

# South Dakota Assessment Portal

## INSTALLATION AND WORKSTATION READINESS MANUAL

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## 1. INTRODUCTION

This document is intended for information technology personnel responsible for setting up the online testing environment in participating districts and schools. This document contains instructions for installing the iTester™ Client software and conducting workstation readiness testing.

### 1.1. CONTACT INFORMATION

If you experience any difficulty downloading or installing the iTester™ Client software, please contact eMetric support at (877) 829-7769 or via email at support@emetric.net.

## 2. ITESTER™ CLIENT INSTALLATION

### 2.1. ITESTER™ CLIENT OVERVIEW

iTester™ Client refers to the student interface utilized for testing. The Client is a cross platform, rich internet application that employs the industry's highest standards in security, reliability, and usability for high-stakes assessment. The Client runs seamlessly on Windows, Mac OS, Linux, and any other operating system that supports Java and does not require a web browser.

### 2.2. STUDENT WORKSTATION MINIMUM REQUIREMENTS

The following are the **minimum** system requirements for student workstations, which will be used to take the test online:

#### Hardware Requirements

- Pentium III 700 MHz or equivalent processors for PC's and PowerPC G3 400 MHz
- 256 MB RAM
- VGA Display supporting - at least 1024 X 768 resolution
- Mouse/Trackball
- Keyboard

#### Operating Systems

- Windows 2000 SP4, Windows XP SP1, Windows Vista, Mac OSX 10.4
- Java Runtime Environment 1.5 from Sun Microsystems
- Updated Graphics drivers \*\*

\*\* Workstations with ATI integrated onboard graphics must have ATI Catalyst drivers version 9.3 or newer installed.

#### Thin-client environments

When using thin-client environments such as **Terminal Services, Citrix or LTSP**, IT staff should also make sure that there is enough memory, CPU and bandwidth on the server to accommodate multiple student test sessions. The application requires a minimum of 40 MB per client session. Allowing multiple sessions on an improperly sized thin-client environment will lead to poor performance.

## Network Connectivity

- All workstations used for student testing should have access to the Internet and should be able to access the iTester servers using HTTP/HTTPS protocols on ports 80 and 443.
- Firewalls at the local workstation and the network level should allow Java connectivity on ports 80 and 443.
- White list <https://sdap.emetric.net>, <http://sdap.emetric.net>, on ports 80 and 443 on content filtering or other locally used proxy software.
- Sandboxing applications (i.e. DeepFreeze). While installing the client, choose network folder location for storing log files and encrypted response files, OR make sure the iTester\_SDAP folder and its contents in the user profile folder are not deleted by these applications.

**Note:** Log files and encrypted response files will only be saved to the indicated location if network connection or internet connection is lost during test. Students will be able to continue testing without interruption, but their responses will be saved in the indicated folder.

- Proxy Servers: If Internet connectivity is only available through automatic configuration scripts, the same settings need to be applied for Java connectivity using the 'Network Settings' configuration from Control Panel -> Java.

## Bandwidth

For a typical DSL connection: Available Bandwidth: 1500 Kbits/sec (This is variable depending on the type of connection available at each site)

To calculate the number of simultaneous students ( $x$ ) that can start testing within a timeframe ( $y$ ) of 60 sec (used as an example), when all students click on '**Begin**' at the same exact time on the clock is:

Bandwidth available in 60 ( $y$ ) sec = 1500 Kbits/sec X 60 sec = 90000 Kbits

Average Test Resource Size= 1216 Kbits (Example, varies by test)

Number of Students ( $x$ ) = 90000/1216 = 74 (approx)

Over a minute, up to 74 students in a school with a shared T1 connection may simultaneously download and begin a typical test.

### 2.3. TESTING ENVIRONMENT SET-UP

The iTester™ Client can be installed on the network or on individual workstations. The advantages and disadvantages for each are indicated below.

- Individual workstation install
  - Advantages
    - No impact on LAN traffic during initial application launch.
  - Disadvantages
    - Time spent on application installation and configuration would be considerably more.

- Network install
  - Advantages
    - Time spent on application installation and configuration would be considerably less.
    - Centralized location for application updates and configuration.
  - Disadvantages
    - Downloading of the application from network folder to test takers workstation could introduce single point of failure during application launch.
    - Initial application launch could be delayed depending on the LAN traffic and bandwidth.

**Note:** eMetric recommends a network install and network storage for stored responses, especially if you do not have any centralized deployment tools. A network install eases the configuration and updating of the application.

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#### A. SCENARIO 1: SAME PHYSICAL USER PROFILE

The following explains the Client behavior upon launch **when multiple students share the same physical user profile location** (for example, students login to different workstations with common user credentials).

##### Client Launch

Upon launching the Client, the application files will be copied over to the iTester\_SDAP folder in the temp directory of the user profile.

- Problem:
  - If multiple students attempt to launch the Client simultaneously, all these attempts will try to copy the required application files to the above mentioned location. At least one of the students will successfully launch the Client, but one or more of the others may fail because of contention.
- Workaround:
  - ITester™ Client uses the user profile folder to ensure only one instance of the application is launched. There is no workaround; students will require unique login credentials.

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#### B. SCENARIO 2: SANDBOXING APPLICATIONS

Some schools may be running sandboxing applications such as DeepFreeze.

- Problem:
  - During installation, if the user chooses the default option for storing student response files and log files in the user profile, the sandboxing applications may delete student response files and log files when the student logs out of the workstation.
- Workaround:
  - During installation, indicate a network based location for storage of these stored response and log files which will not be touched by a sandboxing application.

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## C. SCENARIO 3: NETWORK CONNECTIVITY OR PERMISSION ISSUES

- Problem:
  - During installation, if the user chooses a network location for storing student response files and log files, then the Client will not be able to access this location if there are connectivity issues or the student logged into the workstation and does not have read and write privileges to the specified folder.
- Solution:
  - Ensure that the network folder specified has proper read and write permissions.
  - The Client will fall back to the user profile location if the network location is not accessible. If there are any network connectivity issues, please be aware of the location these files are being stored.
  - In case of connectivity issues and if there are stored response files available:
    - If the stored response files are saved in a network location, then re-launch the Client (note: you do not need to log into the Client, the stored responses will be sent upon launch).
    - If the stored response files are saved in the test taker's user profile directory, then you must log into the workstation using that student's credentials and re-launch the Client to ensure stored responses are sent.

### 2.4. INSTALLATION PROCESS FOR A WINDOWS OS

Please follow the steps listed below to install the iTester™ Client on all student testing workstations.

#### STEP 1: Set up your school testing environment

Review Section 2.3 above in detail.

#### STEP 2: Download the iTester™ Client

The Client can be downloaded via links on the iTester™ Administration homepage. The iTester™ homepage is accessible via the South Dakota Assessment Portal (SDAP) by clicking on the iTester™ link. The URL for the SDAP is <https://sdap.emetric.net/>.

Please download the appropriate iTester™ Client according to the workstation configurations at your facility.

**Welcome ITC to iTester Administration** [Edit](#)

Welcome to the iTester Admin site. This site provides access to workstation readiness results, site certification, student information, and test session details.

The Information Technology Coordinator is responsible for installing the iTester Client and performing "Workstation Readiness" tasks before any workstations can be used for testing. For detailed installation and "Workstation Readiness" instructions, please refer to the **iTester Installation and Workstation Readiness Guide** found on the Help tab.

According to workstation configurations at your facility, please download and install the appropriate iTester Client utilizing the links in the table below.

Mac	<a href="#">iTester™ Client for Mac</a>
Windows	<a href="#">iTester™ Client for Windows</a>
Linux	<a href="#">iTester™ Client for Linux</a>

Each school will be assigned a unique "Workstation Readiness" username and password. The Information Technology Coordinator will need to use the "Workstation Readiness" username and password assigned for their school to conduct "Workstation Readiness" testing. This login information can be found at the bottom of this page.

The Help tab provides various user manuals and support documents. If you need additional assistance utilizing this site, please contact eMetric support at [support@emetric.net](mailto:support@emetric.net) or by calling (877) 829-7769.

