



# Technology User Guide

## Volume I: Introduction to Online Testing

### Nebraska

Produced by Data Recognition Corporation (DRC)  
13490 Bass Lake Road  
Maple Grove, MN 55311

Nebraska Customer Service: 1-866-342-6280  
Website: <https://ne.drctdirect.com>  
Email: [necustomerservice@datarecognitioncorp.com](mailto:necustomerservice@datarecognitioncorp.com)  
Revision Date: October 26, 2017

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301 Centennial Mall South

P.O. Box 94987

Lincoln, Nebraska 68509

(402) 471-2495.

The assessment contractor is Data Recognition Corporation (DRC).

DRC can be reached by calling toll-free (866) 342-6280, by emailing [necustomerservice@datarecognitioncorp.com](mailto:necustomerservice@datarecognitioncorp.com),

or by faxing (763) 268-2540.

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# Introduction



■ **About This Guide**

□ **Audience and Prerequisites**

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■ **DRC INSIGHT Online Learning System Overview**

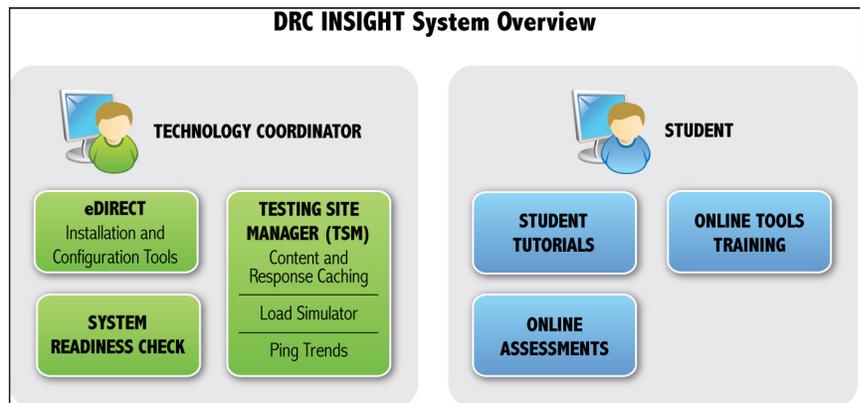
This user guide is part of a multi-volume set that describes how to configure, install, manage, and troubleshoot the DRC INSIGHT Online Learning System, or DRC INSIGHT. This volume, *Volume I: Introduction to Online Testing*, introduces the components that make up DRC INSIGHT; references configuration, installation, network, and system requirement information; and provides state-specific testing information as well as a glossary of common online testing terms.

All of the volumes in this guide are designed primarily for the NeSA-Technology Assessment Coordinators (N-TACs) who are responsible for setting up and managing online testing, and ensuring their systems work effectively and securely. N-TACs should be knowledgeable about the technical details of the Windows, Mac (OS X), iOS (iPad), and Chrome (Chromebook) operating systems, and have the necessary security privileges to perform the tasks discussed in this guide.

This guide also helps Test Administrators (TAs), District Assessment Contacts (DACs), and School Test Coordinators (STCs) use DRC INSIGHT more effectively.

ⓘ **Important:** Throughout this user guide, the Information icon ⓘ indicates important information or crucial tips.

DRC INSIGHT works with various software and hardware components to provide a secure, proven online testing system that successfully delivers statewide assessments. DRC INSIGHT delivers assessments and related resources online for all content areas and grade levels by incorporating computerized testing, related resources, dynamic reporting, and a suite of tools. It works with the Testing Site Manager (TSM) to help manage network traffic, maintain connectivity, and handle bandwidth issues.



### ❑ INSIGHT Web Browser and INSIGHT Server

The main component of DRC INSIGHT is the secure web-browser testing interface installed on each testing device. This software communicates with the DRC INSIGHT server to provide online tools training and test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely. Throughout this user guide, we refer to the secure web-browser testing interface simply as INSIGHT.

### ❑ Main INSIGHT Page

When a testing device is successfully registered with INSIGHT, the main testing page appears, as shown below. The image below shows the page that appears when you start INSIGHT. This page contains links to tests, Online Tools Training (OTT), and tutorials.

