DRC INSIGHT™
ONLINE LEARNING SYSTEM

Technology User Guide
Volume III: DRC INSIGHT

WISCONSIN

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Introduction

About This Guide

This user guide is part of a multivolume set that describes how to configure, install, manage, and troubleshoot DRC INSIGHT online testing. This volume, *Volume III: DRC INSIGHT*, describes how to configure, install, manage, and troubleshoot the DRC INSIGHT software. It contains installation information for the various environments that support DRC INSIGHT and describes how to use the System Readiness Check to verify that your Testing Devices are ready for testing.

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

DRC INSIGHT

The main component of DRC INSIGHT, the DRC INSIGHT Secure Application, is the secure web-browser testing interface installed on each Testing Device.

DRC INSIGHT Windows Installation

What's Covered in This Section

This section describes the DRC INSIGHT installation process in a Windows environment. The various DRC INSIGHT installation options, as well as the processes of starting, stopping, and uninstalling DRC INSIGHT, are covered in this section and described in the topics listed below.

Quick Tour: Installing the DRC INSIGHT Online Assessments App for Windows

Describes how to download and install the DRC INSIGHT Online Assessments App directly to the Windows Testing Device that you are using to access the App store. You must perform this installation interactively; you cannot install the App silently (non-interactively).

Quick Tour: Installing DRC INSIGHT for Windows OS Interactively

Describes how to download the DRC INSIGHT installation file and install DRC INSIGHT on one or more Testing Devices interactively by using the DRC INSIGHT installation wizard.

Installing DRC INSIGHT From a Command Line or Silently

Describes how to download the DRC INSIGHT installation file and install DRC INSIGHT on one or more Testing Devices silently (non-interactively).

Starting, Stopping, and Uninstalling DRC INSIGHT

Describes various ways to start, stop, and uninstall DRC INSIGHT.

ⓘ **Important:**

- To make the DRC INSIGHT installation process easier, DRC recommends that you install the Central Office Services (COS) Service Device (COS - SD) before you use the COS interface to create COS Configurations and before you install DRC INSIGHT.

- You must have administrator privileges to install and update DRC INSIGHT in a Windows Server environment.

Multiple Testing Programs

If you plan to test across multiple testing programs, you can use a COS - SD and the same set of DRC INSIGHT Testing Devices to access these programs. COS makes it easy to combine multiple testing programs into a single COS Configuration by using COS - SDs with Content Management.

- You can install a COS - SD and DRC INSIGHT on the same Windows, macOS, or Linux computer.

- For details, refer to the Technical Bulletins, *Configuring a COS Service Device and DRC INSIGHT on a Single Windows PC for Online Testing* and *Configuring a COS Service Device and DRC INSIGHT on a Single macOS Computer for Online Testing* on your state's Portal site by navigating to **MY APPLICATIONS–General Information–Documents**.

- You can have content for multiple testing programs on the same COS - SD.

- You can use DRC INSIGHT to access multiple testing programs from the same Testing Device.

- You can access the different testing programs using the DRC INSIGHT desktop shortcut. When you start DRC INSIGHT, a page displays that lists the testing programs from which you can select.

Quick Tour: Installing the DRC INSIGHT Online Assessments App for Windows

This Quick Tour describes how to download and install the DRC INSIGHT Online Assessments App and register the Windows computer as a Testing Device.

1. Navigate to the Microsoft App store using a supported browser.

2. Search for DRC INSIGHT Online Assessments and click **Get** when the DRC INSIGHT Online Assessments App download window displays.
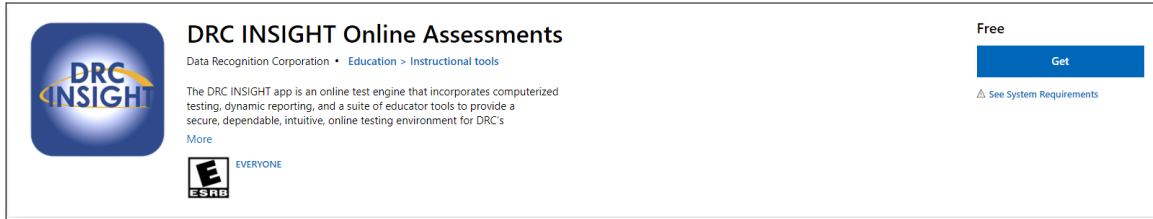
3. After the download is complete, click **Launch** to start the DRC INSIGHT Online Assessments App.

4. The Configuration Not Found page displays. To successfully register the Windows computer as a Testing Device with DRC INSIGHT, locate the Testing Device's Org Unit ID from the COS Configuration. When you have the Org Unit ID (you can copy and paste it), click **Assign Device to Org Unit**.
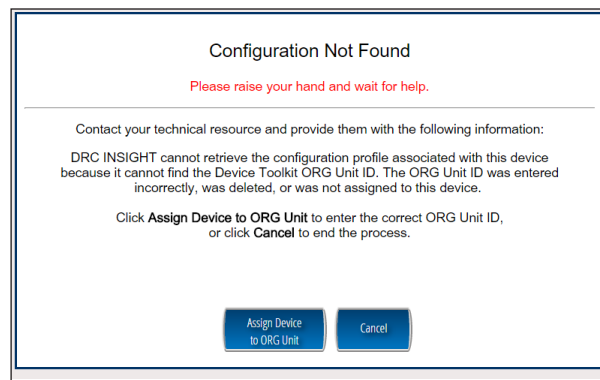
Quick Tour: Installing the DRC INSIGHT Online Assessments App for Windows (cont.)

5. When the Device Registration page displays, enter or paste the Testing Device's Org Unit ID and click **Add**. When the Register button is enabled, click **Register**.

Device Registration

1. To add the device to a Device Toolkit ORG Unit, enter the ORG Unit ID (or copy and paste it) and click **Add**.
   Note: You can repeat this step if you want to access more than one testing program from this device.

2. When you are ready, click **Register** to register the device or **Cancel** to cancel the process.

123456789   Add

Register   Cancel

6. When the Testing Device is successfully registered with DRC INSIGHT, if a single testing program is associated with the COS Configuration, its landing page displays. If multiple testing programs are associated with the COS Configuration, a page displays that you can use to select the testing program. After you make your selection, the landing page for the testing program displays.

   From the landing page in the DRC INSIGHT Online Assessments App, you can try the Test Practice or Test Demo, or sign in to a take a test using your DRC INSIGHT log-in information.