Figure 2.4-1 iTester™ Administration homepage

STEP 3: Install the downloaded iTester™ Client

Upon completion of the download process:

1. Navigate to the file location you specified during the file save process.



2. Double-click the iTester\_SDAP  file to open the welcome screen.

3. Read the instructions and click **Next** to continue.

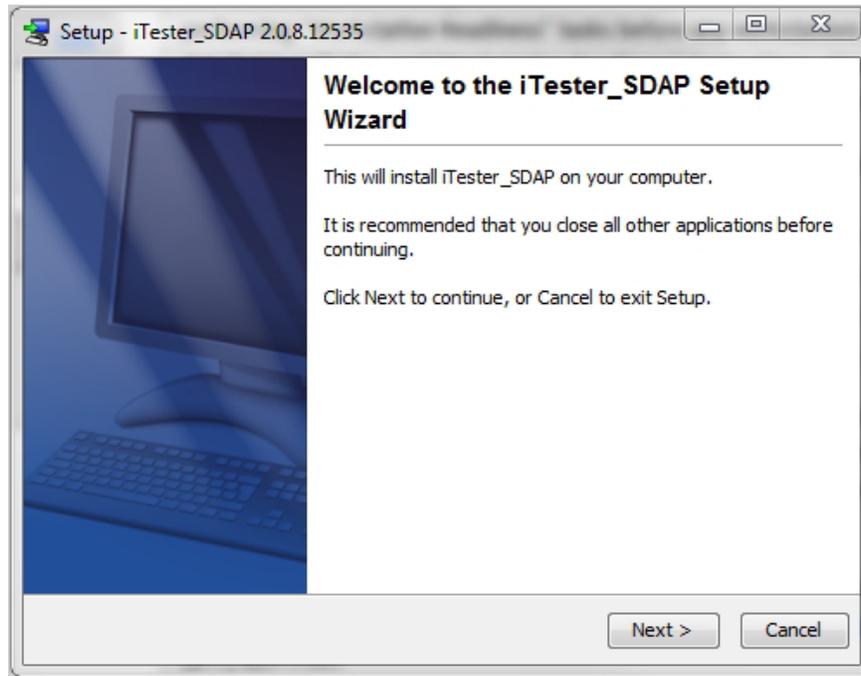


Figure 2.4-2 Windows OS Installation Setup Welcome Screen

4. Type the destination in the space provided. Please note, you can choose to install the Client in a shared network folder **or** a local folder on the workstation. eMetric recommends a network install, especially if you do not have any centralized deployment tools. A network install eases the configuration and updating of the application. Click **Next** to continue.

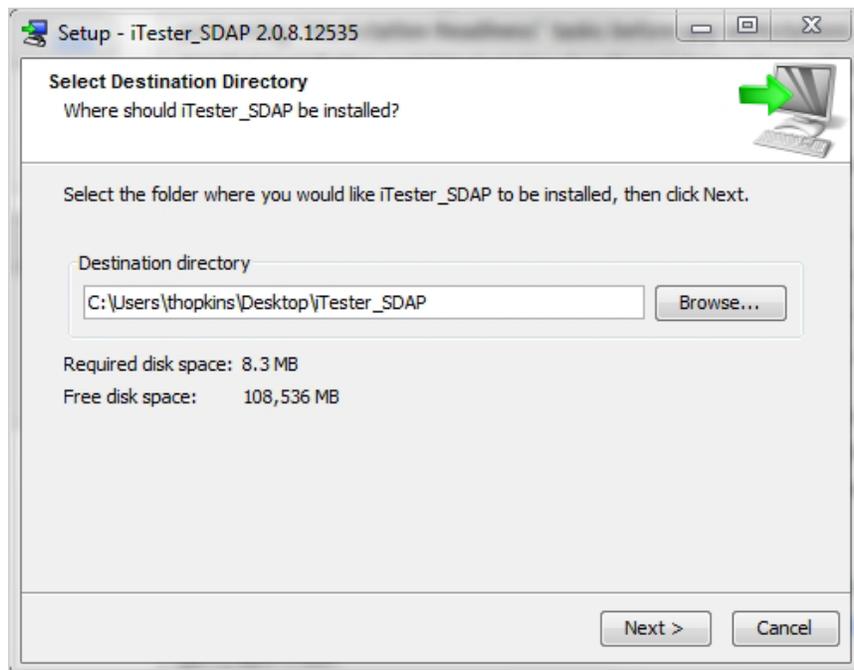


Figure 2.4-3 Windows OS Destination Directory Selection

5. Select a start menu folder from which users can launch the iTester™ Client. You can define a new folder by typing the desired name in the space provided **or** you can select an existing folder, see Figure 2.4-4 for a sample display. You can select the box to the left of **Don't create a Start Menu folder** to indicate you do NOT wish to create a new folder to host the Client. By default **Create shortcuts for all users** is selected. Click **Next** to continue.

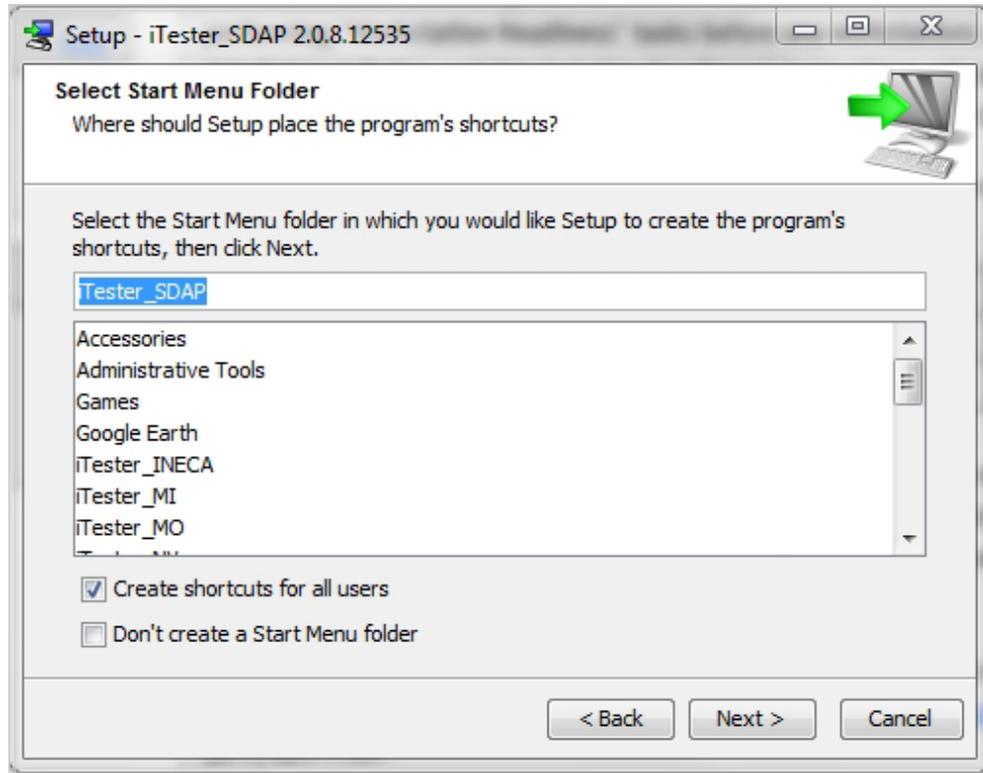


Figure 2.4-4 Windows OS Start Menu Folder Selection

6. Indicate where you would like to store log files and student responses. Utilize radio button selectors to indicate **Store in the user's profile location** or **Save in the following directory**. If you select **Save in the following directory** you must manually enter the alternate path. Click **Next** to continue.

During Client installation, if you choose the default option to store the stored response files and log files in the user profile, the Client will store these files in the following format: Stored responses: *responses/<Unique Hash>.<Number>.eitr*, Log files: *Logs/<Local Username>/<Workstation Name>-iTesterLog<Number>.log*.

**Log files** capture events that occur during testing. **Stored Response Files** contain student encrypted responses in the event of connectivity issues.

