

This document covers the FAQs and supporting information surrounding the now retired iQsystem exam delivery system and the MOS 2007 suite of certifications that occurred on January 31<sup>st</sup>, 2016. It also includes the technical data for the necessary action required by all Certiport Authorized Testing Centers (CATCs) for the switch to, and/or first-time use of, Console 8.

## Frequently Asked Questions

**What is Console 8?** *Console 8 is Certiport’s primary exam delivery system. It was released to accompany the arrival of the project-based Microsoft Office Specialist 2013 exams, but also with the intention of replacing previous incarnations of delivery systems such as “iQsystem” over time. Console 8 was completely redesigned from the ground up, and with new features such as a streamlined user interface, flexible update services, built-in Admin Proxy user access, mass-deploy, LAN Solution, comprehensive diagnostics, and an increasing product offering, it is our most dynamic and stable exam delivery system to date. For additional technical details about Console 8 or any of its features, please [click here](#) (requires login).*

**If our CATC does not intend to administer the MOS 2013 exams, will we still have to upgrade to Console 8?** *Yes. Certiport announced in January 2015 that support for iQsystem will end on January 31<sup>st</sup>, 2016. All CATCs must migrate to Console 8 prior to September 7<sup>th</sup>, 2016 to avoid interruption in testing.*

**What if we were administering MOS 2007 exams via iQsystem on Windows XP?** *Certiport ended support for Windows XP on December 31<sup>st</sup>, 2015, and the MOS 2007 certifications retired on January 31<sup>st</sup>, 2016. CATCs with Windows XP will need to upgrade to at least Windows 7. CATCs previously administering MOS 2007 exams may move to either the 2010, 2013, or 2016 suite of exams. Any license, voucher, or inventory for MOS 2007 may be redeemed for current MOS exams administered via Console 8.*

**We still have iQsystem 7 on our computers, can we use the update feature within iQsystem Tools to upgrade to Console 8?** *No. At this time any Centers wishing to upgrade to Console 8 must perform a clean install by completely removing any previous versions of iQsystem 7, (as well as the “Certiport Console” companion software to iQsystem 7 if installed), and then downloading and installing Console 8. Please see the [Upgrade Summary](#) in this document for more information.*

**Are there any additional exams or programs available in Console 8?** *Programs previously only available online are now available in Console 8. All future exams will be published directly into Console 8.*

**Is there a mass deploy option for Console 8?** *Certiport released a mass deploy option in September, 2014. The procedure requires advanced technical knowledge to employ at this time, please click [here](#) for more information (requires login).*

**Does each workstation require configuration of the Console 8 software?** *Using the mass deploy options, configurations such as Proxy Server, User Rights, and CATC associations can be passed via command line options and then deployed using Directory Services along with the base software install. Users that do not employ these options will have to perform all processes manually. Additionally, all required post-install updates to the program and/or test content would also have to be performed per machine unless the [Import/Export Update Utility](#) or the [LAN Mode](#) are employed to distribute the update portion of the complete software setup.*

**We are using iQsystem in Offline Mode, what is our migration pathway?** *Console 8 will be getting offline support on July 27<sup>th</sup>, 2016. To use Console Offline, please contact your [territory representative](#) for more information.*

**Why should we upgrade to Console 8?** *Console 8 offers all Certiport programs and exams in a stable, flexible, user-friendly exam delivery system. It’s easy to download, install and configure for all CATCs.*

## Technical Requirements

For those Centers upgrading from iQsystem 7 to Console 8, it is important to observe all Technical Requirements that may be above and beyond your current environment, to ensure stability and compatibility with the new exam delivery system. Please refer to the following table to compare the requirements that have changed:

Requirement:	For iQsystem 7 (retired):	For Console 8:
RAM	1GB	2GB minimum
.NET Framework	Version 3.5	Version 4.0, Version 3.5
Operating Systems	Windows XP Windows Vista Windows 7 Windows 8 / 8.1	Windows 7 Windows 8.1 Windows 10
Microsoft Office	Office 2007 Office 2010	Office 2010 Office 2013 Office 2016

The table above is just a summary of notable differences. Please refer to our [Technical Requirements](#) page for a complete list of detailed specifications, both technical and environmental, prior to upgrading (some products have increased requirements based on local software installations necessary for exam delivery). Any additional questions should be directed to our [Support](#) teams.

## Upgrade Summary

The following is a summarization of the steps to upgrade your system(s) from iQsystem 7 to Console 8:

1. Completely uninstall both iQsystem 7 and the companion software to iQsystem called “Certiport Console” (if installed). After uninstallation, delete the local “Certiport” folder and all its contents - which is located (by default) in the root of your primary HDD (i.e. C:\Certiport\\*.\*)
2. Download and distribute the Console 8 executable program file to each computer that will be used for testing. For mass deployment, see the [FAQ](#) in this document. **Note:** Installation as well as exam delivery must be performed as a Windows Administrator. To set up an Admin Proxy, please see the complete [Install & Setup Guide](#) for Console 8.
3. Install the Console 8 software, set your Test Center ID, and configure all applicable settings.
4. Install all applicable program updates and exam content/updates.
5. Test the software by running the Diagnostics and completing a Configuration Exam.

The above is only a summary for Centers that are preparing to migrate their systems to the Console 8 system. For a detailed guide on the installation and configuration of Console 8, as well as other processes, please refer to our [Quick Reference Guides](#).

## Contacting Support

**Customer Service:** 1-888-999-9830 | [customerservices@certiport.com](mailto:customerservices@certiport.com)

Please use Customer Service for general information, where to find training materials, and for escalation to Technical Support.

**Technical Support:** 1-888-999-9830 | [technicalsupport@certiport.com](mailto:technicalsupport@certiport.com)

Please contact Technical Support for errors you may receive during the setup or use of the Console 8 system.

**Support Outside the U.S.:** Please contact the [Solution Provider](#) in your area.

If you live outside the United States, please contact one of our Certiport Authorized Partners for support.