INSIGHT installation and configuration process for Chromebook devices. It provides detailed information about installing INSIGHT and configuring it using the Device Toolkit.

## ■ Setting Up INSIGHT on Chromebooks

DRC provides software called the Device Toolkit that you can use to configure and install the TSM with the Chromebook devices in your environment. You use this software after you have registered your Chromebooks in your Google domain account (for more information about registering Chromebooks, see <https://support.google.com/a/answer/182433>).

The following is an overview of the process of installing, configuring, deploying, and registering INSIGHT on your Chromebook devices. Basically, you set up organization units (ORG Units) using the Device Toolkit, generate a chromeos.json file, and install and deploy INSIGHT. When you start INSIGHT, the Chromebook device is registered with INSIGHT through the ORG Unit.

### □ INSIGHT Deployment Overview

1. Use the DRC Device Toolkit to create ORG Units.
2. Use Chrome device management to install and deploy INSIGHT and the chromeos.json file to your Chromebook devices. The INSIGHT App is installed as a Kiosk application the next time the policy is reloaded based on your site's settings. To deploy the INSIGHT App immediately, enter **chrome://policy** in the address bar of the Chromebook and click **Reload policies**.
3. After INSIGHT is deployed, start it on each Chromebook device to register the device.

### □ INSIGHT Installation Overview

To test using INSIGHT, you can connect to a TSM for content caching, response caching, load simulation testing, and other functions. The following is a brief overview of the process of installing INSIGHT and configuring a Chromebook.

1. To use a TSM, install one or more TSMs on desktop or laptop computers that have static IP addresses (if you use the machine's IP address to connect to the TSM) and will be available around the clock.
2. Sign on to eDIRECT using a supported browser (see *Volume III: Configuring Devices for Testing*) and use the Device Toolkit link to start the DRC INSIGHT Device Toolkit.

## ❑ INSIGHT Installation Overview (cont.)

3. Use the DRC INSIGHT Device Toolkit to organize and configure your Chromebook devices by performing the following tasks:
  - Create ORG Units based on your testing setup and needs, and group the Chromebook devices into the ORG Units.
  - Configure each ORG Unit, specifying the connection to a TSM for all of the devices in the ORG Unit.
  - Check the contents of the log files during testing to monitor testing and Chromebook activity and make any configuration changes.
4. Use the URL DRC provides to install the DRC INSIGHT App on your Chromebook devices from the Google administration website.
5. Using Chrome management, upload the chromeos.json file that you generated from the Device Toolkit.
6. Launch INSIGHT on the Chromebook. Run the System Readiness Check to verify that the Chromebook can connect to the TSM and is ready for testing. If necessary, use the Device Toolkit to reconfigure the ORG Unit, and restart the DRC INSIGHT software to update the device's configuration.
7. Test the configurations and monitor the log files for issues.

## ❑ Chromebooks, the TSM, and INSIGHT

A TSM is used primarily to cache and manage test content and responses. For various reasons, Chromebooks do not provide a suitable environment for a TSM. As a result, you should install the TSM software on a Windows PC, Mac (OS X or macOS) computer, or Linux machine (see *Volume II: Testing Site Manager [TSM]*) and connect to the TSM when you install INSIGHT on the Chromebook.

**! Important:** Verify that the maximum number of Chromebook devices in any Chrome management subgroup does not exceed the TSM maximum for your configuration. If you attempt to test with more than the maximum number of devices, the results are unpredictable.

For more information, see the latest version of the *DRC INSIGHT Online Learning System Supported System Requirements*, available at your state's eDIRECT site by navigating to **All Applications–General Information–Downloads** and clicking **View System Requirements**.

[View System Requirements](#)

[Monitor Setting Verification](#)



[Supported System Requirements](#)

## ❑ **Multiple Testing Programs**

You can use INSIGHT to access multiple testing programs (for example, ACCESS for ELLs 2.0 and your state-specific testing program) from the same device. You access these testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page appears that lists the different testing programs from which you can select.

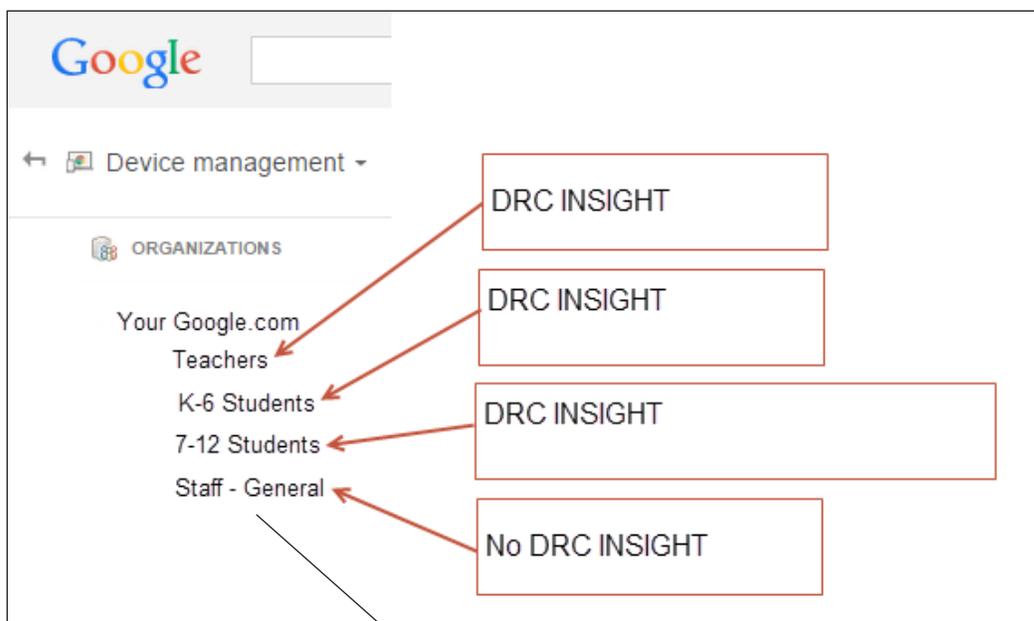
# Installing INSIGHT on Chromebook Devices

## Example of Chromebook Setup and Configuration for INSIGHT

The following is a high-level example of how to set up your Chromebook environment in Google to complement DRC INSIGHT and Single App Kiosk Mode. DRC assumes that users have registered their Chromebooks as part of their initial implementation. For secure testing, Google specifies that the user must get Chrome device management software for each Chrome device and enroll each Chrome device in the school's domain.

**! Important:** The instructions in this section assume that you have already set up your Chrome environment using the Chrome device management software. The details of this process are outside the scope of this documentation. For more information, see <https://support.google.com/chrome/a> and *Chromebook Questions in Volume V: Troubleshooting*.

