Maine Educational Assessments (MEA)

Kiosk Installation Frequently Asked Questions

Spring 2017

The eMPowerMEA™ Kiosk is used by students for online testing. *MEA Kiosk Installation Frequently Asked Questions* (FAQ) provides answers to frequently asked questions from technology personnel responsible for installing and setting up the online testing environment in participating districts and schools.

For more information, see the *MEA Kiosk Installation Guide*, which is available on the MEA Help & Support page:

http://maine.onlinehelp.measuredprogress.org

For additional technical questions about the installation of the kiosk, contact the Measured Progress Service Center at maineservicecenter@measuredprogress.org or (855) 652-8929.

What are the student workstation requirements?

The eMPowerMEA™ Kiosk is available for Windows, Mac, and Linux workstations as well as iPads and Chromebooks. For more information, see Technology Guidelines for the Maine Educational Assessment.

The following tables list the minimum student workstation requirements for all supported configurations, supported tools by device, and supported accommodations by device:

Table 1: Student Workstation Specifications

System Requirements – All Hardware	
Connectivity	Student devices must be able to connect to the internet via wired or wireless networks
Screen Size	9.7" screen size or larger/ "10-inch class" tablets or larger
Screen Resolution	1024 x 768
Browsers (Used for Practice Test ONLY)	Chrome™ 55 or newer[a] Firefox® 49 or newer[a] Safari® 9 or newer Internet Explorer 11 Microsoft Edge
Headphone/Earphone/Ear Buds	Headphones/earphones/ear buds are required for students who have a text-to-speech accommodation
Desktop and Laptop Specific Requirements	
CPU	1.2 GHz
Memory	2 GB
Input Device	Keyboard – wired or wireless/Bluetooth® enabled mouse or touchpad
Windows® operating system	Windows Vista®*, 7, 8.1, and 10 (32-bit and 64-bit)
Mac OS® operating system	10.9 – 10.12 (64-bit only[b])
Linux® operating system	Ubuntu 14.04 LTS (64-bit only) Fedora™ 21, 22 (64-bit only)
Tablet/Netbook/2-in-1 Specific Requirements	
iPad®	10.2[a]
Chromebook™ notebook computer	Chrome OS™ 53-55[a]
Windows-based tablets/netbooks/2-in-1	Windows 8.1, 10 (32-bit and 64-bit)

Windows Vista® is currently undergoing testing

a. As new operating systems and browser versions are released, eMetric will update technology guidelines following successful compatibility testing.

b. To determine if the operating system is 32 or 64 bit, please visit http://www.akaipro.com/kb/article/1616.

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eMPowerMEA™ software identifies running third-party applications that pose a known security vulnerability prior to allowing a student tester to log in. Users will be required to close these applications prior to logging in to the kiosk. There may be additional third-party applications not currently identified by eMPowerMEA™ that can introduce additional security vulnerabilities. To minimize potential security vulnerabilities introduced by these applications, we recommend removing all third-party applications from the testing platform prior to conducting the operational test.

Do I need to conduct the Site Readiness Test?

Yes, it is very important that you perform the Site Readiness Test on all devices or device configurations to be used for testing. This test allows you to ensure you have properly installed the kiosk and that the device settings are correct for testing.

Do I need to certify my site is ready for testing in the MEA Portal?

Yes, this is an important step that allows you to notify your School Test Coordinator that the devices have the kiosk installed and are properly configured for student testing.

The kiosk is installed behind a proxy server and cannot connect to the Internet. How can I ensure that the kiosk will connect on the day of testing?

Whitelist the following sites on ports 80 and 443 in content filtering proxies or other locally used proxy software:

- https://maine.measuredprogress.org
- http://maine.measuredprogress.org
- fonts.googleapis.com/
- themes.googleusercontent.com/
- googleusercontent.com/

Important: If you have previously allowed these sites by IP address, maine.measuredprogress.org has changed its location and will need to be re-whitelisted.

I am unable to see the gridlines and bubbled choices of the items. Why are they not showing up?

If your screen resolution is not correct, you may not be able to see items as intended. The minimum screen resolution is 1024 x 768.

To check your current screen resolution on a Windows desktop:

- Right-click anywhere on your desktop and select **Screen resolution**.

  Tip: If your screen resolution is correct and you are still unable to see gridlines and bubbled choices, the monitor may have a color issue. Try switching out the monitor that is not working with a monitor that is working.

