


Pearson – ITS Secure Browser Advanced Online Proctored Technical Requirements


These requirements apply to any Internet Based Testing (IBT) exams delivered using Pearson – ITS Secure Browser product for the Online Proctored (OP) delivery mode.

Online Proctored Advanced Technical Requirements with ITS driver

Note  **Most candidates will not be required to make any changes to successfully take Online Proctored exams with the Pearson – ITS Secure Browser.**

This document describes a full set of technical requirements and configuration settings necessary for the **Online Proctored** exam delivery mode using the Pearson – ITS Secure Browser. The configuration settings and technical requirements described are targeted at an audience of mid to higher level technical skill. This is a full set of technical requirements that can assist the user in troubleshooting problems associated with exam delivery.


These configuration settings and requirements should only be implemented if you are confident you understand and can implement these settings and configuration changes. If you do not understand these configuration settings and requirements **DO NOT make changes without first consulting with a Technology Professional.**

Note  Most exam delivery scenarios will not require any of the listed configuration changes, and in most cases, it will not be necessary to make all the configuration changes in this document.

The following items are known to disrupt IBT Exam delivery:

- ❖ Proxy Servers
- ❖ Network Packet Inspection / Filtering
- ❖ Strict Network Security Configurations

Internet Based Testing (IBT) Configuration

<p>Warning</p> 	<p>On January 14, 2020, Pearson VUE will no longer provide support for Pearson VUE software on Windows 7 operating systems.</p> <p>We recommend you upgrade to Windows 10 OS for all workstations supporting and delivering Online Proctored (OP) exams prior to January 2020.</p>
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Effective **August 1, 2018**, the following technical requirements and configuration settings may be necessary to ensure successful delivery of **IBT exams using the Online Proctored** delivery mode. Candidates may experience decreased exam delivery performance if these requirements are not met. You may be asked to make changes to the exam delivery workstation and the local network configuration to comply with these requirements as part of problem resolution.

Internet Bandwidth

A base connection speed of **1 Mbps down/up** is required.

Warning



Additional bandwidth may be required for more than 10 simultaneous IBT exam deliveries.

Before Beginning an Exam

The windows user account logged in to the Delivery workstation must have **Local Administrative permissions**. If the account does not have Local Administrative rights, the exam delivery software will not launch correctly and will result in an error. The candidate will not be able to complete the exam.

Local Delivery Machine Configuration Settings

This section describes configuration settings necessary on the IBT Exam Delivery workstation. A moderate level of technical skill may be necessary to comply with these settings. **DO NOT make changes that you do not understand** without first consulting a Technology Professional.

- **Disable:** All pop-up blockers and or pop-up blocking settings.
- **Save** any **open files** and **close all open windows** before beginning a Pearson VUE – Online Proctored exam.
- **Enable:** Internet Cookies must be enabled.
- Ensure any security software will not block execution of the following:
 - **JavaScript**
 - **Adobe Air** applications
 - **Adobe Flash Player** extensions
- UDP ports may need to be opened or unblocked for the software to work correctly.
- Some internet security and antivirus software may require an exception to be made for the Pearson Secure Browser executable file
- Ensure the following IP Addresses do not have communication restrictions due to any security software:
 - 64.27.100.27
 - 64.106.220.0
 - 64.27.64.232
 - 206.188.17.0
 - 64.106.193.0
 - 159.182.0.0
- The following URL's may need to be added as trusted sites under Internet Settings. This can be done by going to the **Control Panel | Internet Options | Security** tab. Select **Trusted Sites**. Click the **Sites** button and add the following items to the list of websites. You may need to deselect the **Require server verification (https:) for all sites in this zone** option.

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- http://*.pearson.com & https://*.pearson.com
- http://*.pearsonvue.com & https://*.pearsonvue.com
- http://*.starttest.com & https://*.starttest.com
- http://*.starttest2.com & https://*.starttest2.com
- http://*.programworkshop.com & https://*.programworkshop.com
- http://*.proctorcam.com & https://*.proctorcam.com

Warning



Sometimes it works better on certain systems if you add them in one of these fashions: (1) <http://starttest.com>, (2) <http://starttest2.com>, (3) *.starttest.com*, (4) *.starttest2.com*, (5) *.programworkshop.com*.

Network & Domain Level Configuration Settings

This section describes the configuration settings necessary on the LAN / WAN used for IBT Exam Delivery. A moderate to high level of technical skill may be necessary to comply with these settings. **DO NOT make changes that you do not understand** without first consulting a Technology Professional.

- **Pearson Strongly Recommends** using a wired network rather than a wireless network, as it provides better exam delivery performance.
- **Pearson Strongly Recommends** avoiding network configurations involving **Proxy Servers, Advanced Firewall Security Configurations** and other network security measures such as but not limited to **Packet Filtering or Packet Inspection**. These advanced security configurations are known to cause moderate to severe degradation in exam delivery performance.
- Some network level security software like Symantec Endpoint Protection or McAfee Enterprise Security may require an exception to be made for the Pearson – ITS Secure Browser executable file.
- For **Pearson IBT Exams** Port **80** (HTTP) and Port **443** (HTTPS) must have sustained continuous connections. It is **strongly recommended** that traffic on these ports should be completely unrestricted.