1. Log in to your Google Admin account at <http://admin.google.com>.



2. Identify which organizations or sub-organizations should have DRC INSIGHT (see the image above).

3. Enroll Chromebook devices and identify them by the device's serial number. You can add notes to help identify the device (see the example with notes below).

**Device Serial Number YH4B922AB01005R Notes: Chromebook assigned to Sample School, Grade 4, Asset number 12345**

4. Move the Chromebook devices to the appropriate sub-organizations.

**Note:** The Google device administration organizations (organization units) are not the same as the DRC Device Toolkit ORG Units, and the Chromebook's serial number is not the same as the Chromebook Device ID that the Device Toolkit creates (see *Volume III: Configuring Devices for Testing*).

## Quick Tour: Installing INSIGHT for Chrome

This Quick Tour describes how to install the DRC INSIGHT App on one or more Chromebooks using the Device Toolkit and the Google administration site.

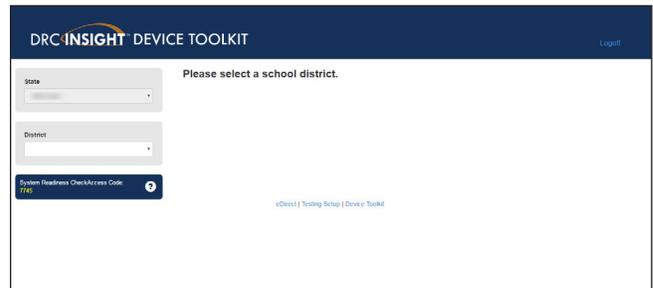
**! Important:** You must have a Google Chrome Administrator profile to install the DRC INSIGHT App.

If you plan to use Chromebook devices that were previously registered with the Device Toolkit, and the Device Toolkit ORG Unit configurations and Device IDs are still applicable, you do not need to follow this process and re-register your Chromebooks with the Device Toolkit. When INSIGHT is launched, it will locate the Device ID from the Device Toolkit and use the associated configuration.

1. You must deploy the DRC INSIGHT configurations to each Chromebook being used for testing by using the DRC Device Toolkit. To start the Device Toolkit software and register the Chromebook, sign on to eDIRECT, open the **All Applications** menu bar, and select **Device Toolkit**.

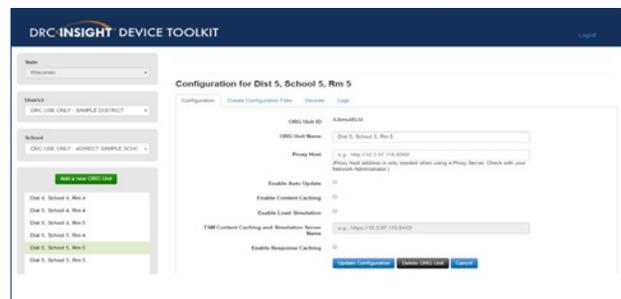


2. The Device Toolkit software appears in your browser. Use this software to create (ORG Units) to group, organize, and categorize your Chromebooks for testing. For each ORG Unit, identify its DRC INSIGHT configuration. When you launch the Chromebook, it uses the configuration settings identified for the ORG Unit(s) to which the device is assigned (see *Volume III: Configuring Devices for Testing*).



3. Select a district from the District drop-down menu and a school from the School drop-down menu.

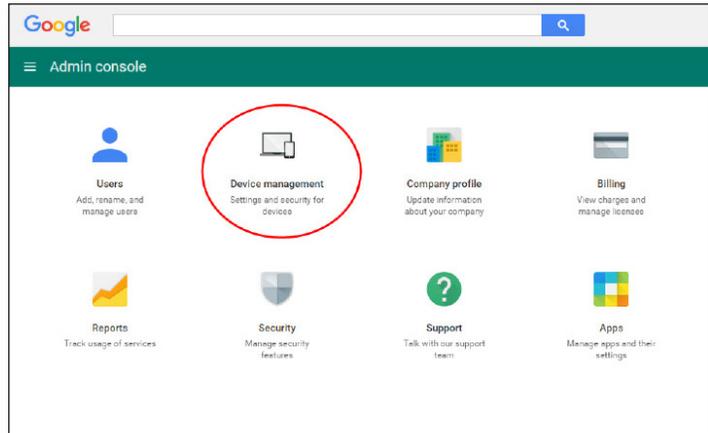
4. Click **Add a new ORG Unit** to get started (see *Volume III: Configuring Devices for Testing*).



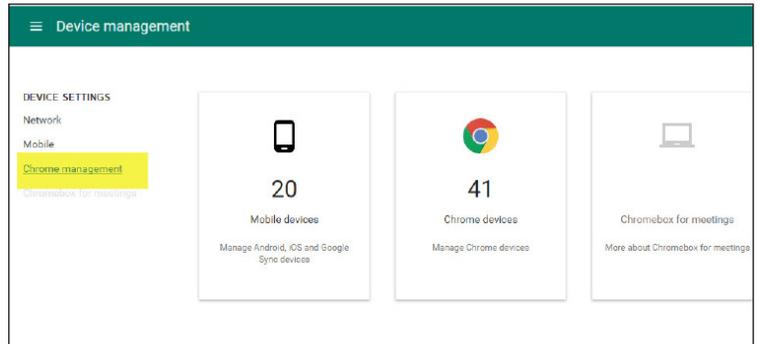
# Installing INSIGHT on Chromebook Devices

## Quick Tour: Installing INSIGHT for Chrome (cont.)

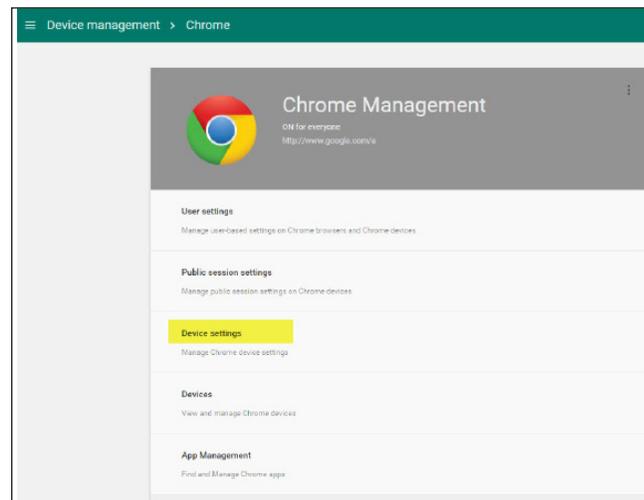
5. Using a Web browser that Google supports (see <https://support.google.com/a/answer/33864?hl=en>), navigate to the Google administration site at <http://admin.google.com>, log in with an administrator profile, and select **Device management**.