7. To start the System Readiness Check, click the check mark (✔) in the lower-left side, enter **7745 (**the System Readiness Check access code), and click **Submit**. The System Information screen displays for the System Readiness Check and indicates whether the Testing Device has sufficient screen resolution, Internet connectivity, memory (RAM), and other technical specifications needed to perform online testing for the testing program (see "What the System Readiness Check Displays" on page 46).

8. Click **Execute Tests** to verify that the Testing Device and any COS - SDs are configured correctly and click **Details** next to any test for which you need more information (see "Resolving System Readiness Check Required Tests" on page 50).

9. When you are ready, click **Exit**.

Quick Tour: Installing DRC INSIGHT for Windows OS Interactively

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

1. To launch the wizard and start the installation, navigate to your state's Portal site, sign in, navigate to the Downloads tab on the General Information page, and download the DRC INSIGHT installer.

2. After you have downloaded the installer, click the **DRC_INSIGHT_Setup.msi** icon to start an installation. When the Welcome to the DRC INSIGHT Online Learning System Setup Wizard window displays, 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 displays. 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.

4. The Configure Shortcuts window displays. 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 displays. Click **Back** to review or change your settings, **Install** to start the installation, or **Cancel** to cancel the process.

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

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

   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 "What the System Readiness Check Displays" on page 46).

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

8. The Configuration Not Found page displays. To successfully register the Testing Device with DRC INSIGHT, locate the Testing Device's Org Unit ID from the COS Configuration. When you have the Org Unit ID (you can copy and paste it), click **Assign Device to Org Unit**.
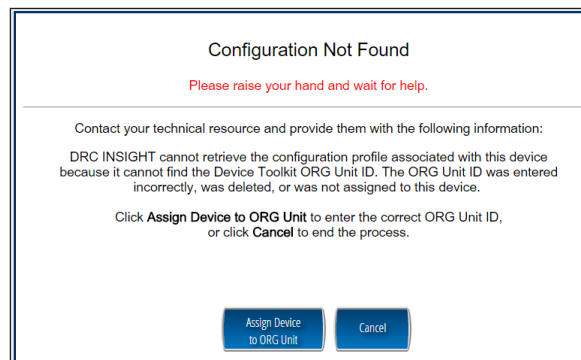
Quick Tour: Installing DRC INSIGHT for Windows OS Interactively (cont.)

9. When the Device Registration page displays, enter or paste the Testing Device's Org Unit ID and click **Add**. When the Register button is enabled, click **Register**.

Device Registration

1. To add the device to a Device Toolkit ORG Unit, enter the ORG Unit ID (or copy and paste it) and click **Add**.
   Note: You can repeat this step if you want to access more than one testing program from this device.

2. When you are ready, click **Register** to register the device or **Cancel** to cancel the process.

123456789   Add

Register   Cancel

When the Testing Device is registered, the System Readiness Check displays for the COS Configuration's testing program. If the COS Configuration is associated with more than one testing program, a page displays that you can use to select your testing program. The System Readiness Check displays for the testing program you selected.

10. When the System Readiness Check launches, the System Information screen displays. 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 Device and any COS - SDs are configured correctly. Click **Details** next to any test you need more information about (see "Resolving System Readiness Check Required Tests" on page 50). When you are ready, click **Exit**.

11. When the Testing Device is successfully registered with DRC INSIGHT, if a single testing program is associated with the COS Configuration, its landing page displays. If multiple testing programs are associated with the COS Configuration, a page displays that you can use to select the testing program. After you make your selection, the landing page displays.

    Within the DRC INSIGHT App, you can try the Test Practice or Test Demo, or sign in to a take a test. In addition, you can sign in to the System Readiness Check by clicking the check mark (✓) in the lower-left side and entering **7745**, the System Readiness Check access code. The System Readiness Check verifies that the Testing Device has sufficient screen resolution, Internet connectivity, memory (RAM), and other technical specifications needed to perform online testing (see "What the System Readiness Check Displays" on page 46).

12. The installation adds a single shortcut to your desktop. Use the shortcut to sign in to the Test Practice, try the Test Demo, view sample test items, or test using your DRC INSIGHT log-in information.

Installing DRC INSIGHT from a Command Line or Silently

This section describes how to install DRC INSIGHT from a command line and how to install DRC INSIGHT silently (non-interactively). After installing DRC INSIGHT, start DRC INSIGHT to register the Testing Device with its COS Configuration. (You can do this manually, or automatically using a script or device management software.)

① **Important:** Register the Testing Device *before* applying any desktop protection software, such as Deep Freeze, to avoid having the device re-register with the COS Configuration every time DRC INSIGHT is launched.

Installing DRC INSIGHT from a Command Line

1. To install DRC INSIGHT from a command line, navigate to your state's Portal site, sign in, and download the Windows DRC INSIGHT installation file, DRC_INSIGHT_Setup.msi, to the C: drive.

2. Execute the DRC INSIGHT setup command—**DRC_INSIGHT_Setup.msi**—using the specific options (see below) 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. Refer to the *Windows Installer Software Development Kit* for detailed information about the command line syntax.
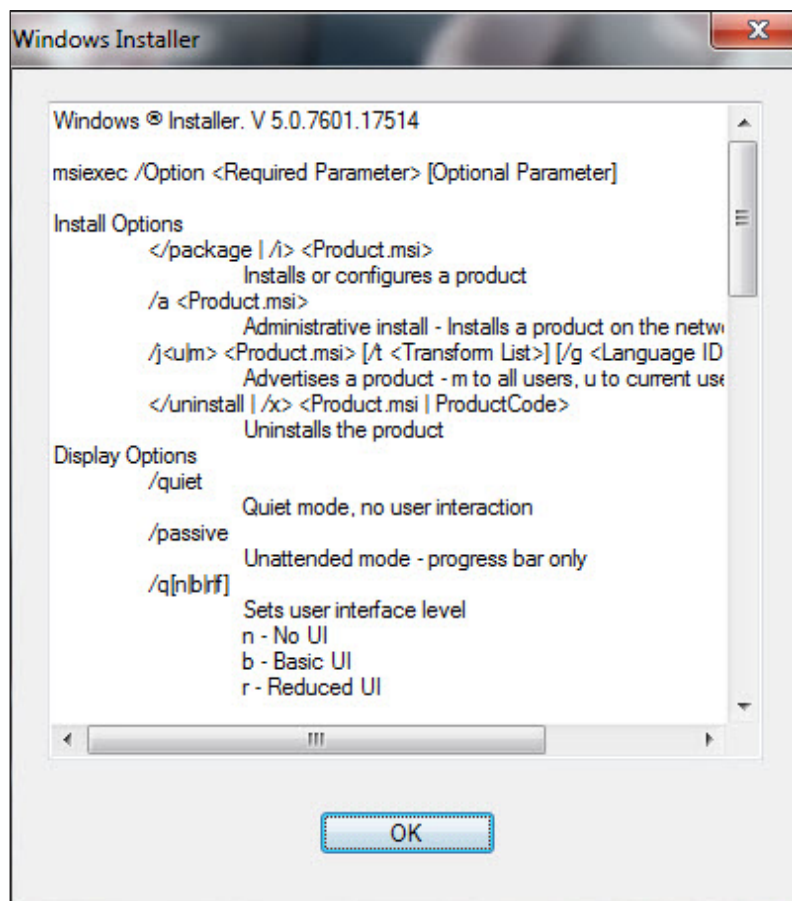
Installation Command Syntax and Example

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 below).