**Note:** In the other volumes of this user guide, a generic image is used to indicate multiple testing programs, if applicable.



### ❑ System Readiness Check

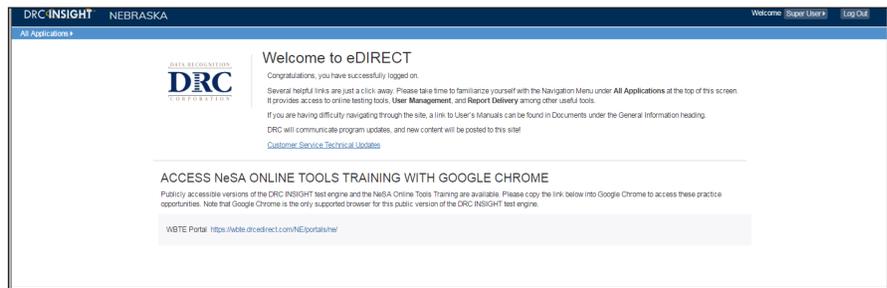
The System Readiness Check runs when INSIGHT is installed or starts. It helps you verify that the testing device is configured correctly and ready for testing.

## ❑ The eDIRECT System

The eDIRECT system provides distribution and administrative functions for the DRC INSIGHT Online Learning System.

- Technical users download INSIGHT, the TSM, and other software and links from the eDIRECT system to set up their testing environment.
- Administrative users use the eDIRECT system to create student records, test sessions, and test groups to help manage or monitor their testing environment and report the results.

Details of the eDIRECT system are covered in the eDIRECT user guides.



## Testing Site Manager (TSM)

### Content and Response Caching

INSIGHT also provides the Testing Site Manager (TSM), a powerful, web-based application that provides caching and a software toolbox to help you plan, configure, and manage your online testing environment. Usually, you install the TSM caching software on one or more strategic computers with sufficient bandwidth to help manage and streamline communication between the test devices and the DRC INSIGHT server.

The TSM offers two types of caching—content caching for test content and response caching for student test responses. At test time, the TSM content caching software sends its cached test items to the testing devices. This content must be current in order for students to test.

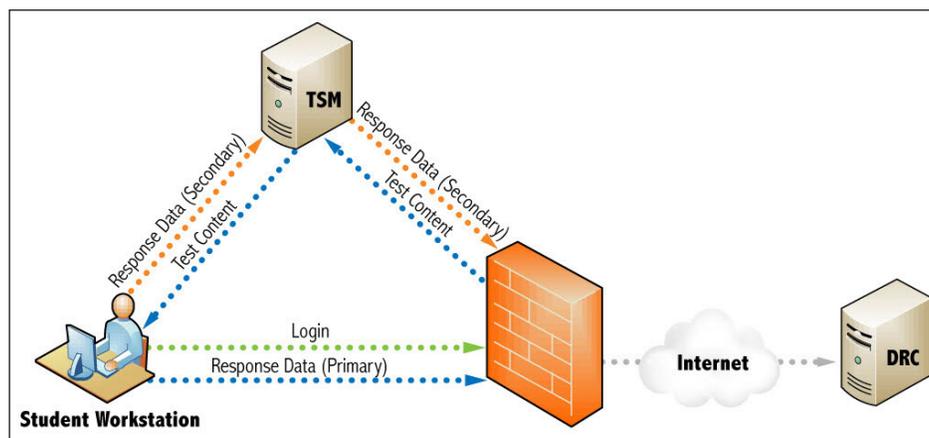


Figure: TSM Content and Response Caching

During testing, if the test computers can communicate with the DRC INSIGHT server, responses go directly to the server. If test computers cannot communicate with the server, the response caching software buffers and stores their test responses. When the response caching software is communicating with DRC, it sends test responses to the DRC INSIGHT server every fifteen minutes. Even if DRC is not currently communicating with the testing computers, the test responses are still being stored on the TSM for transmission to DRC, so no responses are lost.

**! Important:** TSM response caching is used *during* a test session—students cannot start a test session if there is no communication between the INSIGHT server and the testing device, or if there are unsent responses on the TSM.

