



# Technology User Guide

## Volume III: DRC INSIGHT

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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. 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 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 (OTT) test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely.



# Windows Installation

### ***What's Covered in This Section***

This section describes the DRC INSIGHT installation process in a Windows 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 silently and uninstalling 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.

---

### ***Multiple Testing Programs***

If you plan to perform multiple testing programs using the same testing computers, you can use a COS - SD and the same set of DRC INSIGHT Testing Devices to access these programs.

- 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 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. COS makes it easy to combine multiple testing programs into a single configuration using Content Management.

## Quick Tour: Installing DRC INSIGHT for Windows OS

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, sign in to your state's Portal site, select **MY APPLICATIONS–General Information–Downloads**, and click the DRC INSIGHT Windows Installer icon (📦).
2. After you have downloaded the installation program, click the **DRC\_INSIGHT\_Setup.msi** icon to start an installation. When the Welcome to the DRC 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.
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.

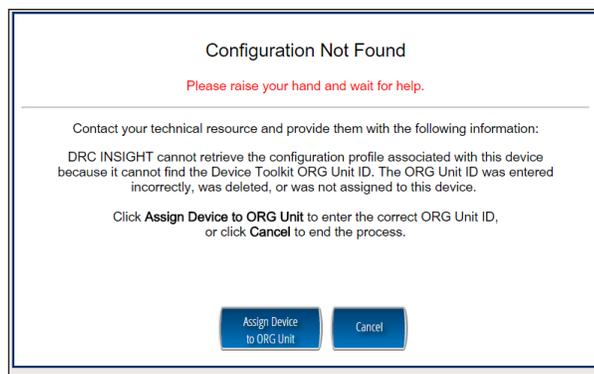
After you have made your selections, click **Next** to continue.

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 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 appears, indicating that DRC 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 “What the System Readiness Check Displays” on page 45).

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

8. The Configuration Not Found page appears. To successfully register the device with DRC INSIGHT, you need to locate the 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 (cont.)

9. When the Device Registration page appears, enter or paste the device's ORG Unit ID and click **Add**. When the Register button is enabled, click **Register**.



The screenshot shows a dialog box titled "Device Registration". It contains two numbered instructions: 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. Below the instructions, there is a text input field containing the ORG Unit ID "123456789" and a blue "Add" button. At the bottom of the dialog, there are two buttons: a grey "Register" button and a blue "Cancel" button.

When the device registers, the System Readiness Check will display for the configuration's testing program. If the configuration points to more than one testing program, 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 test, execute the tests, and view the results.

Click **Execute Tests** to verify that the testing computer and any COS Service Devices are configured correctly. Click **Details** next to any test you need more information about (see "Resolving System Readiness Required Tests" on page 49). When ready, click **Exit**.

11. When the device is successfully registered with DRC INSIGHT, if a single testing program (location) is associated with the configuration, the main testing page appears. If multiple testing programs are associated with the configuration, 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 DRC 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 of 7745.

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 DRC INSIGHT log-in information.

## Managing DRC INSIGHT

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

**! Important:** Remember to 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

To install DRC INSIGHT from a command line, execute the DRC 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. Refer to the *Windows Installer Software Development Kit* for detailed information about the command line syntax.

