



# Pearson VUE Browser Lock Advanced Online Proctored Technical Requirements

These advanced technical requirements apply to any Internet Based Testing (IBT) exams delivered using the Pearson VUE Browser Lock (PVBL) product in the Online Proctored delivery mode.

**Note**  Most candidates will not be required to make any changes to successfully take Online Proctored exams using Pearson VUE Browser Lock.


This document describes a full set of technical requirements and configuration settings necessary for delivering Online Proctored exams using **Pearson VUE Browser Lock**. 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 Pearson IBT Exam delivery:

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

<b>Warning</b> 	<b>Windows XP</b> and <b>Windows Vista</b> are <b>strictly prohibited</b> for exam delivery.
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## Internet Based Testing (IBT) Configuration

<p><b>Warning</b></p> 	<p><b>On January 14, 2020, Pearson VUE will no longer provide support for Pearson VUE software on Windows 7 operating systems.</b></p> <p>We recommend you upgrade to <b>Windows 10 OS</b> for all workstations supporting and delivering Online Proctored (OP) exams prior to January 2020.</p>
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Effective **November 1, 2019**, the following technical requirements and configuration settings may be necessary to ensure successful delivery of **IBT Exams using the Online Proctored delivery mode via the Pearson VUE Browser Lock** product. Test takers may experience decreased exam delivery performance if these requirements are not met. You may be asked to make changes to the exam delivery workstations and the local network configuration to comply with these requirements as part of problem resolution.

### Internet Connection

For IBT exams, a base connection speed of **1 Mbps down/up** is required.

### 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 any changes that you do not understand** without first consulting a Technology Professional.

- **Required: Save** any **open files** and **close all open windows** before opening the Pearson VUE Browser Lock product.
- **Recommended:** Ensure any security software will not block execution of JavaScripts.
- Some internet security and anti-virus software may require an exception to be made for the Pearson VUE Browser Lock secure browser.
- Please be aware of the following keyboard shortcuts:
  - **Ctrl+R** will refresh the Browser Lock
  - **Alt+P** will take you to the Previous Item
  - **Alt+N** will take you to the Next Item
- The following URLs may need to be added as trusted sites to any internet security software. 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.
  - [http://\\*.pearson.com](http://*.pearson.com) & [https://\\*.pearson.com](https://*.pearson.com)
  - [http://\\*.pearsonvue.com](http://*.pearsonvue.com) & [https://\\*.pearsonvue.com](https://*.pearsonvue.com)
  - [http://\\*.proctorcam.com](http://*.proctorcam.com) & [https://\\*.proctorcam.com](https://*.proctorcam.com)
- Ensure the following IP Address does not have communication restrictions due to any security software:
  - 159.182.0.0

### 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 any 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 may cause moderate to severe degradation in exam delivery performance.
- **Pearson strongly recommends:** Stop active Anti-virus scanning while taking an exam. Some anti-virus software can cause performance issues.
- Some network level security software may require an exception to be made for the Pearson VUE Browser Lock secure browser.
- For **Pearson IBT Exams** Port 443 (HTTPS) must have sustained continuous connections. It is **strongly recommended** that traffic on these ports should be completely unrestricted.
- The following IP Addresses must be set as approved / unblocked / or given the highest priority. **Note:** If your system does not accept the IP Range '**0/16**', then try using just '**0**' at the end.
  - 159.182.0.**0/16**
  - The following URL's **may require** unrestricted communication or they must be added as trusted sites under Internet Settings.
    - [http://\\*.pearson.com](http://*.pearson.com) & [https://\\*.pearson.com](https://*.pearson.com)
    - [http://\\*.pearsonvue.com](http://*.pearsonvue.com) & [https://\\*.pearsonvue.com](https://*.pearsonvue.com)
    - [http://\\*.proctorcam.com](http://*.proctorcam.com) & [https://\\*.proctorcam.com](https://*.proctorcam.com)

## Exam Delivery Machine

Pearson strongly recommends using equipment that meets or exceeds the technical specifications. The requirements will change periodically based on the needs of our exam sponsors.