6. Select **Chrome management**.



7. Select **Device settings**.



## Quick Tour : Installing INSIGHT for Chrome (cont.)

8. The Device Settings page appears (for steps 1–5, refer to the circled numbers in the images).

1 Select the proper organization level to be able to deploy the DRC INSIGHT App to everyone who will use it for testing.

**Note:** Where the example shows drc-education.com, your domain will be listed.

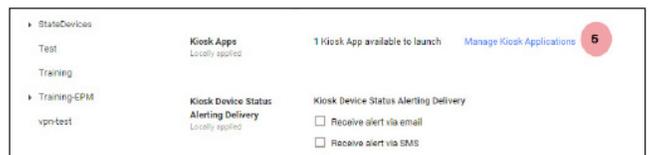
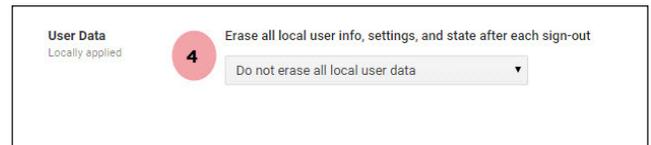
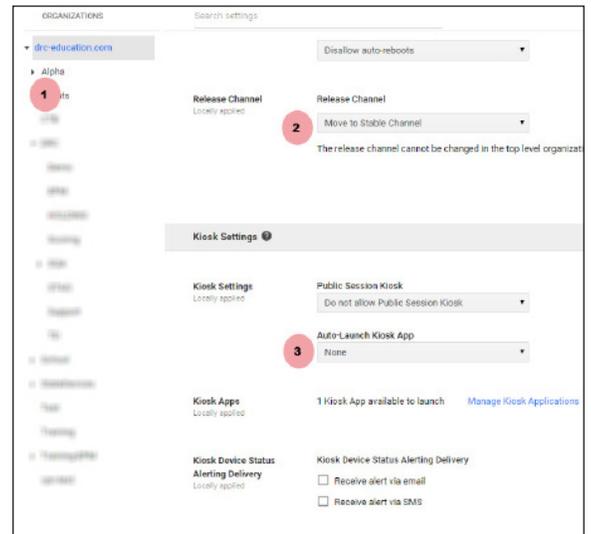
2 Verify that the setting for Release Channel is **Move to Stable Channel** (the default value).

**! Important:** This setting prevents development or beta versions of software being distributed to your Chromebooks during a Google Chrome update process.

3 For Auto-Launch Kiosk App, leave the value as **None** so the user can use the Chromebook for non-DRC INSIGHT testing.

4 Scroll up the page to User Data and select **Do not erase all local user data**.

5 Scroll down the page and click **Manage Kiosk Applications**.



9. The Kiosk Apps page appears (for steps 1–4, refer to the circled numbers in the image).

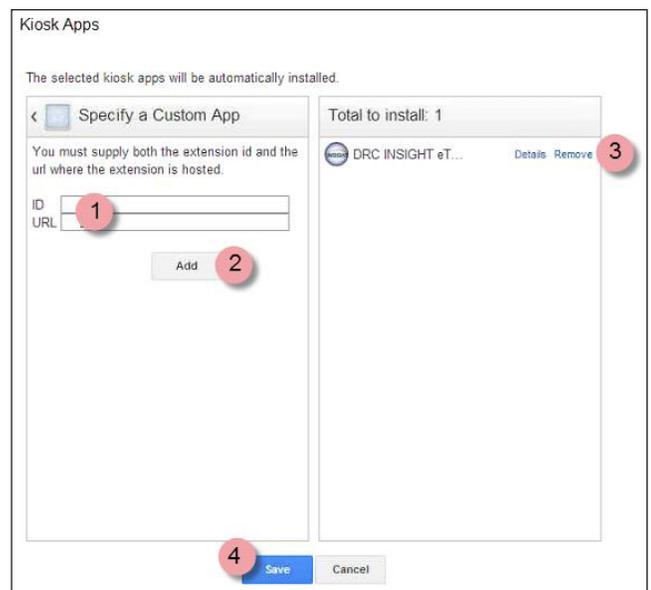
1 Click **Specify a Custom App** and enter the ID and URL for the DRC INSIGHT App (required).

**Note:** For the ID and URL see *Volume III: Configuring Devices for Testing*. The Chromebook installation file (ChromeAppIDInfo.txt) contains the ID and URL. To download the file, sign on to eDIRECT, open the **All Applications** menu bar, select **General Information–Downloads**, and download the file for the Chromebook platform.

2 Click **Add**.

3 The screen refreshes and the DRC INSIGHT App icon appears in the **Total to install** list.

4 Click **Save**.



## Quick Tour: Installing INSIGHT for Chrome (cont.)

10. Use the Chrome management **App Management** feature to upload the chromeos.json file.



11. Launch the DRC INSIGHT app by selecting the string next to the icon (above the arrow).



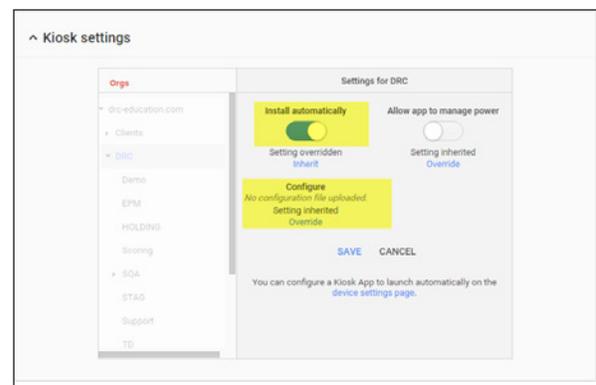
12. Navigate to **Kiosk settings** and locate the Chrome organizational unit containing the device you want to configure.



13. Click **Override** under Setting Inherited to search for and upload the chromeos.json file you generated from the Device Toolkit, verify that **Install automatically** is enabled, and click **Save**. The Device Settings page reappears. Click **Save Change**.

The INSIGHT App will be installed as a Kiosk application the next time the policy is reloaded, based on your site's settings.

**Note:** To deploy the INSIGHT App immediately, enter **chrome://policy** in the address bar of the Chromebook and click **Reload policies**.



## Quick Tour: Installing INSIGHT for Chrome (cont.)

14. You are ready to register the device and start testing. To start INSIGHT, start the Chromebook and do not log in to any Google accounts.

**! Important:** If a user logs in to the Chromebook using a Google account, they will not see the DRC INSIGHT App. The DRC INSIGHT App runs in Single App Kiosk Mode, which means that the user cannot access any other application until they exit INSIGHT.

Click **App** from the Chromebook sign-in screen, and click **DRC INSIGHT** to appear the main page. If the device successfully registers with INSIGHT, skip to step 18.