### TSM Diagnostic Tools

In addition to content and response caching, the TSM offers powerful diagnostic software tools, including Load Simulation Tests and Ping Trend Graphs, to help sites prepare and manage their test environment.

## ❑ Online Tools Training (OTT)

DRC INSIGHT’s Online Tools Training (OTT) simulate online testing and allow students to practice using the testing interface’s online tools.

- The OTT allows students to become familiar with the online test environment and the suite of online testing tools, such as the Line Guide tool and the Highlighting tool.
- The OTT contains sample test questions to help students become familiar with the tools and features available during online testing.

**Note:** Install INSIGHT on the testing computers as early as possible to give students time to familiarize themselves with the INSIGHT test environment and the testing tools.

## ❑ Tutorials

DRC offers online tutorials to help students become familiar with all aspects of online testing. Students can access the tutorials from the DRC INSIGHT Online Assessments Tutorials link from the main INSIGHT testing page.

## ❑ Testing Accommodations

DRC INSIGHT also offers many accommodations, including optional testing accommodations, to help students test successfully.

.....  
**Important:** A TSM is required for accommodations.  
.....

### ■ INSIGHT, the TSM, Computers/ Devices, and Testing Programs

You can install a TSM and INSIGHT on a computer, and configure INSIGHT to support one or more testing programs.

- You can install a TSM on a Windows or Mac or Linux computer, but you can only install one TSM per computer.

To use the TSM with two different testing programs (for example, a consortium program and your state-specific testing program), you must install two TSMs, one for each program on separate computers (or uninstall the first program's TSM and install the second TSM on the same computer).

- You can install INSIGHT on a Windows or Mac or Linux computer, or on a Chromebook, iPad, or Android device.

From that single computer or device, you can use INSIGHT to access multiple testing programs. When you start INSIGHT, a page lists the different testing programs from which you can select.

- You can install a TSM and INSIGHT on the same Windows or Mac or Linux computer.
- You can install INSIGHT on a Windows or Mac or Linux computer and configure it to work with a TSM that is installed on a different Windows or Mac or Linux computer.
- You can install INSIGHT on a Chromebook, iPad, or Android device, and configure it to work with a TSM that is installed on a Windows or Mac or Linux computer.

Certain software rights are required to install and/or automatically update INSIGHT and the TSM software.

.....  
**!** **Important:** INSIGHT requires Administrator rights to install it and Write access to perform the software Auto Update function. The TSM software requires Administrator rights to install it and to perform the software Auto Update function.  
.....

### ■ Software Installation and Update Rights

# System Requirements and Testing Information



## ■ What's Covered in This Section

This section points to the document describing the specific hardware, software, network, and desktop requirements to configure INSIGHT, the Testing Site Manager (TSM), and automatic software updates. This section also discusses the tasks necessary to configure the INSIGHT software environment, including the tasks to configure INSIGHT to connect directly to DRC servers and databases through the Internet.

## ■ Nebraska Configuration Information

This guide includes information about the operating systems, software, devices, and accommodations that work with INSIGHT and the TSM. The specific technical information covered in this user guide that pertains to Nebraska is shown below. Use this information as reference throughout the volumes in this user guide.

### **Operating Systems**

- Windows
- Mac (OS X and macOS)
- Apple iOS
- Chrome OS
- Android OS

### **TSM and Other Options**

- Content Caching
- Response Caching
- Capacity Estimator
- Load Simulation Testing
- Ping Trends

■ **System  
Requirements  
Information**

The DRC system requirements information describes the specific hardware, software, network, and desktop requirements to configure INSIGHT and the TSM to work with various testing devices in different testing scenarios. This information is updated regularly based on various factors, including changes in vendor support of various operating systems and hardware devices.

To review the current information, refer to the *DRC INSIGHT Online System Supported System Requirements* available at your state’s eDIRECT site by navigating to **All Applications–General Information–Downloads** and clicking **View System Requirements** at the bottom of the page.

