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November 1, 2004

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What’s New?

What’s new in iQsystem 5.1

The iQsystem 5.1 release includes new functionality, upgrades and enhancements that work in conjunction with the new Certiport Web site to support the Web Delivery System application changes for Exam Groups and Proctors.

Summary of New iQsystem Features

- iQsystem supports Windows XP Service Pack 2.
  
  The iQsystem51patch_admin and iQsystem51patch_testing updates must be installed after updating to iQsystem 5.1. They are available for download at http://www.certiport.com.

- iQsystem supports Office 2000 Service Pack 3.
- iQsystem supports Office XP Service Pack 3.
- iQsystem supports Office 2003 Service Pack 1.

Summary of iQsystem Corrections

- Focus on Yes button in the Non Disclosure Agreement screen has been removed.
  
  The candidate is now required to scroll to and select the Yes button instead of just pressing ENTER to continue.

- The iQsystem title bar now displays the configuration type, build version and date of last iQupdate.
  
  The additional information will aid in providing support to Certiport Centers.

- Candidate user name will now be printed on the result sheet in the same way as it was entered during registration.
  
  iQsystem validates the candidate’s user name and password and then retrieves the user name as it was entered at registration to be printed on the result sheet.

- Candidate name and address will now be printed on the result sheet.
  
  iQsystem validates the candidate’s user name and password and then retrieves the candidate’s name and address as they were entered at registration to be printed on the result sheet.

- Machines in a workgroup environment now display only the Microsoft Office exams that the machines can support, based on the installed Office version.
Assumptions

- Certiport Centers will need to perform an iQupdate to receive the new features and corrections included in iQsystem 5.1. iQupdate will update iQsystem version 4.3 or later.
- The release of iQsystem 5.1 will be through iQupdate and general install. Certiport Centers that have already upgraded Windows XP to Service Pack 2 are required to run the iQsystem51patch_admin and iQsystem51patch_testing updates after updating to iQsystem 5.1.
  
  iQsystem51patch_admin must be installed on Stand-alone machines that have already been upgraded Windows XP to Service Pack 2.
  
  iQsystem51patch_testing must be installed on Workstations where the Admin machine has already upgraded Windows XP to Service Pack 2.

- The iQupdate will be deployed to all current languages supported by Certiport. These languages are English, Japanese, Chinese Simplified, Chinese Traditional, Danish, Dutch, French, German, Greek, Italian, Korean, Norwegian, Portuguese (Brazilian), Russian, Spanish, Swedish, Thai, and Arabic.

Glossary of iQsystem Terms

To ensure proper setup, please read the following terms before beginning iQsystem setup.

Administrative Workstation
The computer designated by the Certiport Center on which Exam Software is installed in the network configuration. This computer is used to store program information locally and communicate with Certiport servers. Certiport Centers handling a high volume of exams or with special needs may have more than one Administrative Workstation (See Choosing Proper Configuration).

Assessment Exam
An exam offered by Certiport to assess, but not certify, the skill of an examinee with respect to a selected software application.

Candidate
An individual requesting to take or in the process of taking an exam at a Certiport Center.

Certification Exam
An exam offered by Certiport to validate a candidate’s skills in specified software programs or general digital literacy.

Certiport Password
The password given in the Welcome Aboard e-mail is required to synchronize with Certiport servers.

Configuration Test
A mock exam used to familiarize Certiport Center Administrators with the testing process. It also verifies Testing Workstation specifications. Configuration Tests MUST NOT be used to preview actual exam questions.
Distributor
An organization authorized by Certiport to distribute exams.

eTicket
A printed or electronic document redeemable as an exam discount, distributed to candidates by Certiport or Certiport Distributors.

eTicket ID
A unique identification code associated with an eTicket.

Exams
Inventory purchased from Certiport.

Exam Administrator
The individual at a Certiport Center who facilitates the exam.

Exam Class
A group of exams designated for resale at a certain price.

Exam Scripts
Software designed for individual exam programs (e.g., Microsoft Word 2002 Expert).

Exam Software
Software components necessary to administer exams.

Certiport Center
An organization authorized by Certiport or a Certiport Distributor to administer exams.

Certiport Center Administrator
The individual responsible for operating the Certiport Center in accordance with the Certiport Center Agreement.

Certiport Center Workgroup
A configuration containing an Administrative Workstation and several Testing Workstations. A separate Certiport Center Workgroup must exist for each language.

Installation Key
The Installation Key is required during the installation of the iQsystem. It is provided by Certiport in the Welcome e-mail. The Installation Key terminology replaces the Setup ID terminology used in iQsystem version 4.0. The actual ID and password remain unchanged.

iQupdate
Compares the Certiport Center software currently installed on the machine to the Certiport Center software currently available from Certiport. If a newer version is available, iQupdate will automatically update the software.

Local Password
Password created by a Certiport Center to run Exam Software.

Master Instructor Program
The program which certifies instructors who have verified their skills at the Master level.

Microsoft Data Access Objects (DAO)
Software used to communicate with the Administration Database.
Microsoft Office Specialist
A certification program that validates proficiency with Microsoft Office programs.

Network Configuration
A configuration in which Exam Software is installed on the Administrative Workstation, and to which one or more Testing Workstations are connected by a network.

Net Terms
A method of payment to purchase exams, arranged with a Certiport Center.

PO Number
A Purchase Order number provided by the Certiport Center’s accounting department used to reference a Net Terms purchase of exams from Certiport or a Certiport Distributor.

Site Administrator
The individual at a Certiport Center who performs and manages all of the administration functions of iQsystem and approves the start of an exam.

Stand-Alone Configuration/Stand-Alone Workstation
A configuration in which Exam Software is installed on one computer (Stand-Alone Workstation), and serves as both the Administrative and Testing Workstation.

Testing Workstation
Computer(s) dedicated by the Certiport Center for the administration of exams.

Unregistered Exam
An exam purchased by the Certiport Center for use by any candidate.

Welcome E-mail
E-mail sent by Certiport, which includes the three Certiport Center user names and passwords.
Universal Requirements

This section covers the universal setup requirements for iQsystem 5.1. In the event that requirements have changed, a list with updated requirements can be accessed at www.certiport.com.

iQsystem Exam Software has the following universal requirements:

Dedicated Environment

For Microsoft Office Specialist Exams, Exam Software must have a dedicated environment. Multiple versions of Microsoft Office and multiple languages of exams will not run on the same partition. A method must be chosen by which the exam environments can be isolated from one another.

Certiport offers the following suggestions:

- A separate machine
- A removable hard drive
- A separate, bootable partition with no additional programs installed

Additional Programs

Additional software should NOT be installed on machines used for exams. If additional software has been installed, it should be removed. If an uninstall does not cleanly remove software, you should consult the software manufacturer.

Note:

Disable any custom software which may have accompanied the purchased computer system. Permanently remove all memory resident software or TSR software from the computer(s). If it is not possible to remove this software, disable it immediately prior to starting any examination.

SQL Enterprise

Any versions of SQL Server should be disabled and uninstalled prior to installing iQsystem 5.1. iQsystem will install MSDE SQL Server 8. If SQL Server Enterprise or other versions of MSDE SQL Server are installed, iQsystem 5.1 will not function correctly.

Anti-Virus

Symantec (Norton) Anti-Virus Enterprise Edition, Version: 8.1.0.825 (Engine Version 4.2.0.7) and McAfee Virus Scan Professional, Version: 8.0.20 (Engine Version 4.2.60) are now supported for both Microsoft Office Specialist and IC³. For more information see Appendix J.

Maintenance

Exam environments should be de-fragmented after every ten exams delivered or once a week. Also, the Exam Administrator should restart the computer prior to administering an
exam. Proper system maintenance is essential to stabilize the operation of Exam Software. Deleting any extra My Documents folders is recommended.

Proxy Server

If a proxy server is used, review the Universal Proxy Requirements (See Appendix F). Consult the IT Administrator for the Certiport Center if it is unknown whether a proxy server is used.

Choosing Proper Configuration

After choosing which exams and/or languages will be offered, you must decide on the number of exams to be administered simultaneously to determine which configuration will work best for your Certiport Center.

If you plan to offer one exam at a time, a Stand-Alone Configuration is recommended. If you plan to offer multiple simultaneous exams, a Network Configuration is recommended.

Stand-Alone Configuration

In a Stand-Alone Configuration, Exam Software is installed on one computer which serves as both the Administrative and the Testing Workstation. Stand-alone machines must be equipped with an Internet connection.

This configuration is easiest to deploy and maintain, as only one machine is needed. However, with this configuration is only one exam can be run at a time.

Several Stand-Alone Configurations

The linking together of several stand-alone configurations is often used by Certiport Centers with a limited number of computers and administrators who do not want the expense of deploying a Certiport Center Network Environment. In such a configuration, each computer operates independently, allowing exams to be offered and enabling simultaneous configuration of other machines.

Certiport recommends this configuration if the resources are not available to maintain a full Certiport Center Network Environment or if there are five or fewer machines.
Network Configuration
This configuration is based on two machine types: an Administrative Workstation and a Testing Workstation.

The Administrative Workstation is the machine dedicated to communicate with Certiport servers. This machine also acts as a Certiport Center file server to the Testing Workstations. This machine MUST be equipped with an Internet connection.

The Testing Workstation is the machine on which exams are administered. If offering multiple versions of Microsoft Office Specialist exams, each Certiport Center Workgroup must be isolated for each Microsoft Office version on its own partition, hard drive, or separate computer.

Each Testing Workstation must have a printer set as a default on the network. The printer must meet Certiport system requirements.

Note:
Certiport has tested a maximum of seven Testing Workstations which may be connected to one Administrative Workstation. These Testing Workstations must be linked to specific Administrative Workstations to create a Certiport Center Workgroup.

The Administrative Workstation must be equipped with the proper operating system and networking services to handle seven concurrent connections.

Multiple Languages
With version 5.1, each language must be on a separate Certiport Center Workgroup. Each language will also require its own Administrative Workstation.

Configuration Hints and Tips
No more than 20 machines may be connected to an Administrative Workstation and no more than 10 machines for Microsoft Windows 2000 Professional.