Examples

The following are examples of commands used to install DRC INSIGHT, with and without a proxy host, using an Org Unit ID of 123456789.

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

msiexec.exe /i DRC_INSIGHT_Setup.msi /qn https_proxy="https://10.1.1.1:55222" ou_ids="123456789"

msiexec.exe /i DRC_INSIGHT_Setup.msi /qn ou_ids="123456789"

https_proxy is the path to the proxy host (if specified).

ou_ids is the Org Unit ID number to which the device is assigned. This parameter points to the specific COS Configuration information for COS - SD content, district and school ID, proxy server information, and automatic update information. It is used to register the device with DRC INSIGHT.

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 DRC INSIGHT Silently Using Orca

To install DRC INSIGHT silently using Orca, perform the following steps:

1. Navigate to your state's Portal site, sign in, navigate to the Downloads tab on the General Information page, and download the Windows DRC INSIGHT installer, DRC_INSIGHT_Setup.msi, to the C: drive.

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. Use the **Property** column to sort the display.

Property	Value

7. Locate the **OU_IDS** field and enter the Org Unit ID with no quotation marks or spaces (see the example below).

    OU_IDS   123456789

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.:55

9. Save the file and exit Orca.

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

10. Use the following command to run the updated installer:

    msiexec.exe /i DRC_INSIGHT_Setup.msi /qn

Starting, Stopping, and Uninstalling DRC INSIGHT

This section describes various ways to start, stop, and uninstall DRC INSIGHT.

Starting DRC INSIGHT

You can start DRC INSIGHT from a Windows 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–DRC INSIGHT Online Assessments–DRCInsight.exe** for DRC INSIGHT.

Stopping DRC INSIGHT

If DRC INSIGHT becomes unresponsive on a Windows computer, you can stop it by using the Windows Task Manager.

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

2. When the Task Manager window displays, select **DRCInsight.exe** in the Processes tab and click **End Task**.

If DRC INSIGHT becomes unresponsive on a Windows 10 computer, you can stop it by pressing **ALT–F4**.

Uninstalling DRC INSIGHT

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

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

Control Panel

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

Start Menu

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

Command

To uninstall DRC INSIGHT silently, use the following command:

msiexec.exe /x DRC_INSIGHT_Setup.msi /qn

DRC INSIGHT macOS Installation

What's Covered in This Section

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

⊙ Important: To make the DRC INSIGHT installation process easier, DRC recommends that you install the COS - SD before you use the COS interface to create COS Configurations and before you install DRC INSIGHT.

Multiple Testing Programs

If you plan to test across multiple testing programs, you can use a COS - SD and the same set of DRC INSIGHT Testing Devices to access these programs. COS makes it easy to combine multiple testing programs into a single COS Configuration by using COS - SDs with Content Management.

- You can install a COS - SD and DRC INSIGHT on the same computer.

  For details, refer to the Technical Bulletins, *Configuring a COS Service Device and DRC INSIGHT on a Single Windows PC for Online Testing* and *Configuring a COS Service Device and DRC INSIGHT on a Single macOS Computer for Online Testing* on your state's Portal site by navigating to **MY APPLICATIONS**–**General Information**–**Documents**.

- You can have content for multiple testing programs on the same COS - SD.

- You can use DRC INSIGHT to access multiple testing programs from the same Testing Device.

- When you start DRC INSIGHT, a page displays that lists the testing programs from which you can select.

Rosetta Software and DRC INSIGHT Software for macOS Devices

If you are testing using a macOS device that has an M1 chip, the Rosetta software must be installed on the device before you install DRC INSIGHT. If the Rosetta software is not installed, during the installation process you will be prompted to install it (see the image below).
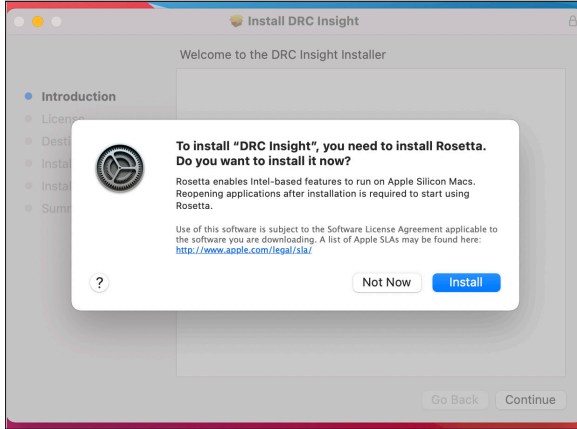
Keep the following items in mind if you need to install the Rosetta software on your macOS device.

- Application (Intel) means that the app supports only Intel processors and needs Rosetta to work on any macOS device with Apple Silicon processors.

- Application (Universal) means that the app supports both Apple Silicon processors and Intel processors and uses Apple Silicon processors by default.

Quick Tour: Installing DRC INSIGHT for macOS

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

1. Sign in to your state's Portal site, select **MY APPLICATIONS**–**General Information**–**Downloads**, and click the DRC INSIGHT macOS Installer (macOS) Download icon (🔽).

2. After you have downloaded the installer, click on the **drc_insight_setup_xx.x.x.pkg** icon to start an installation.

    Note:

    •   You must be a macOS System Administrator to install DRC INSIGHT.

    •   The actual .pkg file will include a version number. Use the version number from the .pkg file name as the current version.

3. The Welcome screen displays for the DRC INSIGHT Online Learning System Setup Wizard. Click **Next** to continue.

4. The License Agreement window displays. 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.)

5. The Standard Install window displays, indicating the amount of disk space the installation will require. Click **Install**.

6. The Standard Install on "Mac version" window displays. You can change the installation location or use the default location. To use the default location, click **Install**.

7. 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.