15. If the device did not successfully register with INSIGHT and the Configuration Not Found page appears, you need to locate the device's ORG Unit ID from the Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Device Toolkit), click **Assign Device to ORG Unit**.

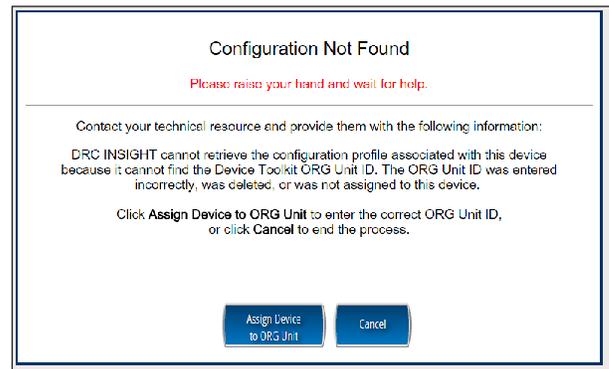
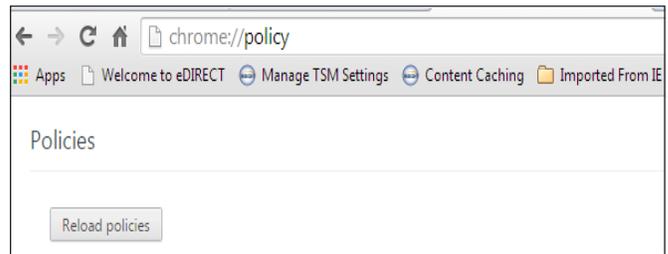
16. When the Device Registration page appears, enter the device's ORG Unit ID from the Device Toolkit (or copy and paste it from the Device Toolkit) and click **Add**.

**Note:** You can add more than one ORG Unit if you plan to use the device for more than one testing program.

When you have added the ORG Units(s), click **Register**. When the device registers, the System Readiness check appears.

17. When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check test, execute the tests, and view the results.

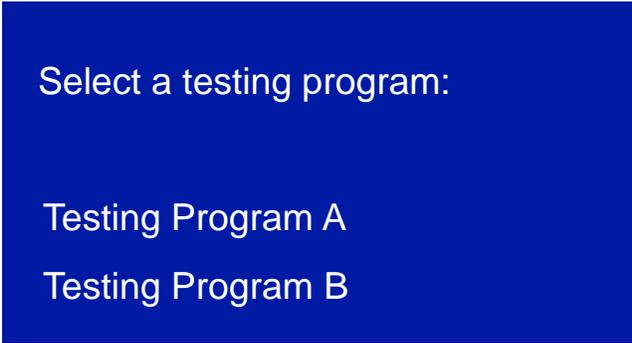
Click **Execute Tests** to verify that the testing computer and any TSMs are configured correctly. Click **Details** next to any test you need more information about (see "System Readiness Required Tests" on page 80). When ready, click **Exit**.



## Quick Tour: Installing INSIGHT for Chrome (cont.)

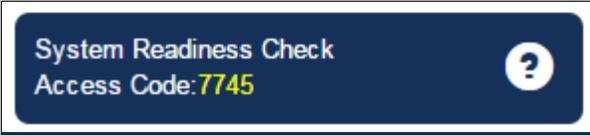
18. When the device is successfully registered with INSIGHT, one of two pages appears.

If you configured a single testing program, the main testing page appears. If you configured more than one testing program, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.



19. Within the INSIGHT App, you can try the Online Tools Training (OTT), or sign in to take a test.

**Note:** You can retrieve the Chromebook’s Device ID from the System Readiness Check by clicking the checkmark  link in the lower left side and entering the four-digit passcode (7745). For more information, see “Using the System Readiness Check on a Chromebook” on page 65.



.....  
**!** **Important:** When you launch INSIGHT for the first time, the DRC INSIGHT App uses the Chromebook device’s ORG Unit ID to associate the Chromebook with its INSIGHT configuration and register the device.  
.....

## Using the System Readiness Check on a Chromebook

When you start the System Readiness Check on a Chromebook, the Device ID and Device Toolkit ORG Unit and ID display in the header fields on the System Information page (see image below).

The Chromebook's Device ID displays in the **Device ID** field.

The district and school where the Chromebook is registered display in the **District** and **School** fields.

System Information				
Client Version		Configuration Source		Installation Directory
7.0.0		Device Toolkit		C:\Program Files\DRC INSIGHT Online Assessments
Machine Name	User Name	OS Level		OS Version
MGLT23211	wgarnett	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit		6.1
Response Caching TSM Connection		Response Caching TSM Configuration	Content Caching TSM Connection	
https://38d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/		Yes	https://38d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	
HTTPS Proxy	Device ID	Device Toolkit Organizational Unit and ID	District	School
	Qyg3GsOtZ	Luke (76005)	SAMPLE DISTRICT	SAMPLE SCHOOL 1

The Chromebook's Device Toolkit ORG Unit and ID display in the **Device Toolkit Organizational Unit and ID** field.

# Installing INSIGHT on Android Devices



## ■ What's Covered in This Section

### ■ Web Browsers and the Device Toolkit

This section describes the INSIGHT installation process for Android devices. It provides detailed information about installing INSIGHT.

The Device Toolkit is supported for the following web browser versions.

<u>Browser</u>	<u>Version</u>
Internet Explorer	version 10 or newer*
Mozilla Firefox	version 31 or newer
Google Chrome	latest stable channel version

\*If you attempt to access the Device Toolkit using an unsupported version of Internet Explorer, you will receive a Flash error.

### ■ Android Devices, the TSM, and INSIGHT

A TSM is used primarily to cache and manage test content and responses. For various reasons, Android devices do not provide a suitable environment for a TSM. As a result, you should install the TSM software on a Windows PC, Mac (OS X or macOS) computer, or Linux machine, and connect to the TSM when you install INSIGHT on the Android devices. For specific TSM installation instructions, refer to the appropriate installation section.

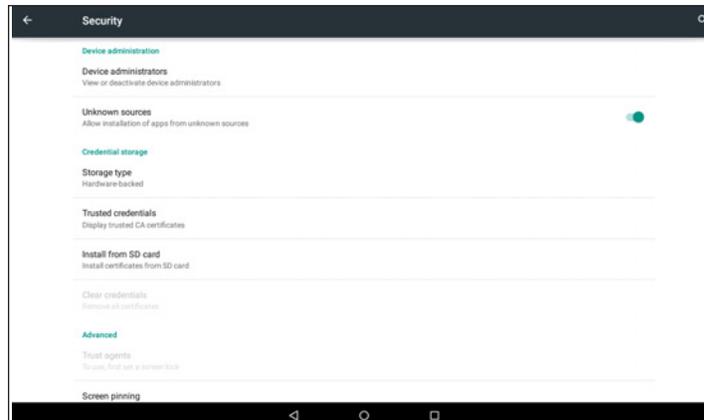
### ■ Multiple Testing Programs

You can use INSIGHT to access multiple testing programs (for example, ACCESS for ELLs 2.0 and your state-specific testing program) from the same device. You access these testing programs using the same DRC INSIGHT desktop shortcut. When you start INSIGHT, a page appears that lists the different testing programs from which you can select.