Microsoft 2000/XP/2003 exams cannot be run on the same partition.
Certiport Center Configured with iQsystem 5.1

Certiport

Your iQcenter

Laser printer

Training Room 1
Administrative Workstation
STATION 1

Testing Workstation
Office 2000 / IC3

Testing Workstation
Office XP / IC3

Testing Workstation
Office XP / IC3

Training Room 2
Administrative Workstation
STATION 2

Testing Workstation
Office XP

Testing Workstation
Office XP

Training Room 3
Administrative Workstation
English: STATION 3

Testing Workstation
Office XP

Testing Workstation
English only
Office 2000

Testing Workstation
English only
Office 2000

Testing Workstation
English only
Office 2000

Testing Workstation
Office 2000 / IC3

Testing Workstation
Office 2000 / IC3

Testing Workstation
Office 2000

Testing Workstation
Office 2000

Testing Workstation
Office XP

Testing Workstation
Office XP

Testing Workstation
Office XP
### Recommended Systems

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<td>Web Browser:**</td>
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<td>Internet Explorer 6.0</td>
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| Internet Access |   |   |   |   |
| Network Connection (Peer-to-peer connection to all Testing Workstations) |   |   |   |   |

The following are not supported at this time:

- AOL Internet service provider
- Macintosh workstations
- Microsoft Office Business and Standard Editions
- Business Contact Management for Microsoft Office 2003
- Microsoft Windows ME
- All versions of Microsoft Windows Server
- Microsoft Office 95 / 97 Exams
- Microsoft Windows NT
- Microsoft Windows Hot Fixes
- Win Modems/AOL
- ATI drivers

**Important:**

Failure to utilize the recommended systems may result in difficulties administering exams.
iQsystem Installation

Introduction
Installing iQsystem allows access to purchased exams, automatic software and inventory updates, and automatic uploading of exam scores.

iQsystem Installation Overview
To install iQsystem, perform the following steps:

1. Locate your Installation Key and Password from Welcome e-mail.
2. Verify Recommended Systems information.
3. Decide on your configuration:
   - **Stand-alone Installation** - Both Administrative and Testing software on One Workstation.
   - **Network Installation** - Administrative software on Administrative Workstation and multiple Testing Workstations to run exams.
4. Download the iQsystem installation and the Exam Software installation from the Certiport Website (See Downloading iQsystem Software).
5. Install iQsystem Administrative software (See iQsystem Installation).
6. Install Exam Software on all workstations (See Exam Software Installation).
7. Run iQupdate with Administrative Workstation Software on Administrative Workstation and an iQupdate on each testing workstation (See iQupdate).
8. Run Configuration Test on each Testing Workstation (See Configuration Test).
9. Allocate inventory and begin offering exams (See Manage Inventory).

Downloading iQsystem Software
To download the iQsystem Installation Package, perform the following steps:

2. Click on the Login link.
3. Click Yes.
4. Enter your Username and Password.
5. Click Yes.
6. In the Welcome drop-down list, select either Organization Administrator or Organization Member.
7. Click the Toolkit tab.
9. Click Download iQsystem.
10. Click **Yes**.

11. Select **Organization** (optional).

12. Select a language.

13. Select a type of install. Begin with the iQsystem **general install**.

14. Click **Download**.

   A dialog box is displayed asking where on the system the iQsystem installation file will be downloaded.

15. Specify the Desktop and click **Save**.

   The installation file will download. The file may take several minutes to download. A second dialog box displays the progress of the download. When the download is complete, the Download Complete message will display.

16. Once the dialog box closes, select the necessary **Exam Installation** package (such as Microsoft Office XP) from the drop-down list, and follow steps 13 and 14 for each Office version and each language needed.

   **Note:**

   Each Exam installation package will need to be downloaded and installed separately.

---

**iQsystem Installation**

To begin installation, perform the following steps:

1. Open the downloaded iQsystem **Installation** file.

   The InstallShield Wizard extracts the files needed to install the program and a dialog box displays with the latest information on the iQsystem Software installation.

2. Click **Next** to begin installation.
The Setup Type dialog box displays.

![Setup Type Dialog Box](image)

The Setup Type dialog box offers three options:

- Administrative Workstation Software.
  Used for Network configurations.

- Testing Workstation Software.
  Used for Network configurations.

- Stand-alone Workstation Software.
  Used for Stand-Alone configurations.

**Stand-alone Installation**

When IQsystem is installed on a stand-alone computer, both components needed for testing are installed on a single machine. The computer selected for testing must be connected to the Internet to allow live updates, upload exam scores, and download inventory.

For Stand-alone installation, perform the following steps:

1. Select the **Stand-alone Workstation Software**.
2. Click **Next**.
   The Installation Key and Password dialog box displays.
3. Enter the **Installation Key** and **Password** that were entered during registration of your testing center.

4. Enter the password again to confirm it.

5. Click **Next**.

   The Site Administrator Setup dialog box will display.

   **Note:**
   Refer to the Welcome e-mail you received for the Installation Key and Password.
In order to begin using the iQsystem software, a Site Administration account must be established to control user and inventory management functions. This is the Primary Site Administration Account. An additional Site Administrator account should be created as backup if the Primary Administrator is not available (See Manage Exam Administrators).

6. Enter the Primary Site Administrator First Name and Administrator Last Name.
7. Create an Administrator User Name and Administrator Password.
   - Valid characters are 0-9, A-Z, a-z, no spaces.
   - The Password must be entered twice to confirm it.

   **Important:**
   This is the User Name and Password used each time the Site Administrator logs into the Administrative Workstation and Testing Workstation Software. Save this information for future reference as Certiport is unable to recover forgotten or misplaced information.

8. Click **Next**.
   The Administrative Workstation Name dialog box will display.

9. In the Administrative Workstation Name dialog box, enter a unique name for the Administrative Workstation to be used to track inventory allocation on your Administrative Workstation—such as TrainingRoom1.

10. Click **Next** to begin installation and configuration.
    The installation status will be displayed as the installation progresses.

    **Note:**
    Click the **OK** button or the SQL install will time out.

    When the installation has completed, the Install Shield Wizard Complete dialog box will display.

11. Ensure the **Yes, I want to restart my computer now** option button is selected.
12. Remove any disks from their drives and click **Finish**.
    The machine will restart to complete the setup.

Proceed to Exam Software Installation.

**Network Installation**

When iQsystem is installed on a network, the Administrative Workstation Software component will be installed on the Administrative Workstation and the Testing Workstation software component will be installed on the Testing Workstations. The computer selected as the Administrative Workstation must be connected to the Internet to allow live updates, upload exam scores, and download exams.
Administrative Workstation Installation

To install the iQsystem on the Administrative Workstation, perform the following steps:

1. From the Setup Type dialog box, select Administrative Workstation Software.
2. Click Next.

   The Installation Key and Password dialog box displays.

3. Insert the iQsystem Installation Key and Installation Key Password entered during registration of your testing center.
4. Enter the Installation Key Password again to confirm it.
5. Click Next.

   The Site Administrator Setup dialog box will display.

   **Note:**

   Refer to the Welcome e-mail you received for the iQsystem Installation Key and Installation Key Password.

   This is the same information entered in the Certiport Profile dialog box during registration at www.certiport.com.

   To begin using the iQsystem software, a Site Administration account must be established to control user and inventory management functions. This is the PRIMARY SITE ADMINISTRATOR ACCOUNT. An additional Site Administrator account should be created as backup if the Primary Administrator is not available (See Manage Exam Administrators).

6. Enter the Primary Site Administrator First Name and Administrator Last Name.
7. Create an Administrator User Name and Administrator Password.
• Valid characters are 0-9, A-Z, a-z, no spaces.
• The Password must be entered twice to confirm it.

**Important:**
This is the User Name and Password used each time the Site Administrator logs on to the Administrative Workstation and Testing Workstation Software. Save the User Name and Password for future reference as Certiport is unable to recover forgotten or misplaced information.

8. Click **Next**.
   The Administrative Workstation Name dialog box will display.

9. In the Administrative Workstation Name dialog box, enter a unique name for the Administrative Workstation to be used when associating Test Workstations.

10. Click **Next** to begin installation and configuration.
    The installation status will be displayed as the installation progresses, including the Microsoft SQL installation.

**Note:**
Click the OK or the SQL Install will time out.

When the installation has completed, the Install Shield Wizard dialog box will display.

11. Ensure the **Yes, I want to restart my computer now** option button is selected.

12. Remove any disks from their drives and click **Finish**.
    The machine will restart to complete the setup.

When the computer has restarted, move the iQsystem Installation and the Exam Software Installation files to a directory accessible to the Testing Workstations on the network.

The iQsystem software is now installed on the Administrative Workstation.
Proceed to **Exam Software Installation**.

**Testing Workstation Installation**
To install Testing Workstation, perform the following steps:

1. From the Setup Type dialog box, select the **Testing Workstation Software** option.

2. Click **Next**.
   The Database Location Selection dialog box displays.
3. Select the Microsoft machine name where the database will be installed.

4. Click OK.
   The InstallShield Wizard will display the installation status and complete the installation. SQL Server is NOT installed on Testing Workstations.

5. Ensure the Yes, I want to restart my computer now option button is selected.

6. Remove any disks from the disk drives and click Finish to restart the computer.

   **Note:**
   Do not run the Administrative Workstation software until the Testing Workstation software has been installed on Stand-Alone Workstation.
   Do not run the Administrative Workstation software until the Testing Workstation software has been installed on Testing Workstations.

   The iQsystem Software is now installed on this Testing Workstation. Repeat steps 1–4 for each Testing Workstation.

   Proceed to **Exam Software Installation**.

**Exam Software Installation**

iQsystem Exam Software MUST be installed on every Stand-alone and Testing Workstation running the iQsystem software. Administrative Workstations on a network configuration will need to install the testing software to run Configuration Tests (See Configuration Testing).

The Exam Software for each machine should be selected based on which exam type will be offered from the workstation. The available exams are:

- Microsoft Office 2000 Exams
- Microsoft Office XP Exams
- Microsoft Office 2003 Exams
Note:
The Exam Software can only be installed after iQsystem has been installed and before an iQupdate is performed.

To install Exam Software, perform the following steps:

1. Double-click the iQsystem Exam Installation icon.
   The InstallShield Wizard Welcome dialog box will display.
2. Click Next to begin the exam installation process.
   The Start Copying Files dialog box will display.
   To review or change any of the settings displayed in the Start Copying Files dialog box, click Back.
3. Click Next to begin copying files.
   The Setup Status dialog box will display so you can track the installation progress.

Complete the above steps for each Testing Workstation.

Important:
After the software has been installed, complete an iQupdate on all Stand-alone and Administrative Workstations.
After an iQupdate has been completed on the Stand-alone/Administrative Workstation, complete the iQupdate on EACH Testing Workstations.

Proceed to iQupdate.

Configuration Testing
To ensure the software is installed correctly, run a Configuration Test on each Stand-alone machine and Testing Workstation. It is possible to print a template of the specific program result sheet at the end of the configuration test process. It will not print any scores or results; it is simply a way for the site administrators to verify that their printers are set up correctly (See Configuration Test).

Allocate Inventory and Begin Testing
Inventory must (with the exception of vouchers) be allocated (to the Administrative Workstations for each exam (See Manage Inventory).
Administrative Workstation Application

The Administrative Workstation application allows the Site Administrator to manage other Exam Administrators, allocate, view, and return inventory, run Configuration Tests, and configure a proxy server, if necessary.

Note:
AdminAgent must be running for the Administrative Workstation application to communicate with the Certiport Server. This program is defaulted to the computer’s Startup and should run automatically. If AdminAgent is not displayed in the Taskbar, click the Start button on the Windows taskbar, click Programs, click iQsystem, and select AdminAgent.

