

Active X not installed

Summary

For the online exams to work correctly you must setup the Browser Lockdown while logged into the machine with FULL Local Admin Rights.

You must also use Internet Explorer 9, 10 or 11.

When you do the install of Browser Lockdown 3 it should install 6 files on your computer.

Certiport Browser Lockdown 3 Certiport Embedded Browser Certiport Exam Service Microsoft Visual C++ 2005 Redistributable Package Microsoft Visual C++ 2008 Redistributable Package (x86) Microsoft Visual C++ 2010 Redistributable Package (x86)

During the installation of the Certiport Embedded Browser it should install the 3 Microsoft Visual C++ files. If for some reason one or all of the Microsoft Visual C++ fails to install it will cause the Certiport Embedded Browser to fail its installation which will require them to be installed manually

If you have followed the 4 steps as outlined under the Training and Tools->Online Exam setup and you have turned off all Popups and you are having issues, please check the Add or Remove Programs or Programs and Features from the Control panel and make sure you see the following files listed

Certiport Browser Lockdown 3 Certiport Embedded Browser Certiport Exam Service Microsoft Visual C++ 2005 Redistributable Package Microsoft Visual C++ 2008 Redistributable Package (x86) Microsoft Visual C++ 2010 Redistributable Package (x86)

If any one of the first 3 files is missing you can download each one separately from the links below:

<http://lms.certiport.com/NewLockdown/Components/LockdownInstaller.msi> (Certiport Browser Lockdown 3)

<https://downloads.certiport.com/admin/BL3/Support/CEFInstaller.msi> (Certiport Embedded Browser) if the above Certiport embedded Browser does not install correctly try using this version

https://downloads.certiport.com/Admin/BL3/BrowserLockdown3_Full.exe (contains the 3 Microsoft Visual C++ files listed below)

<http://lms.certiport.com/NewLockdown/Components/CertiportExamServiceSetup.msi> (Certiport Exam Service)

If any of the Microsoft Visual C++ files are missing you can download them from the following links:

<http://www.microsoft.com/en-us/download/details.aspx?id=3387> Microsoft Visual C++ 2005 Redistributable Package

<http://www.microsoft.com/en-us/download/details.aspx?id=29> Microsoft Visual C++ 2008 Redistributable Package (x86)

<http://www.microsoft.com/en-us/download/details.aspx?id=5555> Microsoft Visual C++ 2010 Redistributable Package (x86)

SUMMARY

This Knowledge Base article contains the proper steps for preparing and installing the online exam engine and browser lockdown. All Certiport online exams are delivered online using an LMS as the backbone of the driver. *Browser Lockdown is the security measure that wraps it's self around the exam and prevents the test taker from navigating online or into folders/files within the local machine.

PROCEDURE

There are a limited amount of things that could cause an issue with online delivery. The steps and guidelines below are a checklist to configure your system for online exams and instructions to install the online exam icon and browser lockdown onto your system.

Configuring your Machine:

For PC Computer Systems:

1. Exam install of Certiport Online exam and browser lockdown needs to be done locally on each machine.
2. **Firewall/Proxy.** We recommend that centers do not go through a firewall or proxy, but if one is required, please refer to the following list of critical items that must be considered when configuring a proxy server or firewall:
 - a. The domain Certiport.com needs to be accessible
 - b. The following IP addresses need to be added as trusted sites:
 - i. 216.36.45.201 – www.certiport.com
 - ii. 216.36.45.202 – certprep.certiport.com
 - iii. 216.36.45.203 – iQc.certiport.com
 - iv. 216.36.45.204 – info.certiport.com
 - v. 216.36.45.205 – Digital Literacy
 - vi. 216.36.45.206 – MySpeed
 - vii. 216.36.40.134 – Certiport Terminal Server
 - viii. 216.36.40.135 – Certiport Terminal Server
 - ix. 216.36.40.144 – Certiport FTP
 - x. 216.36.40.145 – Certiport FTP
 - c. Also add the following domains and sub-domains to your current whitelist (do not remove the IP addresses):
 - i. certiport.com
 - ii. downloads.certiport.com
 - iii. certiprep.certiport.com
 - iv. myspeed.certiport.com
 - v. verify.certiport.com
 - d. These addresses need to have full access through ports 80 (HTTPS) 216.36.40.144 and 21 (TCP)