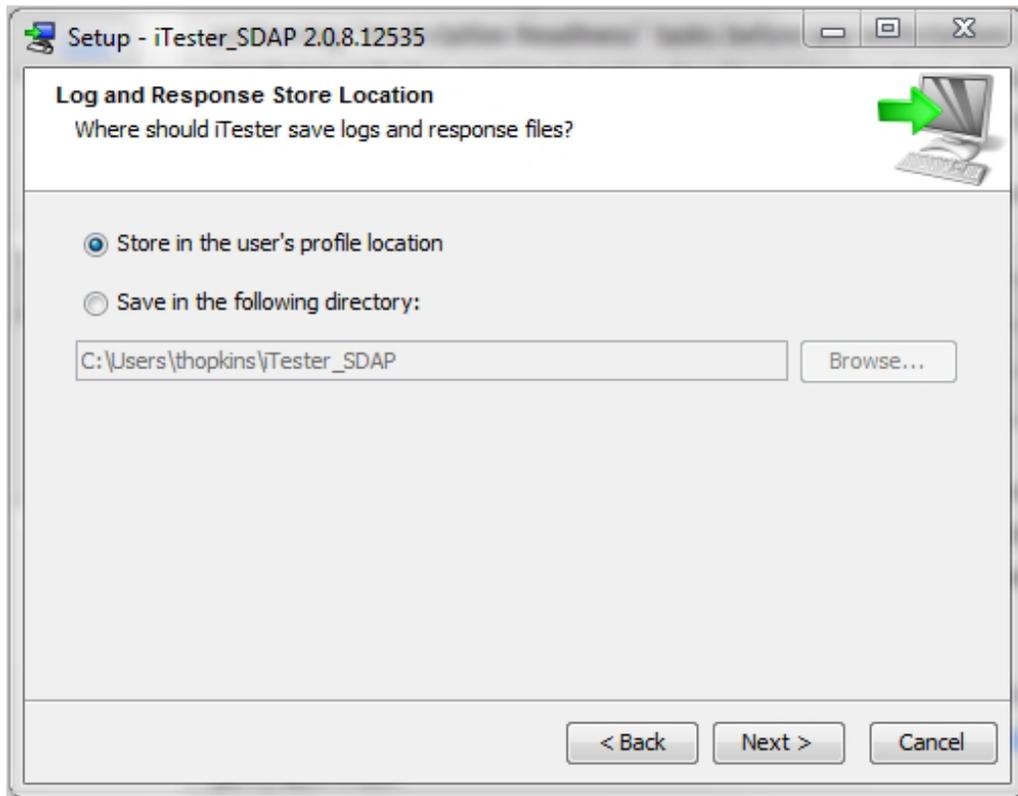


Figure 2.4-5 Windows OS Log and Response Store Location

7. Indicate whether you wish to create a desktop icon. Once your selection has been made, click **Next** to continue.

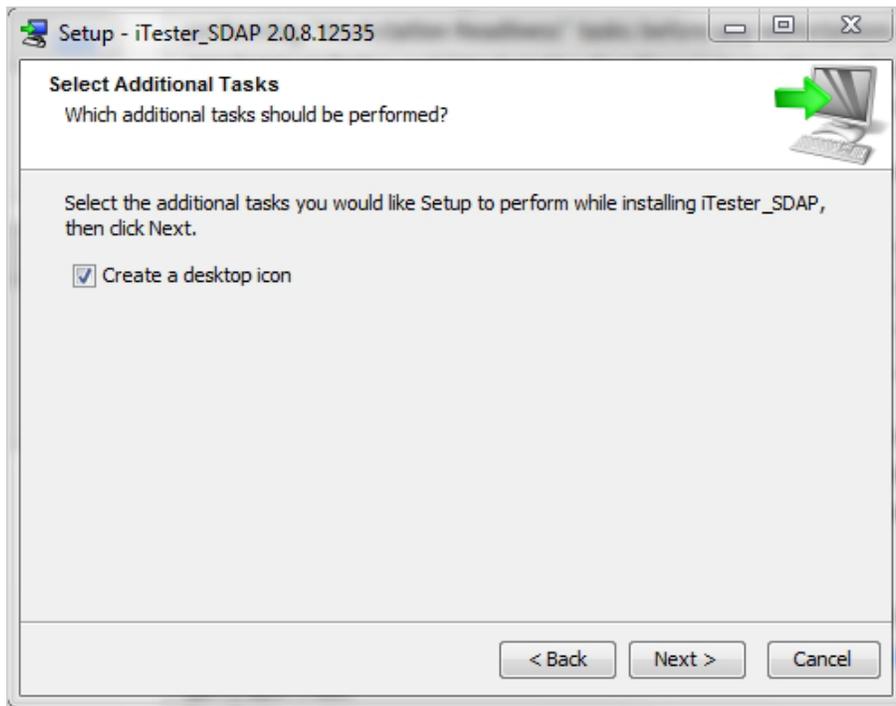


Figure 2.4-6 Windows OS Create a Desktop Icon

8. Confirm that you are ready to install iTester™ Client. Click the **Next** button to perform the installation.

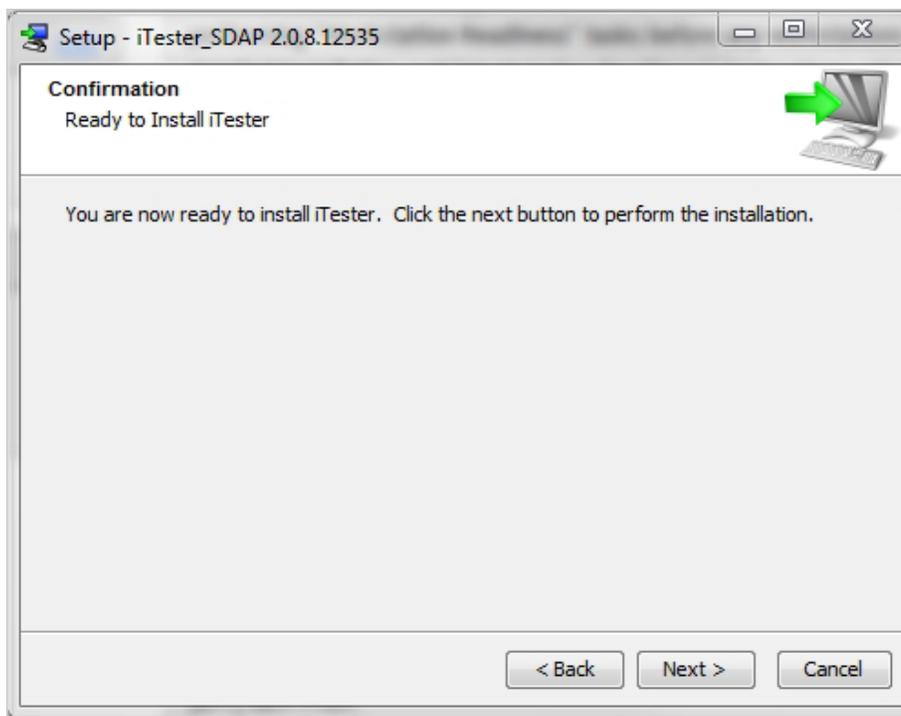


Figure 2.4-7 Windows OS Installation Confirmation

9. Click **Finish** to complete the installation. Note, if **Run iTester\_SDAP** is selected, the iTester™ Client will automatically launch once you click **Finish**.

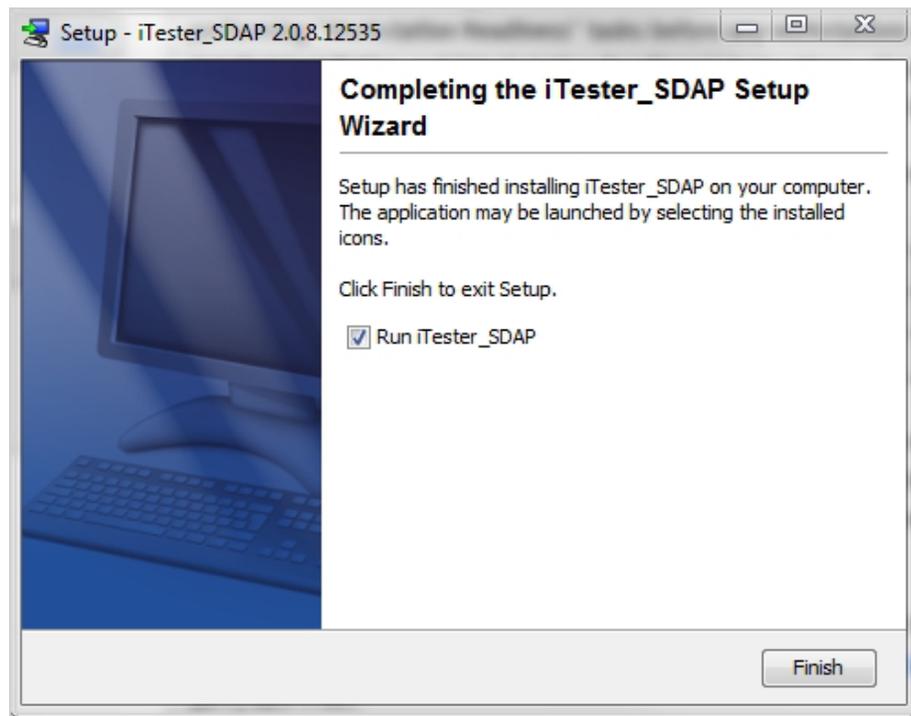


Figure 2.4-8 Windows OS Installation Completion

## 2.5. INSTALLATION PROCESS FOR A MAC OS

Please follow the steps listed below to install the iTester™ Client on all student testing workstations.