Logging on to the Administrative Workstation

To log on to the Administrative Workstation, perform the following steps:

1. Click Start on the Windows taskbar.
2. Click Programs and then iQsystem.

   The Administrator Logon dialog box displays.

4. Type the Site Administrator User name and Password in the appropriate fields
5. Click OK.

   The iQupdate dialog box displays.
**Note:**

The Site Administrator User name and Password supplied during setup is used to log on to Administrative Workstation for the first time. Additional Exam Administrators may be added by the Site Administrator using the Manage Exam Administrators function.

**iQupdate**

IQsystem 5.1 uses iQupdate to download and install new software components as they become available from Certiport.

The iQupdate Information dialog box provides a list of files and file sizes that are provided by the iQupdate.

![iQupdate Information dialog box](image)

**Selecting Skip Update:**

The iQupdate process can be skipped for five days. Clicking the Skip Update button will allow you to continue using the Administrative Workstation without updating the software and Testing Workstation functions for five days. After five days, the iQupdate can no longer be skipped and the iQupdate will be run automatically.

**Selecting Internet Download:**

Clicking the Internet Download button will result in iQupdate connecting to the Certiport Servers and downloading and updating the files on your system.

**Selecting Alternate Location:**

Clicking the Alternate Location button will result in iQupdate prompting for the Alternate Source path. To select an alternate source path, complete the following steps:
1. In the iQupdate Information dialog box, click the **Alternate Location** button.
2. Click **OK**.
3. Enter the location where the VersionFile is stored, such as the CD-ROM.
4. Click **Open**.

    iQupdate will update the files from the alternate location.

Once the iQupdate process has started, a status dialog box indicates the progress of the update. An automatic roll-back process occurs if the iQupdate encounters an error while attempting to update iQsystem.

![iQupdate Status Dialog Box](image)

**Incorrect Installation Key:**

If an incorrect Installation Key is entered during the installation process, the Exam Administrator can re-enter the Installation Key and password after running the Administrative Workstation software and selecting **Configure iQsystem**.
Administration Menu

The Administration Menu provides five administration options:

- Manage Inventory
- Perform iQupdate
- Manage Exam Administrators
- Configure iQsystem
- Configure Proxy Server

Manage Inventory

To manage inventory, click **Manage Inventory** from the Administration Menu. The Current Inventory Information dialog box displays.

All inventories are stored for the Certiport Center on the Certiport server. Inventory is then allocated to an Administrative Workstation and accessed by Testing Workstations. Unassigned Inventory represents how many exams can be offered from this workstation/network group. After an exam is given, the unassigned inventory number is decreased.
The Inventory Assigned to a Candidate section displays exams that are In Progress and have not been uploaded to Certiport. If the status of the exam does not change after seven days, it will automatically be uploaded to the Certiport servers.

Four options are available in the iQsystem Inventory Information dialog box:

- Refresh
- Allocate Inventory
- Return Inventory
- View Other Stations

**Allocate Inventory**

If Unassigned Inventory is empty, or more exams are required for the Administrative Workstation, the Allocate Inventory function allows the Certiport Center to obtain available inventory from the Certiport server.

To allocate inventory, perform the following steps:
1. Highlight the 0 in the Allocate column.
2. Click the highlighted number.
   A box displays around the highlighted area.
3. Type the number required.

   **Note:**
The number typed should not exceed the number listed in the Available column or a Value out of range error message displays.

4. Click OK.
   The Allocation Result dialog box displays.
5. Click Done.
   The Unassigned Inventory dialog box will display the new inventory.

**Return Inventory**
The Return Inventory function returns selected, unused inventory on an individual Administrative Workstation to the Certiport server. This inventory can then be accessed by and allocated to other Administrative Workstations at the Certiport Center.

To return inventory, perform the following steps:
1. Highlight the 0 in the Return column.
2. Click the highlighted number.
   A box displays around the highlighted area.
3. Type the number to be returned.
Note:
The number typed should not exceed the number listed in the Available column.

4. Click OK.
The Current Inventory Dialog box displays and the quantity number is adjusted to reflect the return.

5. Click OK.

View Other Stations
When the Certiport Center is set up on a network, the View Other Stations dialog box displays a list of other Administrative Workstations at the Certiport Center. The display shows the inventory allocated to each Administrative Workstation. If an Administrative Workstation is no longer being used, but a quantity of inventory is displayed, the Return Inventory function can be used on that workstation so the inventory can be reallocated.

Perform iQupdate
From the Administration Menu, click the Perform iQupdate button to manually initiate an iQupdate. The Perform iQupdate function is useful if the iQupdate has been skipped. If iQsystem files do not need to be updated, nothing will happen.

Note:
An iQupdate can only be completed once daily.

Manage Exam Administrators
From the Administration Menu, click Manage Exam Administrators to display the Manage Exam Administrators dialog box. The following options are available to the Site Administrator:
• Add New User
• Edit Existing User
• Delete User

When finished, click **Done** to return to the Administration Menu.

### Add New User

The Add New User function allows the Site Administrator to add new Exam Administrators.

To add a new Exam Administrator, perform the following steps:

1. Click **Add New User**.
   
   The Modify Administrator Profile dialog box displays.
2. Type the **Full name** of the new user.
3. Type the **User name** assigned to the new user.
4. Type the **Password** assigned to the new user.
5. Select which functions are to be available to the new user by selecting the appropriate check boxes.

   ![Check boxes for Manage Inventory and Manage Administrators]

   Selecting the **Manage Inventory** check box enables the Exam Administrator to allocate and return inventory from the Administrative Workstation.
   
   Selecting the **Manage Administrators** check box enables the Exam Administrator to create, edit, and delete Exam Administrator accounts.
6. Click **OK**.

   The Manage Exam Administrators dialog box displays with the new user listed.
Edit Existing User
To edit an existing Exam Administrator’s profile, perform the following steps:

1. Select the desired user.
2. Click **Edit Existing User**.
   
   The Modify Administrator Profile dialog box displays with the user’s information. Only the user’s full name, password, and available functions can be edited. The user name cannot be changed.

3. Edit desired information and click **OK**.
   
   The Manage Exam Administrators dialog box displays with the appropriate user information changed.

Delete User
To delete an existing Exam Administrator, perform the following steps:

1. Highlight the user to be deleted.
2. Click **Delete User**.
   
   A confirmation message displays.

3. Click **Yes**.
   
   The Manage Exam Administrators dialog box displays the change.

Configure iQsystem
The Configure iQsystem function is used to manage iQsystem program participation and manage Certiport access installation keys and passwords.

iQsystem Program Participation
Click the **iQsystem Program Participation** tab when new exams, such as another version of Microsoft Office or a new exam program from Certiport are to be administered through a workstation.

To configure iQsystem program participation on a workstation, complete the following steps:

1. From the Administration Menu, click **Configure iQsystem**.
   
   The iQsystem Configuration dialog box displays.

2. Click the **iQsystem Program Participation** tab.

3. Select the new program(s) to be administered from this workstation.

4. Click **OK**.

Certiport Access Installation Key/Password Management
Click the **Certiport Access Installation Key/Password Management** tab to change the Certiport Access Installation Key. This is the ID used by iQsystem to access the Certiport server.
To change the Certiport Access Installation Key, perform the following steps:

1. From the Administration Menu, click **Configure iQsystem**.
   The iQsystem Configuration dialog box displays.
2. Click the **Certiport Access Installation Key/Password Manager** tab.
3. Enter the **old password**.
4. Enter the **new Installation key**.
5. Enter the **new password**.
6. Confirm the **new password**.
7. Click **OK**.

**Proxy Server Configuration**

The Proxy Server Configuration function displays the current Proxy Server Configuration, if a Proxy Server is used, according to the Microsoft Internet Explorer configuration. The Proxy Server Configuration function allows configuration of the port and the setting of the user name and password needed to pass through the proxy server.

To configure the proxy server, click the **Proxy Server Configuration** button from the Administration Menu.

The Proxy Configuration dialog box displays.

If a user name and password is required to use the Proxy Server, they should be entered into the appropriate fields. Do NOT type any Certiport Center user names or passwords in the Proxy fields.

**Note:**

If you are unsure whether a Proxy Server is used by the Certiport Center, or the proxy configuration is not known, contact the Certiport Center IT staff and provide the information available in Appendix F.
The Testing Workstation application is used to administer exams. The Testing Workstation application builds candidate profiles and enables candidates to edit their address and certificate information prior to testing, administers exams, and prints exam results.

Logging On to Testing Workstation

To log on to Testing Workstation, complete the following steps:

1. Click Start on the Windows taskbar.
2. Click Programs.
3. Click iQsystem.
   The Candidate Logon dialog box displays.

Note:
AdminAgent must be running for the Testing Workstation application to communicate with the Administrative Workstation. AdminAgent should run automatically.

If AdminAgent is not displayed in the Taskbar (not running), click the Windows Start button, click Programs, click iQsystem and then select AdminAgent.

Candidate Logon

Candidates have two ways to log on to the system. If the candidate has already taken a Microsoft Office Specialist exam, and has been assigned a user name and password, they can log on to the system using that User name and Password. Candidates with no user name and password, must register as a new candidate and complete the candidate profile.

Enrolling a New Candidate

New candidates can enroll in the Testing Workstation Application or from the Certiport Website.

To enroll as a new candidate in the Testing Workstation Application, perform the following steps:

1. In the Candidate Logon dialog box, click Register as New Candidate.
   The User Profile dialog box will display.

Note:
Exam Candidates from the United States of America must be at least 13 years old to take an Exam.

2. In the User Profile dialog box, enter all required personal information (* indicates required information).
3. If the exam is part of a special promotion, type the event identifier code in the Event ID box.
   Do not use spaces.

4. Click Next.
   The Confirm Candidate Name dialog box will display.

5. The candidate name displays as it will appear on the certificate. If the name is not correct, click Back and modify the name in the User Profile dialog box. If it is correct, click Next.
   The Mailing Address dialog box displays.

6. Verify the mailing address is correct.
   The address may be changed if the candidate prefers the certificate be sent to a different address than the one entered in the first User Profile dialog box.
   To change the address, simply type the preferred changes in the appropriate fields.

7. Click Next.
   The Candidate Registration dialog box displays.

8. Enter a User name.

9. Enter a Password.

10. Confirm the password.

   Note:
   User names and passwords must be a minimum of six characters, a maximum of 30 characters, and must contain at least one alpha and one numeric character. Passwords are case-sensitive. Spaces cannot be used in either the User name or password.

11. Click Next.
   The Exam Selection dialog box displays.

   Proceed to Beginning an Exam.

Logging in a Registered Candidate

Once a candidate has registered and completed an exam, they will be able to log on as a registered candidate for subsequent exams.

To log on as a registered candidate, perform the following steps:
1. Enter the User name and Password in the appropriate fields.
2. Select the system where the candidate originally registered.
3. Click OK.
   The User Profile dialog box displays.
4. Verify the information is still correct and click **Next** on each dialog box until the Exam Selection dialog box displays.

