C E R T I P O R T®
A PEARSON VUE BUSINESS

The following is an outline for installing and configuring the Certiport software in order to take a practice test at home. These instructions will be used for all available online practice tests taken with a voucher.

I.   **Vetting the Software**
   a.   Please ensure that your computer meets the minimum Technical Requirements:
      i.   Pentium 4 or equivalent (1 GHz or better)
      ii.   1GB RAM
      iii.   Keyboard and Mouse
      iv.   Minimum Video Resolution of 1024 x 768 on a 17"+ monitor
      v.   Broadband internet connection (256 Kbps min)
      vi.   Win XP SP3 32-bit, Win Vista SP2 (32 or 64-bit), Win 7 SP1 (32 or 64-bit), or Win 8 (32 or 64-bit)
      vii.   Internet Explorer version 8, 9 or 10 in 32-bit (will not work with Chrome, Firefox, etc.)
      viii.   The test also needs access to specific Certiport IP addresses and ports. A home user should not have any issues with this, but you would typically not be able to use this software at a location with limited proxy access, such as a public library. If you have any issues with connectivity, try temporarily disabling your anti-virus software as well as the Windows Firewall.

II.   **Installing Prerequisite Software**
   a.   The following software must be installed to support the practice test:
      i.   Adobe Flash Player – obtain at www.adobe.com
      ii.   Adobe Acrobat – obtain at www.adobe.com
      iii.   Java – obtain at www.java.com
      iv.   Certiport's Browser Lockdown 3 software – obtain here and save the file to your desktop before running it (do not run if from the browser). Then follow these directions:
         1.   If you have **Windows 8**, **Windows 7** or **Windows Vista**:
            a.   After saving to your desktop double-click the software and install it. The software will install Browser Lockdown 3 as well as some additional prerequisites which may take some time to install.
         2.   If you have **Windows XP**:
            a.   Windows XP users must install each component of the software separately:

Install these First (XP Only):

- **Microsoft .NET Framework 3.5 SP1: Click here** to download
- **Microsoft .NET Framework 4 Client Profile / Microsoft .NET Framework 4 Extended: Click here** to download
- **Microsoft Visual C++ 2005 Redistributable Package (x86):** http://www.microsoft.com/en-us/download/details.aspx?id=3387
- **Microsoft Visual C++ 2008 Redistributable Package (x86):** http://www.microsoft.com/en-us/download/details.aspx?id=29
- **Microsoft Visual C++ 2010 Redistributable Package (x86):** http://www.microsoft.com/en-us/download/details.aspx?id=5555

Install these Second (XP Only): Download, save and run the following programs from your desktop. During the install you will be asked to install the software for "Everyone" or "Just Me" – change it to "Everyone" and finish the install.

- **Certiport Browser Lockdown:** http://lms.certiport.com/NewLockdown/Components/LockdownInstaller.msi
- **Certiport Embedded Browser:** ftp://ftp.certiport.com/admin/BL3/Support/CEFInstaller.msi
- **Certiport Exam Service:** http://lms.certiport.com/NewLockdown/Components/CertiportExamServiceSetup.msi

Configuring Internet Explorer

b. The software is only compatible with Internet Explorer version 8, 9 or 10. Please make the following changes to your browser settings to ensure functionality:
   i. Launch Internet Explorer and open the Internet Options. Either click **Tools → Internet Options** or click on the gear icon in the top right hand corner and then click **Internet Options**.
   ii. Click on the **Security** tab.
   iii. Click the green checkmark for **Trusted Sites** and then click the **Sites** button.
   iv. Uncheck the box that says "Require Server Verification for all sites in this zone".
   v. Erase everything in the line for "Add this website to the zone" and type in "***.certiport.com**".
   vi. Click **Add**. Nothing but ***.certiport.com** should have been added. If it is preceded by a "www", "http" or "https", etc. that will not work and you will need to correct the entry.
   vii. Click the **Close** button.
   viii. Back in the Internet Options click on the next tab – **Privacy**.
   ix. Ensure that the built-in Pop-Up Blocker feature is turned off by unchecking the box.
   x. Click **OK** to exit the Internet Options.
   xi. Please note that certain IE toolbars such as the Google toolbar may have pop-up blocker features built into them and therefore must also be disabled or uninstalled.

III. **Launching an Exam**
   a. To launch a practice test you must be using a voucher and the voucher must be assigned to you. If you have not assigned the voucher please perform the following:
      i. Navigate to www.certiport.com and log in.
      ii. On the landing page scroll to the bottom of the page and type your voucher code into the field labeled **Assign Voucher To Me**. If you do not see this page ensure your role is set to "Test Candidate" and click on the **My Certiport** tab.
      iii. Once assigned to you, your tests can be launched from the same **My Certiport** page by clicking **Go** next to your assigned practice test.
      iv. Please note that when launching the exam the browser may prompt you to install some Active X controls. This would be normal and should only happen on the first-time launch.

IV. **Contacting Support**
   a. Should you encounter any issues with the practice test, please use the following information. Support is available Monday through Friday from 6am to 5pm MST.
      i. Customer Service – 1.888.999.9830 option 9
         1. Use Customer Service if you have any questions on voucher validation, account/profile management, or for usernames and passwords. For immediate assistance please call in, otherwise email customerservices@certiport.com.
      ii. Technical Support – 1.888.999.9830 option 9
         1. Use Technical Support if something is broken. Any errors, abnormal behavior or connectivity issues. For immediate assistance please call in, otherwise email technicalsupport@certiport.com.

Last Updated 5/29/2013

© 2013 Certiport www.certiport.com 1.888.999.9830 option 9