### STEP 1: Set up your school testing environment

Review Section 2.3 above in detail.

### STEP 2: Download the iTester™ Client

The Client can be downloaded via links on the iTester™ Administration homepage. The iTester™ homepage is accessible via the South Dakota Assessment Portal (SDAP) by clicking on the iTester™ link. The URL for the SDAP is <https://sdap.emetric.net/>.

Please download the appropriate iTester™ Client according to the workstation configurations at your facility.

Welcome ITC to iTester Administration [Edit](#)

Welcome to the iTester Admin site. This site provides access to workstation readiness results, site certification, student information, and test session details.

The Information Technology Coordinator is responsible for installing the iTester Client and performing "Workstation Readiness" tasks before any workstations can be used for testing. For detailed installation and "Workstation Readiness" instructions, please refer to the **iTester Installation and Workstation Readiness Guide** found on the Help tab.

According to workstation configurations at your facility, please download and install the appropriate iTester Client utilizing the links in the table below.

Mac	<a href="#">iTester™ Client for Mac</a>
Windows	<a href="#">iTester™ Client for Windows</a>
Linux	<a href="#">iTester™ Client for Linux</a>

Each school will be assigned a unique "Workstation Readiness" username and password. The Information Technology Coordinator will need to use the "Workstation Readiness" username and password assigned for their school to conduct "Workstation Readiness" testing. This login information can be found at the bottom of this page.

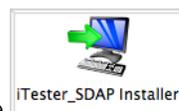
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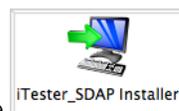
Figure 2.5-1 iTester™ Administration homepage

### STEP 3: Install the downloaded iTester™ Client

Upon completion of the download process:

1. Navigate to the file location you specified during the file save process.



2. Double-click the  file to open the welcome screen.

3. Read the instructions and click **Next** to continue.

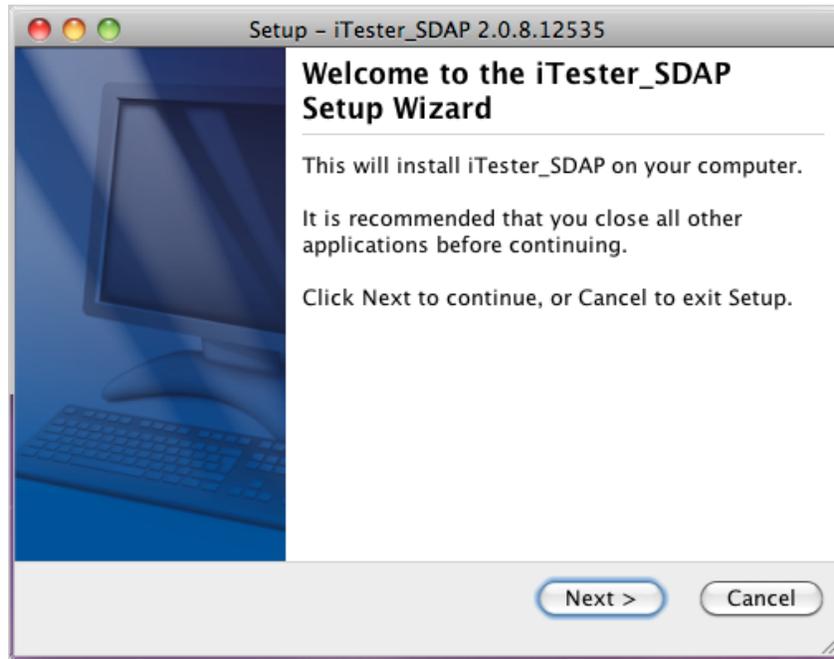


Figure 2.5-2 Mac OS Setup Welcome Screen

4. Select your desired destination directory for the iTester™ Client. Type the destination in the space provided or **Browse...** to find your desired location. Please note, you can choose to install the Client in a shared network folder **or** a local folder on the workstation. eMetric recommends a network install, especially if you do not have any centralized deployment tools. A network install eases the configuration and updating of the application. Click **Next** to continue.

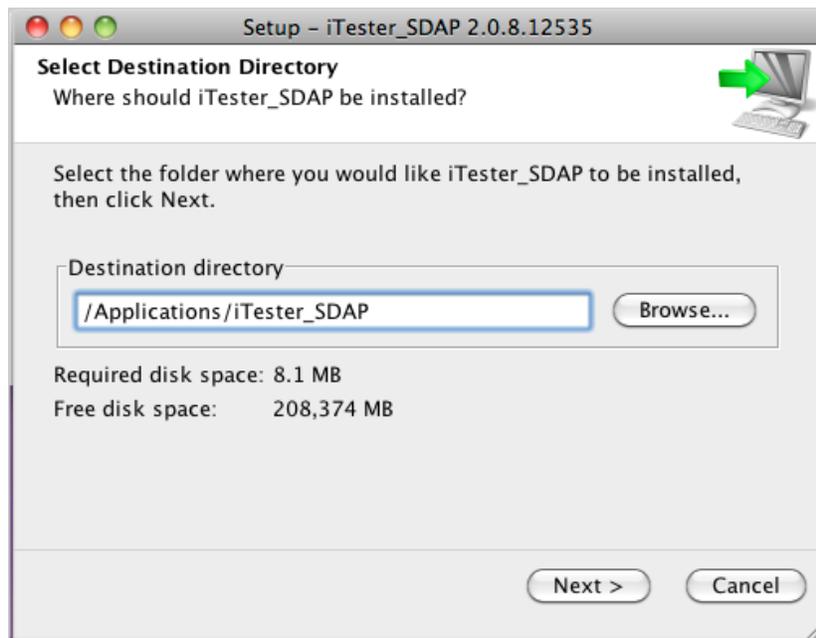


Figure 2.5-3 Mac OS Destination Directory

5. Indicate where you would like to store log files and student responses. Utilize radio button selectors to indicate **Store in the user's profile location** or **Save in the following directory**. If you select **Save in the following directory** you must manually enter the alternate path. Click **Next** to continue.

During Client installation, if you choose the default option to store the stored response files and log files in the user profile, the Client will store these files in the following format: Stored responses: *responses/<Unique Hash>.<Number>.eit*r, Log files: *Logs/<Local Username>/<Workstation Name>-iTesterLog<Number>.log*.

**Log files** capture events that occur during testing. **Stored Response Files** contain student encrypted responses in the event of connectivity issues.