216.36.40.145

- e. HTTP redirects need to be permitted. (These are all completed within the Certiport.com domain.)
 - f. Please DO NOT block soap HTTP traffic
3. Check that you are using Internet Explorer (I.E) 9, 10 or 11 on PC computer
4. Check that .NET Framework 2.0 is installed. If it is not installed please install by visiting <https://www.microsoft.com/en-us/download> and navigating to .NET Framework.
5. Ensure that you have a minimum of 200 KBPS per machine bandwidth for online testing. Test you system bandwidth speed at: <http://myspeed.certiport.com/>
6. The current version of Adobe Flash player MUST be installed by visiting: <http://get.adobe.com/flashplayer/>
 - a. *Do not include Google Toolbar as part of your download
7. Check that popup blockers are turned off. If Google, Yahoo, Bing or other toolbars are installed, turn off pop-up blockers associated with these toolbars or remove the toolbars.
 - a. Within I.E. turn off pop-up blockers by selecting Tools/Pop-up Blockers/Set to: Turn On Pop-Up Blockers.
8. If you have not yet installed 'Citrix ICA Client Object (Active X Win 32)' or Active X, these may be required to install during exam launch. To install the executable open Internet Explorer and past the address into the address field then click Enter:
9. <http://www.citrix.com/english/ss/downloads/details.asp?downloadId=2304987&productId=186>
10. Download the file Citrix Online plug-in – Web
11. To increase bandwidth speed and efficiency:
 - a. Increase disk space allocated for temporary internet storage allotment. In I.E. select:
 - i. Control Panel/Internet Options/General/Browsing history/Settings – change Disk Space to use (81024MB) to 512 or 1024.
 - b. Delete Cookies:
 - i. Control Panel/Internet Options/General/Browsing history/Settings/View files – select all of the files listed and delete them.
 - c. Delete Temporary Internet Files:
 - i. Control Panel/Internet Options/General/Browsing history/Settings/View objects – delete all downloaded program files listed
 - d. Delete Temporary Internet History:
 - i. Control Panel/Internet Options/General/Browsing history/Delete.../Check all boxes except the Passwords box (leave this unchecked)/Delete
12. If you are delivering any Adobe exam we suggest that centers preload all Adobe exam content before delivering Adobe exams. You can preload all available program types or a single program type (CS5 or CS6).

To preload:

 - a. Open the Certiport home page at <http://www.certiport.com>
 - b. Click the Support link in the top right corner of the home page

- c. Within the Quicklinks column click the link 'Adobe Exam Download Center'
- d. Check the box for the Adobe version you wish to cache (CS5 or CS6) – you may cache all if needed.
- e. Click the 'Cache Resources' button in the bottom right

Install Certiport Online Exam Icon and Browser Lockdown onto desktop of system:

13. If you are a new testing center or starting to deliver Online Certification Exams you will need to install the Certiport Online Exam icon onto the desktop of each machine you will use to deliver exams.
 - a. From the Certiport home page <http://www.certiport.com> login using your Certiport user name and password.
 - b. Select the Organization Administrator or Organization Member role
 - c. Hover on the Training and Tools tab
 - d. Click Online Exam Setup
 - e. Make sure you meet all the technical requirements
 - f. Under Step 1, click "Create Shortcut to Launch Online Exams"
 - g. This contains 4 steps.
 - h. Step 1. Make sure your testing center is the one that is listed.
 - i. Step 2. Select the Default language you wish to be testing in
 - j. Step 3. Click on the Generate Link button
 - k. Step 4. Left click and hold and drag the Certiport Online Exams shortcut to your desktop.
 - l. Click Close
14. Step 2 - Install Browser Lockdown
 - a. *Full Administrative rights are required for this installation. After a full administrator (domain admin) has installed BLD you do not need to be a full administrator of the computer system to login and give or use the practice test or exam.
 - b. Click on the Click here link to begin the download and SAVE the file to your desktop
 - c. After the file finishes downloading, go to your desktop and double click on the BLD file to begin installing.
 - d. Click Ok once the Browser Lockdown has finished installing
15. Step 3 – Add Certiport as a Trusted Site
 - a. Open Internet Explorer 9, 10 or 11.
 - b. Select Tools
 - c. Internet Option
 - d. Select the Security Tab
 - e. Select the Green checkmark for Trusted Sites.
 - f. Click Sites
 - g. Uncheck the "Requires Server Verification (https:) for all sites in this zone".
 - h. In the "Add this website to the zone" field, enter *.certiport.com and click Add
 - i. Click Close
 - j. Click the Privacy tab

- k. Remove the checkmark next to Turn on Pop-up Blocker
- l. Click Ok

16. Step 4 – Run the Certiport Online Exam Diagnostic Check

- a. This will run online diagnostic to check that you are properly setup for the online exams. If you receive any errors, then they will need to be corrected before you give any online exams.

If after following the above steps for installing on a Windows PC you still have issue, please contact technicalsupport@certiport.com with the errors you are having to help resolve the issue.

Certiport Customer Support

Toll Free: (888)999-9830, option 9

Technical Inbox: technicalsupport@certiport.com

**NOTE: Your feedback is always welcome; it will help the Certiport Operations team serve you better. ©
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