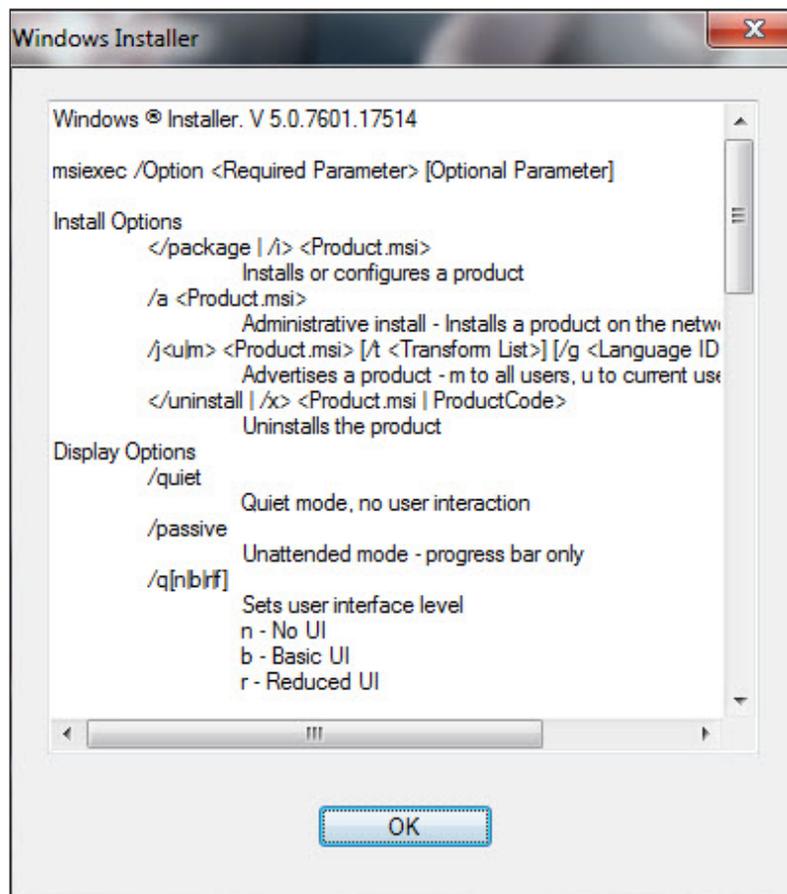


Figure: DRC INSIGHT Setup Command Options

## 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 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"
```

Where:

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

To install DRC INSIGHT silently (non-interactively), perform the following steps.

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

1. Sign on to the your state's Portal site, open the **My Applications** menu bar, select **General Information–Downloads**, and download the Windows DRC INSIGHT installation file, DRC\_INSIGHT\_Setup.msi, to the C: drive.
2. Change to the directory where you installed the DRC INSIGHT file and enter the following command:

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

Where:

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

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

**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 DRC INSIGHT Silently Using ORCA

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

1. Download the Windows DRC 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.: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 with the new embedded switches:

**msiexec.exe /i DRC\_INSIGHT\_Setup.msi /qn**

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

## ***Starting DRC INSIGHT***

You can start DRC 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 DRC INSIGHT.
- For 32-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, 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 appears, select **DRC eTESTING** and click **End Task**.

## ***Uninstalling DRC INSIGHT***

You can uninstall (remove) 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 appears.

### **Command**

To uninstall DRC INSIGHT silently, use the following command:

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

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



# Mac (macOS) Installation

## ***What's Covered in This Section***

This section describes the DRC INSIGHT installation process in a Mac (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 Central Office Services (COS) Service Device (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 perform multiple testing programs using the same testing computers, you can use a COS - SD and the same set of DRC INSIGHT Testing Devices to access these programs.

- 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 device.

You 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.

## Quick Tour: Installing DRC INSIGHT for macOS

This Quick Tour describes how to install DRC INSIGHT on a Mac computer (macOS). 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 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 **Save...**

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**.

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

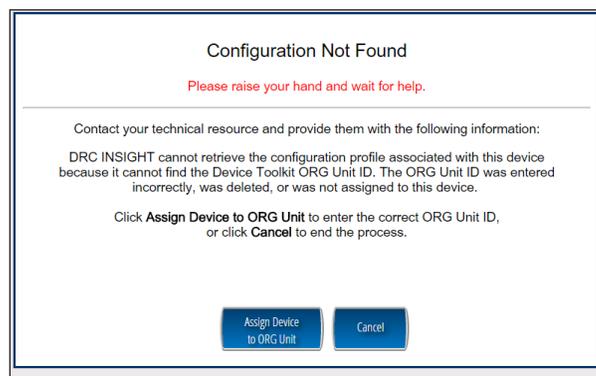
6. The Standard Install on “Macintosh HD” window appears. You can change the installation location or use the default location. To use the default location, click **Install**.

7. You must be a Mac System Administrator to install DRC 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.

10. The Configuration Not Found page appears. To successfully register the device with DRC INSIGHT, you need to locate the 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 macOS (cont.)

11. When the Device Registration page appears, enter or paste the device's ORG Unit ID and click **Add**.



When the Register button is enabled, click **Register**. When the device registers, the System Readiness Check will display for the configuration's testing program.

**Note:** If the configuration points to more than one testing program, 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 COS Service Devices are configured correctly. Click **Details** next to any test you need more information about (see "The System Readiness Check Required Tests" on page 48). When ready, click **Exit**.

13. When the device is successfully registered with DRC INSIGHT, 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 Online Tools Training (OTT) by using your DRC 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 of 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 "What the System Readiness Check Displays" on page 45).

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 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.