[View System Requirements](#)

[Monitor Setting Verification](#)



**DRC INSIGHT™**  
ONLINE LEARNING SYSTEM

[Supported System Requirements](#)

## Automatic Software Updates

For online testing, both the INSIGHT software and the TSM software must be up to date. You can perform this task manually or automatically. You can use the System Readiness Check to confirm that you have the latest version of the INSIGHT and/or TSM software (see *Using the System Readiness Check* in *Volume IV: DRC INSIGHT*).

❗ **Important:** INSIGHT software updates and TSM software updates are different than operating system updates. On testing days, testing devices should not be set to automatically update the operating system.

Operating system vendors such as Google, Microsoft, and Apple are moving to a model where operating system updates occur automatically in the background. Update processes running in the background on testing devices consume CPU and memory, and can affect the testing experience. To avoid this situation, verify that no background processes are running on testing devices during testing. Also, if a testing device is set to accept operating system updates automatically, verify that it has the most current version of the operating system before the test session starts.

## INSIGHT Software Updates

To specify that the INSIGHT software automatically updates the testing devices, use the Central Office Services - Device Toolkit to select **Enable Auto Update** during the configuration process (see *Volume III: Configuring Devices for Testing*).

- If the Auto Updates feature is enabled, the software checks the version each time INSIGHT is launched and provides the option to install any software updates.
- If the Auto Updates feature is not enabled, the software also checks the version when INSIGHT starts.
  - When a student attempts to log in to a test, the student is notified that they do not have the latest version of the software and cannot continue.
  - You must update the software manually by downloading the latest version from the eDIRECT system and reinstalling.

Update your software *before* testing begins to avoid delays.

❗ **Important:** INSIGHT requires Administrator rights to install and Write access to the installation folder to perform the Auto Update function.

***TSM Software Updates***

For a TSM device, you can specify whether to have TSM software updates performed automatically, or to be notified when updates are available and install them manually.

.....  
**!** **Important:** The TSM software requires Administrator rights to install and to perform Auto Updates.  
.....

When you install a TSM, on the Automatic Update window you specify whether to enable notification of TSM software updates.

- If you select **Enable Automatic Update** (the default value), DRC updates the TSM software automatically.
- If you select **Disable Automatic Update**, DRC notifies you whenever an update to the TSM software is available and you must update the TSM software manually.

.....  
**!** **Important:** On the day of testing, confirm that the TSM software is up to date to ensure that students can test. For example, if the device where the TSM is installed was turned off recently, it is possible that the TSM software is out of date.  
.....

## Network Requirements for Testing Computers

This section describes various network considerations for online testing.

### Network Connectivity

To ensure proper network connectivity for testing, keep the following information in mind.

- All testing computers should have access to the Internet and be able to access the DRC servers using HTTP/HTTPS protocols on ports 80 and 443.
- All firewalls at the testing computer and network level should allow connectivity on ports 80 and 443.
- Whitelist the following file types, both internally and externally:  
**enc exe** (for updates) **msi** (for updates) **gif html jar jpeg json xml**
- Prioritize and whitelist INSIGHT traffic on firewalls, Internet packet shapers, routers, switches, proxies, and other network devices you use
- Each testing program uses its own URLs to communicate from the INSIGHT software to DRC servers, or from the TSM server to DRC servers. Whitelist the URLs shown in the table below on the content filtering systems or other proxy/firewall software that you use locally.

Program	URLs	Port/Protocol
Nebraska	https://drc-centraloffice.com https://ne-insight-client.drceirect.com https://ne-insight.drceirect.com https://ne.drceirect.com https://www.drceirect.com https://wbte.drceirect.com https://dtk.drceirect.com https://api-gateway-cloud.drceirect.com https://api-gateway.drceirect.com https://cdn-content-prod.drceirect.com https://cdn-download-prod.drceirect.com	80/http 443/https (applies to all of the URLs)

### Notes:

- When whitelisting, you can whitelist \*.drceirect.com if your filter allows wildcard addresses. DRC recommends that you whitelist \*.drceirect.com if possible. Some locations may have to whitelist both the individual address and the wildcard address.
- If your location uses an Internet connection idle timeout, verify that the timeout limit is sufficient to allow students to complete testing.
- If your location uses screensavers, verify that the timeout limit is sufficient to allow students to complete testing.
- DRC recommends allowing INSIGHT traffic to bypass your firewalls and proxies if possible.
- Besides whitelisting these sites, you may need to allow sites to pass through the proxy server without requiring authentication credentials to be passed by INSIGHT.