## ■ Summary of Configuring a TSM and Installing INSIGHT for Android Devices

To test using INSIGHT, you can connect to a TSM for content caching, response caching, load simulation testing, and other functions. The following is an overview of the process of configuring Android devices with a TSM and installing INSIGHT.

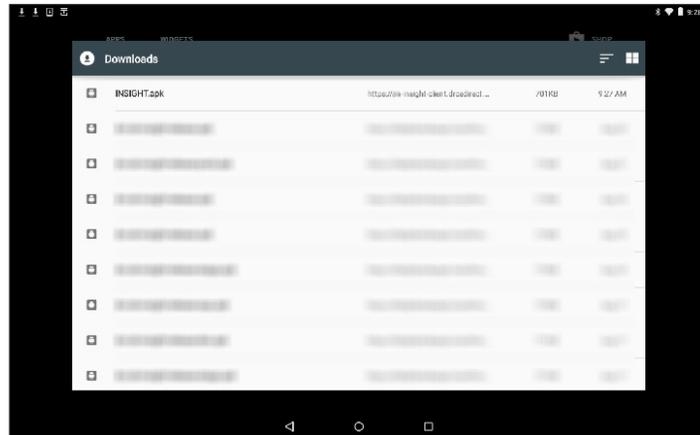
1. From the Android device, enable **Unknown sources** under **Settings–Security** (see the image below).



2. Install one or more TSMs on desktop or laptop computers that have static IP addresses (if you use the machine's IP address to connect to the TSM versus the machine's name) and will be available around the clock. See *Volume II: Testing Site Manager (TSM)*.
3. Launch a supported browser (see *Web Browsers and the Device Toolkit* in *Volume III: Configuring Devices for Testing*), sign on to eDIRECT, open the **All Applications** menu bar, and click the **Device Toolkit** link to start the DRC INSIGHT Device Toolkit.
4. Use the DRC Device Toolkit software to organize and configure your Android devices by performing the following tasks:
  - Create ORG Units based on your testing setup and needs, and group the Android devices into ORG Units.
  - Configure each ORG Unit, specifying the connection to a TSM for all of the devices in the ORG Unit.
5. Using the Android device, open the All Applications menu, select **General Information–Downloads** to display the Test Setup General Information page, and download the INSIGHT.apk file (the INSIGHT executable file).

## ■ Summary of Configuring a TSM and Installing INSIGHT for Android Devices (cont.)

6. Install the INSIGHT.apk file from the Android device's download folder.



7. Launch INSIGHT on the Android device to register the device.
8. Enter the ID(s) in the field and click **Save** to register the Android device. If a single assessment is configured, the main INSIGHT page appears. If multiple assessments are configured, you can select an assessment.
9. Run the System Readiness Check to verify that the Android device can connect to the TSM and is ready for testing. If necessary, use the Device Toolkit to reconfigure the ORG Unit and restart the DRC INSIGHT software to automatically update the Android device's configuration.
10. Test the configurations and monitor the log files for issues.

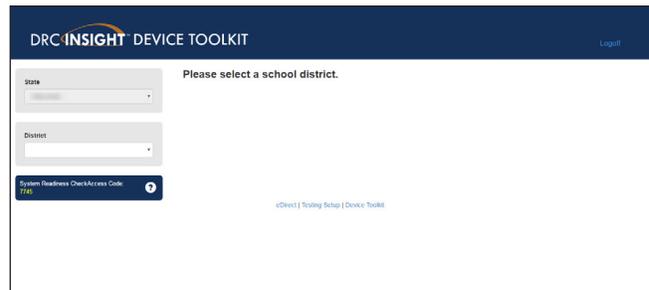
## Quick Tour: Installing INSIGHT for Android Devices

This Quick Tour describes how to install INSIGHT on an Android device.

1. Use the DRC Device Toolkit to create the DRC INSIGHT configurations for each Android device being used for testing. To start the Device Toolkit software, create configurations, and register the Android devices, sign on to eDIRECT, open the **All Applications** menu bar, and select **Device Toolkit**.

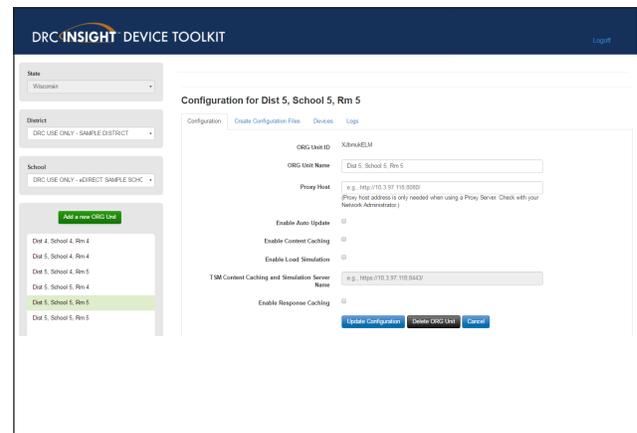


2. The Device Toolkit software displays in your browser. Use this software to create ORG Units to group, organize, and categorize your Android devices for testing. For each ORG Unit, identify its DRC INSIGHT configuration.

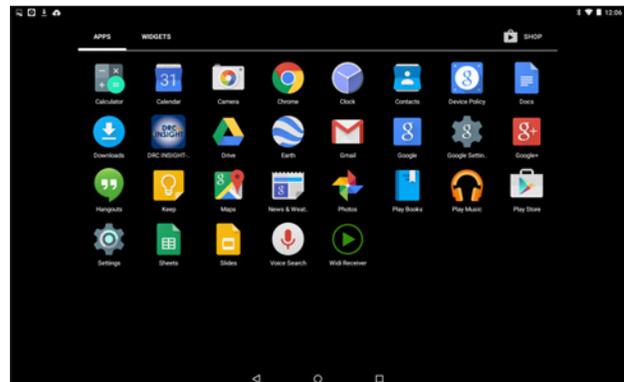


When you launch an Android device, the device uses the configuration settings identified for the ORG Unit(s) to which the device is assigned (see *DRC INSIGHT Device Toolkit* in *Volume III: Configuring Devices for Testing*).

