

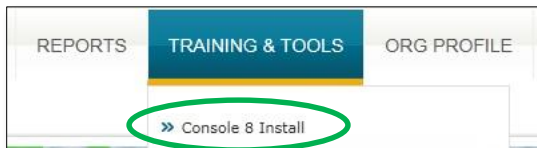


Console 8 must be installed and configured on each computer that will be used to deliver

certification exams. Before proceeding, please review Certiport's [Technical Requirements](#) for Console 8.

Download & Install Console 8

1. Log in at www.certiport.com. If you do not have a Certiport profile yet, **Register** via the website, then obtain the appropriate [role rights](#) from any person(s) already designated as an **Organization Administrator** at your Certiport Authorized Testing Center (CATC).
2. After you log in, please select the **Organization Administrator** or **Organization Member** role from the dropdown at the top of the screen.
3. Mouse over the **Training & Tools** tab and then click on the dropdown for **Console 8 Install**.



Note: The following steps must be performed while logged in to the computer as a Windows Administrator, with no Group Policies in effect. Console 8 requires this type of access not only to install, but to update and deliver the exams as well. After installing, all system and applicable content (exam) updates must be installed before delivering your first exam.

Individual/Manual Computer Install:

- a. Under the **Download Console 8** section on the webpage, click the blue **Download Console 8** link. This page also shows the available languages of the software UI ([exam languages](#) may vary).

- b. Click **Save As** and then save the file to your computer's desktop. After the download completes, run the installation file and install to the local drive.

Note: Console 8 requires a dedicated PC (fat client) - it is not supported in thin/zero/web/citrix client environments.

Mass Deploy/Network Install:

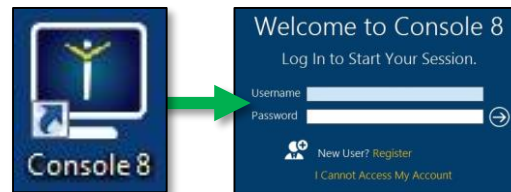
Console 8 also has two methods you may use to perform a clean install across a large network of testing computers.

Method 1: You can mass-deploy the software via scripting and directory services. This is an advanced solution for the technically proficient and specific details can be viewed [here](#).

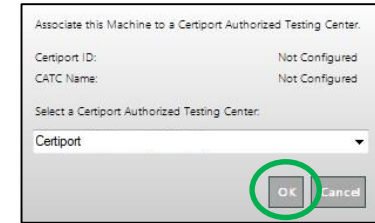
Method 2: You can set up and test a known-working Console 8 PC, clone/capture a distributable image of that PC (e.g. with Ghost) and then apply that image to the other identical testing computers.

Configuring Console 8

1. After the software is installed, you will have a single icon on your desktop. Double-click the **Console 8** icon to begin, then log in as an **Org Admin/Member**.



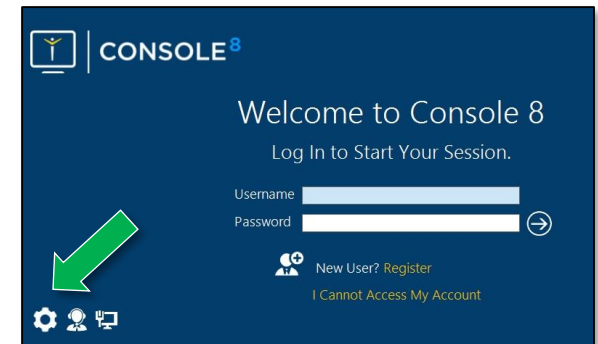
2. The first time you log in after installing you will be prompted to choose your **Center ID**. Select the CATC matching the location of the computer that will be used for testing and click **OK**.



Configuring Additional Console Settings:

✓ - **Proxy Access** – If your organization goes through a Proxy Server to access the internet the following setup must be performed.

1. Click on the **gear icon** in the bottom left-hand corner to access the **Settings Menu**. (This can be performed without logging in to Console 8.)