10. The Configuration Not Found page displays. To successfully register the Testing Device with DRC INSIGHT, locate the Org Unit ID from the COS Configuration. When you have the Org Unit ID (you can copy and paste it), click **Assign Device to Org Unit**.

Configuration Not Found

Please raise your hand and wait for help.

Contact your technical resource and provide them with the following information:

DRC INSIGHT cannot retrieve the configuration profile associated with this device because it cannot find the Device Toolkit ORG Unit ID. The ORG Unit ID was entered incorrectly, was deleted, or was not assigned to this device.

Click **Assign Device to ORG Unit** to enter the correct ORG Unit ID, or click **Cancel** to end the process.

Assign Device to ORG Unit   Cancel
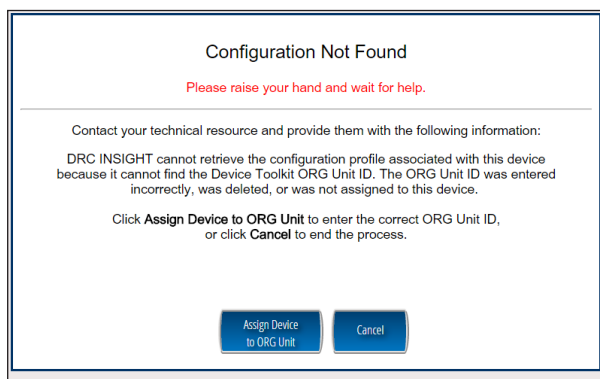
Quick Tour: Installing DRC INSIGHT for macOS (cont.)

11. When the Device Registration page displays, enter or paste the Org Unit ID and click **Add**.

When the Register button is enabled, click **Register**. When the Testing Device is registered, the System Readiness Check displays for the COS Configuration's testing program. If the COS Configuration is associated with more than one testing program, a page displays that you can use to select your testing program. The System Readiness check displays for the testing program you selected.

12. When the System Readiness Check launches, the System Information screen displays. 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 Device and any COS - SDs are configured correctly. Click **Details** next to any System Readiness Test to see more information about the status of the test (see "Resolving System Readiness Check Required Tests" on page 50). When you are ready, click **Exit**.

13. When the Testing Device is successfully registered with DRC INSIGHT, if a single testing program is associated with the COS Configuration, its landing page displays. If multiple testing programs are associated with the COS Configuration, a page displays that you can use to select the testing program. After you make your selection, the landing page displays.

Within the DRC INSIGHT App, you can sign in to the System Readiness Check by clicking the check mark (☑) in the lower-left side and entering **7745**, the System Readiness Check Access Code. 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 "What the System Readiness Check Displays" on page 46).

14. After installation, launch the application from the Launchpad, via Spotlight, or from the Applications folder, and sign in to the Test Practice, try the Test Demo, view sample test items, test using your DRC INSIGHT log-in information

Managing DRC INSIGHT

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

After installing DRC INSIGHT, start DRC INSIGHT to register the Testing Device with its COS Configuration. (You can do this automatically using a script or device management software, or you can do this manually.)

ⓘ **Important:** Register the device *before* applying any desktop protection software, such as Deep Freeze, to avoid having the device re-register with the COS Configuration every time DRC INSIGHT is launched.

Installing DRC INSIGHT Using a Software Deployment Tool

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

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

1. If there is an old version of DRC INSIGHT, remove the old version and install and configure the DRC INSIGHT Secure Application on the computer from which you will be distributing the software (see).

ⓘ **Important:** To ensure that testers can access the correct file folders on the testing computers, you may need to adjust the permissions on the file folders you will be copying before you distribute them to the testing computers.

---

2. Start the Apple Remote Desktop software 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 testers' permissions.

3. Copy the file folders to your list of destination computers.

4. Verify the installation by running the System Readiness Check on the computers on which you installed the software.

Starting DRC INSIGHT

You can start DRC INSIGHT on a testing computer by using the Launchpad, via Spotlight, or from the Applications folder by double-clicking **Applications–DRC INSIGHT Online Assessments–DRCInsight Online Assessments.app**.

Stopping DRC INSIGHT

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

Uninstalling DRC INSIGHT

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

Note: You can also run the uninstall process silently.

DRC INSIGHT Linux Installation

What's Covered in This Section

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

Note: You should be familiar with Linux concepts such as terminal mode/session/window, the Synaptic Package Manager software, and the Ubuntu Software Center. For any commands entered from a Linux terminal session, the combination of backslash space (\ ) indicates a space.

(!) **Important:** To make the DRC INSIGHT installation process easier, DRC recommends that you install the COS - SD before you use the COS interface to create COS Configurations and before you install DRC INSIGHT.

Installation Prerequisite

The Gnome desktop environment is required to install DRC INSIGHT on a Linux computer (see "Installing the GNOME Desktop Environment" on page 27).

Multiple Testing Programs

If you plan to test across multiple testing programs, you can use a COS - SD and the same set of DRC INSIGHT Testing Devices to access these programs. COS makes it easy to combine multiple testing programs into a single COS Configuration by using COS - SDs with Content Management.

• You can install a COS - SD and DRC INSIGHT on the same computer.

• You can have content for multiple testing programs on the same COS - SD.

• You can use DRC INSIGHT to access multiple testing programs from the same Testing Device.

• You can access the different testing programs using the same DRC INSIGHT desktop shortcut. When you start DRC INSIGHT, a page displays that lists the 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 DRC 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

Installing the GNOME Desktop Environment

The GNOME desktop environment is required before you can install DRC INSIGHT on a Linux computer. Follow these steps to install the GNOME desktop environment.

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 environment.

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

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

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**.

5. When the installation is complete, at the prompt type **exit** and press **Enter** to close the terminal window.

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

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 successfully logging in to GNOME, you can begin installing DRC INSIGHT on the computer.

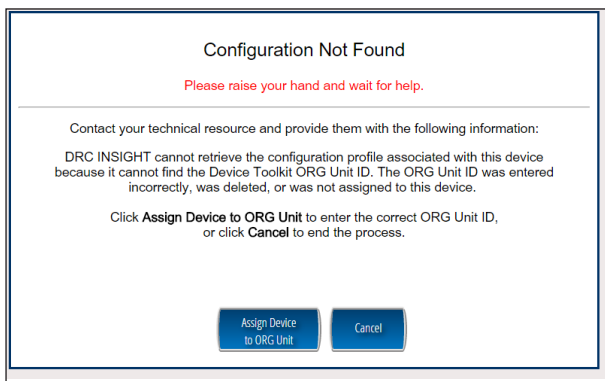## *Quick Tour: Installing DRC INSIGHT for Linux*

This Quick Tour describes how to install DRC 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 in to your state's Portal site, select **MY APPLICATIONS**–**General Information**–**Downloads**, and click the DRC INSIGHT Linux Installer icon (🖼) to download the DRC INSIGHT setup file, **DRC_INSIGHT_Setup_amd64.deb** (for 64-bit versions of Linux), to the Downloads directory on your testing computer.