**Beginning an Exam**

To begin an exam, perform the following steps:

1. Select an exam from the Exam drop-down list.
   Only installed exams are listed.

2. If the candidate is using an exam voucher, select the **Use a voucher for this exam** check box and enter the Voucher ID.

   **Note:**
   Voucher numbers must be entered as they appear on the voucher. Voucher numbers are validated by the name of the candidate to which they were assigned.

3. Click **Validate** to validate the voucher.
   If valid, the voucher will be used instead the Testing Center's inventory.

4. Select the **Exam Group Information** check box (optional).

5. Enter an Exam Group ID (if necessary).

6. The Site or Exam Administrator must only select the option to run a Configuration Test if the administrator wishes to check the configuration of the Testing Workstation for the selected exam and the candidate is not present.
7. The Site or Exam Administrator must type his/her user name and password in the appropriate fields before the exam can be administered.

8. Click Next.
   The Begin Exam dialog box displays.

9. Click OK.
   The Microsoft Office Specialist Non-Disclosure Agreement displays.

10. Read the Non-Disclosure agreement.

11. At the bottom of the Non-Disclosure agreement, click No to reject the terms or Yes to accept the terms of the Non-Disclosure Agreement.
    Clicking No results in the exam being terminated. Clicking Yes will display the exam tutorial.

12. Read each page of the tutorial and then click Next.

13. On the last page of the tutorial, click Next to begin the exam.

Exam Results

Once the survey is complete, the exam results will display. The candidate must notify the Exam Administrator that the exam is complete.

Printing Exam Results

Exam results should be printed by the Exam Administrator to ensure the correct printer is used and that two copies are printed.

To print exam results, perform the following steps:

1. In the Exam Results dialog box, click OK.
   The Print dialog box displays.

2. Select the appropriate printer.

3. Select the number of copies required.

4. Click OK.
   The results will be printed. One copy is given to the candidate as a temporary indicator of exam completion and status. Additional copies are kept by the Certiport Center for recording purposes. If the record is lost during upload, a copy of the form will be required to validate exam results.
   Once the exam is completed and the results printed, the results are uploaded to Certiport.

5. Click OK.
   The Exam Complete message displays.

6. Click OK.
Uploading Exam Results

After the successful completion of an exam, AdminAgent will automatically upload the results to the Certiport servers. The uploading process time may vary depending on the Internet connection speed and the number of results to upload.

To view uploaded records, log in to www.certiport.com.

Configuration Test

A configuration test should be performed by the Exam Administrator on all stand-alone Testing Workstations to ensure they have been properly configured. Under no circumstance is a Configuration Test to be provided to a candidate. Administrators who fail to comply with this policy risk revocation of their Certiport Center contract.

No results are kept or displayed following the Configuration Test, and no candidate information is recorded. Configuration Tests last for only one to six minutes.

To run a Configuration Test, perform the following steps:

1. Log on using an existing Candidate ID created to test the iQsystem or create a new Candidate ID for the purposes of testing the system (See Enrolling a New Candidate).

2. Select the type of exam from the Exam drop-down list.

3. Select the Configuration Test check box.

4. Type the Site or Exam Administrator User name and Password in the appropriate fields.
5. Click **Next**.
   The Begin Exam dialog box displays.

6. Click **OK** to begin Configuration Test.
   Configuration Tests automatically time-out within one to six minutes.

**If Testing Workstation Does Not Run**

- Is a default printer installed?
- Is Microsoft Office Professional properly installed? Was it “Custom Installed” from a Full version CD-ROM?
- Have all System Requirements met? (See [Universal Requirements](#)).
- Are the correct versions of Microsoft Windows and Microsoft Office installed?
- Was a page printed from Microsoft Word after installing Microsoft Office?

**If Testing Workstation Stops Responding**

If the exam stops responding, the exam can be restarted where it left off and the candidate’s information will not be lost providing the following steps are followed:

1. End iQsystem Task in Windows Task Manager or reboot the computer.
2. Run iQsystem again and select Testing Workstation.
   The candidate must log on with the same user name and password used to start the exam.

**Note:**

Do not move the candidate to a new Testing Workstation or have the candidate log in with a new name as this will require the candidate to restart the exam from the beginning.
Troubleshooting

iQsystem Troubleshooting

MSSQL Server

MSSQL Server must be active and running for the iQsystem software to function correctly. To activate SQL Server, perform the following steps:

1. Open C:\Program Files\Microsoft SQL Server\80\Tools\Binn.
2. Double-click the sqlmangr application.
   The SQL Server Service Manager dialog box displays.

3. Select MSDE SQLServer from the drop-down menu.
4. Click the Start/Continue icon to activate MSSQL Server.
5. Select the Auto-start service when OS starts check box to make this procedure automatic.
6. Close the SQL Server Service Manager.

Windows 98 Admin Folder Sharing

To create the network connection for Microsoft Windows 98 SE, perform the following steps:
Note:
A network connection to the ADMIN folder must be created on the Administrative Workstation for each Testing Workstation.

1. Open My Computer and double-click the C: drive.
2. Locate and right-click the ADMIN folder created during installation.
3. Click the Sharing tab.
4. Select the Shared As option inside the ADMIN Properties dialog box.
5. Leave the Share Name as ADMIN.
6. Make sure the Access Type is set to Full.
7. Click OK.
   The ADMIN Properties dialog box will close and if the folder was shared successfully, a hand will be displayed below the MSA folder.
8. Go to the first Testing Workstation.
9. Double-click Network Neighborhood to display all the available computers on the network.
10. Double-click the Administrative Workstation to display the shared folders.
11. Right-click the ADMIN folder and click map network drive.
12. Select a drive currently NOT in use on the Testing Workstation from the Drive window.
13. Verify the Reconnect at login option box is selected and click OK.
14. Double-click My Computer and ensure the new drive is displayed.
15. Close all windows.

Exam Troubleshooting
If a workstation fails to respond, loses tool bars, or otherwise becomes unstable or loses power while running an exam, complete the following steps:

1. Restart the computer.

Note:
The CTRL+ALT+DELETE function is disabled.
2. Open the Testing Workstation Application, and log the candidate in.
3. In the Exam Selection dialog box, the incomplete exam is the only option displayed.
4. Type the Site or Exam Administrator User name and Password.
5. Click Next.
   The exam will resume where the error occurred.
Windows Taskbar

If the Windows Taskbar is not configured correctly, a Windows Taskbar instruction dialog box displays.

Complete the instructions, and click OK.

The exam begins.

Microsoft Outlook Troubleshooting

Microsoft Mail

If a configuration dialog box for Microsoft Mail is displayed, perform the following steps:

1. Right-click the Microsoft Outlook icon.
2. Select Properties.
3. Select Microsoft Mail and click the Remove button.
4. Click OK.
5. Close and reopen Microsoft Outlook to complete profile changes.

Microsoft Outlook Checklist

☐ Is a profile created?
☐ Is an address book created?
☐ Is the Admin folder NOT shared?

To share the ADMIN folder, perform the following steps:

1. Click the My Computer icon to display the available drives.
2. Click the C: Drive icon to display the contents of the hard drive.
3. Verify the ADMIN folder is a shared folder.
   A shared folder will have an image of a hand holding the folder icon.

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4. If the folder is not shared, right-click the folder icon and select Sharing.
5. Select Share This Folder.
6. Click OK.

Note:
The ADMIN folder must be shared on both the Administrative Workstation and the Testing Workstations, on a network configuration for iQsystem to function correctly.

Other Troubleshooting

Exam Stops Responding

If the exam stops responding, the exam can be restarted where it left off and the candidate's information will not be lost if the following steps are followed:

1. End the iQsystem Task in the Windows Task Manager or reboot the Testing Workstation.
2. Run iQsystem again and select Testing Workstation.
3. The candidate must log on with the same user name and password they used to start the exam.

Note:
Do not move the candidate to a new Testing Workstation or have the candidate log in with a new name as this will require the candidate to restart the exam from the beginning.

If exam repeatedly stops responding, check the following:

- Run Microsoft Office Setup again and select REPAIR. This will repair corruption of Microsoft Office files.
- Are any ATI video drivers loaded? If so, remove the video drivers from Startup.
- Check Task Manager. Are any sound or video drivers loaded? If so, remove the drivers. Systray and Explorer are the only tasks that should be running under Microsoft Windows.
- Was Microsoft Word opened and a document printed from each Test Workstation? If not, the registry will not be set up properly and could cause Microsoft Office programs to fail.

Maintenance Problems

- Is each workstation de-fragmented after every 10 exams or once a week?
Was the workstation restarted before each exam?

If the message: abnormal program termination is displayed after the Non-disclosure Agreement or Instructions, this indicates the following problem:
Microsoft Office Professional is not installed or not completely installed. Uninstall Microsoft Office Professional and reinstall from CD-ROM.

Contact Customer Services

Phone: (801) 847-3100
Toll Free: (888) 222-7890
E-mail: support@certiport.com
Policies

Select a Qualified Certiport Center Administrator

The Certiport Center Administrator is the person responsible for operating the Certiport Center in accordance with the Certiport Center Agreement. Selecting a qualified person to administer the testing activities is not only required, it is critical to the center’s success. The Certiport Center Administrator is the main point of contact with Certiport and should be available during exam administration. To maximize continuity, Certiport recommends that the same person be assigned as the Certiport Center Administrator throughout the life of the Certiport Center Agreement.

To properly set up the computer systems to deliver exams, the Certiport Center Administrator must read, understand, and follow the instructions provided in this manual. Deviations from the instructions provided in this manual will inhibit the center’s ability to effectively administer exams.

Facility Requirements

Testing Room

The Certiport Center Testing Room must:

- Be reasonably quiet, well lit and maintain a comfortable temperature.
- Adequately house computers.
- Allow easy access to and from Testing Workstations.
- Provide adequate monitoring of candidates at all times.

Testing Workstation

Each Testing Workstation must include:

- A computer placed securely on a flat, stable surface.
- Adequate workspace.
- A chair of appropriate height.

Upgrades, Modifications & Upgrades

Complete the following:

- Provide all hardware, including upgrades and modifications to the hardware, within 90 days of the receipt of e-mail notification from Certiport.
- Download and install all software upgrades, modifications and additions within 30 days of the receipt of e-mail notification by Certiport of the availability of such upgrades, modifications and additions.
- Independently acquire the software applications and upgrades to the software applications on which the exams are based within 90 days of the receipt of e-mail notification from Certiport.
Inspection

The Certiport Center may be inspected at any time during regular business hours in order to verify compliance. Certiport will provide the center with reasonable prior written notification of such inspections. These inspections will be conducted in a manner that does not unreasonably interfere with normal business operations. Certiport will bear all inspection costs.

Remote Testing

The Certiport Center may offer remote testing through technologies including laptop computers or mobile testing facilities. The same facility requirements listed above apply to remote testing.

Exam Administration

After the initial order has been placed for exams in accordance with the Certiport Center Agreement, Certiport will issue the Certiport Center an identification (ID) number and password. This ID number and password can be used to log into www.certiport.com. Online instructions are provided to help check the number of exams in the account, download Exam Software, order exams and other functions necessary to the administration of the Certiport Center.