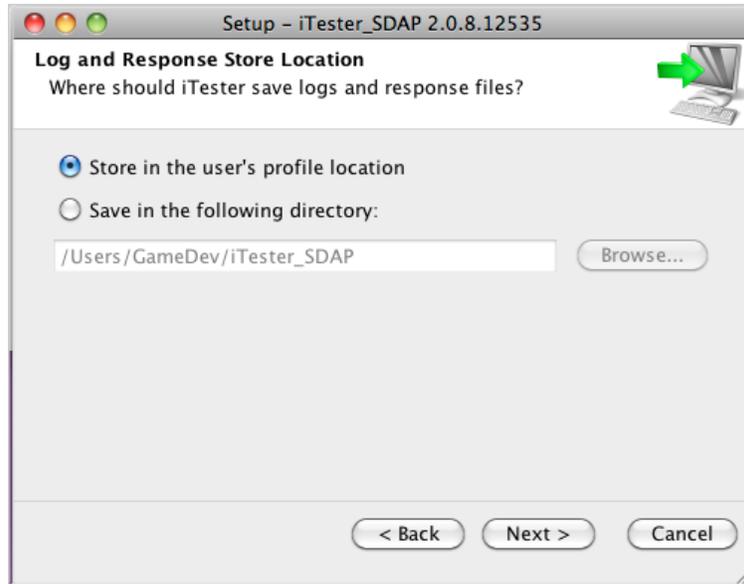


Figure 2.5-4 Mac OS Log and Response Store Location

6. Indicate whether you wish to create a desktop icon. Once your selection has been made, click **Next** to continue.

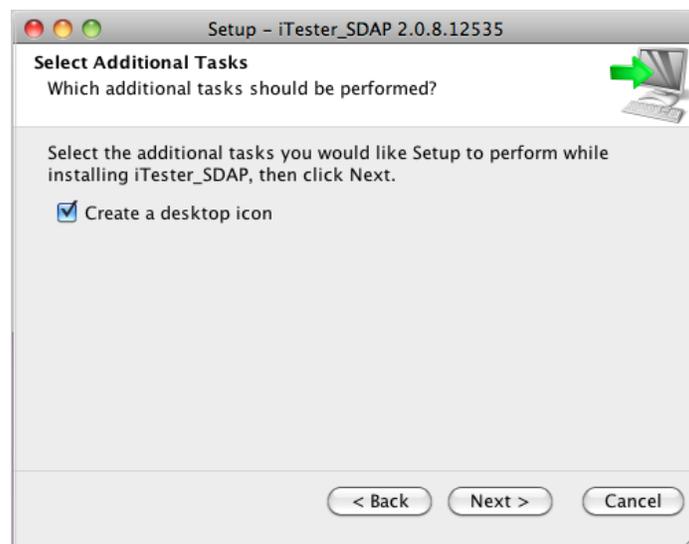


Figure 2.5-5 Mac OS Create a Desktop Icon

7. Confirm that you are ready to install iTester™ Client. Click the **Next** button to perform the installation.

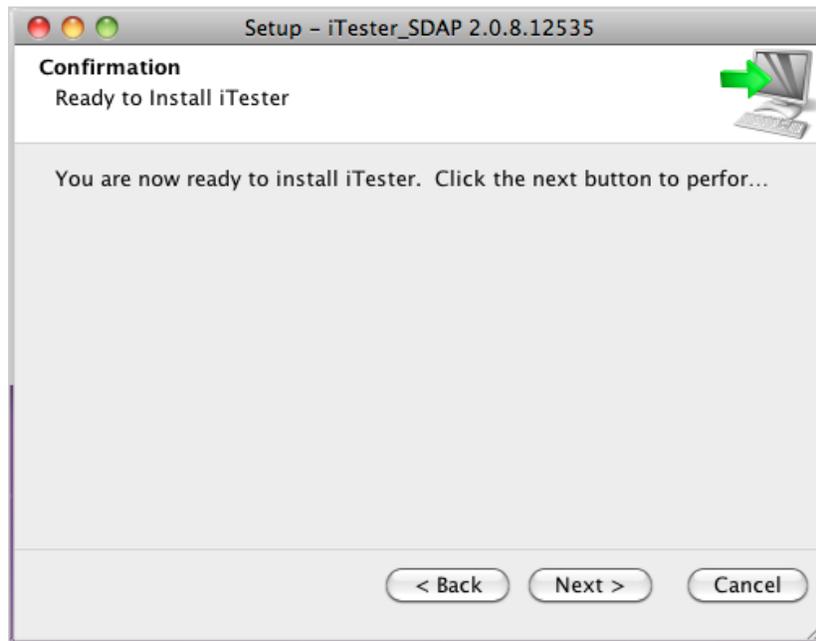


Figure 2.5-6 Mac OS Installation Confirmation

8. Click **Finish** to complete the installation. Note, if **Run iTester\_SDAP** is selected, the iTester™ Client will automatically launch once you click **Finish**.



Figure 2.5-7 Mac OS Installation Completion

## 2.6. INSTALLATION PROCESS FOR A LINUX OS

Please follow the steps listed below to install the iTester™ Client on all student testing workstations.

### STEP 1: Set up your school testing environment

Review Section 2.3 above in detail.

### STEP 2: Download the iTester™ Client

The Client can be downloaded via links on the iTester™ Administration homepage. The iTester™ homepage is accessible via the South Dakota Assessment Portal (SDAP) by clicking on the iTester™ link. The URL for the SDAP is <https://sdap.emetric.net/>.

Please download the appropriate iTester™ Client according to the workstation configurations at your facility.

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Welcome to the iTester Admin site. This site provides access to workstation readiness results, site certification, student information, and test session details.

The Information Technology Coordinator is responsible for installing the iTester Client and performing "Workstation Readiness" tasks before any workstations can be used for testing. For detailed installation and "Workstation Readiness" instructions, please refer to the **iTester Installation and Workstation Readiness Guide** found on the Help tab.

According to workstation configurations at your facility, please download and install the appropriate iTester Client utilizing the links in the table below.

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Windows	<a href="#">iTester™ Client for Windows</a>
Linux	<a href="#">iTester™ Client for Linux</a>

Each school will be assigned a unique "Workstation Readiness" username and password. The Information Technology Coordinator will need to use the "Workstation Readiness" username and password assigned for their school to conduct "Workstation Readiness" testing. This login information can be found at the bottom of this page.

The Help tab provides various user manuals and support documents. If you need additional assistance utilizing this site, please contact eMetric support at [support@emetric.net](mailto:support@emetric.net) or by calling (877) 829-7769.

Figure 2.6-1 iTester™ Administration Homepage

### STEP 3: Install the downloaded iTester™ Client

Upon completion of the download process:

1. Launch a terminal and navigate to the iTester™ installer file and execute.



Figure 2.6-2 iTester™ Installer File

2. Read the instructions and click **Next** to continue.



Figure 2.6-3 Linux OS Setup Welcome Screen

3. Type the destination in which iTTester\_SDAP should be installed in the space provided. eMetric recommends a network install, especially if you do not have any centralized deployment tools. A network install eases the configuration and updating of the application. Click **Next** to continue.

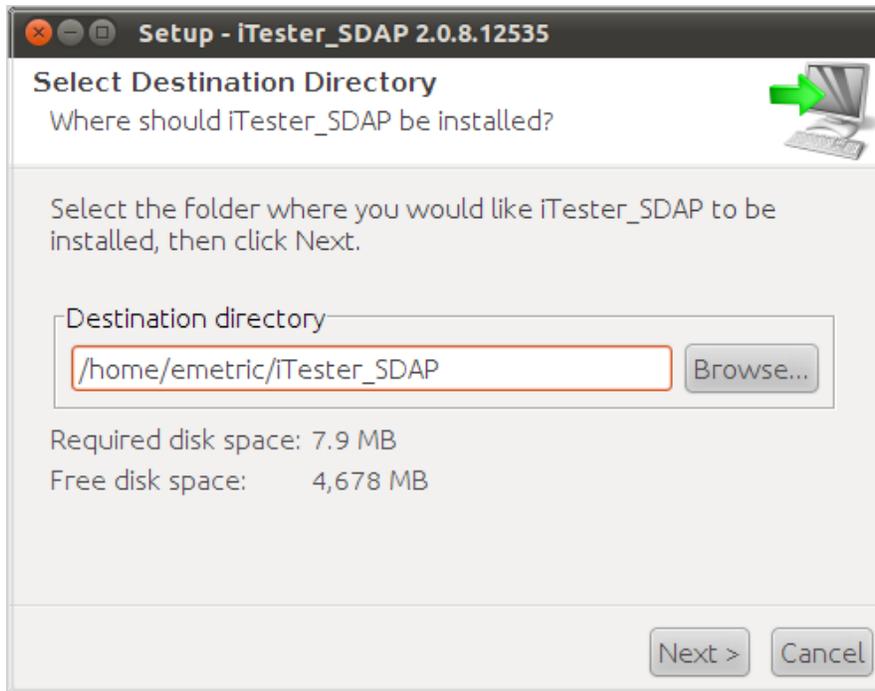


Figure 2.6-4 Linux OS Destination Directory

4. Type the destination in which iTester\_SDAP should create symlinks to the executables. Click **Next** to continue.

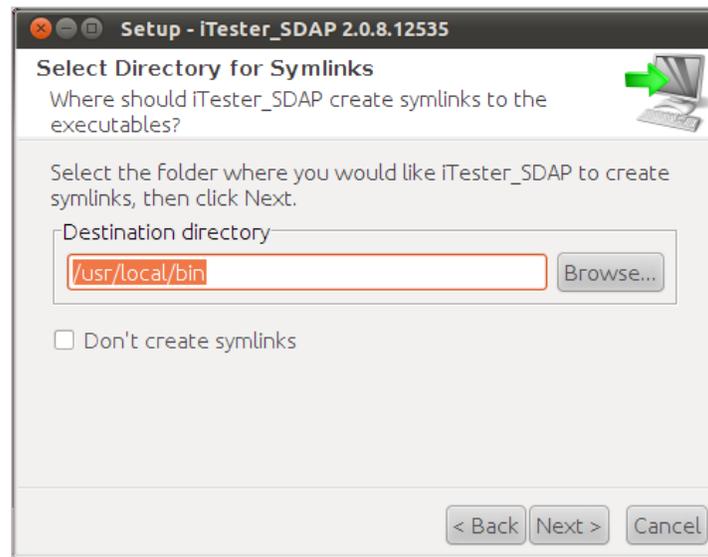


Figure 2.6-5 Linux OS Symlinks Directory

5. Indicate where you would like to store log files and student responses. Utilize radio button selectors to indicate **Store in the user's profile location** or **Save in the following directory**. If you select **Save in the following directory** you must manually enter the alternate path. Click **Next** to continue.

