



# AAT SecureClient installation and testing guide



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Please note that screenshots may differ slightly in graphical style from those in your system. This is because graphics have been customised for the client by BTL. The layout and functionality of the screens in this document will be consistent with your system.

## Contents

|   |           |
|---|-----------|
| <b>AAT SecureClient installation guide.....</b>       | <b>4</b>  |
| <b>SecureClient minimum requirements.....</b>         | <b>5</b>  |
| <b>SecureClient installation.....</b>                 | <b>7</b>  |
| <b>SecureClient installation test.....</b>            | <b>10</b> |
| <b>SecureClient, proxy servers and firewalls.....</b> | <b>13</b> |
| <b>The importance of testing the software.....</b>    | <b>13</b> |
| <b>SecureClient version.....</b>                      | <b>13</b> |

## **AAT SecureClient installation guide note:**

This guide will give you the information you need to install and test the SecureClient on computers at your centre. It contains all the core information on installing the SecureClient, as you'll need to do this on each computer that students will be taking assessments on. This guide will explain how to check SecureClient is working and communicating with the SecureAssess system properly.

You should familiarise yourself with the information in this guide before installing the SecureClient.

### **Centre Support team contact details**

If you need any help with installation or have any queries, please contact the AAT Centre Support team.

**Phone:** +44 (0)20 3735 2443

**Email:** [centre.support@aat.org.uk](mailto:centre.support@aat.org.uk)

## SecureClient minimum requirements

The minimum requirements for running an assessment through SecureClient are as follows:

|   | <b>Hardware – these are minimum requirements</b>   |
|---|--|
| <b>Processor speed</b>                  | 2.33GHz Single core CPU or faster x86 compatible processor   |
| <b>Memory (RAM)</b>                     | 1GB of free memory throughout duration of assessment   |
| <b>Hard Disk space</b>                  | 1GB free space   |
| <b>Video</b>                            | Screen resolution of 1024x768<br>Graphics card with at least 128MB of memory   |
| <b>Peripherals</b>                      | Two button mouse<br>Keyboard   |
|   | <b>Software – these are supported platforms</b>  |
| <b>Operating system</b>                 | Windows 7 (32bit or 64bit)<br>Windows 8.1 (32bit or 64bit)<br>Windows 10 (32bit or 64bit)  |
| <b>.NET</b>                             | Microsoft .NET Framework 2.0 (Service Pack 2 or later) to Microsoft .NET Framework 3.5<br><br>NB: There is no download for .NET Framework 2.0 or 3.5 for Windows 7, 8 or 8.1 (note .NET Framework 3.5 is backwards compatible with 2.0). Though this is included with later versions, it may not be automatically installed and may need to be enabled in the Control Panel.   |
| <b>Internet browser</b>                 | Internet Explorer 11   |
| <b>Adobe Reader</b>                     | Adobe Reader XI (version 11.0.10)  |
| <b>Adobe Flash Player</b>               | Adobe Flash Player 18 to 20.0.0.306<br><i>This needs to be the ActiveX version of Flash, i.e. it needs to be installed from Internet Explorer.</i>   |
| <b>Bandwidth – minimum requirements</b> | A centre connection of 2Mbps or greater for every 30 candidate assessments being sat at the same time is recommended.<br><br>You are advised to use the Advance Download functionality if you do not want candidates to have to wait for the exam to download at the start of the session.<br><br>Please note that the use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements. |

