

# Technology FAQs

For additional FAQs see [Volume IV of the Technology User Guide: Troubleshooting](#).

## DRC INSIGHT Secure Application

**Q: Do testing devices and the COS Service Device (COS-SD) operating systems need to be the same?**

A: No

**Q: Where can I find the Org Unit ID?**

A: To find the Org Unit ID, go to the Central Office Services Application within the DRC INSIGHT Portal. The bottom half of the dashboard contains a list of all of your COS configurations. Within that list, the first column has the name assigned to the COS configurations while the second column is the configuration's associated Org Unit ID. For more information see [Volume II of the Technology User Guide: COS](#) pages 23-24.

**Q: What is the System Readiness Check access code?**

A: 7745

**Q: How do I disable Windows 10 Game Bar?**

A: Instructions for disabling the Windows 10 Game Bar are available in [Volume 1 of the Technology User Guide: Introduction to Online Testing](#) on page 29

**Q: How do I stop Chrome OS Devices from requiring the Org Unit ID be entered after each reboot?**

A: Set "User Data" to "Do not Erase all user data" in the Google Admin Console. By changing this setting you will ensure that the Org Unit ID does not need to be entered every time the program is launched.

**Q: How do I ensure a one-to-one student testing device is secure before and after testing?**

A: A student testing device that is connected to a COS configuration with a corresponding COS-SD is required to share the same network as the COS-SD in order to participate in the Forward Exam. When a student takes the device home it is no longer on the COS-SD's network and testing is not possible.

**Q: How do I confirm all devices are set up for testing?**

A: Once the DRC Insight Secure Application is installed on the student testing devices, you should run the System Readiness Check which will perform a series of tests. The System Readiness check verifies that a testing device meets all the necessary hardware and software requirements for testing, indicates any checks that the device

failed, and provides suggestions for success. More information is available in [Volume III of the Technology User Guide: INSIGHT](#) on pages 44-51.

**Q: Why are older Chrome devices no longer supported for the Forward Exam?**

A: Google has an Auto Update Expiration (AUE date) policy which determines how long a Chromebook can be used. This will impact how DRC can support these devices. DRC's stated support policy is published in the Supported System Requirements. The support DRC provides testing devices is dependent on the manufacturers' and operating system (OS) vendors' support policies. More information is available in the [DRC Bulletin - ChromeOS Device Support 2021-22](#).

**Q: How can I test our district/school technology setup?**

A: For a step-by-step approach to verifying your technology setup see the [Site Technology Readiness Checklist](#).

**Q: How do I know if my system will run the DRC INSIGHT Application?**

A: Districts should verify that their system meets the minimum system requirements specified in the [System Requirements document](#). This includes minimum hardware specifications as well as minimum operating system version guidelines. For the best student experience, sites should try to use the recommended specifications in the System Requirements document.

## Central Office Services (COS)

**Q: How do I update my COS Service Device (COS-SD)? I am receiving an error that states "COS-SD is out of date".**

A: The COS-SDs are set to auto-update if a release is needed. As updates are performed overnight, it is recommended that districts leave the COS-SDs on overnight so they have an internet connection allowing them to auto-update. If your district turns the COS-SDs off overnight, prior to testing, check to see if updates are needed. Go to the DRC INSIGHT Portal under Central Office Services and for each configuration go to the Service Device tab and select "update version".

**Q: Why is the COS-SD showing "unable to find" in the COS Application?**

A: The "Unable to Find" status indicates the COS-SD machine is offline, asleep, or otherwise unavailable. Check to verify the device is online. Ensure that the school or district has restarted the COS-SD. Confirm that all firewalls / antivirus software have been set up to allow for DRC content. See [COS Online Help - Working with Service Devices](#).

**Q: How do I move testing devices between COS Configurations?**

A: To move a device from one COS Configuration to another you can copy and save the Device ID in order to add the device to another COS Configuration. When attempting to move a device, the "Move Devices from Org Unit ID xxxxxxxxxx" dialog box displays. Enter the Testing Device's Org Unit ID in the Target Org Unit ID box and

click “Move” to move the Testing Device. More information is available at [COS Online Help - Moving and Renaming Testing Devices](#) After moving a device, click “Refresh Data” to refresh the display with the latest information to verify any changes that were made.