ⓘ **Important:** After installing DRC INSIGHT, start DRC INSIGHT to register the device with its COS 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 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 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 DRC INSIGHT, remove the old version and install and configure the DRC INSIGHT secure browser on the computer from which you will be distributing the software (see “Quick Tour: Installing DRC INSIGHT for macOS” on page 18).

ⓘ **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.

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.

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 DRC INSIGHT***

You can start DRC 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 DRC INSIGHT***

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

### ***Uninstalling DRC INSIGHT***

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

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

### ***Using the Applications Folder***

You can uninstall (remove) DRC 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 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 the terminal or a command line, and uninstalling DRC 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 DRC INSIGHT installation process easier, DRC recommends that you install the COS Service Device (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 25 for details.

## ***Multiple Testing Programs***

If you plan to perform multiple testing programs using the same testing computers, you can use a COS - SD and the same set of DRC INSIGHT Testing Devices to access these programs.

- 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 device.

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

---

## *Installing the Gnome Desktop Environment*

The Gnome desktop is required before you can install DRC 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.

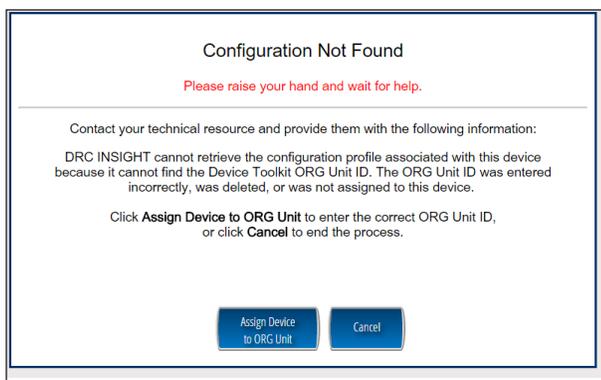
**sudo apt-get update; sudo apt-get install gnome-session-fallback**

3. Type your password and press **Enter**.
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 completes, 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 a successful log 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 appears.  
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**.
4. The Authenticate dialog box appears. Select your username from the drop-down menu, enter your password, and click **Authenticate**.
5. The DRC License Agreement window appears. 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 device.
8. The Configuration Not Found page appears. To successfully register the device, you need to locate the device's 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**.



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

- When the Device Registration page appears, enter the device's 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

When the Register button is enabled, click **Register**. When the device registers, the System Readiness Check will display for the COS Configuration's testing program.

**Note:** If the COS Configuration points to more than one testing program, 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.

- 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 COS Service Devices are configured correctly. Click **Details** next to any test you need more information about (see "" on page 48). When ready, click **Exit**.

- When the device is successfully registered with DRC 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 DRC INSIGHT App, you can try the Online Tools Training (OTT), 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.

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 "" on page 45).

## ***Managing DRC INSIGHT***

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

---

**❗ Important:** After installing DRC INSIGHT, start DRC INSIGHT to register the device with its COS 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 COS Configuration every time DRC INSIGHT is launched.

---

### ***Installing DRC INSIGHT Using the Terminal***

To install DRC INSIGHT in the Terminal, 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 appears, 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 the Terminal 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 this file to silently install DRC 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 123456789.