### Applications and background processes

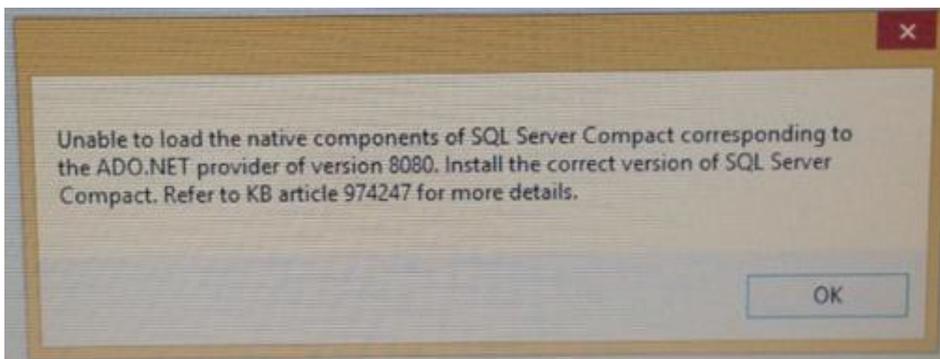
Whilst the assessment is in progress, SecureClient should be the only running application unless the use of another programme is a requirement of the assessment, e.g. Excel, SAGE. Running applications can be checked and closed via the Applications tab on the Task Manager window.

Whilst the assessment is in progress, all non-essential background processes should be ended to ensure that they do not interfere with SecureClient operation and performance. Running processes can be checked and ended via the Processes tab on the Task Manager window.

**Running applications and processes can use up the available memory and CPU usage required by SecureClient to operate effectively.**

For the best candidate experience, a monitor with a 17" visible area or larger is strongly recommended. On launching SecureClient a diagnostic tool will start, if the machine does not meet certain criteria (as listed above) you will be informed.

**SQL error message on Windows 8.1** – If you are running Windows 8.1, you will need to ensure that your machines are updated with SQL server compact 3.5 service pack 2 before installing SecureClient to avoid receiving the SQL error message.



**Runtime error message** – Only Admin user accounts should be used when installing SecureClient on machines to avoid receiving the Runtime error message. This will occur if a standard account user was to install the Client, even if Admin credentials are provided in the prompt window.



**Notification Area Settings**

Some of our assessments require the use of the Windows notification area on the taskbar. In order to ensure the correct settings are applied, navigate to 'Notification Area Icons' in the Control Panel menu, locate 'SecureClient' from the list of programs and ensure that the behavior is set to 'Only show notifications' or 'Show icon and notifications'

## Known issue when using Google's Chrome browser.

There has been an issue reported that impacts on assessments sat outside the SecureClient, i.e. practice assessments on the website and ISYS/ICAS.

The issue affects people using Chrome when the zoom settings are not at 100%. The effects can be: random scrollbars, pop-up text not being aligned to pop-ups, elements of the assessment starting to overlap like below:

If this fails to produce the advice he should

## SecureClient installation

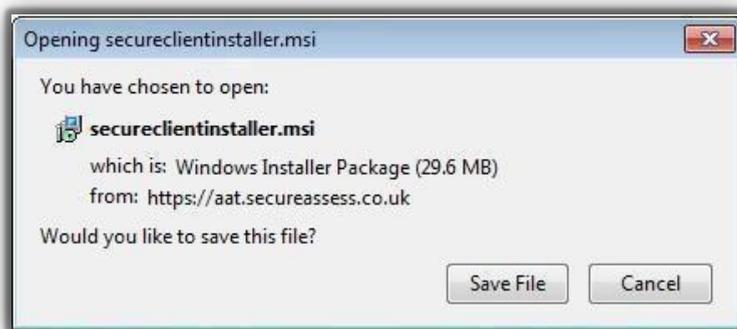
### Step 1:

Log in to the PC as an Admin user and navigate to the SecureClient web address below.

<https://aat.secureassess.co.uk/secureassess/secureclientinstaller.msi>

Once on that page, click on **Click here to download the SecureClient Installer**

This dialogue box will appear and you will need to select '**Save File**'. The file will then start to download to your computer:



Once the download has completed the above warning will be presented, asking whether you want to Run or Cancel the process. Click on the **Run** button. Progress bars will be displayed whilst the installer downloads.