**Q: Are COS-SDs required?**

A: A COS Service Device software functions as a local content hosting service that downloads all testing content to the local network and then delivers that test content to student testing devices configured to request the test content from the COS-SD. The COS-SD has functionality that makes it easier to take advantage of new configurations and monitoring/management features of the COS. Local content hosting is required for all tests with TTS (Text to Speech) or VSL (Video presentation of American Sign Language content). Not using a COS-SD may slow the response time of the exam affecting the student experience. More information about creating a configuration without a COS-SD is available at [COS Online Help - Creating COS Configurations](#).

**Q: Is it possible to have a COS-SD in multiple COS Configurations?**

A: No. A single COS-SD can only be associated with a single COS Configuration. More information is available in the [COS Online Help - Adding, Removing, and Validating Service Devices](#).

**Q. How do I move a COS-SD from one COS configuration to a different COS configuration?**

A: To move a COS-SD to a different COS Configuration you will first remove the COS-SD from its current COS Configuration in order to make it available to move to a new COS Configuration. More information is available in the [COS Online Help - Adding, Removing, and Validating Service Devices](#).

**Q: How does it work if I have multiple COS-SDs in a COS Configuration?**

A: The COS system makes it easy to scale up the capacity of a COS Configuration by associating multiple COS-SDs to that single COS Configuration. This allows users to support large numbers of student devices with a single set-up process. When multiple COS-SDs are associated with the same COS Configuration, a rudimentary “round-robin” system of load distribution process assigns student devices to a particular COS-SD upon logging in to the testing system. More information is available in the [COS Online Help -Creating Round-Robin Pools of COS - SDs](#). The Central Office Services system also supports load balancing with a network hardware device. More information about load balancing is available in the [COS Online Help - Creating Load-Balanced Pools of COS - SDs](#).

**Q: How do I set up the COS Configuration to work with both WIDA and the Wisconsin Forward Exam?**

A: A user with access to both WIDA and the Wisconsin Forward Exam under the same account would go into the “Locations” tab of their existing configuration (WIDA or WI

Forward). To add the other testing program, select it using the “Testing Program drop-down” menu and the “Site” menu (enter three or more letters of the site name) and click “**Add Site**”. The Locations page will re-display with the location added and a message display confirming that the COS Configuration was updated. The user would then need to navigate to the “Content Management” tab and ensure the desired content is selected and downloaded. More information is available in the [COS Online Help - Working with Locations](#), and [COS Online Help - Working with Content Management](#).

**Q: When will the current administration’s content be available to download to the COS-SD?**

A: Test content for the spring 2022 test administration is available for download now. Verify that the “EWI260 Wisconsin Forward Exam” box is checked in the “Content Management” tab of all COS Configurations in COS so that your COS-SD will download the content for the 2022 testing window.

**Q: How do I ensure that the content on my COS-SD is up to date?**

A: To review the contents of your COS-SD, log in to the DRC INSIGHT Portal and select the Central Office Services application. From the COS Dashboard select the COS Configuration associated with the COS-SD you want to review. Select “Content Management”, there you will see a list of all available test program content. Verify that the current testing program content has the checkbox in the left column selected. The associated COS-SD will automatically keep all selected content up to date. More information about Content Management is available in the [COS Online Help - Working with Content Management](#). Next verify that your COS-SDs are up to date by navigating to the “Service Device” page and reviewing the status of each of the COS-SD in the COS Configuration. Devices that display a green status for the CM icon are currently up to date. More information is available in the [COS Online Help - Working with Service Devices](#). It is also possible to validate the content on all COS-SDs in the COS Configuration using the “Validate All” button on the main “Service Devices” tab. To validate the content on particular COS-SD, select that COS-SD in the table of Service Devices and select “Validate Devices” in the Actions menu.