```
sudo ./silent_installer.sh -o 123456789
```

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

The Synaptic Package Manager is a graphical Linux tool to help you uninstall and remove software packages. You can install the Synaptic Package Manager by using the Ubuntu Software Center.

1. To uninstall DRC INSIGHT, 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 of it appears next to drc-insight. On the Synaptic Package Manager toolbar, click **Apply**.
5. The **Apply the following changes?** dialog box appears. Select **To be completely removed (including configuration files)** and click **Apply**.
6. The Synaptic Package Manager removes the DRC INSIGHT software package (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 are finished uninstalling DRC INSIGHT, if you see any files or folders remaining that you want to remove, you can remove them using the **rm** command (see Cleanup). If you have any questions, please contact DRC Customer Service.

#### **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 DRC 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 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 Central Office Services (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, 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 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 Service Devices (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 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 DRC INSIGHT App to the iPad devices, but you must manually register each iPad.

## Multiple Testing Programs

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

## ***Preparing the iPad 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 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 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:

[https://www.apple.com/education/docs/Assessment\\_with\\_iPad.pdf](https://www.apple.com/education/docs/Assessment_with_iPad.pdf)

---

### **1. Deploy DRC 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 COS interface (see *Volume II: Central Office Services [COS]*)

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 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:

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

**1b2.** Search for **DRC INSIGHT**.

**1b3.** 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 device with an external keyboard.

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

## ***Preparing the iPad for Testing (cont.)***

### **3. Launch the DRC INSIGHT App**

For the DRC INSIGHT iPad App, DRC INSIGHT is automatically placed in Guided Access mode regardless of whether you use MDM software to deploy it. When DRC INSIGHT launches, you are prompted to lock DRC 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 DRC INSIGHT. If a single testing program is configured, the main DRC INSIGHT page appears. If multiple testing programs are configured, you can select one.

#### **3b. Without a Configuration File**

When you launch DRC INSIGHT, the iPad device is not automatically registered with DRC INSIGHT. A field appears 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 main DRC INSIGHT page for that assessment appears. If multiple testing programs are configured, you can select from a list.

## ***Viewing the DRC INSIGHT Configuration on an iPad***

You can view the iPad's DRC 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 DRC INSIGHT.
2. When DRC 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**) to display the System Information page.

**Note:** Within the DRC INSIGHT App, you can try the Online Tools Training (OTT) and sign in to take a test.

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