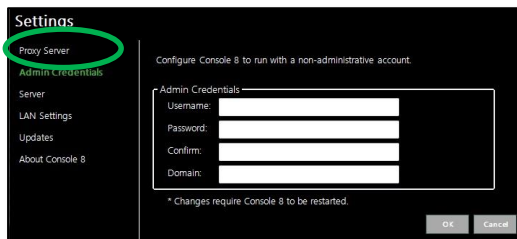
2. If your organization uses a proxy server to connect to the internet you must enter that information. Click on **Proxy Server**, checkmark **Use a Proxy Server** and enter the applicable addresses and credentials (this information will be obtained from your organization's IT department).
3. Click **OK**, completely close Console 8, and then re-launch the software in order to apply the changes. **Repeat** on all other applicable computers.

✓ - **User Rights** – Console 8 requires full Windows Administrator privileges to install, setup, update, and run. This includes turning off all Local UAC and/or network Group Policies.

Note: For many locations with high security, such as Academic locations, this setting will not be considered optional.

Due to the access that Console 8 requires, the software has a built-in Admin credential store for CATCs that do not wish to give full access to a Test Candidate. By saving the Windows Admin credentials in Console 8, they will only be called upon when the software is launched, which will allow you access it with a limited Windows User account.

1. Start Console 8 and click on the **gear icon** in the bottom left-hand corner to access the **settings**. (This can be performed without logging in to Console 8.)
2. Once inside, click on **Admin Credentials** and enter the applicable Windows Admin credentials with sufficient privileges (this information will be obtained from your organization's IT department).



3. Click **OK**, completely close Console 8 and then re-launch the software. **Repeat** on all other applicable computers.

✓ - **LAN Settings** – Used only for [Console 8 LAN Solution](#).

✓ - **Updates** – See next section.

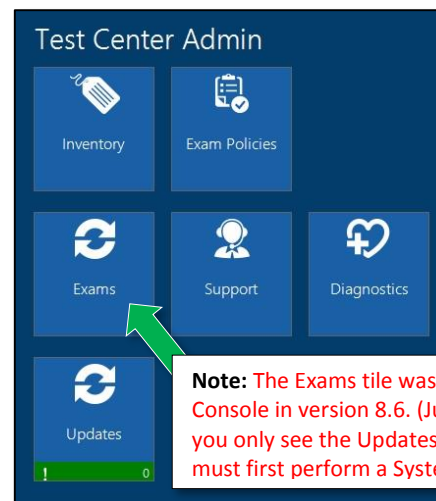
Console 8 Update Services

Update Services allows for more flexibility when it comes to updating the software or downloading new/additional exam content. Your CATC can choose what and when to download, so updates can either be performed automatically, or at your discretion.

Please note that after the initial install and setup, you will not be able to administer an exam until the following steps have been completed. Up to this point, the installation has only included the software used to deliver the exams, it did not include test content.

If you have not yet upgraded to at least Console version 8.6.x, or would like detailed info regarding the new Update Services feature, please refer to the [Console 8.6 Update Services guide](#).

1. Log in to Console 8 as an **Organization Administrator**.
2. Click on the **Exams** button to enter the Update Services area.

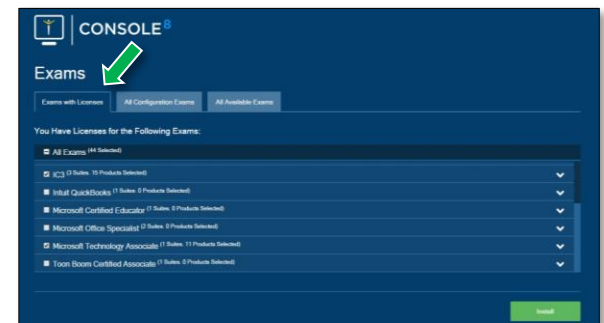


Existing Users of Console: Existing users of Console will immediately start receiving any system or exam content updates on a 24-hour interval after installing. The items selected for updates in the Exams Tile will be based on the exams your CATC already had content for in the previous version (which will be based on Licenses or Inventory only, not Vouchers). The only time existing users will need to enter the Exams Tile is if you decide to administer a new certification program.