**Step 2:**

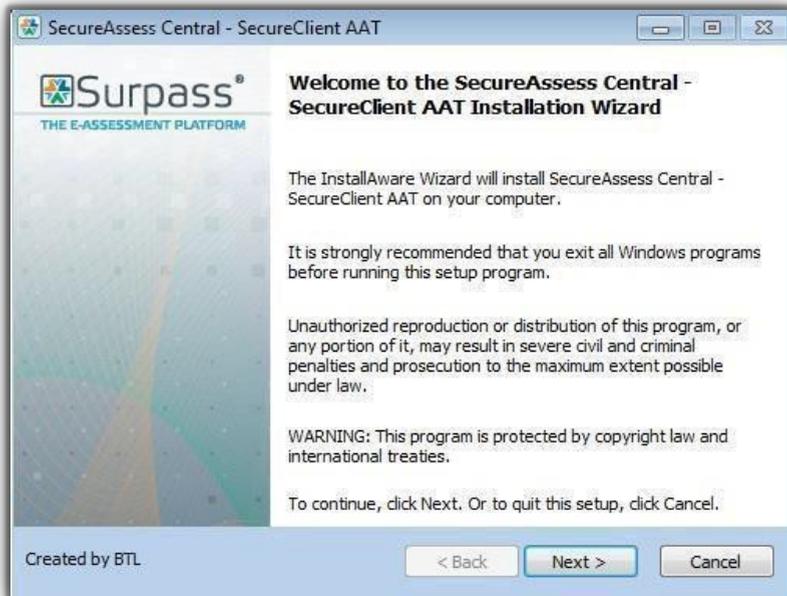
A security warning will then pop up. It will say that the publisher could not be verified.

This is a routine security step to prevent unwanted software installing itself, by requiring confirmation from the computer's owner.

Click on the **Yes** button.

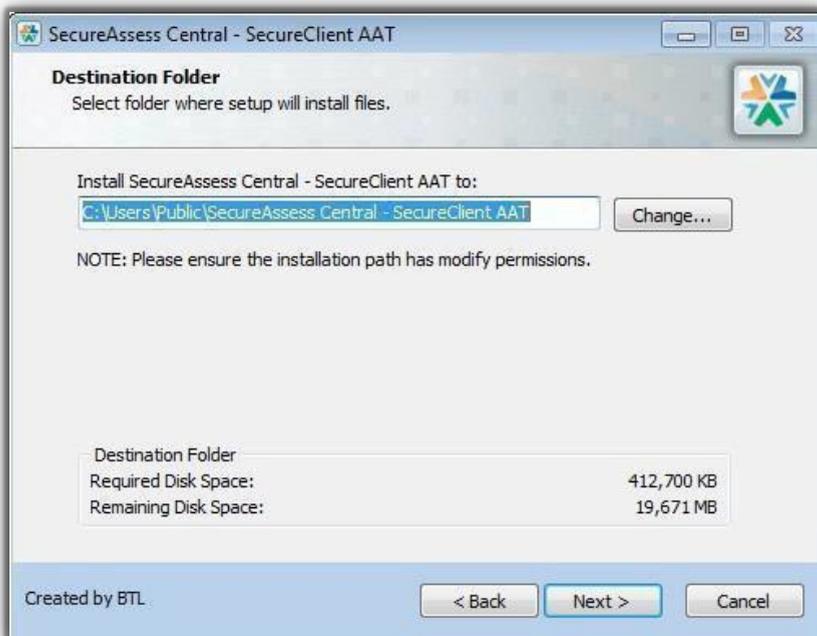
**Step 3:**

You will now see the SecureClient Installation Wizard.



**Step 4:**

You will now be offered the option to change the destination of where SecureClient will be installed.



Click **Next** to continue.

**Step 5:**

The final screen confirms that the installation has been completed and was successful.