# Installing DRC INSIGHT on Chromebook Devices

## ***What's Covered in This Section***

This section describes the DRC INSIGHT installation and configuration process for Chromebook devices. It provides detailed information about installing DRC INSIGHT and configuring it using the Central Office Services (COS) interface.

DRC provides the COS interface software that you can use to configure and install COS Service Devices (COS - SDs) 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>).

## ***Setting Up DRC INSIGHT on Chromebooks***

The following is an overview of the process of installing, configuring, deploying, and registering DRC INSIGHT on your Chromebook devices. Basically, 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 Chromebook device is registered with DRC INSIGHT through the COS Configuration.

### ***DRC INSIGHT Deployment Overview***

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

# Installing DRC INSIGHT on Chromebook Devices

---

## ***DRC INSIGHT Installation Overview***

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

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 on 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 COS interface to organize and configure your Chromebook devices by performing these tasks:
  - Create COS Configurations based on your testing setup and needs, and group the Chromebook devices into the configurations.
  - Specify the connection to a COS - SD for all of the devices in the COS Configuration.
  - 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 COS interface.
6. Launch INSIGHT on the Chromebook. Run the System Readiness Check to verify that the Chromebook 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 Testing Device's configuration.
7. Test the configurations and monitor the log files for issues.

## ***Chromebooks, COS Service Devices, and DRC INSIGHT***

A COS - SD is used primarily to cache and manage test content. For various reasons, Chromebooks 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 (OS X or 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 Chromebook.

---

**!** **Important:** Verify that the maximum number of Chromebook devices in any Chrome management subgroup does not exceed the COS - SD 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 Portal site, by navigating to **General Information–Downloads** and clicking **View System Requirements**.

## ***Multiple Testing Programs***

You can use DRC 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 DRC INSIGHT, a page appears that lists the different testing programs from which you can select.

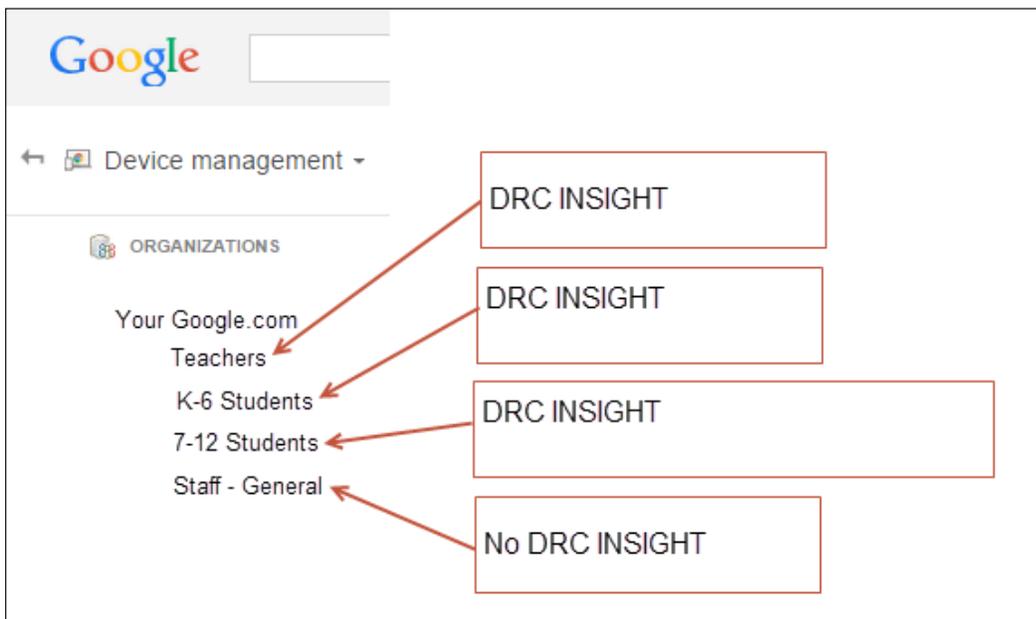
**Example of Chromebook Setup and Configuration for DRC INSIGHT**

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 the following:

- 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 IV: Troubleshooting*.
- You are viewing/using Google Admin in Classic View. To verify/change your view settings, log in to your Google Admin account, select **Device Management–Chrome Management–Device Settings**. From Device Settings, click the **What’s New** button in the right corner and select **Open Classic View**.

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 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 COS interface ORG Units, and the Chromebook’s serial number is not the same as the Chromebook Device ID that COS creates (see [COS Online Help](#)).

## Quick Tour: Installing DRC INSIGHT for Chrome

This Quick Tour describes how to install the DRC INSIGHT App on one or more Chromebooks using COS 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 Central Office Services - Device Toolkit, and the Central Office Services - Device Toolkit Configurations and Device IDs are still applicable—you do not need to follow this process and re-register your Chromebooks with COS. When INSIGHT is launched, it will locate the Device ID from the Central Office Services - Device Toolkit and use the associated configuration.