New Users / Clean Installs: New users and clean installs will first enter the Exams Tile to select the exam content they wish to download now (list is also based on Licenses/Inventory), which will also set what will be automatically downloaded in the future. Once the exams are set, it will not be necessary to go back in to this tile unless your CATC decides to start administering a new certification program.

Selecting Exam Content to Download

Inside the Exams Tile, the first tab - "Exams with Licenses" - will contain a list of exam content based on any Licenses and/or Inventory* your CATC currently has purchased (applies to both existing users or new users/clean installs). **Select** all that apply, or select the "All Exams" checkbox and then click **Install**.



The "Install" button will not turn green until at least one exam is selected.

QRG – CONSOLE 8 INSTALL & SETUP

***Note:** No exam content will appear in the first tab if your CATC has purchased only Vouchers, or if you have not purchased any exams whatsoever. In these circumstances, the exam content can be selected, downloaded, and installed from the “All Available Exams” tab.

 Downloading and Installing (170668011)

Downloads Completed and Installed



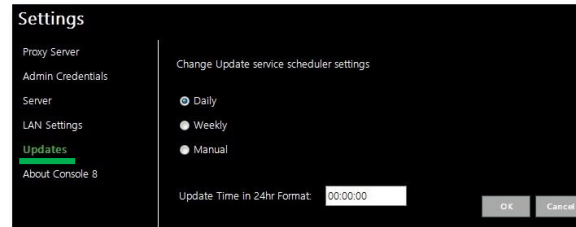
The exam content will download and install. You will see a progress bar and a completed notice when finished. Click the Home button to return to the Home screen.

From the Home screen, exams can now be administered as normal through the “Study, Practice, Certify” pathway. Please refer to the [Console 8 Launching an Exam QRG](#) for more information.

Setting Your Update Frequency:

Version 8.6 will allow CATCs to set their update frequency. Three settings are available: Daily, Weekly, and Manual. Click the Gear icon from the home screen, and then click Updates to access the settings.

- **Daily:** Every 24 hours
- **Weekly:** Every 7 days
- **Manual:** Notifies the Admin that updates are available and will indicate the number of updates via the *Updates Tile* on the Home screen. The bar will remain green unless a critical update is present.



Select your update frequency, set the time of day* you wish updates to occur, then click **OK** to save your changes and continue. The time of day field will only be present if **Daily** or **Weekly** are selected.

Updates as a Windows Service:

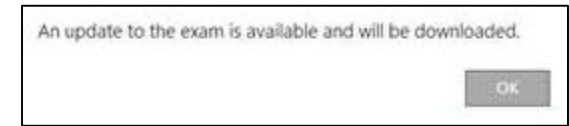
Beginning with version 8.6, updates now run as a Windows service called “CertiportNow”. This allows all updates (both system and exam) to run in the background as long as Console is installed, the computer is turned on, and has an active internet connection with all Console [whitelist IPs](#) accessible.

In Pathway Updates:

Should an update be available during exam selection, the program tile will be grayed out with an orange action bar underneath it until the update has been completed. The exam cannot launch until the update has been performed.



Click on the **disabled** tile to begin the download for that particular exam. A confirmation message will appear:



Click **OK** and the exam will download and install. When completed a confirmation message will display:



The exam is updated and the exam launch pathway can be completed without any additional interruption.

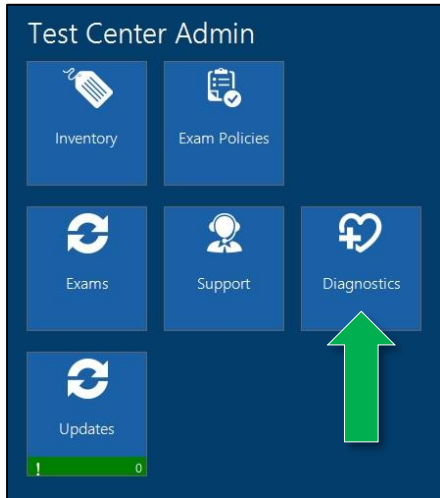
Note: Since an “In Pathway” update would only occur when a Test Candidate is attempting to launch an exam, this type of update can be performed at that time without switching to an Organization Administrator.