### Caution



**Local Administrative permissions are required on the exam delivery workstation.**

	Technical Specifications
Operating System	<p><b>Windows 10</b></p> <p><b>Window 8.1 (32-bit and 64-bit)</b> (all editions except 'RT')</p> <p><b>**Windows 7 SP1 (32-bit and 64-bit)</b> (all editions except Starter)</p> <p><b>Mac OSX 10.12</b> and above – <i>(excluding beta versions)</i></p> <p><b>Mac OSX 10.12</b> Sierra, <b>10.13</b> High Sierra &amp; <b>10.14</b> Mojave – <i>(excluding beta versions and 10.15 Catalina)</i></p> <p><b>** Pearson VUE will no longer provide support for Win 7 as of Jan 2020</b></p> <p><b>Note:</b> Windows Operating Systems must pass Genuine Windows Validation.</p> <ul style="list-style-type: none"> <li><b>Windows Vista &amp; Windows XP</b> are strictly prohibited for exam delivery</li> </ul>
Windows Operating System Languages	<p><b>Pearson VUE Browser Lock</b> is supported on a variety of Windows OS languages and continues to expand its offering. Installation has been certified for <b>English, German</b> and <b>Japanese</b> Windows OS. More will be coming soon.</p>
RAM	<b>OS specified Minimum RAM</b>
Display	Minimum Resolution: <b>1024 x 768</b> in <b>16-bit color</b> .
Internet Browser	<b>Internet Explorer 11</b> , and the newest versions of Microsoft <b>Edge, Chrome, Firefox</b> , and <b>Safari</b> for web registrations or downloading the secure browser
Internet Connection	See <a href="#">Internet Connection</a> requirements above.
Webcam	Webcam must have a <b>minimum resolution of 640x480 @ 10 fps</b> . Webcam may be internal or an external webcam connected to the computer.
Sound & Microphone	Verify the audio and microphone are not set on mute in Windows. Headphones and headsets (wired or Bluetooth) are not allowed.
Browser Settings	<b>Internet Cookies must be enabled.</b> <b>Any Pop-Up blocking setting(s) must be disabled.</b>
Additional Software	<b>Adobe Air latest version</b> is required. Some security software programs like Antivirus or Internet Security software can disrupt exam delivery and may need to be temporarily disabled.

## PVBL Online Proctored Advanced Technical Requirements

Technical Specifications	
Firewall	Corporate firewalls (including VPNs) often cause this delivery method to fail. Please take your exam in a setting without a corporate firewall.

### Prohibited

#### Caution



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><b>Touch Screen Laptops, Tablets and Smartphones</b> are strictly prohibited.</p> <p><b>Note:</b> Examples of prohibited portable computing devices include, but are not limited to: <i>Chromebooks, Android and iOS phones, and tablets.</i></p>
Processor	Devices running Ultra Mobile Processors are strictly prohibited. This includes, but is not limited to <b>ARM</b> CPUs.
RAM	Less than <b>2 GB</b> of RAM
Operating System	<ul style="list-style-type: none"> <li>• <b>Mac 10.15 Catalina</b> is strictly prohibited</li> <li>• <b>Windows XP</b> is strictly prohibited</li> <li>• <b>Windows Vista</b> is strictly prohibited</li> <li>• <b>Windows Server Operating System</b> strictly prohibited on the exam delivery workstations</li> <li>• <b>Virtual environments</b> are strictly prohibited for exam delivery</li> <li>• <b>All Linux/Unix</b> based Operating Systems are strictly prohibited</li> </ul>
Display	<p><b>Touch Screen monitors</b> are not supported.</p> <p>Display resolution <b>less than 1024 x 768</b> in <b>16-bit color</b> is strictly prohibited.</p>
Network Connection	<b>Pearson Strongly Recommends avoiding</b> networks configurations that involve <b>Proxy Servers, Advanced Firewall Security Configurations</b> and other network security measures such as but not limited to <b>Packet Filtering or Packet Inspection</b> .
Internet Connection	<p><b>VPN</b> connections are strongly discouraged and may result in disruption to exam delivery.</p> <p><b>SSL VPNs</b> are strictly prohibited (e.g., Hotspot Shield).</p> <p><b>Dial-Up Internet Connections</b> are not supported.</p>
Internet Browsers	Browsers not found on the list of Supported Internet Browsers in this document cannot be used for exam delivery.