**Q: In Central Office Services, which site should I choose when setting up my COS Configuration? Does it need to be at the District or School level?**

A: You should choose the organization of COS Configuration(s) that fits best with your actual student device management workflow. If you prefer to manage all student devices in your district in a single, undifferentiated COS Configuration, you should choose the district-level (parent) site for that COS Configuration. If you prefer to have school-level technology staff managing the devices in their buildings, you may want to create COS Configurations at each of those sites. Keep in mind that users with school level permissions will not have access to district-wide resources or to sites to which their permissions do not extend.

## Network

**Q: What URLs need to be allowed on the network?**

A: For information on which URLs need to be allowed on your network for the assessment and related systems to function correctly refer to [Volume I of the Technology User Guide: Intro](#) page 20.

**Q: How do I determine if there is enough bandwidth to support the number of students that are scheduled to concurrently test?**

A: Use the [Testing Site Capacity Estimator](#) to evaluate a site's network abilities.

**Q: What are some best practices for ensuring students have enough bandwidth to have a successful testing experience?**

A: To ensure students have the best possible testing experience check your network capacity to ensure that there is enough bandwidth and the right number of access points for the number of students testing. For more information review the [Site Technology Readiness Checklist](#). If possible, have all other unnecessary devices turned off during testing so they are not on the network.

## Technology Issues During Testing

**Q: What does “Error Retrieving Content” error message mean?**

A: This error message lets you know that content is not up to date. Go into the DRC INSIGHT Portal under Central Office Services and check the “Content Management” tab for the configurations you are using and ensure all of the assessments that are going to be tested that day are checked and downloaded. Be certain that all the accommodations are selected in addition to the regular forms. For additional information refer to [Volume 4 of the Technology User Guide: Troubleshooting](#).

**Q: What does the “Session Inactivity” error message mean?**

A: This error message will occur when the student has not been actively participating in the exam for a lengthy period (i.e., not responding to questions, moving the mouse or typing) or there may be another program open which will shut down the testing session. Click "OK" to return to the log-in page. If the student needs to continue testing, have them click “OK” to return to the log-in page and log in again using their login credentials. This error will not affect the student's progress on their test. More information is available in [Volume 4 of the Technology User Guide: Troubleshooting](#) on pages 36 and 38.

**Q: Why are the quotation marks and/or apostrophes not working on the student's Chrome OS Device during the TDA session?**

A: To ensure that quotation marks and apostrophes display properly during the TDA on Chrome OS devices, set the keyboard to US keyboard. First ensure the student has clicked outside of their TDA text box, then press Ctrl-Shift-Spacebar to toggle

through the keyboard types configured on the device until US is displayed in the status area in the bottom-right of the desktop.

**Q: Why are student testing devices displaying a “Connection Retry is in Progress” warning message while testing?**

A: This warning will display if a student’s testing device experiences a connectivity issue. INSIGHT will attempt to reconnect to DRC for five minutes. More information is available in [Volume 4 of the Technology User Guide: Troubleshooting](#) on page 32.

During this time the following scenarios may occur:

- Scenario I: The error message closes and the student may continue testing. Note that this situation could occur very quickly.
- Scenario II: A test proctor may direct the student to click Exit the Test and instructs the student to log back in and continue testing at another time.
- Scenario III: A test proctor may direct the student to wait and to leave the message displayed. If a network connection is re-established within five minutes the message closes automatically and the student can continue testing. If a network connection is not re-established within five minutes, the message closes and an Internet Connection Error message displays, requiring the tester to exit INSIGHT by clicking OK. The student can log back into the test at another time and complete the test.

**Q: Why am I getting an error that says my device “can no longer connect to the content management and/or content hosting server”?**

A: A variety of issues can lead to this error message including wireless signal instability and/or saturation, web filtering or firewall blocking traffic between student device and COS-SD, or the COS-SD is no longer running. Check your COS-SD’s firewall and the allowlistings on your firewall, content filter, proxies, and other network devices. If you need further assistance in troubleshooting any of these issues, please call the DRC Help Desk.