3. Select a district from the District drop-down menu and a school from the School menu.
4. Click **Add a new ORG Unit** to get started (see to complete the configuration setup and generate the configuration file for deployment).
5. After you have used the DRC INSIGHT Device Toolkit, open the All Applications menu and select **General Information–Downloads** to display the Test Setup General Information page. Download the DRC INSIGHT executable (INSIGHT.apk). Install the INSIGHT.apk file from the Android device’s download folder. You are ready to register the device and start testing.

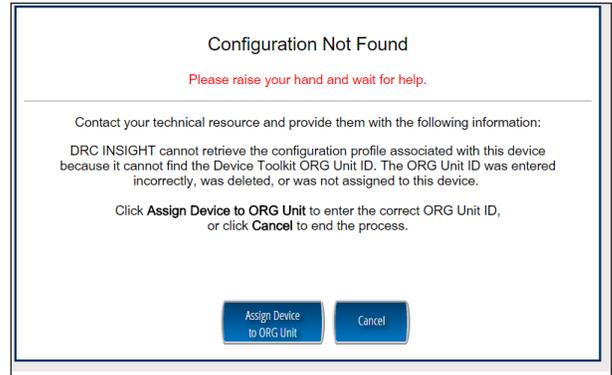


6. To start INSIGHT, go to the Android device App Drawer and press **DRC INSIGHT**.



## Quick Tour: Installing INSIGHT for Android Devices (cont.)

7. The first time you launch INSIGHT, the Configuration Not Found page appears. Locate the device's ORG Unit ID from the Device Toolkit. When you have the ORG Unit ID (you can copy and paste it from the Device Toolkit), click **Assign Device to ORG Unit**.



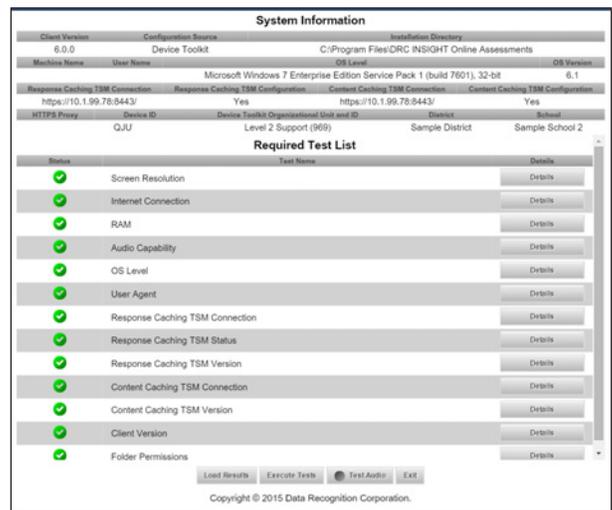
8. When the Device Registration page appears, enter the device's ORG Unit ID from the Device Toolkit (or copy and paste it from the Device Toolkit) and click **Add**. When you have added the ORG Units(s), click **Register**. When the device registers, the System Readiness Check will display.



**! Important:** After you launch INSIGHT for the first time, the DRC INSIGHT App uses the Android device's ORG Unit ID to associate the device with its INSIGHT configuration.

9. When the System Readiness Check launches, the System Information screen appears. You can see details about each System Readiness Check test, execute the tests, and view the results.

Click **Execute Tests** to verify that the testing computer and any TSM(s) are configured correctly. Click **Details** next to any test you need more information about (see "System Readiness Required Tests" on page 80). When ready, click **Exit**.



### Quick Tour: Installing INSIGHT for Android Devices (cont.)

10. When the device is successfully registered with INSIGHT, one of two pages appears.

If you configured a single testing program, the main testing page appears. If you configured more than one testing program, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.

Within the INSIGHT App, you can try the Online Tools Training (OTT) or sign in to take a test.

**Note:** You can retrieve the Android device's Device ID from the System Readiness Check by clicking the checkmark  link in the lower left side and entering the four-digit passcode (7745). For more information, see "Using the System Readiness Check on an Android Device" on page 73.

Select a testing program:

Testing Program A

Testing Program B

System Readiness Check  
Access Code: 7745



**Using the System Readiness Check on an Android Device**

When you start the System Readiness Check on an Android device, the Device ID and Device Toolkit ORG Unit and ID appear in the header fields on the System Information page (see image below). You use this information when you configure the Android devices using the Device Toolkit.

The Android device's Device ID appears in the **Device ID** field.

The district and school where the Android device is registered appear in the **District** and **School** fields.

System Information				
Client Version	Configuration Source	Installation Directory		
6.0.0	Device Toolkit	C:\Program Files (x86)\DRC INS\GHT Online Assessments (SQA)		
Machine Name	User Name	OS Level		OS Version
MGWS11274	bbalderson	Microsoft Windows 7 Enterprise Edition Service Pack 1 (build 7601), 64-bit		6.1
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration	
https://MGWS11274:8443/	Yes	https://MGWS11274:8443/	Yes	
HTTPS Proxy	Device ID	Device Toolkit Organizational Unit and ID	District	School
	WkVMH7PxQg	Dist 5, School 5, Rm 5 (145)	SAMPLE DISTRICT	SAMPLE SCHOOL OTT

The Android devices's Device Toolkit ORG Unit and ID display in the **Device Toolkit Organizational Unit and ID** field.

# The System Readiness Check



## ■ What's Covered in This Section

This section discusses how to use the System Readiness Check to help you troubleshoot issues that might occur during INSIGHT installation or when INSIGHT is running.

The System Readiness Check is installed when you install INSIGHT and performs a series of tests you can use to diagnose and prevent or correct most errors easily. It verifies that a testing device meets all of the necessary hardware and software requirements for testing. It also indicates any checks that the testing device failed and provides suggestions for success.

## ■ Starting the System Readiness Check

To start the System Readiness Check from a device, do the following:

1. Start INSIGHT on the device (the Windows INSIGHT shortcut is shown below).



2. When the portal page appears, click the checkmark  in the lower left side of the INSIGHT portal page.



3. When you are prompted, enter the four-digit System Readiness Check Access Code (7745).



# The System Readiness Check

## Using the System Readiness Check

After installing INSIGHT, use the System Readiness Check to determine whether your testing device meets system requirements and to troubleshoot issues. When you start the System Readiness Check from a device, the System Information page displays information about the device's software and configuration.

The **Client Version** field indicates the version of INSIGHT software.

The **Configuration Source** field indicates the source of the device's configuration information.

The **Installation Directory** field indicates the directory where INSIGHT is installed.

The **Machine Name** field indicates the name of the testing device.

The **User Name** field indicates the name of the user logged in to the computer.