1. You must deploy the DRC INSIGHT Configurations to each Chromebook being used for testing using COS. To start the COS software and register the Chromebook, sign on to your state's Portal site, select **MY APPLICATIONS—Central Office Services**.
2. The COS software appears in your browser. Use this software to create COS Configurations to group, organize, and categorize your Chromebooks for testing. For each Chromebook, identify its COS Configuration. When you launch the Chromebook, it uses the settings identified for the COS Configuration to which the device is assigned (see [COS Online Help](#)).
3. Select a Testing Program from the drop-down menu and a site (district or school) using the field. The COS Dashboard appears (see [COS Online Help](#)).
4. Using a Web browser that Google supports, navigate to the Google administration site at **http://admin.google.com**, log in with an administrator profile, and select **Device management**. For a list of the web browsers that Google supports, see the link <https://support.google.com/a/answer/33864?hl=en>
5. Select **Chrome management**.
6. Select **Device settings**.

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

7. The Device Settings page appears (for substeps 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**.

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

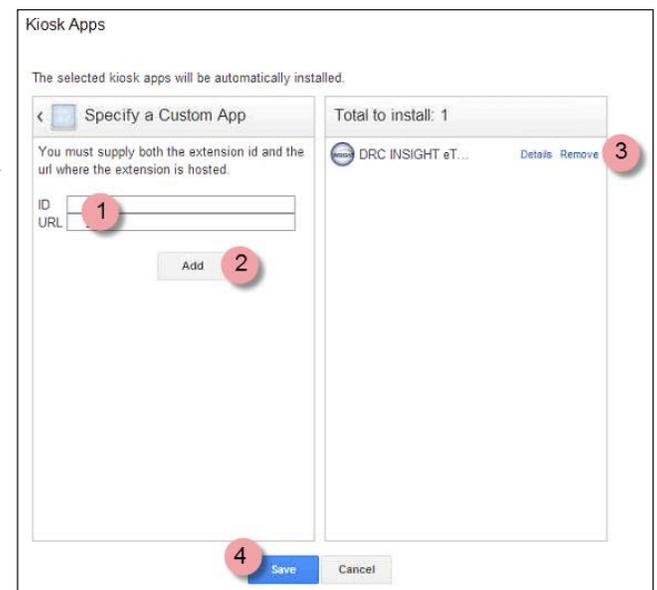
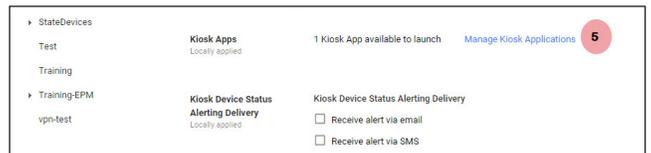
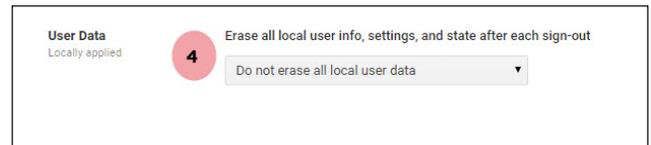
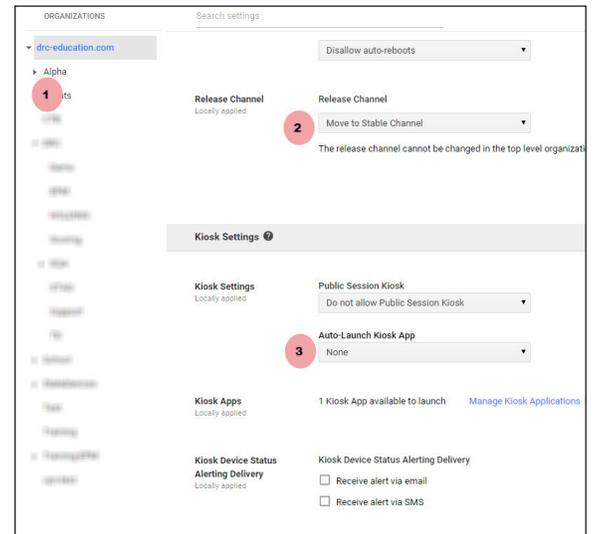
1 Click **Specify a Custom App** and enter the ID and URL for the DRC INSIGHT App (required).

**Note:** For the ID and URL see [COS Online Help](#). The Chromebook installation file (ChromeAppIDInfo.txt) contains the ID and URL. To download the file, sign in to your state’s Portal site, select **MY APPLICATIONS–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 DRC INSIGHT for Chrome (cont.)

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



10. Launch the DRC INSIGHT App by selecting the string next to the icon (above the arrow).



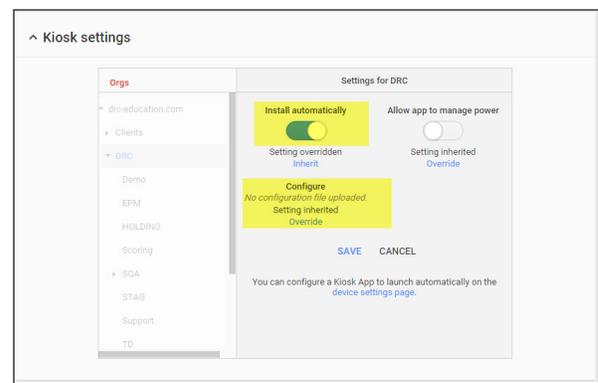
11. Navigate to **Kiosk settings** and locate the Chrome organizational unit containing the device you want to configure.



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

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



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

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

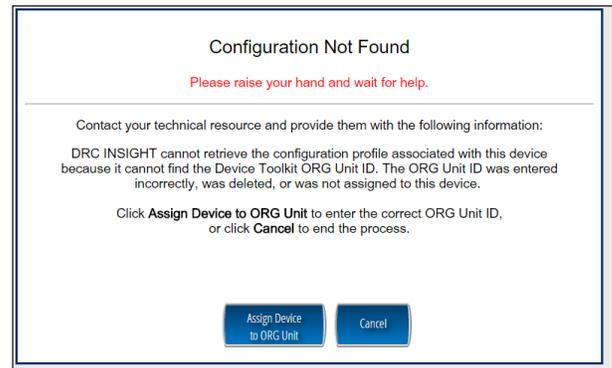
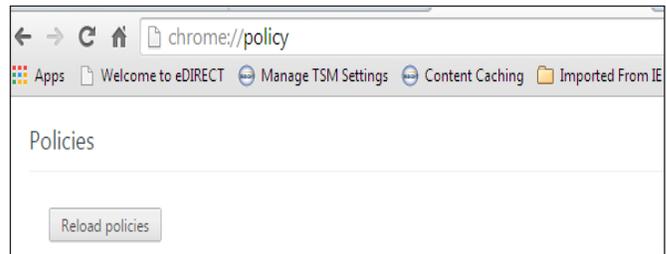
**! Important:** If a user logs in to the Chromebook using a Google account, they will not see the DRC INSIGHT App. The DRC INSIGHT App runs in Single App Kiosk Mode, which means that the user cannot access any other application until they exit DRC INSIGHT.

Click **App** from the Chromebook sign-in screen, and click **DRC INSIGHT** to display the main page. If the device successfully registers with INSIGHT, skip to step 17.

14. If the device did not successfully register with DRC INSIGHT and the Configuration Not Found page appears, you need to locate the device's 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**.

15. When the Device Registration page appears, enter or paste the device's ORG Unit ID from the COS interface and click **Add**. When the Register button is enabled, click **Register**. When the device registers, the System Readiness check appears.

**Note:** If the COS Configuration points to more than one testing program, 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.



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