2. The Opening DRC_INSIGHT_Setup_amd64.deb dialog box displays.

   Select **Open with Ubuntu Software Center (default)** if it is not selected and click **OK**.
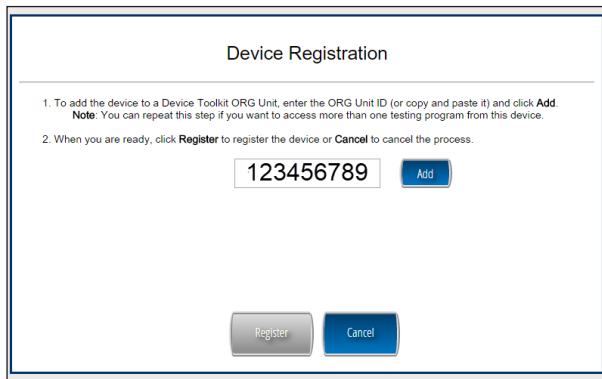
   Note: Some browsers do not display a dialog box and download the installation file directly.

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

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

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

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

7. After DRC INSIGHT is installed, navigate to the directory where you installed it and double-click the DRC INSIGHT Online Assessments icon to start DRC INSIGHT and register the Testing Device.

8. The Configuration Not Found page displays. To successfully register the Testing Device, locate the Org Unit ID from the COS interface. When you have the Org Unit ID (you can copy and paste it from the COS interface), click **Assign Device to Org Unit**.

Configuration Not Found

Please raise your hand and wait for help.

Contact your technical resource and provide them with the following information:

DRC INSIGHT cannot retrieve the configuration profile associated with this device because it cannot find the Device Toolkit ORG Unit ID. The ORG Unit ID was entered incorrectly, was deleted, or was not assigned to this device.

Click **Assign Device to ORG Unit** to enter the correct ORG Unit ID, or click **Cancel** to end the process.

Assign Device to ORG Unit   Cancel

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

9. When the Device Registration page displays, enter the Org Unit ID (or copy and paste it) and click **Add**.

> **Device Registration**
>
> 1. To add the device to a Device Toolkit ORG Unit, enter the ORG Unit ID (or copy and paste it) and click **Add**.
>   **Note**: You can repeat this step if you want to access more than one testing program from this device.
>
> 2. When you are ready, click **Register** to register the device or **Cancel** to cancel the process.
>
> 123456789   Add
>
> Register   Cancel

When the Register button is enabled, click **Register**. When the Testing Device is registered, the System Readiness Check for the COS Configuration's testing program displays.

Note: If the COS Configuration points to more than one testing program, a page displays that you can use to select your testing program. The System Readiness Check displays for the testing program you selected.

10. When the System Readiness Check launches, the System Information screen displays. 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 Device and any COS - SDs are configured correctly. Click **Details** next to any test to see more information about the test (see). When you are ready, click **Exit**.

11. Confirm that the Testing Device is successfully registered with DRC INSIGHT. When the Testing Device is registered, one of two pages displays:

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

Within the DRC INSIGHT App, you can sign in to the test using your DRC INSIGHT log-in information.

In addition, you can sign in to the System Readiness Check by clicking the check mark (☑) in the lower left side and entering **7745**, the System Readiness Check Access Code. 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).

Managing DRC INSIGHT

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

After installing DRC INSIGHT, start DRC INSIGHT to register the device with its COS Configuration. (You can do this automatically by using a script or device management software, or manually.)

ⓘ **Important:** Register the device *before* applying any desktop protection software, such as Deep Freeze, to avoid having the device re-register with the COS Configuration every time DRC INSIGHT is launched.

Installing DRC INSIGHT Using Terminal Mode

To install DRC INSIGHT in terminal mode, do the following:

1. Sign in to your state's Portal site, select **MY APPLICATIONS**–**General Information**–**Downloads**. When the Test Setup General Information page displays, click on the Linux Installer icon to download the DRC INSIGHT setup file, 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 a terminal session and navigate to your Downloads directory.

3. Enter the command **sudo dpkg -i DRC_INSIGHT_Setup_amd64.deb** and press **Enter**.

4. Tab to the **Yes** field under *I accept the license agreement* and press **Enter**.

Installing DRC INSIGHT from a Command Line

The DRC INSIGHT installation places a silent install shell script (silent_installer.sh) in the Install directory. You can use the silent_installer.sh file to silently install DRC INSIGHT in a Linux environment. Move the silent_installer.sh file to the directory where the DRC INSIGHT installation file 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 in which both the installation file and the silent_installer.sh file are located. In this example, we install the software in silent mode, pointing to Org Unit 123456789.

sudo ./silent_installer.sh -o 123456789

Uninstalling DRC INSIGHT Using the Synaptic Package Manager

The Synaptic Package Manager is a graphic Linux tool to help you uninstall and remove software packages. You can install the Synaptic Package Manager by using the Ubuntu Software Center. Follow these steps to uninstall DRC INSIGHT.

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

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

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

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

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

6. The Synaptic Package Manager uninstalls DRC INSIGHT.

Uninstalling DRC INSIGHT Manually

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

> **sudo apt-get remove drc-insight**

Note: After you have uninstalled DRC INSIGHT, you can remove any remaining files or folders by using the **rm** command (see below). If you have any questions, please contact DRC Customer Service.

Cleanup

The Linux apt-get uninstall command may leave files behind, such as the drcconfiguration.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 session to fully uninstall DRC INSIGHT and remove its files.

> **sudo rm –rf /opt /\ DRC\ Online\ Assessments/**

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

Installing DRC INSIGHT on iPad Devices

What's Covered in This Section

This section describes the process of installing DRC INSIGHT for iPad devices in an iOS or iPadOS environment. It provides detailed information about installing DRC INSIGHT and registering it to work with COS.

DRC INSIGHT and the Apple App Store

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

Distributing and Registering DRC INSIGHT

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

- To *distribute* (deploy) the DRC INSIGHT App (DRC INSIGHT.ipa), you have two options:

  - You can assign the DRC INSIGHT App using Managed distribution, Mobile Device Management (MDM) software and the [Apple Volume Purchase Program](#).