## Wireless Networking

INSIGHT supports wireless networks. However, sites may experience issues on less reliable wireless networks or if too many students attempt to connect to a single access point. When you test load capacity in a wireless network, verify that your access points and network can handle the number of simultaneous users that will be testing. DRC recommends performing load testing in a wireless network (see *Load Simulation Testing* in *Volume II: Testing Site Manager (TSM)*).

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**⚠ Important:** Some access points interpret TSM-to-INSIGHT communication as peer-to-peer networking. If you have Layer 7 or peer-to-peer web filtering rules in your filters and access points, DRC recommends that you disable them.

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## Desktop Monitoring

If your testing location uses remote desktop monitoring software to monitor the computers that will be used for testing, that software may interfere with the testing software.

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**⚠ Important:** If possible, disable the monitoring software on testing computers during test times to guarantee adequate security. The particular steps you need to take vary, depending on the monitoring software you are using and the operating system of the testing computer. If it is not feasible to disable your monitoring software, ensure that any staff members who can use the monitoring software refrain from using it during testing periods.

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## ***INSIGHT Bandwidth and Connectivity Requirements***

To start a test, INSIGHT contacts DRC to log in. After a successful login, INSIGHT downloads the test from the DRC server (or the TSM if available). INSIGHT sends answers to the DRC server every time the page is changed (or to the TSM if communication with DRC is interrupted—if a testing computer cannot communicate with DRC, the student cannot log on to start a test).

- INSIGHT must maintain connectivity to the Internet or a TSM throughout the test.
- INSIGHT supports wireless networks. If you test using wireless networks, be careful not to overload the network access points.
- DRC recommends Ethernet networks, where available, for online testing.

## **Bandwidth Calculation Guidelines**

Bandwidth requirements and recommendations are based on the *actual amount of bandwidth available*. Even with a high-speed communication line, only part of the connection may be available for online testing due to Internet traffic. The greatest amount of bandwidth is required when students download tests.

## **Calculating Bandwidths**

You can estimate bandwidth requirements by dividing the size of the test by your target wait time (the amount of time it should take the test to load). The bandwidth calculations that follow are based on the following assumptions:

- A T1 line transfers data at 1.54 Mbps.
- The average test size is 2 MB (16 Mb).
- Your target wait time to load a 2 MB test is 20 seconds.
- Approximately 80% of your total bandwidth is available for testing.
- All of your students load the test at the same time, instead of staggering log in attempts.

**Note:** You can increase your capacity by increasing the wait time and staggering your log in attempts.

## **Bandwidth Required with no TSM**

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Each student requires 16 Mb/20 seconds, or .8 Mbps, so approximately two students at a time can load the test in 20 seconds (2 x .8 is just slightly more than 1.54). To have 12 students load their tests simultaneously within 20 seconds, you would need a total bandwidth of approximately 12 x .8 Mbps, or 9.6 Mbps.

## **Bandwidth Required with a TSM**

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With a TSM, many more students can load the test at a time. A TSM decreases your Internet bandwidth requirements because you can load the test from the TSM rather than from the DRC server, which greatly increases your capacity.

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**ⓘ Important:** Bandwidth calculations are estimates. There are many variables, including network traffic, that can impact actual network performance.

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### ***INSIGHT and Virtual or Remote Desktops***

INSIGHT is a desktop-installed application that runs natively\* on specific operating systems. To successfully launch and run INSIGHT, you must meet system requirements, such as operating system level, processor, disk space, memory, Internet connectivity, and screen resolution.

As long as your virtual/remote machines meet these requirements, you can run INSIGHT in a virtual or remote desktop environment. However, if your site uses virtual computing technology and runs INSIGHT on virtual/remote operating systems and/or devices, you must implement appropriate security measures to ensure that these virtual/remote desktops cannot access other applications during the administration of an online assessment.