Exam Integrity

The Certiport Center is responsible for ensuring the fair and accurate evaluation of a candidate’s skills. The candidate must demonstrate his/her skills without unfair advantage.

To ensure the integrity of the exam:

- Verify the candidate’s eligibility and identity.
  
  Candidates must provide two forms of identification, one of which must include the candidate’s photograph.

- Provide a Certiport Center Administrator or designated representative (Exam Administrator) to proctor the exam.
  
  A fee for proctoring exams may be charged at the discretion of the Certiport Center.

- If the candidate is suspected of cheating, the exam must be immediately suspended, and any materials must be confiscated which could provide the candidate or another person with an unfair advantage.

- If the candidate is suspected of cheating, inform the candidate his/her exam results are nullified.
  
  Under no circumstance should the printed results be given to the candidate. Those suspected of cheating will receive no refund or certificate.
Administering Configuration Tests

Configuration Tests are ONLY to be used to familiarize Certiport Center Administrators with the testing process and to verify Testing Workstation specifications. Under no circumstances is a Configuration Tests to be provided to an examinee. Administrators who fail to comply with this policy risk revocation of their Certiport Center contract.

Please report all incidents of suspected or confirmed cheating to Certiport at services@certiport.com.

Live Application Testing

Microsoft Office Specialist exams use live Microsoft Office applications to provide the most direct and authentic evaluation of Office knowledge, skills and abilities. Because this testing method requires several software components to run simultaneously, computers (in certain circumstances) may produce error messages or stop responding.

In the event of a computer interruption, the test taker should notify the testing center administrator immediately to restart their exam. The examination software will return to the point in the exam where the test was interrupted and will retain the score and remaining exam time.

Certificates

Upon proper completion of an exam, print and deliver the Results Page to the candidate. Once Certiport receives the uploaded exam results, a certificate will be generated and mailed to the candidate.

Candidates should receive their certificate within two to three weeks after completing an exam. If a certificate is damaged or destroyed in the mail, the candidate may contact Certiport at services@certiport.com to request a replacement at no cost. Candidates may order copies of their certificate(s) by contacting Certiport at services@certiport.com.

Promotions & Surveys

Certiport may sponsor occasional promotions and surveys. Certiport Centers will participate in such promotions and surveys unless specifically released in writing by Certiport from the particular promotion or survey.

Certiport will provide advance notice of each promotion or survey by e-mail. The e-mail will include a description of the promotion or survey and instructions for participation. All inquiries regarding promotions and surveys should be directed to Certiport at services@certiport.com.

Accommodations for Disabilities Policy

It is the policy of Certiport that anyone desiring to certify his or her knowledge should be given the opportunity to do so. Accordingly, Certiport embraces the Americans with
Disabilities Act (ADA) and the regulations and guidelines selected to effectuate its goals. Certiport Centers located in the United States must be familiar with and apply Certiport policy regarding accommodations of disabilities, which is located at the Certiport Center Website at http://www.certiport.com/iQcenters/ada.pdf. For questions or information about the ADA, please e-mail our representatives at services@certiport.com.

Please make arrangements before administering exams to individuals with disabilities by contacting services@certiport.com.
Appendix A

Exam Administrator Instructions

1. Prior to arrival of exam candidates, restart all workstations.

2. Open the Administrative Workstation software on the Administrative Workstation. Allocate the inventory needed for the day.

3. Distribute the Student Instructions Handout to each candidate.

4. Read the Student Instructions Handout with the exam candidate and answer questions.

5. After exam candidates have completed the Candidate Information dialog boxes, verify that all necessary fields have been completed.

6. The Exam Administrator should help candidates select the exam they want to take. Note the difference between Microsoft 2000/XP/2003 and Specialist and Expert level exams. Verify that the candidate name and the exam name on the Sample Certificate are correct. Type your Administrator User name and Password in the appropriate fields.

7. Be available to address any questions or problems during the exam.
   - If a candidate encounters an error or technical problem, identify the candidate's actions when the problem occurred. Document the error or problem, and gather any system information from the workstation.
   - If a machine stops responding or locks during an exam, restart the machine and then run the iQsystem Testing Workstation software. Instruct the candidate to log on with the User name and Password they used to start the exam. Click Next through the initial information dialog boxes. The exam will resume where the error or problem occurred and no time will be deducted from the exam time.

8. Upon exam completion, instruct the candidates to complete the survey and to notify you when the Results dialog box displays. Candidates should only print the results themselves if you have provided them with the correct printer name and information.

9. If you wish, print two copies of the results; one for the candidate and one for the Certiport Center's records.

10. Once the exam is complete, restart the workstation.
    - After 10 exams, or once a week, run the disk defragmenter on both the Testing and Administrative Workstations. Also, run the Microsoft Office Repair utility from the Microsoft Office Installation CD-ROM once a month.
Student Instructions

Take enough time to provide all of the requested candidate information. Exam time will not be deducted for completing these sections. The information you provide on the candidate information section will be used to issue your certificate.

At the end of the exam, you will receive a printout of your Results page. Save this printout for future reference.

- Pay close attention to how each of the task instructions is worded. Be precise when completing the tasks.
- Remember the overall exam is timed. While spending a lot of time on an individual task will not adversely affect the scoring of that question, taking too long may leave you with insufficient time to complete the exam.
- If a question is not properly displayed, or an error message is displayed, stop working on the exam and notify your Exam Administrator. If you continue working after an error occurs, the exam may not resume where the error occurred.

IC³/WOW Exams

At the end of the examination, you will have the option to review which questions were answered and return to any that you had not previously answered.

Microsoft Office Specialist Exams

Complete each task as if the end result must be shown to the Exam Administrator.

Scoring of outcomes is based on the end result, not on the method or time taken to complete the task. Errant keystrokes or mouse clicks do not count against your score as long as you achieve the correct result.

Important:

Make sure you have completed each task instruction before clicking the Next button. Once you click the Next button, you will not be able to return to that question. A task will be scored as incorrect if it is not properly completed before moving to the next question.

Note:

For tasks that instruct you to print a document, spreadsheet, slide, chart, report, etc., nothing will actually be printed.

The terminology Default Working Folder or Current Directory refers to the folder which will open when you select File Open. It usually opens the My Documents folder.

Microsoft Office 2000/XP/2003: Credit is given for each exam task. For this reason, it is best to complete as many tasks as possible in each question.

To ensure questions are properly completed, please do the following:

- Verify that all tasks are completed. In Microsoft Excel, when entering data or a formula into a cell, press the Enter key or an Arrow key to ensure information is accepted.
• Verify that Microsoft Office has completed any task calculations before clicking **Next**.
• Do not execute queries or macros in Microsoft Access, unless you are instructed to do so. Do not test your answer.
Appendix B

Microsoft Office Installation

- The correct version of Microsoft Office must be installed on all Testing Workstations administering Microsoft Office Specialist exams.
- Microsoft 2000/XP/2003 will NOT run on the same bootable partition.
- Do not install Microsoft Office disks 2, 3 or 4 - only disk 1.
- For exams to run properly, each version of Microsoft Office must be installed on a separate bootable partition, separate hard drive, or separate computer.
- Each partition or drive must be configured with its own version of the operating system and Microsoft Office.
- A custom, full installation of the selected version of Microsoft Office Professional is required on each workstation.
- All components must be installed.
- Verify the default profile is logged on before beginning Microsoft Office Installation.

### Note:

If the machine already has Office 2000 Updates or Security Patches installed, then Office 2000 must be completely removed and reinstalled using Microsoft Eraser 2000.

If not testing on the Administrative Workstation, only Microsoft Access needs to be installed.

### Microsoft Office 2000

If upgrading from Microsoft Office 97, Microsoft Eraser 97 must be used to remove all files. Microsoft Eraser 97 is available at [www.microsoft.com](http://www.microsoft.com) (File Names: Eraser2k.exe & Erasercd2.exe).

### Note:

For Certiport Centers administering Microsoft Outlook 2000 exams, Outlook 2000 must be installed using the Corporate or Workgroup setup.

If prompted for the File Optimizer in Microsoft Office 2000, select the **Never Use File Optimizer** option.

Perform the following steps:

1. Close all applications.
2. Insert the Microsoft Office 2000 Professional SR1 or Microsoft Office 2000 Premium SR1 CD-ROM, and select the **Install Microsoft Office** option.
3. Type the customer information and CD key, and then click **Next**.
4. Select the **I accept the terms in the license agreement** option, and click **Next**.
5. Select the **Customize** option.
The Microsoft Office 2000 Installation Location dialog box displays.

6. Accept the default location (c:\Program Files\Microsoft Office) and click Next.

7. In the Microsoft Office 2000: Selecting Features window, click the drop-down arrow in front of Microsoft Office and select Run all from My Computer.

8. Click Install Now to install Microsoft Office 2000.

A progress bar displays.

9. Once the installation is complete, click Yes to restart the computer.

10. From the Windows Start Menu, select Programs, and then Startup.

11. Right-click and delete any Microsoft Startup applications.

12. Click Yes to confirm the action.

13. Open Microsoft Word.

14. Right-click the Office Assistant and select options.

The Office Assistant dialog box is displayed.

15. Click the Options tab and clear the Use the Office Assistant check box.

Important:
From Microsoft Word, print a test page from each workstation to verify successful installation. This will also initialize the printer and create the registry entries needed for Starter to run properly.

16. Click OK.

Microsoft Office 2000 Checklist

☐ Was Microsoft Office 2000 installed from a CD-ROM?
☐ In a networking environment, does each workstation have a drive mapped to the Administration machine?
☐ Was the Run All From My Computer option selected?
☐ Were any Microsoft Applications deleted from the Startup folder?
☐ Was the Microsoft Office Assistant disabled in all programs?
☐ Was a test page printed from each workstation? If Microsoft Office is re-formatted or re-installed, a page must be printed again after the re-installation. If the exam stops responding while trying to get to the first question of the Microsoft Word exam, printing a test page will correct the problem.
☐ Was each workstation restarted after the Microsoft Office install?
☐ Was each Microsoft Office Application opened? Did all programs run?
☐ Is the SR1 or SR2 patch installed for Microsoft Office 2000?