I am unable to see the gray shading on the Guideline tool and some of the items. Why is the shading not showing up?

Some monitors' "normal" settings may not display the gray shading as intended. Try changing the monitor's color settings to a warmer or cooler color to better see the shading. Alternatively, try switching out the monitor that is not working with a monitor that is working.

When the kiosk launches, a "Please wait, checking for updates" message appears for several minutes. Why does the launch take so long?

If this is the first time you are launching the kiosk, it may take several minutes to download. Subsequent downloads should be much faster.

If the problem persists:

- Check the Task Manager and ensure that there is only one kiosk.exe file. If more than one kiosk.exe file is being run, shut down both tasks and re-launch the kiosk.

  Tip: If only one kiosk.exe file is being run, then the issue could be related to the local internet network (for example, network latency).

I have a thin client or terminal server setup. Do I need to run the Site Readiness Test on all of the devices?

No, the Site Readiness Test does not need to be performed on all devices in a thin client or terminal server setup. Perform the Site Readiness Test on the host machine and at least one client machine. For assistance, contact the Measured Progress Service Center at maineservicecenter@measuredprogress.org or (855) 652-8929.

What file permissions does the user need?

The user (any device on which the kiosk is installed) needs full read/write permissions to the location specified at installation to store student responses.

- If you have specified that student responses are to be stored on the network in a folder, make sure that all students can read and write to that folder during the entire testing process.
- The devices also need read/write permissions to the *%temp%* directory on the local profile of the student using the device.

Will the software restrict access to other computer applications, such as calculators or spell checker?

Yes, when the student is using a kiosk, he or she will be unable to access other computer applications. If the student is using a browser kiosk, he or she will be able to access other applications.

Note: The browser kiosk may only be used for the sample items. Students will not be able to take the operational test on the browser kiosk.

Programs running in the background will not allow the kiosk to launch. What can I do to fix this?

Because the kiosk is secure, it will always force the user to quit these applications before it is launched. All other applications must be closed.

If you continue to experience difficulty due to programs running in the background:

- Disable any conflicting programs from running on startup.

- Some users have reported problems with Open Office products starting automatically.

  Tip: For assistance, contact your technology department or read this article: http://en.kioskea.net/faq/10897-disable-the-launch-of-openoffice-at-startup

A student is in the middle of taking a test and now the text is overlapping and some of the words are all scrambled together. What can I do to see the text?

To refresh the text on the screen:

1. Click **Next** and **Back** to navigate through the questions to see if they will appear without overlapping or scrambling.
2. Pause the test, and then log back in to the test to see if the text appears without overlapping.
3. If the problem persists, contact the Measured Progress Service Center at maineservicecenter@measuredprogress.org or (855) 652-8929.

All of the students logging in to their test session are getting an "Invalid Username & Password" error message. Why is this happening?

Tests may be taken only during the time specified in the testing window.

To make sure the testing window is open:

1. Go to https://maine.measuredprogress.org and log in.
2. From the Portal home page, click **Administration**.
3. At the top of the page, click **Test Sessions**.
4. To filter the Test Sessions table, select an option from one or more of the drop-down lists.
5. Locate the test session in the Test Session table, and click **View Details/Student Logins**.
6. Check the start and end dates and time for the testing window displayed on this screen.

   Important: Tests may not be started before the testing window begins or after the testing windows ends.
7. If the testing window is open and students are still unable to log in to their tests, contact the Measured Progress Service Center at maineservicecenter@measuredprogress.org or (855) 652-8929.

A student has logged in to the eMPowerMEA™ Kiosk and started testing on a Windows 7 workstation but now has a black screen and is unable to progress. What could be causing this to happen?

The device's hibernation or sleep settings may need to be adjusted.

1. To check the settings, open the **Control Panel**.
2. In the **System and Security** group, from the **Power Options** section, select **Change when the computer sleeps**.

3. Adjust the sleep and display settings, and then click **Save Changes**.

4. If the problem persists, contact the Measured Progress Service Center at maineservicecenter@measuredprogress.org or (855) 652-8929.

A student has logged in to the eMPowerMEA™ Kiosk and is unable to see all or part of the navigation buttons. What could be causing this to happen?

The device may have a default zoom turned on.

1. To check the settings on a Windows device, open the **Control Panel**.

2. In the **Appearance and Personalization** group, from the **Display** section, select **Make text and other items larger or smaller**.

3. Adjust the percent to 100%.