*\*Running natively refers to running without external support, as opposed to running in an emulation.*

### ***Kiosk Mode and Security***

The risk of running INSIGHT on virtual/remote operating systems and devices in a virtual or remote desktop environment is the loss of built-in security. When INSIGHT runs on a supported device and operating system, it uses Kiosk Mode to “lock down” student access and prevent students from performing inappropriate testing activities, such as accessing the Internet.

INSIGHT’s Kiosk Mode is not available for unsupported operating systems and devices. Sites using virtual computing technology for unsupported operating systems and devices must implement security measures to ensure that any virtual or remote desktop a student is using cannot access other applications while online assessments are being administered.

### ***Native Operating Systems and Devices***

To review the supported operating systems on which INSIGHT runs natively, as well as the devices that can currently run INSIGHT-supported operating systems natively if they meet the minimum system requirements. To review the current information, refer to the latest version of the *DRC INSIGHT Online Learning System Supported System Requirements*.

## Virtual Desktop Operating Systems

Besides the physical devices that host operating systems directly, virtual desktops can indirectly host some supported operating systems for INSIGHT. Typically, users access these virtual desktops from another operating system, on another device, across a network boundary. The following table lists the supported and unsupported operating systems for virtual or remote desktop sessions.

Supported Operating Systems	Unsupported Operating Systems
<ul style="list-style-type: none"><li>• Microsoft Windows</li><li>• Mac (OS X and macOS)</li><li>• Linux</li><li>• nComputing vSpace</li></ul>	<ul style="list-style-type: none"><li>• Google Chrome OS</li><li>• Apple iOS</li><li>• Google Android</li></ul>

## Virtual Desktop Devices

The device a student interacts with is actually a gateway to the virtual or remote desktop. However, the device may or may not be capable of supporting INSIGHT natively or be able to run an operating system that INSIGHT supports. The following table lists the types of devices that can run the various operating systems that INSIGHT supports.

Supported Devices	Unsupported Devices*
<ul style="list-style-type: none"><li>• Desktop computers</li><li>• Laptops</li><li>• Netbooks/tablets</li><li>• Servers</li><li>• Wyse Thin Clients and Wyse Zero Clients</li><li>• nComputing devices</li></ul>	<ul style="list-style-type: none"><li>• Chromebooks</li><li>• tablets</li><li>• Convertible devices and hybrid devices</li><li>• Phones</li><li>• iPods</li><li>• Other UNIX devices</li></ul>

**⚠ Important:** \*Virtual and remote desktop software can access supported operating systems. If you test using unsupported devices, ensure that students cannot access the Internet and other resources.

### **Windows 7 Desktop Font Size Requirements**

The testing computers' font size settings must match the test settings to guarantee that line breaks and other items display correctly during testing. The following table shows the correct font size setting for testing and how to specify it for the Windows 7 operating system.

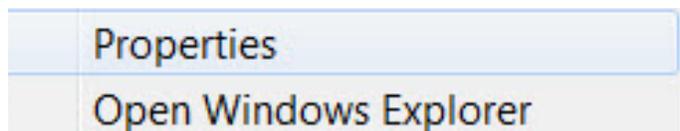
<b>Operating System</b>	<b>Font Size Setting</b>	<b>How to Check or Change</b>
Windows 7	100% (Custom DPI)	Select <b>Control Panel–Appearance and Personalization–Display–Set custom text size (DPI)</b> .  When you click <b>Apply</b> , your new font size setting will be used in your Windows programs.