  - You can download the DRC 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 DRC INSIGHT and COS - SDs, you have two options:

  - *If your MDM software supports the Managed App Configuration feature*, you can use the MDM software to deploy the DRC INSIGHT configuration to register your iPad automatically. You can centrally configure multiple iPad devices using the MDM software. This is the preferred method of distributing the same configuration file to multiple iPads. It is easier and introduces fewer errors 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 DRC INSIGHT App to multiple iPad devices, but you must manually register each iPad to the COS Configuration.

Cross-Website Tracking

(!) **Important**: For all iPad devices, the Cross-Website Tracking settings must be enabled on the device after DRC INSIGHT is installed.

To manually enable Cross-Website Tracking, perform the following steps on each iPad

To enable Cross-Website Tracking, perform the following steps on each iPad:

1. Navigate to **Settings**.

2. Tap **DRC INSIGHT**.

3. Toggle **Allow Cross-Website Tracking** to on.

Preparing iPads for Testing

The following is a summary of the process of installing and registering DRC INSIGHT on multiple iPads using MDM software. This summary assumes that you have already installed and set up the MDM software and have registered all the iPads using MDM software.

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 DRC INSIGHT, you must register each iPad manually.

The process of manually installing and registering the DRC 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 the [Assessment with iPad](#) document.

1. **Deploy DRC INSIGHT**

   A. **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 COS interface (see Volume II: Central Office Services [COS]).

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

   B. **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 iPads for Testing (cont.)

Preparing the iPad for Testing without MDM Software

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

C. On the iPad, launch the Apple App Store.

D. Search for DRC INSIGHT.

E. When you locate the DRC INSIGHT App, select Get to download it.

2. **Pair an External Keyboard**

To use an external keyboard, manually pair each iPad with an external keyboard.

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

3. **Launch the DRC INSIGHT App**

DRC INSIGHT is automatically placed in Assessment Mode regardless of whether you use MDM software to deploy it. When DRC INSIGHT launches, you are prompted to lock DRC INSIGHT in Assessment Mode. Select **Yes** for Assessment Mode. If you select **No**, DRC INSIGHT closes.

A. With a Configuration File

When you launch DRC INSIGHT, the iPad is automatically registered with a COS Configuration. If a single testing program is configured, the DRC INSIGHT landing page displays. If multiple testing programs are configured, you can select one from the list.

B. Without a Configuration File

When you launch DRC INSIGHT, the iPad is not automatically registered with a COS Configuration. A field displays that requests the Org Unit ID for the device. Enter the Org Unit ID in the field and click **Save** to register the iPad. If a single testing program is configured, the DRC INSIGHT landing page for that assessment displays. If multiple testing programs are configured, you can select one from a list.

Viewing the DRC INSIGHT Configuration on an iPad

Perform the following steps on an iPad to start the System Readiness Check and view the iPad's DRC INSIGHT configuration.

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

2. When DRC INSIGHT displays, press the System Readiness Check check mark link [☑] in the lower left corner and enter **7745**, the four-digit System Readiness Check access code, to display the System Information page. You can view your DRC INSIGHT configuration information (read-only) from this page.

3. Click **Execute Tests** to verify that the iPad is ready for testing. If there are errors, you must resolve them and repeat steps 2 and 3. To make configuration changes, you must use the COS interface.

4. If your iPad is ready for testing, click **Exit**. To use an external Bluetooth keyboard, pair the iPad with a keyboard and relaunch the DRC INSIGHT App. You can sign in to the test using your DRC INSIGHT log-in information.

iPad Timeout Issue Due to Content & Privacy Restrictions

ⓘ **Important:** Some iPad testers have experienced a timeout that can occur when an iPad is configured with **Content & Privacy Restrictions** enabled. In this situation, specific settings on the iPad may be blocking test content from DRC. Note that this iPad filtering is different from any network filtering that may be in place.

To correct this problem, perform the following tasks on the iPad.

1. Navigate to **Settings**.

2. Tap **Screen Time**.

3. Tap **Content & Privacy Restrictions**.

4. Tap **Content Restrictions**.

5. Tap **Web Content**.

6. If Limit Adult Websites or Allowed Websites Only is checked, under ALWAYS ALLOW, tap **Add Website** and add each of the following websites to the list:

    *   wbte.drcedirect.com

    *   drc-centraloffice.com

    *   drcedirect.com

7. Tap **Save** and restart the iPad.

Note: If multiple iPads are configured with Content & Privacy Restrictions enabled, this updated configuration can be "pushed" to multiple iPads at once by using MDM software. For detailed information, refer to your MDM software documentation.

Installing DRC INSIGHT on Chrome OS Devices

What's Covered in This Section

This section describes the DRC INSIGHT installation and configuration process for Chrome OS devices. It provides detailed information about installing DRC INSIGHT and configuring it using the COS interface.

DRC provides the COS interface software that you can use to configure and install COS - SDs with the Chrome OS devices in your environment. You use this software after you have registered your Chrome OS with your Google domain account (for more information about registering Chrome OS devices, see https://support.google.com/a/answer/182433).

Setting Up DRC INSIGHT on Chrome OS Devices

The following is an overview of the process of installing, configuring, deploying, and registering DRC INSIGHT on your Chrome OS devices. You set up COS Configurations using the COS interface, generate a chromeos.json file, and install and deploy DRC INSIGHT. When you start DRC INSIGHT, the Chrome OS device is registered with DRC INSIGHT through the COS Configuration.

DRC INSIGHT Installation Overview

To test using DRC INSIGHT, you can connect to a COS - SD for hosting and other functions. The following is a brief overview of the process of installing DRC INSIGHT and configuring a Chrome OS device.

1. To use a COS - SD, install one or more COS - SDs on desktop or laptop computers that have static IP addresses (if you use the machine's IP address to connect to the COS - SDs) and will be available around the clock.

2. Sign in to your state's Portal site using a supported browser (see *Volume II: Central Office Services [COS]*) and use the Central Office Services link to start COS.

3. Use the URL DRC provides to install the DRC INSIGHT App on your Chrome OS devices from the Google administration website.

4. Using Chrome management, upload the chromeos.json file that you generated from the COS interface.

5. Launch INSIGHT on the Chrome OS device. Run the System Readiness Check to verify that the Chrome OS device can connect to the COS - SD and is ready for testing. If necessary, use the COS interface to reconfigure the COS Configuration, and restart the DRC INSIGHT software to update the Chrome OS device's COS Configuration.

6. Test the configurations and monitor the log files for issues.

Chrome OS Devices and COS - SD Software

A COS - SD is used primarily to host and manage test content. For various reasons, Chrome OS devices do not provide a suitable environment for a COS - SD. As a result, you should install the COS - SD software on a Windows PC, Mac (macOS) computer, or Linux machine (see *Volume II: Central Office Services [COS])* and connect to the COS - SD when you install DRC INSIGHT on the Chrome OS device.