Microsoft Office XP and 2003 Installation

Perform the following steps:

1. Close all programs.
2. Insert the Microsoft Office Professional CD.
   The Installation Wizard will display.
3. Enter the customer information and CD key.
4. Click **Next**.
5. Select **I accept the terms in the license agreement**.
6. Click **Next**.
   The Microsoft Office setup dialog box displays.
7. Select the **Custom** option in the “or choose an install type” section.
8. Accept the default location (c:\Program Files\Microsoft Office).
9. Click **Next**.
   The Microsoft Office setup dialog box will change, allowing the choice of which applications setup will install.
10. Select **Detailed Installation** for each program.
11. Click **Next**.
12. In the Microsoft Office Setup: Features to install window, click the drop-down arrow in front of Microsoft Office and select **Run all from My Computer**.
13. Click **Next**.
   The window will change to verify the installation of the programs.
14. Click **Install** to continue.
   A progress bar displays. Once the installation is complete, a dialog box displays, confirming the installation completed successfully.
15. Click **OK**.
   The installation will drop right to the desktop.
16. From the Start Menu, select **Programs** and then **Startup**.
17. Right-click and delete any **Microsoft Startup** applications.
18. Click **Yes** to confirm the action.
19. Open **Microsoft Word**.
   The Microsoft Office Professional Activation Wizard will open and guide through the product activation process.
20. Choose the connection option which is compatible to the connection to the Internet, and then click **Next**.
21. Fill out the Customer Information, and then click **Next**.
22. Select the **receive any special offers from Microsoft** check box (optional), and then click **Submit**.
23. Click Finish.

**Important:**
From Microsoft Word, print a test page from each workstation to verify successful installation. This will also initialize the printer and create the registry entries needed for Starter to run properly.

24. Click **OK**.

**Microsoft Office XP and 2003 Checklist**

- Was Microsoft Office installed from a CD-ROM?
- In a networking environment, does each workstation have a drive mapped to the Administration machine?
- Were any Microsoft Applications deleted from the Startup folder?
- Was a test page printed from each workstation? If Microsoft Office is re-formatted or re-installed, a page must be printed again after the re-installation. If a problem is encountered where the exam just hangs while trying to get to the first question of the Microsoft Word exam, this unfinished task will most likely fix the problem.
- Was each workstation restarted after the Microsoft Office install?
- Were each of the Microsoft Office Applications opened? Did all applications run?
Microsoft Outlook 2000 Installation and Configuration

Outlook 2000 must be correctly configured to run Exam Software and it is strongly recommended that a network administrator perform any Microsoft Outlook configurations. The configuration is required and can be done immediately after the installation of Office 2000.

Microsoft Outlook 2000 can be run in the following three configurations:

- Internet Only
- Corporate or Workgroup
- No E-mail

Microsoft Outlook exams require Outlook 2000 to be configured for Corporate or Workgroup.

To complete the Outlook 2000 installation, the following is required:

- Microsoft Office 2000 Professional or Premium CD-ROM.
- Workstations solely dedicated to Microsoft Office Specialist exams where Microsoft Outlook is not used to send or receive e-mail.

Note:
A dialog box may be displayed indicating completion of Microsoft Office 2000 configuration. In the event additional files are needed to complete the installation, have the Microsoft Office 2000 CD-ROM available.

If a message displays that states Microsoft Outlook 2000 is not the default application for e-mail or contacts, select the option that will make Microsoft Outlook 2000 the default application for e-mail and contacts.

First-time Configuration

Perform the following steps:

1. Double-click the Microsoft Outlook icon on the Desktop to open Microsoft Outlook.
   The Outlook 2000 Startup dialog box displays.

2. Click Next.

3. From the E-mail Service Options dialog box, select the Corporate or Workgroup option.

4. Click Next.
   If you are running an English version of Outlook 2000, your configuration is now complete. Run Outlook 2000 once, and then you are ready to begin testing.
   For all languages other than English, complete steps 6-13.
5. From the Inbox Setup Wizard, select the Manually configure information services option, and then click Next.

6. Name the profile Microsoft Exchange and click Next.
   The MS Exchange Properties dialog box displays.

7. Click Add.
   The Add Service to Profile dialog box displays.

8. Select Outlook Address Book and click OK.

9. Click Add.

10. Select Personal Folders and click OK.
    The Create/Open Personal Folders File dialog box displays.

11. Replace *.pst with the file name Outlook and click Open.
    The Create Microsoft Personal Folders dialog box displays.

12. Accept all defaults by clicking OK.

13. From the MS Exchange Properties dialog box, click OK.

14. Click Finish.

15. Click Close to exit Microsoft Outlook setup.


Reconfigure Microsoft Outlook

If Microsoft Outlook is in the Internet Only or No E-mail configuration, complete the following steps:

1. Open Microsoft Outlook.

2. Select Tools and then Options.
   The Options dialog box will open.

3. Click the Mail Delivery tab.

4. Select Reconfigure Mail Support.
   The Outlook 2000 Startup dialog box displays.

5. Select Corporate or Workgroup and click Next.

6. Click Yes to confirm the action.
   Microsoft Outlook will close.

7. Reopen Microsoft Outlook.

9. From the Start menu, select Settings, Control Panel and double-click the Mail icon.

   The Mail dialog box displays.

10. Select Show All Profiles.

11. Delete any existing profiles by highlighting the profiles and selecting the Remove button.

12. Click Add to add a new profile.

13. Name the profile Microsoft Exchange and click Next.

   The MS Exchange Properties dialog box displays.

14. Click Add.

   The Add Service to Profile dialog box displays.

15. Select Outlook Address Book and click OK.

16. Click Add.

17. Select Personal Folders and click OK.

   The Create/Open Personal Folders File dialog box displays.

18. Replace *.pst with the file name Outlook.

19. Click Open.

   The Create Microsoft Personal Folders dialog box displays.

20. Accept all default settings by clicking OK.

21. From the MS Exchange Properties dialog box, click OK.

22. Click Finish.

23. Click Close to exit Microsoft Outlook setup.


Microsoft Outlook Troubleshooting

Microsoft Mail

If a configuration dialog box for Microsoft Mail is displayed, complete the following steps:

1. Right-click the Microsoft Outlook icon.

2. Click Properties.
3. Select Microsoft Mail and click Remove.
4. Click OK.
5. Close and reopen Microsoft Outlook to complete profile changes.

**Updates and Security Patches**

ENGLISH ONLY: SR2, Service Release Pack -- now supported.
All other languages:
Do NOT install SR2 or Security Patches/Updates. Do NOT apply Microsoft Outlook settings from the Office updates.

**Microsoft Outlook Checklist**

- Is a profile created?
- Is an address book created?
Appendix D

Configuring Outlook 2002

The Microsoft Outlook 2002 exam will not run without Outlook being configured first.

If Outlook 2002 Has Not Yet Been Started

If Outlook 2002 has not yet been started, perform the following steps.

   The Account Configuration dialog box will display.
2. Select No.
3. Click Finish.
   Outlook will be configured and the Outlook 2002 exam can be run.

If Outlook 2002 Has Already Been Configured

If Outlook has already been configured, perform the following steps.

1. Click the Windows Start button.
2. Click on Settings, and select Control Panel.
   The Control Panel will display.
3. In the Control Panel, double-click the Mail icon.
   The Mail dialog box will display.
4. Click Add.
   The New Profile dialog box will display.
5. Enter a new Profile Name.
6. Click OK.
   The E-mail Accounts dialog box will display.
7. Select View or change existing e-mail accounts.
8. Click Next.
   The second E-mail Accounts dialog box will display.
9. Click New Outlook Data File.
   The New Outlook Data File dialog box will display.
10. Ensure **Personal Folders File (.pst)** is selected.

11. Click **OK**.
   
   The Create or Open Outlook Data File dialog box will display.

12. Accept the suggested File name and click **OK**.
   
   The Create Microsoft Personal Folders dialog box will display.

13. Accept all default settings and click **OK**.
   
   The E-mail Accounts dialog box will display.

14. Click **Finish**.
   
   A confirmation dialog box will display.

15. Click **OK**.
   
   The Outlook 2002 Startup dialog box will display.

16. Click **Next**.
   
   The E-mail Upgrades Options dialog box will display.

17. Select **Do not upgrade**.

18. Click **Next**.
   
   The Account Configuration dialog box will display.

19. Select **No**.

20. Click **Finish**.
   
   Outlook 2002 will be configured.
Installing Microsoft Windows 2000 Professional

When a Microsoft Windows 2000 operating system is set up, information must be provided about the desired installation. The procedures below will help provide this necessary information. To ensure a successful installation, complete the following checklist before installing Windows 2000:

- Make sure the hardware components meet the minimum requirements.
- Obtain Windows 2000-compatible hardware and software, such as upgrade packs, new drivers, and so on.
- Obtain network information.
- Back up the current files before upgrading, in case the current operating system needs to be restored.
- Determine whether to perform an upgrade or install a new copy of Microsoft Windows.
- If installing a new copy, identify and plan for any advanced setup options.

Important:
Read the file: Read1st.txt, which is on the Microsoft Windows 2000 Professional CD, before beginning. This file contains more current information than was available when these instructions and Microsoft Windows 2000 Help were written, including pre-installation notes vital to the success of the installation.

Checking Hardware and Software Compatibility

Windows 2000 Setup automatically checks the hardware and software and reports any potential conflicts. To ensure a successful installation, the computer hardware must be compatible with Windows 2000 before starting Setup.

View the Hardware Compatibility List (HCL) by opening the Hcl.txt file in the Support folder on the Microsoft Windows 2000 Professional CD. If the hardware is not listed, Setup may not be successful. To see the most recent version of this list, visit the Microsoft Web site: http://www.microsoft.com/hcl.

Important:
Windows 2000 supports only those devices listed on the HCL. If the hardware is not on this list, contact the hardware manufacturer and ask if there is a Windows 2000 driver for the component. Drivers for Plug and Play devices will not need to be obtained. If any program uses 16-bit drivers, obtain 32-bit drivers from the software vendor to ensure the program functions properly after the upgrade.

For the most recent information on compatible and certified programs for Microsoft Windows 2000 Professional, visit the Microsoft Windows 2000 Professional Web site at: http://www.microsoft.com/windows2000/professional/default.asp.
During set up, use upgrade packs to make the existing Microsoft Windows 95 and Microsoft Windows 98 software compatible with Windows 2000. Upgrade packs are available from the appropriate software manufacturers.

**Obtaining Network Information**

If the computer is not connected to a network other than the Internet, skip this section. First, decide whether the computer is joining a domain or a workgroup. If you are uncertain which option to choose, or if the computer will not be connected to a network, select the Workgroup option. If the Domain option is selected, ask the network administrator to create a new computer account in that domain or to reset the existing account.

If the computer is currently connected to a network, obtain the following information from the network administrator before beginning the set up:

- Identify the name of the computer.
- Identify the name of the workgroup or domain.
- Identify the TCP/IP address (if the network doesn't have a Dynamic Host Configuration Protocol [DHCP] server).

To connect to a network during Setup, the correct hardware must be installed on the computer and be connected by network cable.

**Backing Up Your Files**

If upgrading from a previous version of Microsoft Windows, back up the current files. Files can be backed up to a disk, a tape drive, or another computer on the network.

How the files are backed up depends on the current operating system. If using Windows 95 or Windows 98, the Windows Backup program may need to be installed. If using Windows NT 3.51 or Windows NT 4.0, Windows Backup is installed by default. A tape drive must be installed to use the Backup tool in Windows NT.

For more information about installing or using Microsoft Windows Backup, see the current version of Microsoft Windows Help.