## Windows 7 Taskbar Security Requirement

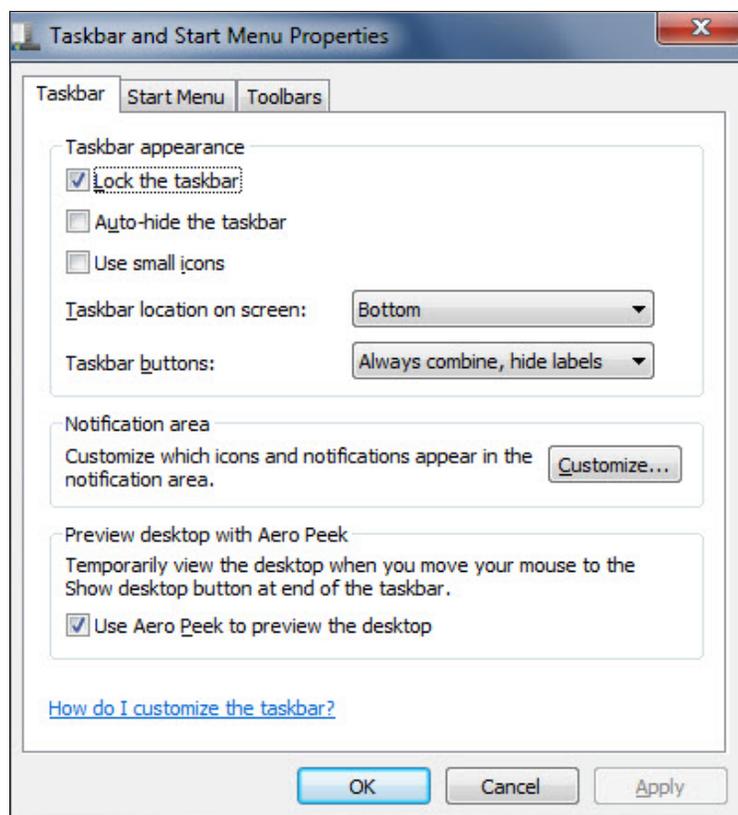
During testing, each testing computer is locked down while INSIGHT is active to prevent the student from having access to outside information. For Windows computers, you must be sure the **Auto-hide the taskbar** setting is turned off to secure the testing computer.

To turn off the **Auto-hide the taskbar** setting on a Windows 7 computer, perform the following steps:

1. Right-click on the Windows logo on the taskbar and select **Properties**.



2. From the Taskbar tab on the Taskbar and Start Menu Properties dialog box, uncheck the **Auto-hide the taskbar** checkbox (if it is checked).



3. Click **Apply** to verify your change and **OK** to save it.

# Glossary



### ■ Accommodation

Modifications or enhancements made to tests, or test environments, that allow students with physical or learning disabilities, or a limited English-language ability, to more accurately demonstrate their knowledge and skills in an assessment situation.

### ■ Capacity Estimator

An Excel spreadsheet file you can download and use to estimate the following testing times:

- The time it will take to initially download INSIGHT (the test engine) based on the number of students who test at the same time.
- The times a student will wait for both a fixed-form test and a Computer Adaptive Test (CAT) to load, with and without content caching configured. These times are plotted against the number of students who start testing at the same time.
- The time required for a student to receive the next fixed-form or CAT test question when the student is finished with a question (the time required for the testing computer to save the test response and retrieve the next question).

### ■ Central Office Services - Device Toolkit

DRC provides software called the Central Office Services - Device Toolkit that you use to configure the testing devices in your environment. You use the Central Office Services - Device Toolkit to organize, configure, and manage your devices for testing with DRC INSIGHT and the TSM.

### ■ Content Caching

The Testing Site Manager (TSM) can cache test content. At test time, the TSM content caching software sends its cached test items to the testing devices. This content must be up to date in order for students to test. DRC strongly recommends TSM content caching for maximum performance.

### ■ DRC INSIGHT Online Learning System

DRC's system to deliver assessments and related resources online for all content areas and grade levels by incorporating computerized testing, related resources, dynamic reporting, and a suite of educator tools. The DRC INSIGHT Online Learning System consists of a secure web browser testing interface and the TSM to help manage network traffic, maintain connectivity, and handle bandwidth issues (see "*Testing Site Manager*").

### ■ DRC INSIGHT

The main component of the DRC INSIGHT Online Learning System, DRC INSIGHT is a secure web-browser testing interface that is installed on each testing device. This software communicates with the DRC INSIGHT server to provide and test questions to the test taker and to send responses to the DRC INSIGHT server, which stores them securely.