**16. 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 COS - SDs are configured correctly. Click **Details** next to any test you need more information about (see “The System Readiness Check Required Tests” on page 48). When ready, click **Exit**.

**17.** When the device is successfully registered with DRC INSIGHT, one of two pages appears.

If a single testing program (location) is associated with the configuration, the main testing page appears. If multiple testing programs are associated with the configuration, a page appears that you can use to select the testing program. After you make your selection, the main testing page appears.

**18.** Within the DRC 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* below.

**! Important:** When you launch DRC INSIGHT for the first time, the DRC INSIGHT App uses the Chromebook device’s ORG Unit ID to associate the Chromebook with its DRC 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 ORG Unit ID display in the header fields on the System Information page.

- The Chromebook’s Device ID displays in the Testing Device ID field.
- The district and school where the Chromebook is registered display in the Location field.
- The Chromebook’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 during DRC INSIGHT installation or when DRC INSIGHT is running.

The System Readiness Check is installed when you install DRC 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, 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 appears, click the checkmark  in the lower left side of the page.
3. When you are prompted, enter the four-digit System Readiness Check Access Code (**7745**).

## What the System Readiness Check Displays

After installing DRC 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, 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 are described in this section, as well as some troubleshooting information.

### System Information

Client Version	Configuration Source	Installation Directory
10.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments v10
Machine Name	User Name	Operating System Level
DRC28459	EB	Microsoft (build 17763), 64-bit
Testing Device ID	Service Device ID	Content Hoasting
666F126C-61D2-441B-B19E-3B3F5E6159AD	84EC00E8-C4E5-4658-A9FA-078880893B3C	Yes
COS Configuration Name	COS Org Unit ID	Location
Public VM COS ALL Clients	249214175	Drc Use Only - Sample District AI N/A

### Required Test List

Status	Test Name	Details
✔	Audio Capability	<a href="#">Details</a>
✔	Client Version	<a href="#">Details</a>
✔	Folder Permissions	<a href="#">Details</a>
✔	Internet Connection	<a href="#">Details</a>
✔	Operating System Level	<a href="#">Details</a>
✔	RAM	<a href="#">Details</a>
✔	Screen Resolution	<a href="#">Details</a>
✔	Service Device Connection	<a href="#">Details</a>
✔	User Agent	<a href="#">Details</a>

Load Results Execute Tests Test Audio Exit

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## 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
<b>Client Version</b>	The version of DRC INSIGHT software.
<b>Configuration Source</b>	The source of the device's COS Configuration information.
<b>Installation Directory</b>	The directory where DRC INSIGHT is installed.
<b>Machine Name</b>	The name of the Testing Device.
<b>User Name</b>	The name of the user logged in to the computer.
<b>Operating System Level</b>	The operating system level installed on the Testing Device.
<b>OS Version</b>	The operating system version installed on the Testing Device.
<b>Testing Device ID</b>	The Testing Device's ID (assigned by DRC).
<b>Service Device ID</b>	The COS - SD's ID (assigned by DRC).
<b>Content Hosting</b>	Indicates whether Content Hosting is configured.
<b>HTTPS Proxy</b>	The URL of the secure proxy server (if one is configured).
<b>COS Configuration Name</b>	The name of the COS Configuration to which the Testing Device is assigned (user created).
<b>COS ORG Unit ID</b>	The unique ID generated by COS. COS uses this ID to register the device with DRC INSIGHT.
<b>Location</b>	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, display test results, 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.