Tip: Console 8 also has a built-in feature to assist CATCs with the effort of distributing large updates: the [LAN Solution](#) (network-based). The LAN Solution would be advantageous for any global CATC in areas with poor/limited bandwidth and/or with large testing labs.

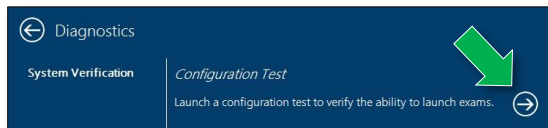
Configuration Exams

Console 8 contains Configuration Exams (for MOS exams only at this time) that can be performed prior to an actual exam in order to rehearse the successful pairing and launch of Console 8 and any corresponding Microsoft Office application you select.

1. Log in to Console 8 as an **Organization Administrator** or **Organization Member**.
2. Click on the **Diagnostics** button.



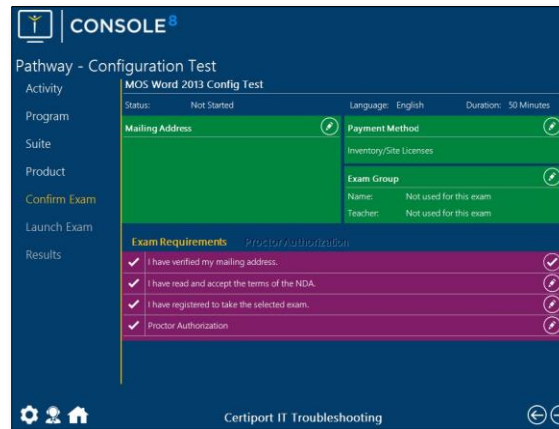
3. Click the **arrow** to begin the Configuration Exam pathway.



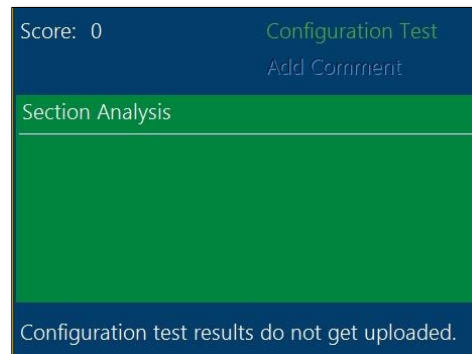
Note: *The Configuration Exam pathway will be identical to an actual exam launch but will not use any associated inventory, vouchers, or licenses. For more information please refer to the [Console 8 Launching an Exam guide](#).*

4. Click the **Certify** button, click the **Microsoft Office Specialist** button, and then click the corresponding Office version that you have locally installed (MOS 2016, 2013, or MOS 2010).
5. At this point you can choose which **specific program within the Office suite** you would like to test. Certiport recommends running a separate Configuration Exam for each program your CATC will utilize (e.g. Word, Excel, etc.)

6. The next screen will display the many various checklist components of an actual exam launch, but since this is only a Configuration Exam, you may simply click the **forward arrow** to continue.



7. The Configuration Exam will stay live for 10 seconds, at which time you will be returned to the Console 8 screen with a blank score report screen.



Note: *The success of a Configuration Exam is only one facet to the overall success of exam delivery. Please ensure that all [Technical Requirements](#) have been followed.*

Note: *The procedures outlined in this document are intended to be performed per-machine. Every testing computer will need to repeat these same steps unless you have utilized [mass-deployment](#), at which point only future updates will need to be addressed per-machine.*

Tip: *One of the most common issues with delivery is Windows Admin rights. Please ensure that the User logged into Windows during installation, setup, and delivery is a full Windows Administrator (with no Group Policies in effect). During delivery, the [User Rights](#) option can be employed to allow a limited Windows User to be logged in during the exam.*

Contact Information

Customer Service: 888.999.9830
Technical Support: 888.999.9830

Mon-Fri: 6am-5pm (MST)
Customerservices@certiport.com

For additional Support:
www.certiport.com/support

For additional Information on Console 8 including features coming in future updates:
www.certiport.com/console8