**System Information**

Client Version	Configuration Source	Installation Directory		
7.0.0	Device Toolkit	C:\Program Files\DRC INSIGHT Online Assessments		
Machine Name	User Name	OS Level	OS Version	
MGLT23211	wgarnett	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit	6.1	
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration	
https://38d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	https://38d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	
HTTPS Proxy	Device ID	Device Toolkit Organizational Unit and ID	District	School
	Qyg3GsOtZ	Luke (76005)	SAMPLE DISTRICT	SAMPLE SCHOOL 1

**Required Test List**

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
✓	Response Caching TSM Connection	Details
✓	Response Caching TSM Status	Details
✓	Response Caching TSM Version	Details
✓	Content Caching TSM Connection	Details
✓	Content Caching TSM Version	Details

Load Results   Execute Tests   Test Audio   Exit

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The **OS Level** and **OS Version** fields indicate the operating system and level that is installed on the testing device.

**Using the System Readiness Check (cont.)**

The **Response Caching TSM Connection** field indicates the URL to the response caching server, and the **Response Caching TSM Configuration** field indicates whether response caching is configured.

The **Content Caching TSM Connection** field indicates the URL to the content caching server, and the **Content Caching TSM Configuration** field indicates whether content caching is configured.

The **HTTPS Proxy** field indicates the URL to the secure proxy server (if configured).

System Information				
Client Version	Configuration Source	Installation Directory		
7.0.0	Device Toolkit	C:\Program Files\DRC INSIGHT Online Assessments		
Machine Name	User Name	OS Level	OS Version	
MGLT23211	wgarnett	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit	6.1	
Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration	
https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	
HTTPS Proxy	Device ID	Device Toolkit Organizational Unit and ID	District	School
	Qyg3GsOIZ	Luke (78005)	SAMPLE DISTRICT	SAMPLE SCHOOL 1

Required Test List		
Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
✓	Response Caching TSM Connection	Details
✓	Response Caching TSM Status	Details
✓	Response Caching TSM Version	Details
✓	Content Caching TSM Connection	Details
✓	Content Caching TSM Version	Details

Load Results   Execute Tests   Test Audio   Exit

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The **District** and **School** fields indicate the district and school associated with the device.

The **Device ID** field indicates the unique, 10-digit device ID generated by the Device Toolkit. The Device Toolkit uses this ID to register the device with INSIGHT.

The **Device Toolkit ORG Unit and ID** field indicates the device's ORG Unit name and (in parentheses) ID.

## Using the System Readiness Check (cont.)

Click **Details** to display more information about a specific test.

The screenshot displays the System Readiness Check interface. At the top, there is a 'System Information' section with a table containing the following data:

Client Version	Configuration Source	Installation Directory	
7.0.0	Device Toolkit	C:\Program Files\DRC INSIGHT Online Assessments	
Machine Name	User Name	OS Level	OS Version
MGLT23211	wjarnatt	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit	6.1

Below this is a 'Required Test List' table with columns for 'Test Name' and 'Details'. The tests listed are:

- Response Caching TSM Configuration
- Content Caching TSM Connection
- Content Caching TSM Configuration
- Response Caching TSM Status
- Response Caching TSM Version
- Content Caching TSM Connection
- Content Caching TSM Version

At the bottom of the interface are buttons for 'Load Results', 'Execute Tests', 'Test Audio', and 'Exit'. A 'Saved Results' window is overlaid on the left, showing a list of JSON files and 'Display Results' buttons for each.

Click **Load Results** to display the **Saved Results** window, which lists the results from previous tests. You can click **Display Results** to display any of your previous results.

Click **Execute Tests** to run the tests.

Click **Exit** to exit the System Readiness Check.

## Using the System Readiness Check (cont.)

When you click **Execute Tests**, the System Readiness Check runs all of the tests from the required test list and displays the results.

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details
✓	RAM	Details
✓	Audio Capability	Details
✓	OS Level	Details
✓	User Agent	Details
!	Response Caching TSM Connection	Details
!	Response Caching TSM Status	Details
✓	Response Caching TSM Version	Details
!	Content Caching TSM Connection	Details
✓	Content Caching TSM Version	Details
✓	Client Version	Details
✓	Folder Permissions	Details

Load Results   Execute Tests   Test Audio   Exit

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Various icons indicate the status of a test.

- A green check mark icon (✓) indicates that the testing device passed the test.
- A red exclamation point icon (!) indicates that the testing device failed the test.
- A yellow check mark icon (✓) indicates that the status of the item requires further review.
- A grey icon (☐) indicates that the test is not applicable to the configuration.

# The System Readiness Check

## Using the System Readiness Check (cont.)

You can display details about the System Readiness Check before and after the tests. For a description of these tests, see “System Readiness Required Tests” on page 81.

When you click **Details** before you execute a test, a window displays a description of the test.

**System Information**

Client Version	Configuration Source	Installation Directory
7.0.0	Device Toolkit	C:\Program Files\DRG INSIGHT Online Assessment

Machine Name	User Name	OS Level	OS Version
MGLT23211	wigarnett	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit	6.1

Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes

HTTP Proxy	Device ID	Device Toolkit Organizational Unit and ID	School
	Qyg3GsOIZ	Luke (76005)	SAMPLE DISTRICT SAMPLE SCHOOL 1

**Required Test List**

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details

Buttons: Load Results, Execute Tests, Test Audio, Exit

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Verifies client version at correct level:Failed  
Verifies that you're on a currently validated client.  
The client major version is incorrect, please update

When you click **Details** after you execute a test, a window displays the results of the test.

**System Information**

Client Version	Configuration Source	Installation Directory
7.0.0	Device Toolkit	C:\Program Files\DRG INSIGHT Online Assessment

Machine Name	User Name	OS Level	OS Version
MGLT23211	wigarnett	Microsoft Windows 7 Professional Service Pack 1 (build 7601), 32-bit	6.1

Response Caching TSM Connection	Response Caching TSM Configuration	Content Caching TSM Connection	Content Caching TSM Configuration
https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes	https://36d6f570-7198-408b-a57e-887ac3bcc602-legacy-prod.drc-centraloffice.com:8443/	Yes

HTTP Proxy	Device ID	Device Toolkit Organizational Unit and ID	School
	Qyg3GsOIZ	Luke (76005)	SAMPLE DISTRICT SAMPLE SCHOOL 1

**Required Test List**

Status	Test Name	Details
✓	Screen Resolution	Details
✓	Internet Connection	Details

Buttons: Load Results, Execute Tests, Test Audio, Exit

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Verifies client version at correct level:Passed  
Verifies that you're on a currently validated client.  
This is not a secure client.

## ***System Readiness Required Tests***

The System Readiness Check performs a series of required tests to determine whether the device is ready for online testing. The following table describes each test and the minimum requirements to pass the test.