During Client installation, if you choose the default option to store the stored response files and log files in the user profile, the Client will store these files in the following format: Stored responses: *responses/<Unique Hash>.<Number>.eitr*, Log files: *Logs/<Local Username>/<Workstation Name>-iTesterLog<Number>.log*.

**Log files** capture events that occur during testing. **Stored Response Files** contain student encrypted responses in the event of connectivity issues.

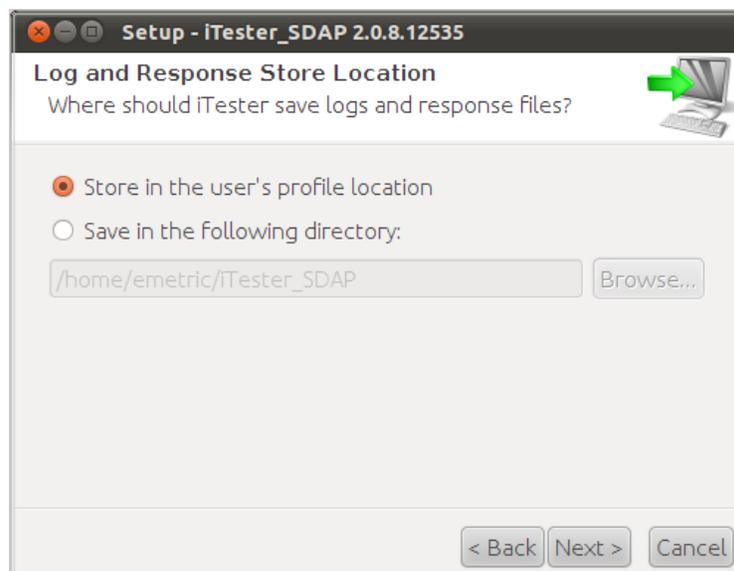


Figure 2.6-6 Linux OS Log and Response Store Location

6. Indicate whether you wish to create a desktop icon. Once your selection has been made, click **Next** to continue.

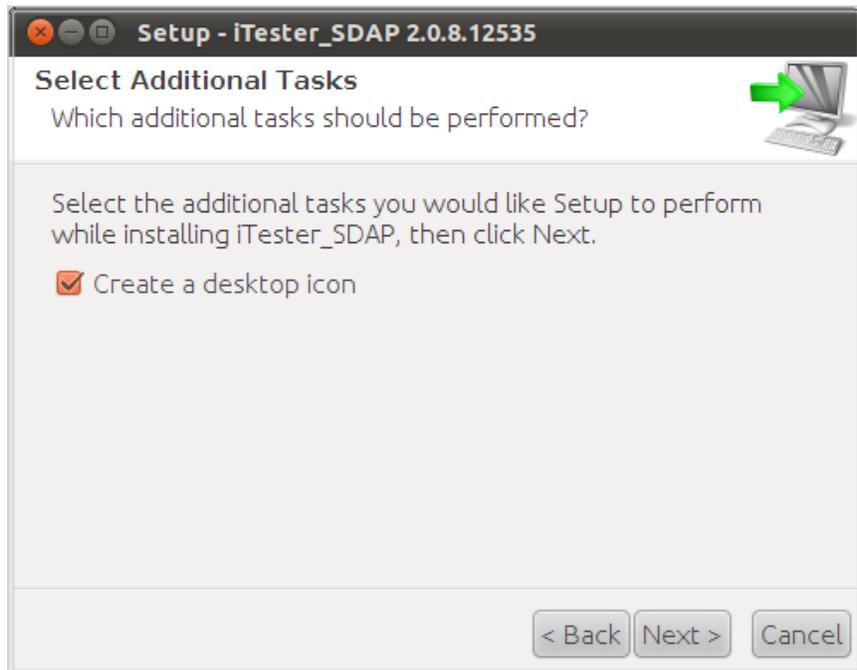


Figure 2.6-7 Linux OS Create a Desktop Icon

7. Confirm that you are ready to begin installation. Click **Next** to continue.

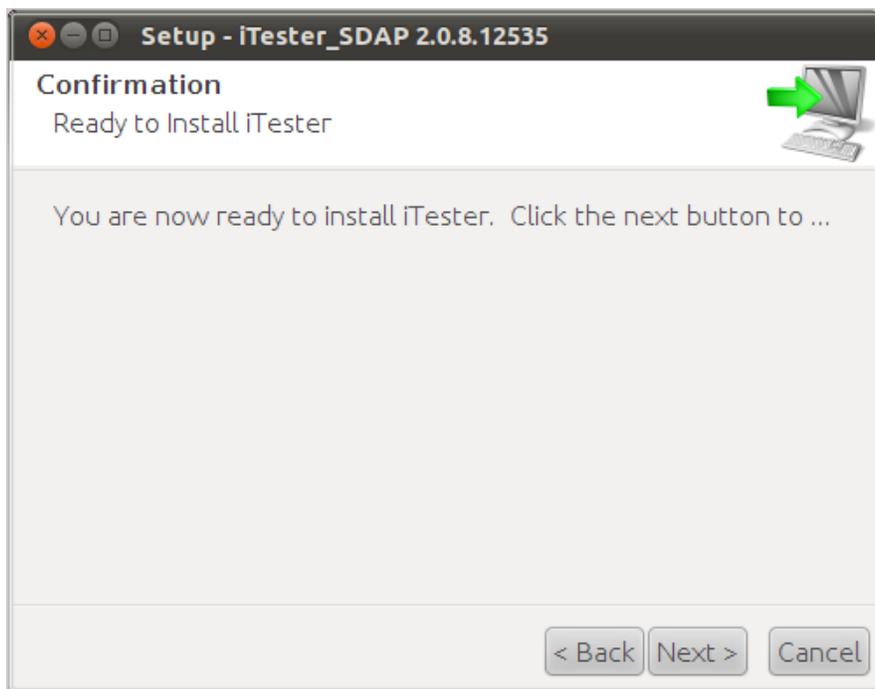


Figure 2.6-8 Linux OS Installation Confirmation

- Click **Finish** to exit Setup.

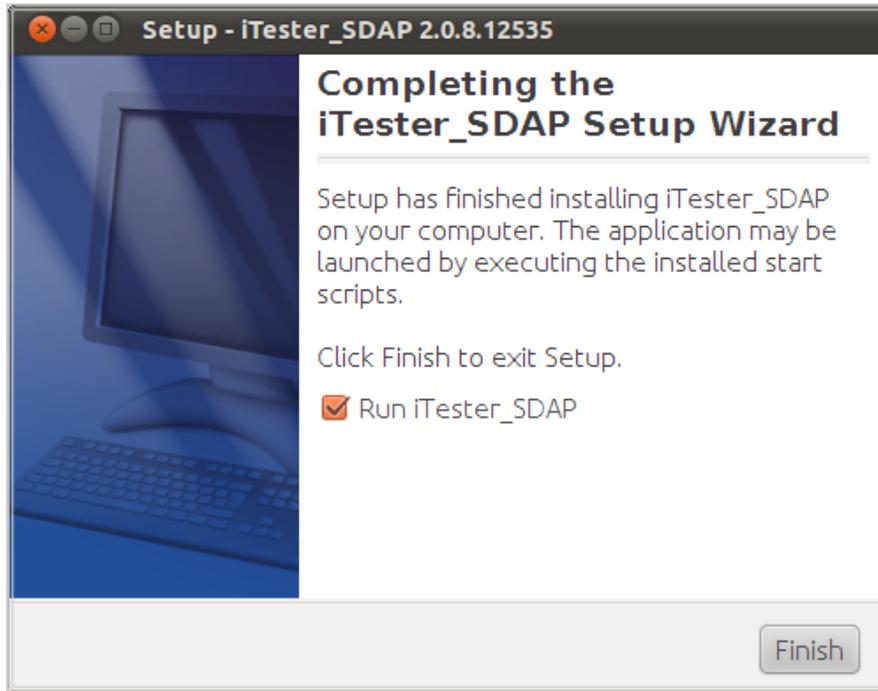


Figure 2.6-9 Linux OS Installation Completion

### 3. WORKSTATION READINESS (WSR) AND SITE CERTIFICATION OVERVIEW

#### 3.1. WSR PURPOSE

*Workstation Readiness* provides a means to identify potential technical problems prior to student testing. Information Technology Coordinators will launch the iTester™ Client on each workstation being used for testing and take the *Workstation Readiness* test. The test is designed to simulate a test scenario and is used to verify that workstations meet the minimum requirements and have been properly configured.