!) **Important:** Verify that the maximum number of Chrome OS devices in any Chrome management subgroup does not exceed the COS - SD maximum for your COS Configuration. If you attempt to test with more than the maximum number of devices, the results will be unpredictable.

For more information, see the latest version of the *DRC INSIGHT System Requirements* at your state's Portal site by navigating to **MY APPLICATIONS–General Information–Documents** and clicking **View System Requirements**.

### *Multiple Testing Programs*

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

Example of Chrome OS Device Setup and Configuration for DRC INSIGHT

The following is a high-level example of how to set up a Chrome OS device environment in Google to complement DRC INSIGHT and Single App Kiosk Mode. DRC assumes that users have registered their Chrome OS devices within the Google Admin Console as part of their initial implementation. For secure testing, Google specifies that users 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 guide. For more information, see https://support.google.com/chrome/a and *Chrome OS Device Questions* in *Volume IV: 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 below).
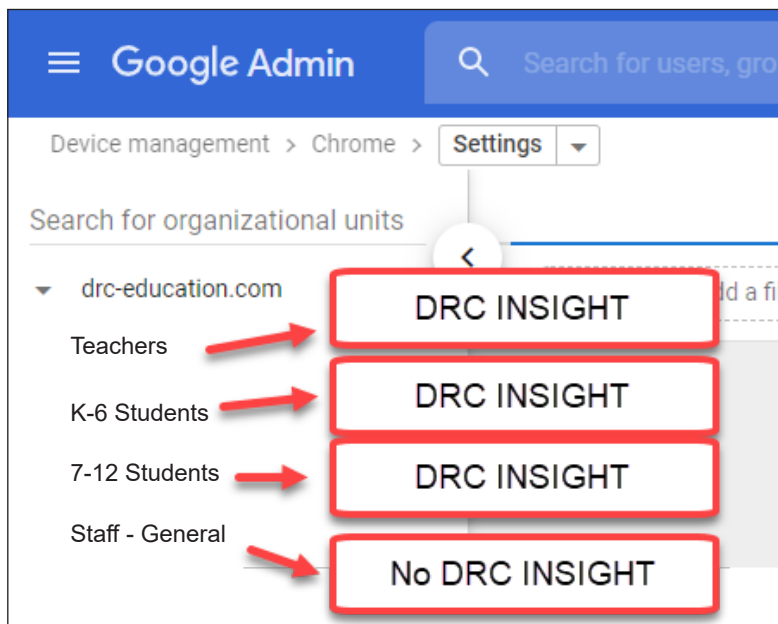
3. Enroll Chrome OS devices and identify each device by the device's serial number. You can add notes to help identify each device (see the example with notes below).

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

4. Move the Chrome OS devices to the appropriate sub-organizations.

   Note: Remember, the Google device administration organizations (i.e., organization units) are not the same as the COS interface Org Units, and a Chrome OS device's serial number is not the same as the Chrome OS Device ID that COS creates for the Chrome OS device (see *COS Online Help*).

Quick Tour: Installing and Deploying the DRC INSIGHT Secure App to Chrome Devices

This Quick Tour describes how to install the DRC INSIGHT App on one or more Chrome devices using COS and the updated Chrome management in the Google Admin Console.

⚠ **Important:**

- You must have set up and configured your Chrome environment in the Google Admin Console to complement DRC INSIGHT Secure App and Single App Kiosk Mode.

- If you plan to use Chrome devices that were previously registered with a COS Configuration and the COS Configuration and Device ID are still applicable, you do not need to follow this process and re-register your Chrome OS devices with COS. When DRC INSIGHT is launched, it will locate the Device ID from the COS Configuration and use the associated COS Configuration.

- If you want the Chrome testing devices to automatically connect to a COS Configuration, download the chromeos.json file information from the appropriate COS Configuration's Deployment tab (for more details, refer to the *COS Online Help*.) You will need this information for Step 22.

1. Deploy the DRC INSIGHT COS Configurations to each Chrome device being used for testing using COS. To start the COS application and register the Chrome device, sign in to your state's Portal site and select **MY APPLICATIONS–Central Office Services**.

   The COS application displays in your browser. Use this application to create COS Configurations to group, organize, and categorize your Chrome devices for testing. For each device, identify its COS Configuration. When you launch the device, it uses the settings identified for the COS Configuration to which the device is assigned (see *COS Online Help*).

2. Select a Testing Program from the drop-down menu and a site (district or school) using the field. The COS Dashboard displays (see *COS Online Help)*.

3. In a new window, or new tab, log in to **https://admin.google.com** with an administrator profile.

4. Select **Devices**.

5. Select **Chrome**.

6. Select **Settings**.

7. Select **Device**.

8. Under Device settings, the Google Parent and Child organizational units are displayed on the left side of the page. Select the proper organization level from the ORGANIZATIONS list to be able to deploy the DRC INSIGHT App to everyone who will use it for testing.

   - Option A - DRC INSIGHT Secure App can be added to the parent organization resulting in it being added to all Chrome testing devices in each of the child organizations. Use this approach if all testing devices are in the same COS configuration with the same COS Org Unit ID.

   - Option B - DRC INSIGHT Secure App can be added to a specific child organization. Use this approach if the Chrome testing devices in each of the child organizations use a different COS Configuration with different COS Org Unit ID.

*Quick Tour: Installing and Deploying the DRC INSIGHT Secure App to
Chrome Devices (cont.)*

9. Verify that the following settings are selected within Device Settings:

    •   Under Sign-In settings, verify that User data is set to **Do not erase local user data**.

    •   Under Device update settings, verify that Release channel is set to **Stable channel**.

    •   Under Keyboard Language verify that **US keyboard** is selected.

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

    •   Under Kiosk settings, verify that Managed guest session is set to **Do not allow managed guest
        sessions**.

10. Under Kiosk settings, click the **apps & extensions page** link.

11. Scroll to the bottom of the page and hover over the yellow, circle "+" button.

12. Hover over and click the top icon—**Add Chrome app or extension by ID**.

13. Click the drop-down menu and select **From a custom URL**.

14. Enter DRC's Universal Extension ID: **nickmpjdfebcopckkfjmflblnmijbiom**

15. Enter the following URL: **https://clients2.google.com/service/update2/crx**

16. Click **Save**.

17. Search for the newly installed DRC INSIGHT Secure App using DRC's Universal Extension ID.

18. Verify that **Auto-launch app** is set to None.

19. Click the installed App to open the Kiosk Settings window.

20. Verify that **Allow App to Manage Power** is turned off.

21. Verify that **Allow Virtual Keyboard** is turned off.

22. Chose what to do now based on whether you want the Chrome testing devices to automatically connect
    to a COS Configuration.