**Upgrading vs. Installing a New Copy**

After Windows 2000 Setup has begun, decide whether to upgrade the current operating system or to perform an entirely new installation. Setup requires that you to choose between upgrading and installing a new copy of Microsoft Windows (clean install).

During an upgrade, Setup replaces existing Microsoft Windows files but preserves the existing settings and applications. Some applications may not be compatible with Windows 2000 and therefore may not function properly in Windows 2000 after an upgrade. Microsoft Windows 2000 Professional may be upgraded from the following operating systems:

- Microsoft Windows 95 (all releases).
- Windows 98 (all releases).
- Windows NT 3.51 Workstation.
- Windows NT 4.0 Workstation (including service packs).

If installing a new copy, Setup installs Windows 2000 in a new folder. If a non-supported operating system is being used (such as Windows 3.1 or OS/2), a new copy must be installed. Applications must be reinstalled and preferences reset.

<table>
<thead>
<tr>
<th>You should upgrade if all of the below are true:</th>
<th>You should install a new copy if any of the below are true:</th>
</tr>
</thead>
<tbody>
<tr>
<td>You are already using a previous version of Microsoft Windows which supports upgrading.</td>
<td>Your hard drive is blank.</td>
</tr>
<tr>
<td>You want to replace your previous Microsoft Windows operating system with Windows 2000.</td>
<td>Your current operating system does not support an upgrade to Microsoft Windows 2000.</td>
</tr>
<tr>
<td>You want to keep your existing files and preferences.</td>
<td>You already use an operating system, but you do not want to keep your existing files and preferences.</td>
</tr>
<tr>
<td></td>
<td>You have two partitions and want to create a dual-boot configuration with Windows 2000.</td>
</tr>
</tbody>
</table>

A dual-boot configuration is available to run both Windows 2000 and another compatible operating system on the computer. Install Windows 2000 on a different partition than the current operating system.

**Determining Advanced Setup Needs**

If you are already using Windows 95, Windows 98, Windows NT 3.51, or Windows NT 4.0 and a new copy is installed during Windows 2000 Setup, the Select Special Options dialog box is displayed during Setup. Select Accessibility and Language settings from this dialog box.

To modify the way Setup installs Windows 2000, click Advanced Options, and then perform any of the following tasks:

- Change the default location of the Setup files.
- Store system files in a folder other than the default folder (Winnt).
- Copy the installation files from the CD to the hard disk.
- Select the partition on which to install Microsoft Windows 2000.

The Default Settings are recommended over the Advanced Settings.
Running Setup

The Setup Wizard gathers information, including regional settings, names, and passwords. Setup then copies the appropriate files to the hard disk, checks the hardware, and configures the installation. When the installation is complete, open Microsoft Windows 2000.

Note:
The computer will restart several times during Setup.

How Setup starts depends on whether upgrading or installing a new copy of Microsoft Windows. Determine the installation method, go to the appropriate section in this series, and then follow the procedures for the Setup scenario.

If Installing a New Copy (Clean Install)

If the computer has a blank hard disk or the current operating system is not supported, the computer will need to be started using one of the following:

- The Setup Startup disks.
- The Microsoft Windows 2000 Professional CD, if the CD-ROM drive is bootable.

Some CD-ROM drives can boot from the CD and automatically launch Setup. If the Setup Startup disks are unavailable, replacement disks can be created using the following procedure:

Note:
First time Windows 2000 installation requires the use of four Windows 2000 setup disks, if the disks are not available, they can be created using the Microsoft Windows 2000 Professional CD.

1. Insert the Microsoft Windows 2000 Professional CD in the CD-ROM drive on a machine which already has a Microsoft Windows operating system on it.
   The default Microsoft Windows 2000 Installation Wizard displays.
2. Click No if the setup disks are being created for another computer.
   If the machine needs to be upgraded, then proceed to Upgrading a previous version of Microsoft Windows.
3. Use Microsoft Windows Explorer to see the contents of the Microsoft Windows 2000 Professional CD and open the Bootdisk Folder on the CD.
4. Double-click the Makeboot icon.
   A Command Prompt dialog box will display, explaining how many disks are needed and what floppy drive will be used to copy the images.
5. Insert the first blank, formatted diskettes into the A: drive and type A at the prompt.
6. Click OK.
The process will copy all the needed files to each of the diskettes, asking for the next diskette until the process is complete.

To install a new copy using the Setup startup disks, perform the following steps:
1. With the computer turned off, insert the Microsoft Windows 2000 Setup Startup Disk 1 into the floppy disk drive.
2. Start the computer.
   Setup starts automatically.
3. Follow the provided instructions.

To install a new copy using the CD, perform the following steps:
1. Start the computer and insert the Windows 2000 Professional CD into the CD-ROM drive.
2. If Microsoft Windows automatically detects the CD, click Install.
   Microsoft Windows 2000 Setup starts.
   If Microsoft Windows does not automatically detect the CD, start Setup from the Windows Run command.
3. In Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.0, click Start, and then click Run.
4. In Windows NT 3.51 or Windows 3.1, in Program Manager, click File, and then click Run.
5. At the prompt, type the path to the setup file. Type the following command, replacing D with the correct letter of the CD-ROM drive (if necessary): D:\i386\winnt32.exe
6. If using Windows 3.1 or the command prompt, type the following command at the prompt, replacing D with the correct letter of the CD-ROM drive (if necessary):
   D:\i386\winnt.exe
7. Press Enter.
8. Follow the provided instructions.

To install a new copy using a network connection, perform the following steps:
1. Using the existing operating system, establish the connection to the shared network folder, which contains the Setup files.
2. An MS-DOS or network installation disk can also be used to connect to the network server if the disk contains network client software.
3. If the computer is currently running Windows 95, Windows 98, or a previous version of Windows NT, at the command prompt, type the path to the file winnt32.exe. The Center’s Network Administrator will be able to provide this path.
4. If the computer is not running one of the above versions of Microsoft Windows, type the path to the file winnt.exe at the command prompt.
5. Press Enter.
6. Follow the displayed instructions.

If Upgrading

The upgrade process is simple. The Setup Wizard detects and installs the appropriate drivers, or creates a report on devices which could not be upgraded. This verifies which hardware and software are compatible with Microsoft Windows 2000.

Important:
Any DriveSpace(r) or DoubleSpace(r) volumes must be decompressed before upgrading to Microsoft Windows 2000.

To upgrade Windows 95, Windows 98, or Windows NT 4.0 from the CD, perform the following steps:
1. Start the computer by running the current operating system, and insert the Microsoft Windows 2000 Professional CD into the CD-ROM drive.
2. If Microsoft Windows automatically detects the CD and asks to upgrade the computer to Microsoft Windows 2000 Professional, click Yes. Otherwise, click Start, and then select Run.
3. In the Run dialog box, type the following command, replacing D with the correct letter assigned to the CD-ROM drive: `D:\i386\winnt32.exe`.
4. Press Enter.
5. Follow the instructions provided.

To upgrade Microsoft Windows NT 3.51 from the CD, perform the following steps:
1. Start the computer and insert the Microsoft Windows 2000 Professional CD into the CD-ROM drive.
2. In Program Manager, click File, and then select Run.
3. In the Run dialog box, type the following command, replacing D with the correct letter of the CD-ROM drive: `D:\i386\winnt32.exe`.
4. Press Enter.
5. Follow the provided instructions.

To upgrade from a network connection, perform the following steps:
1. Using the current operating system, establish a connection to the shared network folder which contains the Setup files.
2. If an MS-DOS or network installation disk which contains network client software is available, use that disk to connect to the shared folder. The Certiport Center’s Network Administrator will be able to provide the correct path.
3. If the computer is currently running Windows 95, Windows 98, or a previous version of Windows NT, type the path to the file winnt32.exe at the command prompt.
4. Press Enter.
5. When asked to upgrade the computer to Microsoft Windows 2000 Professional, click **Yes**.

6. Follow the displayed instructions.

**Collecting User and Computer Information**

The Windows 2000 Setup Wizard leads through the process of gathering information about the user and the computer. Although much of this installation process is automatic, information or select settings may need to be provided in the following dialog boxes, depending on the current configuration of the computer:

- **Licensing Agreement**
  
  If accepting the terms, select **I accept this agreement** to continue with Setup.

- **Select Special Options**
  
  Use this dialog box to customize Windows 2000 Setup, language, and accessibility settings for new installations. Windows 2000 can be set up to use multiple languages and regional settings.

- **Upgrading to the Microsoft Windows 2000 File System (NTFS)**
  
  Windows 2000 can automatically convert partitions on the hard disk to NTFS, or the existing file systems can be maintained. If upgrading, Setup uses the current file system; however, this can be changed to NTFS, the recommended file system for Microsoft Windows 2000.

- **Regional Settings**
  
  Change the system and user locale settings for different regions and languages.

- **Personalize Your Software**
  
  Enter the full name of the person and, optionally, the organization to which this copy of Windows 2000 is licensed.

- **Computer Name and Administrator Password**
  
  Enter a unique computer name which differs from any other computer, workgroup, or domain names on the network. Setup suggests a computer name, but the name can be changed.

  Setup automatically creates an Administrator account during the installation. This account will grant full rights over the computer's settings and the capacity to create user accounts on the computer. That is, logging-on as an Administrator after Windows 2000 is installed grants administrative privileges, which are needed to log on and manage the computer. Specify a password for the Administrator account. For security reasons, always assign a password to the Administrator account. Take care to remember and protect the password.
• **Date and Time Settings**
  Verify the date and time for the region, select the appropriate time zone, and then select whether Windows 2000 should automatically adjust for daylight savings time.

• **Networking Settings**
  Select the Typical settings option for the network configuration, unless this operation is being performed by an advanced user. Select the Custom Settings option to manually configure network clients, services, and protocols.

• **Workgroup or Computer Domain**
  During Setup, either a workgroup or a domain must be joined.

• **Provide Upgrade Packs**
  Some software manufacturers provide upgrade packs which allow programs to work with Microsoft Windows 2000. If upgrade packs are not available, simply click Next to continue with Setup.

• **Network Identification Wizard**
  If the computer is participating on a network, the Network Identification Wizard prompts to identify the users who will be using the computer. If there is only one user, Administrator privileges are assigned to the person performing setup.

**Providing Networking Information**

During or after Setup, either a workgroup or a domain will need to be joined. If the computer will not be working on a network, specify to join a workgroup.

**Joining a Workgroup**

A workgroup is one or more computers with the same workgroup name (for example, a “peer-to-peer” network). Any user can join a workgroup by simply specifying the workgroup name. Special permissions are not needed to join a workgroup. An existing or new workgroup name must be provided, or the workgroup name Windows 2000 suggests during set up can be used.

**Joining a Domain**

A computer account identifies the computer to the domain, while the user account identifies the user to the computer. A domain is a collection of computers defined by a network administrator. Unlike joining a workgroup, which can be done easily, joining a domain requires permission from the Network Administrator.