Click **Finish** to close the wizard

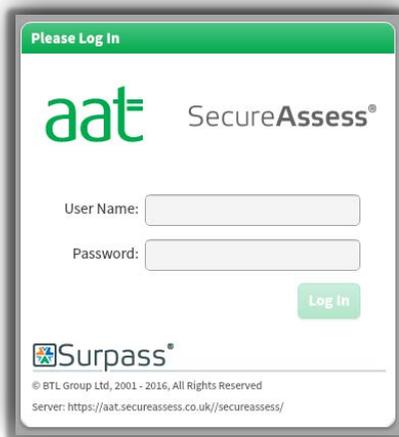
## SecureClient installation test

To confirm that SecureClient has been correctly installed on your system and that candidates will not experience any disruption, please follow these steps to test the system on every machine the software has been installed on.

Assessment staff/invigilators should be fully familiar with the [SecureAssess centre user guide](#) before delivering a live assessment session. IT staff performing system tests can follow the steps on the following three pages.

### Step 1:

Log in with your username and password to the central SecureAssess website via the following web address: <https://aat.secureassess.co.uk/>



The image shows the SecureAssess login page. At the top, it says "Please Log In". Below that is the "aat SecureAssess" logo. There are two input fields: "User Name:" and "Password:". A green "Log In" button is positioned to the right of the password field. At the bottom, there is a "Surpass" logo and copyright information: "© BTL Group Ltd, 2001 - 2016, All Rights Reserved" and "Server: https://aat.secureassess.co.uk/secureassess/".

### Step 2:

Click on the **Assessment Schedules** tab.



### Step 3:

Click on the **Create Assessment** button at the bottom of the screen to pop up the Schedule Assessment Wizard.



### Step 4:

At Select Centre, click on your centre which will highlight the record and make available the **Next** button



The image shows the "Schedule Assessment Wizard" interface. At the top, it says "Schedule Assessment Wizard" and "Select Centre | Select Qualification & As". Below that is a search bar with the text "Select Centre:" and a magnifying glass icon. The search term "practice" is entered in the search bar. A "Clear" button is to the right of the search bar. Below the search bar is a list of results: "NZ Practice Qualification Centre" and "Practice Qualification Centre". The "Practice Qualification Centre" is highlighted in green.

You can now click **Next**.

### Step 5:

At Select Qualification and Assessment, select the relevant programme and qualification, which then brings the assessments box live. From here, select a **Sample** assessment.

The screenshot shows the 'Schedule Assessment Wizard' interface. It has three main sections: '1. Select Programmes', '2. Select Qualification', and '3. Select Assessment'. In the '2. Select Qualification' section, 'AQ2013' is selected. In the '3. Select Assessment' section, 'BDGT sample assessment 1' is highlighted.

### Click **Next**. Step 6:

At Set Date click **Next** again without departing from the default 'same day' exam or limiting the times.

The screenshot shows the 'Schedule Assessment Wizard' interface for the 'Set Date' step. It includes a 'Start Date' field with a calendar icon set to 19/07/2016, a 'Multiple day assessment' checkbox, and a note: 'Note: The start & end times are times between which the assessment can be taken for each day specified above..'. Below this, it states 'This assessment is available to be scheduled between 00:00 and 23:59'. There are 'Start Time' and 'End Time' fields with spinners, both set to 00:00 and 23:59 respectively.

### Step 7:

At Select Candidates tick the box on the line of the student you wish to select and then click **Next**.

| Select Centre   Select Qualification & Assessment   Set Date   <b>Select Candidates</b>   Delivery & Administration   Review |          |            |               |        |                                     |
|--|----------|------------|---------------|--------|-------------------------------------|
| Membership no.   | Forename | Surname    | Date of Birth | Reason | Selected                            |
| 30109710   | Test     | Assessment | 29/03/2000    |        | <input checked="" type="checkbox"/> |

Assessments offered as Sample allow unlimited repeat scheduling.

### Step 8:

At the Delivery and Review stages click **Next** without altering the default settings. Finally, click on **Finish** to exit the wizard.

### Step 9:

Click on the **Invigilation** tab.

The screenshot shows a navigation bar with three tabs: 'Schedules', 'Invigilation', and 'Marking'. The 'Invigilation' tab is highlighted in green, indicating it is the active tab.