<b>Button/Icon</b>	<b>Description</b>
<b>Details</b>	<p>You can display details about the System Readiness Check before and after a test.</p> <ul style="list-style-type: none"> <li>• If you click Details before you execute the test, a window displays a description of the test.</li> <li>• If you click Details after you execute a test, a window displays the results of the test.</li> </ul> <p>For a description of these tests, see “The System Readiness Check Required Tests” on page 48.</p>
<b>Load Results</b>	<p>Displays the Saved Results window, which lists the results from previous tests. From the Saved Results window you can click Display Results to display any of your previous results.</p>
<b>Execute Tests</b>	<p>When you click Execute Tests, the System Readiness Check runs all of the tests from the required test list and displays the results.</p>
<b>Test Audio</b>	<p>Verifies that the audio portion of the Testing Device is working. You must have a microphone configured and attached to the computer to run this test).</p>
<b>Exit</b>	<p>Exits the System Readiness Check.</p>
<b>System Readiness Test Status Icons</b>	<p>The checkmark icons indicate the status of a test.</p> <ul style="list-style-type: none"> <li>• A green checkmark icon () indicates that the Testing Device passed the test.</li> <li>• A red exclamation point icon () indicates that the Testing Device failed the test.</li> <li>• A yellow checkmark icon () indicates that the status of the item requires further review.</li> <li>• A grey icon () indicates that the test is not applicable to the COS Configuration.</li> </ul>

## 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
<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 audio files.
<b>Client Version</b>	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.
<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 Testing Device 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 2.5 seconds.
<b>Operating System Level</b>	Verifies that the operating system is supported and at a level required for online testing.	See the latest version of the <i>DRC INSIGHT Online Learning System Supported System Requirements</i> for the supported operating systems.
<b>RAM</b>	Verifies that the Testing Device has enough memory for online testing.	See the latest version of the <i>DRC INSIGHT Online Learning System Supported System Requirements</i> for the supported Testing Devices.
<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>Service Device Connection</b>	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.
<b>User Agent</b>	Verifies that the Web browser will work for the unsecured Test Practice tests.	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. 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 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, click **Update**).

### ***Issue 3. Folder Permissions Error***

You do not have Read/Write permissions to the installation folder. You must obtain Read/Write permission for the folder on the Testing Device where DRC INSIGHT is installed.

### ***Issue 4. Internet Connection 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 5. 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 untested version of a supported OS.

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

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

#### ***Issue 6. 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 Online Learning System Supported System Requirements*).

#### ***Issue 7. 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 Online Learning System Supported System Requirements*).

#### ***Issue 8. 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 9. 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.

# Notes



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