Joining a domain during set up requires a computer account in the desired domain. If upgrading from Windows NT, Setup uses the existing computer account. Otherwise,
Setup will ask for a new computer account. Ask the network administrator to create a computer account before beginning set up. With the appropriate privileges, the account can be created during set up and join the domain. To join a domain during set up, provide the user name and password.

Note:
If you encounter difficulty joining a domain during set up, join a workgroup instead, and then join the domain after the Windows 2000 install is complete.

Starting Windows 2000

After gathering information, the Setup Wizard completes the installation. The computer restarts several times, and then the log on prompt for Windows 2000 is displayed. After logging on, register the copy of Windows 2000, create user accounts, and reconfigure any settings entered in Setup.

Logging into Windows 2000

When the computer restarts after installation, log on to Windows 2000 for the first time. If the system was upgraded from a previous version of Microsoft Windows and already had an existing user account, the user can log on using that account and password.

If a user account is unavailable, log on using the Administrator account and the password selected during Setup. Then create the user account.

To log on to Windows 2000 using the Administrator account, perform the following steps:
1. In the Log into Microsoft Windows 2000 dialog box, type the Administrator password created during Setup.
2. Press Enter.
   Windows 2000 starts, and the Welcome screen is displayed.

Creating a User Account

The user account identifies the user name and password, the groups the user is a member of, which network resources the user has access to, and the user’s personal files and settings. Each person who regularly uses the computer should have a user account. The user account is identified by a user name and a password, both of which the user types when logging into the computer. Individual user accounts can be created after logging into the computer as the Administrator.

To create the user account, perform the following steps:
1. Click Start, select Settings, and then select Control Panel.
2. Double-click Users and Passwords.
3. Click Add.
   The Add New User Wizard is displayed.
4. Follow the displayed instructions.
   After the user account is added, log off as the Administrator and log on using the user account.

Registering a Copy of Windows 2000

1. To open the Welcome screen, click Start, and select Run.
   The Run dialog displays.

2. Type welcome, and then click OK.
   If a modem is installed, Windows 2000 can be registered by starting the Registration Wizard in the Welcome to Microsoft Windows 2000 dialog box. If a modem or an Internet connection is unavailable, use the registration card included in the Windows 2000 package.
Proxy Server Configuration

Below is a list of the critical items that must be considered when configuring a proxy server or firewall:

- The domain certiport.com must be accessible.
- The following IP addresses 192.41.91.75, 192.41.91.73, and 206.81.137.18 must have full access through ports 80 (HTTP) and 443 (HTTPS).
- HTTP redirects must be permitted (these are all completed within the certiport.com domain).

Recommended Proxy Configuration for iQsystem Compatibility

This section presents essential information for knowledgeable and experienced administrators to understand Certiport requirements. It also describes the environments in which Certiport systems have proven to be successful, thereby enabling administrators to change their systems as needed while maintaining their site requirements.

The recommended proxy configuration has been derived from the Cooper & Lybrand Security Evaluation of Microsoft Proxy (available via MSDN). It offers a secure connection, while retaining enough flexibility to work with a variety of different networks. The configuration has been proven with results that can be duplicated and is independent of further upstream or downstream security measures.

The recommendations presented below are laid out for non-MMC integrated versions of IIS Administration. Administrators familiar with IIS will be able to adapt these recommendations to MMC integrated versions of IIS Administration.

These recommendations work with IIS2.0, IIS3.0, IIS4.0, and IIS5.0.

Configuration:

Required Materials (Proxy Server):

- IIS 5.0.
- NT Service Pack 6.a High Encryption.
- IE 5.5.
- RIP or RAS or RRAS for dial-up and/or dynamic connections as needed.
- TCP/IP Stack.
- NTFS File System.

Required Materials (Local Client Hosts):

- MS Proxy Client - Recommended.
- IE 6.x.
- IE Settings set to high with cookies enabled (optional).
- IE Settings to Medium (recommended and default).
Assumption:
- 2000 Server installed, IIS5.0, hardware, protocols, services, file system, and MS proxy.

Points of Interest:
- Synchronizer opens a high port (1040 or above) on your client for communication.
- Http must be open for communication to port 80 destinations (certiport.com).
- Https must be open for communication to port 443 destinations (certiport.com).
- Upstream security measures must reflect the above requirements.
- Upstream security devices must not require re-authentication of the local host of origin (i.e. upstream devices accept the credentials of the authenticating downstream device).
- If using anonymous authentication it is recommended that you use the Default User name and Password as listed in the WWW Proxy Service Tab.
- Transparent Proxy: Clear the Use Proxy Server check box on synchronizer.

Note:
Do not place any packet filtering restrictions on packets to or from www.certiport.com/* (Logging is accepted)

WinSOCK Service
- Enable Access Control. Grant access to selective users/groups for each protocol.
- Configure logging as verbose and to create a new log file each day.

WebProxy Service
- Internet Publishing not enabled.
- Enable Access control. Grant access to selective user/groups for each protocol.

WWW Service/Authentication
- Configure the authentication realm as dictated by your security requirements.
- Microsoft Office Specialist exam software will work with transparent, anonymous, BASIC, and NTCR authentication methods.

Basic Security
- Disable IP Forwarding (enabled by RAS and RRAS, clear the IP Forwarding check box).
- Only Internal IP ranges are listed in the Local Address Table.
- Use NTFS Volumes.
- Disable Caching (or disable caching on www.certiport.com/*).
- Run only services that are needed.
- Unbind unnecessary services from internal adapters.
• Check permissions on network shares.
• Enable Auditing.
• Limit Administrator and Power-User membership.

Advanced Security

These advanced requirements are recommended but not required by the iQsystem software to run.

Borrowing from the HP Bastion NT Hardening Scheme, these recommendations secure external ports and services. These recommendations will not impede the operation of exam software synchronization. These recommendations may impede operation if upstream authentication devices use SMB, NetBIOS, or other services and adapters bound to the standards modified below. (It is assumed that the Proxy is the external machine.) These recommendations can work with the Microsoft's http publishing feature of MS Proxy (not to be confused with the *nix “http publishing” nomenclature).

1. Disable Listening on Ports 137, 138, 139.
2. Browse to Networking Properties.
3. Select Bindings for all adapters.
4. Disable WINS client for the external network interface.
   Net BIOS will not be accessible to the external NIC
5. Secure RPC on the external Network Interface.
6. As the Administrator, run the regedit32 tool.
7. Select the HKEY_Local Machine window.
8. Browse to System\CurrentControlSet\Services.
9. Find the entry for your INTERNAL NIC and record the key name.
10. Create a new key of RPC, and then expand.
11. Create a sub key of Linkage, and then expand.
12. Create a new sub-sub key of Bind as type REG_MULTI_SZ, and then expand.
13. Create a new value to the name of your INTERNAL NIC. RPC will only bind to the adapters listed under the BIND key. As configured, this is your INTERNAL NIC. This secures these ports on the external interface.
15. As the Administrator, run the regedit32 tool.
16. Browse to
   HKEY_LOCALMACHINE\System\CurrentControlSet\Services\W3Proxy\Paramaters.
17. Select the RpcBindings value and change the value from seven to six.
18. Close the local registry.
19. Restart the Server.
Potential Issues:

Administrative Workstation will not authenticate through a proxy using the NT Challenge/Response authentication procedures.

iQsystem is not currently designed to use High levels of authentication security. It only supports transparent, anonymous, and BASIC authentication realms.

Workaround:

A security hole can be opened into a network through the proxy by adding an unsecured authentication realm as well as NTCR to the configuration requirements. This, however, will exclude many academic sites.

iQsystem has been made compatible with the NT/CR Authentication Scheme. This offers the highest realm of security available under IIS4.0.

Certiport Security:

Certiport continues to take all of the necessary steps to insure a high level of security and system integrity. These steps include an extensive evaluation of several firewall and anti-virus vendors such as Cisco, WatchGuard, NetScreen, SonicWall, McAfee, and Symantec. Based on this evaluation, Certiport has selected the solution that best meets industry standards and customer requirements.

Certiport also maintains all company servers and anti-virus definitions to the latest manufacture standards.

Certiport Customer Services & Support

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Appendix G

Microsoft Project Exams

Project 2000 and Project 2002

- The professional version of Microsoft Project is required.
- Microsoft Office Professional must be installed on the Testing Workstation that will be running the Microsoft Project exam.
- Microsoft Project must be installed on the Testing Workstation that will be running the Microsoft Project exam.
- Do not install Microsoft Project Central or Microsoft Project Server 2002.
Uninstalling iQsystem 5.1

To Uninstall iQsystem 5.1, perform the following steps:

1. From the Windows Start menu, open the Control Panel.
2. Double-click the Add or Remove Programs icon.
   The Add or Remove Programs dialog box displays.
3. Click Change/Remove.
   The InstallShield Wizard dialog box displays.
4. Select Remove all installed components.
5. Click Next.
   A confirmation dialog box displays.

   Note:
   This will delete all databases and all allocated inventory will be lost.
6. Click OK to confirm the removal of the software.
   The uninstall process begins.
7. Click Finish.

Uninstall Microsoft SQL Server

1. Right-click the MSSQL Server icon in the Windows taskbar.
2. Select Exit.
3. From the Windows Start menu, open the Control Panel.
4. From the Windows Start menu, open the Control Panel.
5. Double-click the Add or Remove Programs icon.
   The Add or Remove Programs dialog box displays.
7. Click Remove.
8. Click Yes.
Appendix I

Configuring Microsoft Windows XP Professional

Configure Microsoft Windows XP according to default installation.

Turn off Automatic Windows Updates.

Do not apply Hot Fixes or Service Packs.

Simple File Sharing

Windows XP enables you to share files and documents with other users on your computer and other users on a network. Windows XP introduces a new user interface in the Windows XP Professional known as Simple File Sharing, and includes a new Shared Documents feature.
Appendix J

Anti-virus Software

Symantec (Norton) Anti-Virus Enterprise Edition, Version: 8.1.0.825 (Engine Version 4.2.0.7) and McAfee VirusScan Professional, Version: 8.0.20 (Engine Version 4.2.60) are now supported for both Microsoft Office Specialist and IC³.

There are no limitations with the IC³ certification exams. There are, however, some considerations necessary when using McAfee Antivirus with the Microsoft Office Specialist exams.

**McAfee Anti-virus**

When using the McAfee Virus Scan Professional version: 8.0.20 (Engine Version 4.2.60) with the default installation, an alert will appear when delivering a Microsoft Office Specialist exam.

![McAfee Alert](image)

The alert will display after the Non-Disclosure Agreement and before the first exam tasks are displayed. The exam timer has not started at the time the alert appears. Selecting the correct option in alert dialog box will ensure that the anti-virus software will not interrupt the remaining exam.

To continue with the exam, select the **Allow entire script this time** option.

- Do not select the **Stop this Script** option.
  
  This will cause the computer will stop responding and it will be necessary to reboot.

- Do not select the **Continue what I was doing** option.
  
  McAfee will generate a second alert before the result screen is displayed.

- Do not select the **Find out more information** option.
If the Find out more information option has been selected, click Allow to continue with the exam.

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