On this page, you will be able to get the keycode for the sample assessment(s) that you have scheduled. Keep this page open as you may need to refer to it during the next stages.

|   |                                 |                               |                    |            |            |          |          |                 |
|---|---------------------------------|-------------------------------|--------------------|------------|------------|----------|----------|-----------------|
|  | BDGT sample assessment 6BD3D3A6 | Practice Qualification Centre | Budgeting (AQ2013) | 19/07/2016 | 19/07/2016 | 00:00:00 | 23:59:00 | Test Assessment |
|---|---------------------------------|-------------------------------|--------------------|------------|------------|----------|----------|-----------------|

**Step 10:**

Take a note of the keycodes for the assessments just scheduled either by using the Print Invigilation Pack wizard or directly off the screen.

**Step 11:**

Launch SecureClient on the computer the software has been installed on and then enter the keycode. Confirm that you agree to the terms and conditions, then click on the Confirm button, and then on **Start Assessment**.

Answer a selection of questions in the assessment.

Please spend at least a couple of minutes within the Assessment and navigate through several questions, to confirm the stability of all communications etc.

Click on **Finish** and confirm your decision.

**Step 12:**

On the invigilation screen, the sample assessment will be shown as 'Finished'  .

**Step 13:**

Finally, click on the **Results** tab. The candidate's result should also be listed there.



**Step 14:**

Repeat steps 11 to 13 for each candidate computer that you have installed SecureClient on.

## SecureClient, proxy servers and firewalls

Proxy servers and firewalls may need to be configured to allow access to the SecureAssess Central server. Please ensure you add SecureAssess (<https://aat.secureassess.co.uk/>) as an exception to your proxy server(s). Proxies should also be configured to allow ASMX, ASPX, and ZIP file types.

This SecureAssess URL (<https://aat.secureassess.co.uk/>) should also be added to the safe list of any firewalls. Firewalls should allow access to the SecureAssess central server on port 443. You may have to contact your managed service provider to do this.

## Virtual Private Network (VPNs)

VPNs are not supported by AAT. SecureClient should always be installed and accessed on each PC individually

## Deepfreeze software

Deepfreeze' software is designed to restore a PC back to its original state by deleting downloaded and saved files. Whilst AAT do not advice against the use of deep freeze technology, please be aware of the following risks that will affect a student's assessment and result:

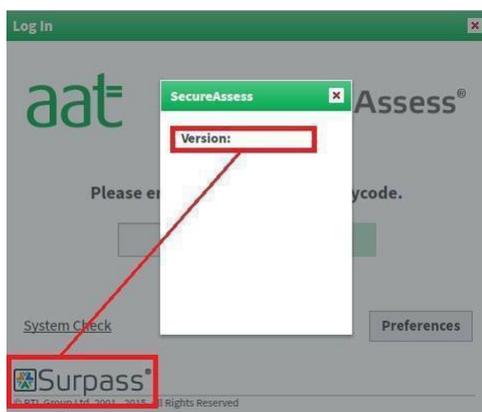
1. Student evidence saved to the PC that could not be uploaded to the assessment will be deleted. These **must** be retrieved prior to any deepfreeze software running.
2. SDF files saved within the SecureClient config folders for assessments in 'Awaiting Upload' state will be deleted. You must ensure that all assessments have been submitted and have a green tick ( ✓ ) next to them on the invigilation screen prior to any deepfreeze software running

## The importance of testing the software

It is essential that you test the SecureClient on every machine after installation and after software updates. This will help to identify and resolve any issues before your students take their assessments.

## SecureClient version

Please check that your centre has the most up to date version of SecureClient (details of which can be found on the [SecureAssess home page](#)). You can check the version of SecureClient you have installed by launching SecureClient and then clicking the Surpass logo in the bottom left-hand corner of the window (indicated by the red box below). This will display the version number.



If you are running an earlier version than displayed on the SecureAssess homepage, close and re-launch SecureClient. Re-launching SecureClient will force it to check for updates. Please check the version number again and contact Centre Support if it still has not updated.