    •   If you do not want the device to automatically connect to a COS Configuration, leave the Policy for
        extensions field blank (the default value).

    •   If you want the devices to automatically connect to a COS Configuration, copy and paste the
        chromeos.json file information that you downloaded from the appropriate COS Configuration's
        Deployment tab into the **Policy for extensions** field.

23. Click **Save**. The DRC INSIGHT Secure App for ChromeOS will be installed as a Kiosk application the
    next time the policy is reloaded, based on your site's settings.

Using the System Readiness Check on a Chrome OS Device

When you start the System Readiness Check on a Chrome OS device, the Device ID and Org Unit ID display in the header fields on the System Information page.

- The Chrome OS device's Device ID displays in the Testing Device ID field.

- The district and school in which the Chrome OS device is registered display in the Location field.

- The Chrome OS device's COS Org Unit ID displays in the COS Org Unit 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 when DRC INSIGHT is being installed or when DRC INSIGHT is running.

The System Readiness Check is installed when you install DRC INSIGHT, and it performs a series of tests you can use to easily diagnose and prevent or correct most errors. It verifies that a Testing Device meets all the necessary hardware and software requirements for testing, 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 DRC INSIGHT on the device.

2. When the main DRC INSIGHT testing page displays, click the check mark (✔) in the lower-left corner of the page.

3. When you are prompted, enter **7745**, the four-digit System Readiness Check access code.

What the System Readiness Check Displays

After installing DRC INSIGHT, use the System Readiness Check (shown below) to determine whether your Testing Device meets system requirements and to troubleshoot issues. When you start the System Readiness Check from a device, it displays information about the device's software and configuration, including the results of the tests it ran to determine whether the device is ready for online testing.

The fields, buttons, icons, and tests you can access from the System Readiness Check and some troubleshooting information are described in this section.

The System Readiness Check Fields

The following table describes the information contained in the various fields that display in the System Readiness Check.

Field	Description
Client Version	The version of DRC INSIGHT software
Configuration Source	The source of the device's COS Configuration information
Installation Directory	The directory where DRC INSIGHT is installed
Machine Name	The name of the Testing Device
User Name	The name of the user logged in to the Testing Device
Operating System Level	The operating system level installed on the Testing Device
OS Version	The operating system version installed on the Testing Device
Testing Device ID	The Testing Device's ID (assigned by DRC)
Service Device Domain Name	The COS - SD's domain name (assigned by DRC)
Content Hosting	The field that indicates whether Content Hosting is configured
HTTPS Proxy	The URL of the secure proxy server (if one is configured)
COS Configuration Name	The user-created name of the COS Configuration to which the Testing Device is assigned
COS Org Unit ID	The unique ID generated by COS that COS uses to register the device with DRC INSIGHT
Location	The testing location within the COS Configuration associated with the Testing Device

The System Readiness Check Buttons and Icons

Use the buttons on the System Readiness Check to display details about tests, execute tests, test audio functionality, or exit the System Readiness Check. The icons that display indicate the status of the tests. The following table describes these buttons and icons.

Button or Icon	Description
Details	You can display details about the System Readiness Check before and after a test. • If you click Details before you execute the test, a window displays a description of the test. • If you click Details after you execute a test, a window displays the results of the test. For a description of these tests, see <u>"The System Readiness Check Required Tests" on page 49</u>.
Execute Tests	When you click Execute Tests, the System Readiness Check runs all of the tests from the required test list and displays the results.
Test Audio	When you click Test Audio, the system verifies whether the audio portion of the Testing Device is working. You must have a microphone configured and attached to the computer to run this test.
Exit	When you click Exit, the System Readiness Check closes.
System Readiness Test Status Icons	The following icons indicate the status of a system readiness 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 COS Configuration.

The System Readiness Check Required Tests

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

Test	Description	Required to Pass
Audio Capability	Verifies that the Testing Device 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 audio files.
Client Version	Verifies that the version of the DRC INSIGHT software will work with the secure browser	The base level of the DRC INSIGHT software must be up to date.
Internet Connection	Verifies that the Testing Device is connected to the Internet and that the connection speed is fast enough for testing	The device and the DRC INSIGHT Secure Application must have a ping (connection) time of no more than 2.5 seconds.
Operating System Level	Verifies that the operating system is supported and at a level required for online testing	See the latest version of the *DRC INSIGHT System Requirements* for the supported operating systems.
RAM	Verifies that the Testing Device has enough memory for online testing	See the latest version of the *DRC INSIGHT System Requirements* for the supported Testing Devices.
Screen Resolution	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.
Service Device Connection	Verifies that the DRC INSIGHT test engine software on the Testing Device can connect to the COS Service Device (COS - SD)	The connection to the COS - SD must be working.
User Agent	Verifies that the web browser will work for the unsecured tests	An up-to-date Chrome browser is required.

Resolving System Readiness Check 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. Audio Capability Error

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

Issue 2. Client Version Error

The DRC INSIGHT software is not the latest version. You must download the latest version. If you are prompted to update your software, please reach out to your local technology coordinator or IT.

Issue 3. Internet Connection Error

The Testing Device cannot reach the DRC servers through the Internet. This issue is usually a firewall or proxy issue. Make sure that everything is allowlisted 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. The Windows environment does not always capture proxy settings correctly. Usually, Windows uses the Internet Explorer Internet settings.

2. Contact your Internet Service Provider (ISP) and verify that it is not filtering or throttling your connection with DRC.

3. Verify that you have allowlisted all the DRC addresses.

Issue 4. Operating System Level Error

This test verifies that DRC 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 operating system version that is currently in Best Effort Support.

If this test fails, you must upgrade to a supported operating system level (see the latest version of *the DRC INSIGHT System Requirements*).

Resolving System Readiness Required Tests (cont.)

Issue 5. 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 (see the latest version of the *DRC INSIGHT System Requirements*).

Issue 6. 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 the *DRC INSIGHT System Requirements*).

Issue 7. COS Service Device Connection Error

The Testing Device cannot connect to the COS - SD. Review the Service Devices tab for the COS Configuration to which the COS - SD is assigned to determine why the COS - SD is not available (see *COS Online Help*).

Issue 8. User Agent Error

This test verifies that the web browser is correct for online testing. If necessary, update your browser to a level that is supported for online testing.

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