#### 3.2. WSR PROCESS

It is recommended that Workstation Readiness be performed on **every** computer that is to be used for testing. iTester™ will capture and display the results for each workstation on the **Site Setup** tab within the iTester™ Administration.

Follow the procedure below on **every** computer to be used for testing:

- Login to the workstation using login credentials with student permissions. This will help ensure that the logins configured for students have the appropriate permissions configured.
- Launch the iTester™ Client from the desktop shortcut or the start menu.



Figure 3.2-1 Desktop Shortcut

3. Login to the iTester™ Client entering the Workstation Readiness username and password provided for your school. Please note, Workstation Readiness login information can be found at the bottom of the homepage on the iTester™ Administration.

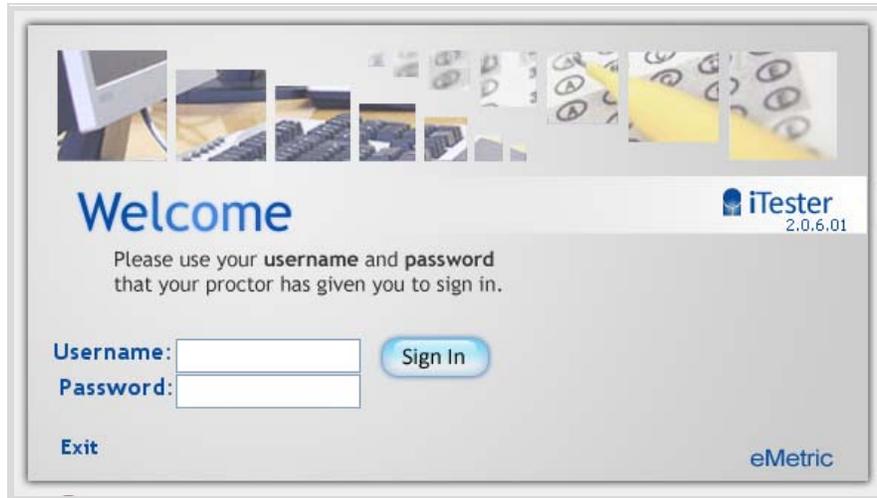


Figure 3.2-2 iTester™ Client Welcome Screen

4. Verify the **Authentication Screen** to confirm it states the correct school and references a Workstation Readiness test. **Note:** (1) The displayed Student ID is your District ID and School ID

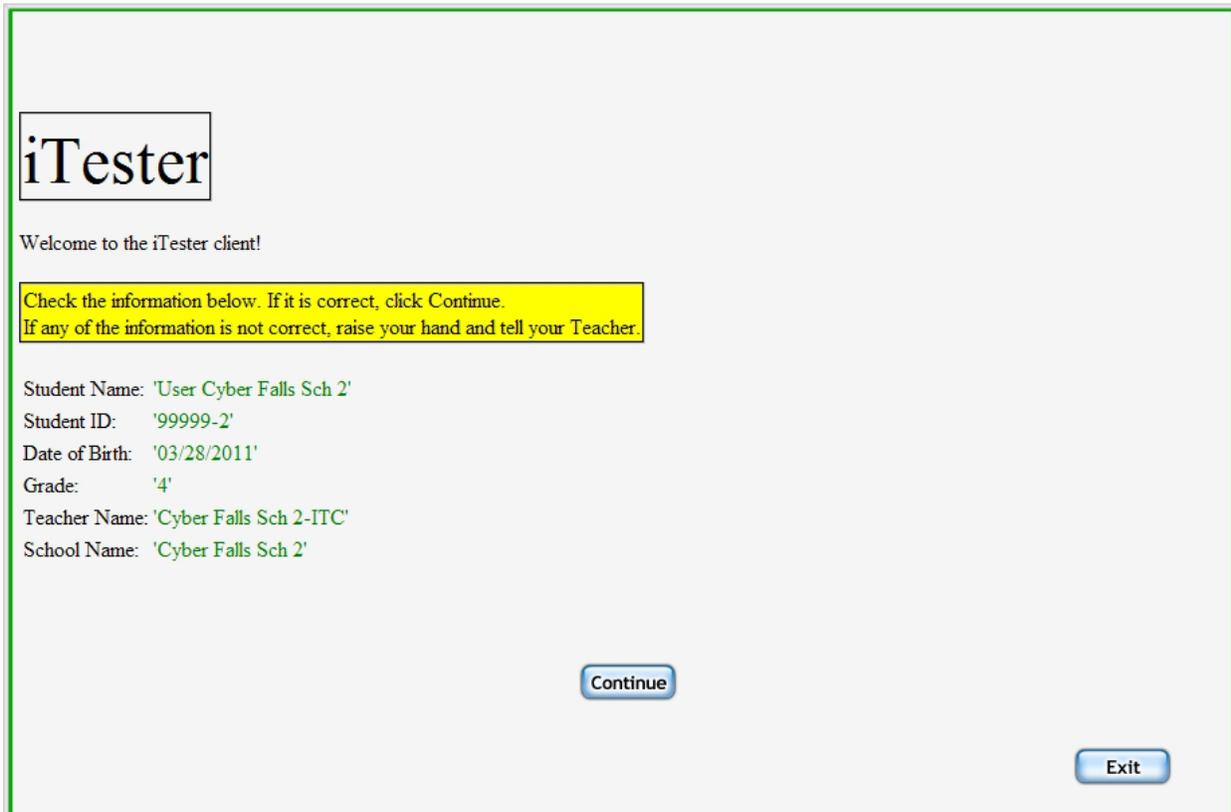


Figure 3.2-3 Authentication Screen

- Upon successful login, click **Session 1**.

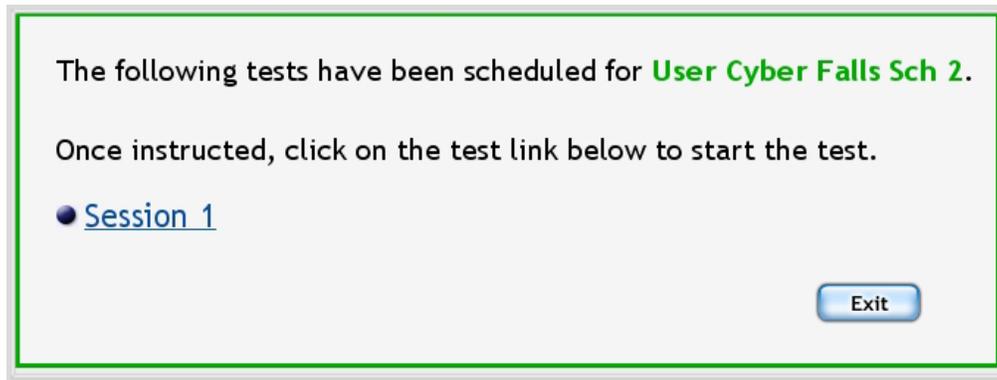


Figure 3.2-4 Client Workstation Readiness Session Selection

- After you have responded to all items, click **Review** on the bottom right of the screen to be redirected to the **Test Review** page. From this page you can return to a particular test item to review or change your answer.