**■ Dynamic IP Address**

An IP address that can change when the computer or device is restarted or rebooted based on the pool of IP addresses that are available at the time (see “*Static IP Address*”).

**■ Kiosk Mode**

When DRC INSIGHT runs on a supported device and operating system, it uses Kiosk Mode to “lock down” student access and prevent students from performing inappropriate testing activities, such as accessing the Internet.

**Note:** On an iPad device, Kiosk Mode is referred to as Guided Access Mode. On an Android device, Kiosk Mode is referred to as Pinning Mode.

**■ Latency**

The rate of data transfer across a network is referred to as latency. Knowing the latency of a network is useful for helping to determine peak network traffic times and for analyzing the best times for testing.

For example, when the TSM “pings” the IP address of the DRC server, the network sends data packets from the TSM to the DRC server and back. The network calculates the time, in milliseconds, it takes for the data to be received. The longer this time is, the longer it has taken the DRC server to receive the data packets (usually because of excess network traffic).

**■ Load Simulation Test (LST)**

A software test used to perform load simulations to help estimate the amount of time it will take to download tests and upload responses. For individual testing devices, a load simulation test reports the following:

- The source for the content: the TSM, DRC, or the client computer (based on the configuration)
- The amount of time it took to load the test to the testing device, on average
- The time it took to submit the result to DRC
- The combined time it took to load the test and submit the result

**■ Native Device**

A device that can run INSIGHT-supported operating systems natively if it meets the minimum system requirements. Running natively means running without external support, as opposed to running in an emulation.

**■ Online Tools Training (OTT)**

An optional, customized feature of DRC INSIGHT that allows students and administrators to become familiar with the online test environment and their suite of online testing tools.

### ■ **Static IP Address**

An IP address that is permanently assigned to a computer or device and does not change when the computer or device is restarted or rebooted (see “*Dynamic IP Address*”).

### ■ **System Readiness Check (SRC)**

A software program that helps you troubleshoot issues that may occur when DRC INSIGHT is installed or running. The SRC is installed automatically when you install DRC INSIGHT, runs anytime DRC INSIGHT runs, and performs a series of tests that you can use to diagnose, prevent, or correct most errors easily. It verifies that a testing device meets the necessary hardware and software requirements for testing, indicates any checks the testing device failed, and provides suggestions for success.

### ■ **Testing Site Manager (TSM)**

DRC’s powerful web-based application that works with DRC INSIGHT to provide caching and a software toolbox to help you manage your online testing environment. The TSM offers content caching for test content. The TSM caching software is installed on one or more strategic computers with sufficient bandwidth to help manage and streamline communication between the test computers and the DRC INSIGHT server. A TSM typically reduces bandwidth traffic for schools by about 50% when downloading test content (see “Content Caching”).

### ■ **Thin Client**

A computer that relies on servers for information processing and other tasks.

### ■ **TSM Server Domain**

A unique, identifying URL generated on the TSM. When creating a configuration, a user enters this URL into the Central Office Services - Device Toolkit with the TSM port number to point the configuration to the TSM. The TSM Server Domain address points back to DRC to retrieve the local IP address for the TSM. The local IP address used is determined by the priority set on the TSM computer’s Network Interface Card (NIC) and is listed on the Testing Site Manager (TSM) page as the TSM Server IP.

### ■ **Virtual Desktop**

Desktops that can indirectly host some supported operating systems for DRC INSIGHT (other physical devices host operating systems directly). Typically, users access virtual desktops from another operating system, on another device, across a network boundary.

### ■ **Virtual Desktop Device**

A device a student interacts with, which is actually a gateway to the virtual or remote desktop. The device may or may not be capable of supporting DRC INSIGHT natively or be able to run an operating system that DRC INSIGHT supports.

# Notes



Produced by Data Recognition Corporation (DRC)  
13490 Bass Lake Road  
Maple Grove, MN 55311

Nebraska Customer Service: 1-866-342-6280  
Website: <https://ne.drctdirect.com>  
Email: [necustomerservice@datarecognitioncorp.com](mailto:necustomerservice@datarecognitioncorp.com)  
Revision Date: October 26, 2017