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- The following IP Addresses must be set as approved / unblocked / or given the highest priority.

Note: The last 3 are IP Ranges, but if your system does not accept '0/24' or '0/16', then try using just '0' at the end.

- 64.27.100.27
 - 64.27.64.232
 - 64.106.193.0/24
 - 64.106.220.0/24
 - 206.188.17.0/24
 - 159.182.0.0/16
- The following URL's **may require** unrestricted communication.
 - http://*.pearson.com & https://*.pearson.com
 - http://*.pearsonvue.com & https://*.pearsonvue.com
 - http://*.starttest.com & https://*.starttest.com
 - http://*.starttest2.com & https://*.starttest2.com
 - http://*.programworkshop.com & https://*.programworkshop.com
 - http://*.proctorcam.com & https://*.proctorcam.com

Warning



Sometimes it works better on certain systems if you add them in one of these fashions:

- (1) <http://starttest.com>, (2) <http://starttest2.com>,
- (3) *.starttest.com*, (4) *.starttest2.com*,
- (5) *.programworkshop.com*.

Exam Delivery Machine

Pearson strongly recommends using equipment that meets or exceeds the **Recommended Specifications**. The minimum requirements will change periodically based on the needs of our exam sponsors.

Warning



Local Administrative permissions are required on the exam delivery workstation.

	Minimum Required	Recommended Specifications
Operating System	Windows 10 Windows 8.1 (32-bit and 64-bit) – (all editions except 'RT') **Windows 7 SP1 (32-bit and 64-bit) – (all editions except 'Starter') Mac OSX 10.10 and above – (excluding beta versions) ** Pearson VUE will no longer provide support for Win 7 as of Jan 2020	
RAM	OS specified Minimum RAM	4 GB RAM or more
Display	Minimum Resolution: 1024 x 768 in 16-bit color .	Recommended Resolution: 1920 x 1080 or higher in 32-bit color .
Internet Connection	See Internet Bandwidth requirements above.	
Supported Internet Browsers	Internet Explorer 11 , latest versions of Microsoft Edge , Chrome , Firefox or Safari	
Webcam	Webcam must have a minimum resolution of 640x480 @ 10 fps . Webcam may be internal or an external webcam connected to the computer.	
Sound & Microphone	Headsets with audio and microphone are acceptable. Built-in microphones as well as external microphones are acceptable. Headphones or Speakers are acceptable. Note: Verify the audio and microphone are not set on mute in Windows.	
Browser Settings	Internet Cookies must be enabled. Any Pop-Up blocking setting(s) must be disabled.	
Additional Software	Adobe Air 14.0 or newer is required. Some security software programs like Antivirus or Internet Security software can disrupt exam delivery and may need to be temporarily disabled.	
Firewall	Corporate firewalls (including VPNs) often cause this delivery method to fail. Please take your exam in a setting without a corporate firewall.	

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Prohibited

Warning



If it is not found on the requirements below or in the Advanced Requirements list then it should be considered '**Not Supported**'.

Exam Delivery must adhere to the following restrictions	
Portable Computing devices	<p>Touch Screen Laptops, *Tablets and Smartphones are strictly prohibited.</p> <p>Note: Examples of prohibited portable computing devices include, but are not limited to: <i>Chromebooks, Android and iOS phones, and tablets.</i></p> <p>*Microsoft Surface Pro 4 in notebook mode only is supported.</p>
Processor	Devices running Ultra Mobile Processors are strictly prohibited. This includes, but is not limited to Intel Atom, AMD NEO CPU lines, and ARM CPUs.
RAM	Less than 2 GB
Operating System	<ul style="list-style-type: none"> • Windows XP & Vista are strictly prohibited • Windows Server Operating System strictly prohibited on the Exam Delivery workstations • Virtual environments are strictly prohibited for exam delivery • All Linux/Unix based Operating Systems are strictly prohibited
Display	<p>Touch Screen monitors are strictly prohibited for exam delivery.</p> <p>Display resolution less than 1024 x 768 in 16-bit color is strictly prohibited.</p>
Network Connection	Pearson Strongly Recommends avoiding network configurations that involve Proxy Servers, Advanced Firewall Security Configurations and other network security measures such as but not limited to Packet Filtering or Packet Inspection.
Internet Connection	<p>VPN connections are strongly discouraged and will result in disruption to exam delivery.</p> <p>SSL VPNs are strictly prohibited (e.g., Hotspot Shield).</p> <p>Dial-Up Internet Connections including ISDN are not supported.</p>
Internet Browser	Browsers not found on the list of Supported Internet Browsers in this document cannot be used for exam delivery.