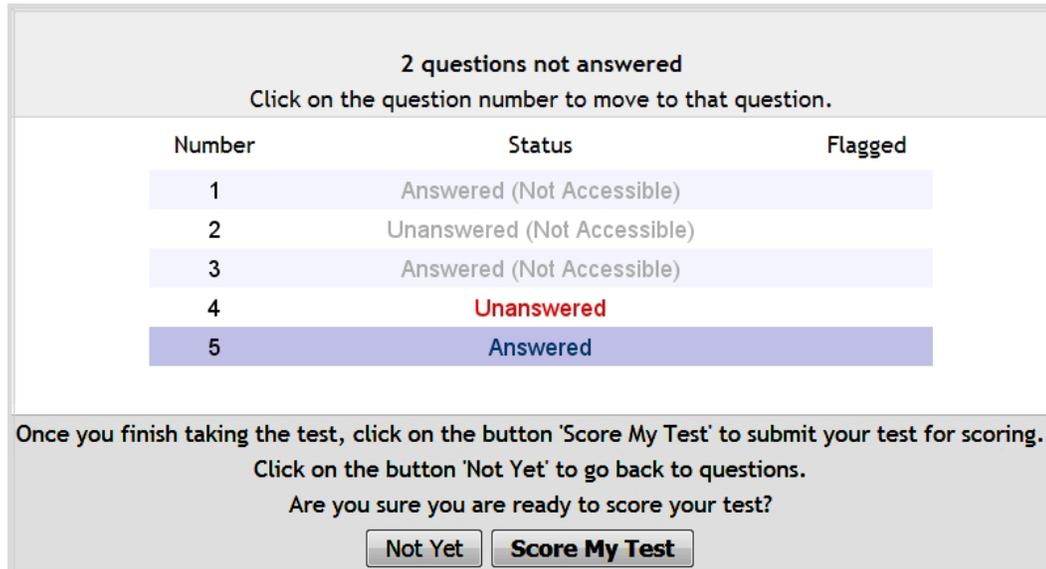


Figure 3.2-5 Test Review Page

- Click **Score My Test**.
- You will be prompted and asked to confirm you are ready to submit your test. Click **Yes** to continue or **No** to return to the **Test Review** page.

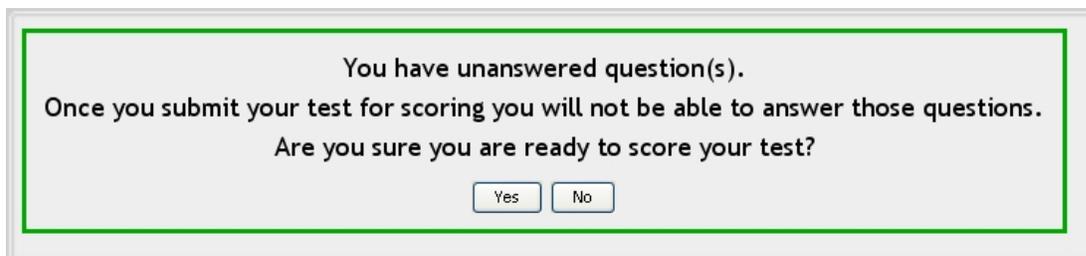


Figure 3.2-6 Prompt 1

9. You will be prompted a second time. Click **Yes** to continue with submitting your test.

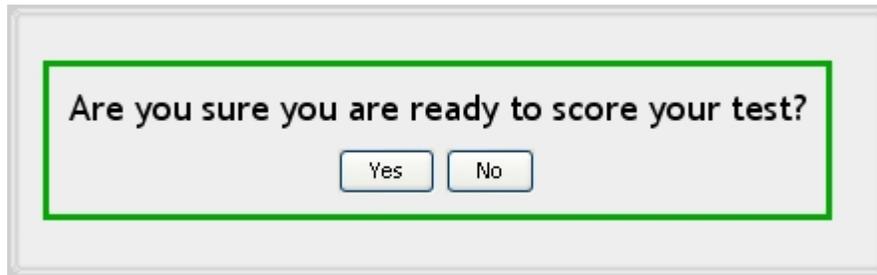


Figure 3.2-7 Prompt 2

10. Click **OK** to continue. You will return to the **Session Selection** (see figure 3.2-10) page which will read "Workstation Readiness Test (Completed)".

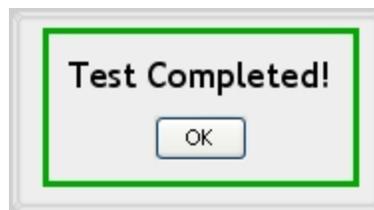


Figure 3.2-8 Prompt 3

11. Click **Exit**.

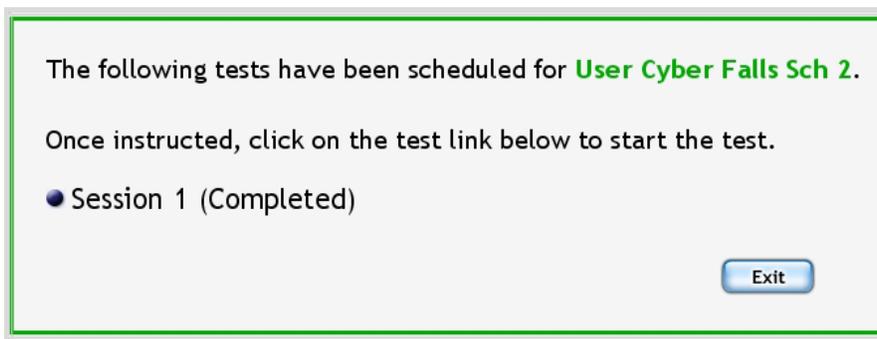


Figure 3.2-9 Session Completed

### 3.3. SITE CERTIFICATION PURPOSE

The **Site Setup** tab in the iTester™ Administration allows users to view the results from workstations tested with the Workstation Readiness test and certify their site for testing. The functionality on this tab is dependent on user type.

#### A. SCHOOL TEST COORDINATORS (STC) & SCHOOL TECHNOLOGY COORDINATORS (SITC)

Follow the steps outlined below to certify your site for testing:

1. Login to the iTester™ Administration via <https://sdap.emetric.net/> and select iTester™.
2. Click on the **Site Setup** tab. You will be presented with a detailed list, see figure 3.3-1, of workstations on which the Workstation Readiness test was completed at your school. Review this list to ensure that all workstations meet the requirement specifications. If any workstation does

not meet the requirements, corrective action should be taken prior to using that workstation for testing.

- a. Screen Resolution: If the screen resolution on a workstation is inadequate, adjust the resolution on that workstation and take the Workstation Readiness test again.
- b. Java Version: If the Java version on a workstation is inadequate, you can download the most recent Java version from [www.java.com](http://www.java.com).

District:  School:

District / School	Workstation	Date and Time	Screen Resolution	Java Version
9999-0010	EmetricLaptop10	12/5/2010 10:34:00 PM	[1366.0x768.0]	1.6.0_22-b04
9999-0010	EmetricLaptop10	12/5/2010 10:59:42 PM	[1366.0x768.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 2:29:43 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 2:33:53 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 2:40:37 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 2:41:00 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 4:45:25 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 4:46:29 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 4:47:52 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 4:48:37 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 4:50:23 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	Emetric-5027	12/7/2010 4:51:24 PM	[1680.0x1050.0]	1.6.0_22-b04
9999-0010	eMetric-5028	12/7/2010 5:58:36 PM		
9999-0010	eMetric-5028	12/8/2010 10:09:49 AM		
9999-0010	eMetric-5028	12/13/2010 1:56:22 PM	[1920.0x1080.0]	1.5.0_21-b01

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Figure 3.3-1 Workstation Readiness Detailed Results

3. Click **Certify Site Readiness** when you are pleased with the displayed results.

**Site Certification**

Site Certification

I certify that Workstation Readiness tests have been performed on the above machines and any noted issues have been resolved.

Figure 3.3-2 Certify Site Readiness

The following will be displayed once a site has been certified:

**Site Certification**

Site Certification

I certify that Workstation Readiness tests have been performed on the above machines and any noted issues have been resolved.

**Site Certified for Testing on 9/28/2010 9:20:00 AM by User2**

Figure 3.3-3 Site Certification

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## B. DISTRICT TEST COORDINATORS (DTC) & DISTRICT TECHNOLOGY COORDINATORS (DITC)

District level personnel can view results of Workstation Readiness testing at all schools in their district. District Test Coordinators and District Technology Coordinators can also certify sites for testing if they feel a sufficient number of Workstation Readiness tests have been completed.

Follow the steps outlined below to certify a site in your district for testing:

1. Login to the iTester™ Administration via and select iTester™.
  2. Click on the **Site Setup** tab. You will be presented with a summary table presenting the progress of Workstation Readiness testing at the schools in your district. You can click on the hyperlink in the **Workstations Tested** column to drill down to detailed information for a particular school. If any workstation does not meet the requirements, corrective action should be taken prior to using that workstation for testing. (See Figure 3.3-1)
    - a. Screen Resolution: If the screen resolution on a workstation is inadequate, adjust the resolution on that workstation and take the Workstation Readiness test again.
    - b. Java Version: If the Java version on a workstation is inadequate, you can download the most recent Java version from [www.java.com](http://www.java.com).
  3. Click **Certify Site Readiness** when you are pleased with the displayed results. You can also assign responsibility for certification to school level personnel. (See Figures 3.3-2 and 3.3-3)
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