<b>Test</b>	<b>Description</b>	<b>Required to Pass</b>
<b>Audio Capability</b>	Verifies that the computer has the audio capability needed for online testing and/or tutorials.	The device must have one or more audio channels and be able to play MP3 audio files.
<b>Client Version</b>	Verifies that the version of the client software will work with the secure browser.	The base level of the client software must be up to date.
<b>Content Caching TSM Connection</b>	Verifies that the INSIGHT test engine software on the testing device can connect to the TSM content caching server.	The connection to the TSM content caching server must be working.
<b>Content Caching TSM Version</b>	Verifies that the version of the TSM content caching server is the most recent.	The TSM content caching server must be the latest version.
<b>Folder Permissions</b>	Verifies that you have permission to read and write to the installation folder.	Read/write access to the installation folder.
<b>Internet Connection</b>	Verifies that the computer is connected to the Internet and that the connection speed is fast enough for testing.	The device and browser must have a ping (connection) time of no more than 250 milliseconds.
<b>OS Level</b>	Verifies that the operating system is supported and at a level required for online testing.	See the latest version of <i>DRC INSIGHT Online Learning Supported System Requirements</i> for the supported operating systems.
<b>RAM</b>	Verifies that the computer has enough memory for online testing.	512 MB of RAM
<b>Response Caching TSM Connection</b>	Verifies that the INSIGHT test engine software on the testing computer can connect to the TSM response caching server.	The connection to the TSM response caching server must be working.
<b>Response Caching TSM Status</b>	Verifies that the TSM contains no unspent student responses.	The TSM must contain no stored responses.
<b>Response Caching TSM Version</b>	Verifies that the version of the TSM response caching server is the most recent.	The TSM response caching server must be the latest version.
<b>Screen Resolution</b>	Verifies that the screen width and height are sufficient to display the online tests.	A minimum screen size of 1024 x 768 pixels is required.
<b>User Agent</b>	Verifies that the Web browser will work for the unsecured, practice tests—the Online Tools Training, or OTT.	An up-to-date Chrome browser.

## ***Resolving System Readiness Required Tests***

This section describes various issues you may experience when you run the System Readiness Check tests. It also describes the steps to take to resolve these issues.

### ***Issue 1. Screen Resolution Error***

---

This test verifies that the screen width and height settings meet the minimum system requirements. If it fails, the device's resolution is not high enough to meet the minimum system requirements. You must change the screen resolution. See the latest version of *DRC INSIGHT System Requirements* for the supported resolution.

### ***Issue 2. Internet Connectivity Error***

---

The testing client (computer or device) cannot reach the DRC servers through the Internet. This issue is usually a firewall or proxy issue. Make sure that everything is whitelisted correctly (see *Network Requirements for Testing Computers in Volume I: Introduction to Online Testing*).

## **Starting or Running the System Readiness Check**

If the error occurs when you are starting or running the System Readiness Check, do the following:

1. Verify that you have no bandwidth issues and that you can reach the DRC servers.
2. The Windows environment does not always capture proxy settings correctly. Usually, Windows uses the Internet Explorer Internet settings.
3. Contact your Internet Service Provider (ISP) and verify that it is not filtering or throttling your connection with DRC.
4. Verify that you have all of the DRC addresses whitelisted.

### ***Issue 3. RAM Error***

---

This test verifies that the device's memory meets the minimum system requirements. If this test fails, you must upgrade the amount of memory in the device to meet the minimum system requirements.

### ***Issue 4. Audio Capability Error***

---

This test verifies that the device has the audio capability needed for online testing and tutorials. If this test fails, verify that the device's sound card is working and that the device has a valid playback device.

### ***Issue 5. OS Level Error***

---

This test verifies that INSIGHT is running on a supported operating system. If the device is running a supported operating system, the test verifies that your setup meets the minimum system requirements. In addition to supported versus unsupported operating systems warnings, there is also a warning if the device is using an untested version of a supported OS.

## Resolving System Readiness Required Tests (cont.)

### Issue 6. User Agent Error

This test verifies that the web browser is correct for online testing.

### Issue 7. TSM Connection Error

The testing client (device or computer) is configured to use the TSM, but the device/computer cannot connect to the TSM. All devices and computers that use the TSM server must be able to connect to the TSM.

**! Important:** The two most common reasons for TSM connectivity issues are difficulty translating the server name into an IP address and not excluding the TSM from the system firewall on the computer where the TSM is installed.

#### You Are Not Using a TSM

1. Disable the TSM settings in the Device Toolkit by deselecting Enable Content Caching and Enable Response Caching (see *Configuring an ORG Unit TSM and Specifying INSIGHT Software Updates in Volume III: Configuring Devices for Testing*).
2. Click **Update Configuration** to save your changes .
3. Restart INSIGHT.

#### You Are Using a TSM

- Start the System Readiness Check and verify that the TSM server settings are correct. If they are not correct, do the following:
  - a. Use the Device Toolkit to edit the settings (see *Volume III: Configuring Devices for Testing*).
  - b. Click **Update Configuration** to save your changes.
  - c. Restart INSIGHT.
- Verify that the TSM service is running.
- Verify that the TSM is reachable. Open the TSM both on the computer where the TSM is installed and on some of the devices that are receiving the error.
- Make sure that any antivirus/firewall/proxy between or on the client and server is open. Also, ensure that both the testing client and the TSM are whitelisted.

**Note:** See *Question 1: What should I whitelist, allow, or unblock?* in *Volume I: Introduction to Online Testing* to verify what should be allowed, whitelisted, and unblocked.

- Try setting the proxy settings manually.
- Verify that no other Web servers are running. Check whether a Virtual Machine (VM) is being used to host the TSM. Make sure no other VMs on the server are running a Web server on ports 8080 or 8443.

### ***Resolving System Readiness Required Tests (cont.)***

#### ***Issue 8. TSM Response Caching Error***

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The TSM server has not transmitted all of its stored responses. This test fails if there are stored student responses that have not been transmitted.

**Note:** Students cannot log in if there are stored responses in the TSM.

1. Start the TSM.
2. Select **Response Caching–Unsent Responses**.
3. Verify whether there are unsent tests and click **Transmit Responses** if there are.

#### ***Issue 9. TSM Version Error***

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The TSM is not the latest version. You must uninstall the old version and install the latest version.

1. Uninstall the the old TSM version. See *Volume II: Testing Site Manager (TSM)* and verify that it was uninstalled correctly.
2. Install the latest version of the TSM from eDIRECT (see *Volume II: Testing Site Manager (TSM)*).
3. Rerun the System Readiness Checks (see “Using the System Readiness Check” on page 76) to verify that the TSM is the latest version.

#### ***Issue 10. Client Version Error***

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The client software (INSIGHT) is not the latest version. You must download the latest version (if you are prompted to update your software, click **Update**).

# Notes



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