

## System Setup instructions

1. **Administrative Rights.** Testing machines must have full, unrestricted administrative rights for testing. This means that they cannot be part of a group policy or any other restrictions at all. Centers giving only online exams do not need to adhere to this requirement.
2. **RAM.** Centers that are running any exams except Office 2007 only need 256 MB of RAM, but centers that want to test Office 2007 applications need to have 1 gig.
3. **Correct OS with correct SP level.** Centers must use the professional version of the Operating System. We do not work with home or other versions.
4. **Correct Office Versions.** Centers must have the Professional or Business version of Office suite. We support Office 2000 – 2007.
5. **“Complete” Office installation.** Centers must do a Complete installation of the Office suite. The default installation of Office is Standard, so this must be changed at installation or updated if it was not done then. Also Outlook must be configure with no email support.
6. **Internet Connection Minimum requirement.** Centers must be able to maintain at least 156kbps connectivity to each machine during testing.
7. **Firewall/Proxy.** We recommend that centers do not go through a firewall or proxy, but if one is required, please refer to the following list of critical items that must be considered when configuring a proxy server or firewall:
  - The domain certiport.com needs to be accessible.
  - The following IP addresses
    - 192.41.91.75
    - 192.41.91.74
    - 192.41.91.76
    - 192.41.91.77
    - 206.81.137.18
    - 216.36.40.144
    - 216.36.40.145
  - You also need to have full access through ports 80 (HTTP) and 443 (HTTPS).
  - **216.36.40.144 and 216.36.40.145** need to have full access through port 21 TCP.
  - HTTP redirects need to be permitted. (These are all completed within the certiport.com domain.)
  - Please DO NOT block soap HTTP traffic.

Certiport will soon be moving to a new range of IP addresses. In an effort to help with this transition, we would like to provide you the New IP addresses so they can be entered when you are entering the current addresses.

  - The domain certiport.com needs to be accessible.
  - The following IP addresses
    - 64.90.197.200
    - 64.90.197.201
    - 64.90.197.202
    - 64.90.197.203
    - 64.90.197.204
    - 64.90.197.205
  - Also need to have full access through ports 80 (HTTP) and 443 (HTTPS).
  - HTTP redirects need to be permitted. (These are all completed within the certiport.com domain.)

8. **Pop-up blockers.** Pop-up blockers and phish filtering should be turned off. Also we request no Internet Explorer toolbars be installed, because they have built-in blockers. Some of these toolbars include Google and Yahoo toolbars. Please remove them if they are currently installed.
9. **Adobe.** Currently there is an Adobe Flash version that is causing our systems to break. The latest version of Flash is 10.0.22.84. This version works with all of our products and is what we require. If you do not know what version you are running or how to check, please contact tech support.
10. **My Documents and systems from the C drive.** The Microsoft Office My Documents folder and the Certiport iQsystem must both be installed and running from the default location on the C drive. Our systems are hard coded and will not work if this requirement is not met.
11. **Restoring Software.** Certain software is built to restore the PC to its original state upon rebooting, such as Deep Freeze. If you are using such software, it must be disabled before testing. Our systems use tracking so that in case a exam crashes, a reboot can be performed and candidates start from where they left off. If this type of software is installed, it will remove all tracking.
12. **Internet options "Auto detect proxy" checked.** If centers are not going through a proxy but still have the box checked that states "Automatically detect settings," our software will not work. To check for this, go into "Tools" in Internet Explorer, and then click "Internet Options." Click the "Connections" tab, and then click "LAN Settings." Here you will see the box. If it is checked and you are not using a proxy, please un-check it.
13. **Anti-Virus.** Centers should ensure that their antivirus tool is not blocking or stopping our software. Usually a "Configuration exam" will accomplish this check.
14. **Other testing software.** iQsystem uses concurrent technology and uses paths inside your machine to run. Other testing software has been found to change our paths. If Certiport is on a machine, the machine can have no other testing software installed.
15. **Local settings.** Centers should ensure that the clock and time setting for their area are correctly set on each PC.