

AAT SecureClient installation and testing guide

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SecureAssess user guide for AAT assessment centres (PDF)

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1. Introduction

This guide will give you the information you need to install and test the SecureClient on machines at your assessment centre and ensure that it is communicating correctly with SecureAsses. It contains all the core information on installing the SecureClient, as you'll need to do this on each machine that candidates will be taking their assessments on.

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

It is essential that you test 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.

2. Scope and applicability

This user guide applies to all assessment centres involved in the administration of AAT's assessments. A failure to follow the guidance contained within this document may result in investigation and action being taken in line with AAT's Malpractice / Maladministration policy which can be found on the [Quality Assurance resources webpage](https://aat.org.uk/support/quality-assurance/resources) (aat.org.uk/support/quality-assurance/resources).

3. Purpose and objectives

The purpose of this document is to give AAT approved assessment centre staff the relevant guidance and knowledge to install and test, SecureClient, and how to use SecureAssess and SecureClient.

4. Terms and definitions

SecureClient – the software used to deliver the majority of AAT assessments in a controlled and locked environment

SecureAssess – AAT's assessment administration platform

Surpass Viewer – A bespoke browser to access SecureAssess and RI assessments via Web Delivery

5. Minimum and supporting specifications and set up requirements

5.1 Minimum and supporting specifications

The minimum and supporting requirements for running AAT assessments through SecureClient are as follows:

Hardware	
Processor speed	2.33GHz Single core CPU or faster x86 compatible processor
Memory (RAM)	1GB of free memory throughout duration of assessment
Hard Disk space	1GB free space
Video	Screen resolution of 1024x768 Graphics card with at least 128MB of memory – this does not have to be dedicated and should be able to run as it meets the minimum requirement of 128MB.
Peripherals	Two button mouse Keyboard

Software	
Operating system	Windows 7 (32bit or 64bit) ** Windows 8 (32bit or 64bit) Windows 8.1 (32bit or 64bit) Windows 10 (32bit or 64bit)
.NET	Microsoft .NET Framework 4.5.2 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.
Adobe Reader	Adobe Reader XI (version 11.0.10)
Bandwidth – minimum requirements	You must have a valid internet connection, accessed via a supported browser. A connection of 2Mbps or greater for every 30 assessments being sat at the same time is recommended. 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. Please note that the use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements.

****Windows 7 support**

Microsoft's support for Windows 7 ended on January 14, 2020. We would advise that, where possible, you should upgrade to a version of Windows that is supported by Microsoft, as we may not be able to resolve any technical or performance related issues that are caused as a result of an out of date version of Windows.

On launching SecureClient a diagnostic tool will start, if the machine does not meet certain criteria (as listed above) you will be informed.

5.2 PC set up requirements

5.2.1 Proxy servers

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.

You must not use IP addresses to add exceptions, as these can change from time to time with no prior notice.

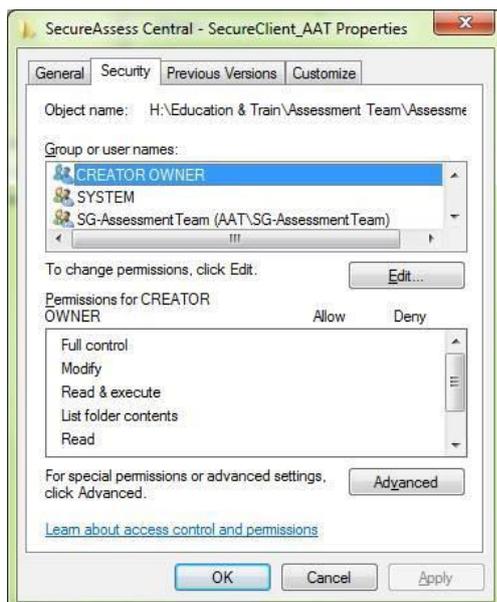
5.2.2 Firewalls

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.

Full control needs to be granted to the SecureAssess Central folder and all sub files and folders. To do this, right click on the SecureClient shortcut on the desktop, click **Properties** and open file location.

Right click anywhere in the folder, click **Properties** and go to **Security**. To edit the permissions, click on **Edit**.



5.2.3 Whitelisting URLs for anti-virus

AAT recommend that you ensure the following URLs are whitelisted on the machine (in terms of anti-virus etc):

- <https://aat.surpass.com/>
- <https://aat.surpass.com/launchtest/>
- <https://cms.surpass.com/>
- <https://cmspublic.surpass.com/>

If these are not whitelisted, you may encounter an *Error 826 - There was an error setting the exam state on the local database* message when entering the assessment keycode.

This is typically caused by anti-virus programs on the machine which interrupt SecureClient and stop it from working.

5.2.4 Time zone

Please ensure each PC that SecureClient is installed on is set up with the correct time zone settings for your location.

5.2.5 Downloadable content from assessments

A number of AAT assessments require the candidate to download a document which will give them instructions for the assessment. These are typically on standard Microsoft Office programs, such as Word and Excel.

These programs must be installed on each machine that SecureClient is installed on. Cloud-based versions, such as Office 365, will not allow the documents to be opened and will present an *Error 8008* message.

You must use a supported version of Microsoft Office.

5.2.6 Applications and background processes

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.

This includes any standard or scheduled updates. Regarding scheduled updates, please note that if the machine is switched off at the point of being scheduled, it may start when the PC is turned on, which could then interfere with a live assessment.

SecureClient should be the only running application unless the use of another programme is a requirement of the assessment, e.g. Excel, SAGE.

Running processes can be checked and ended via the Processes tab on the Task Manager window. This should be done prior to launching SecureClient on any PC and ahead of running an assessment session.

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

5.2.7 Shared networks / drives

As far as possible, machines used for live assessments must not be connected via a shared drive. Where they are, appropriate security should be in place to prevent candidates from accessing shared areas during a live assessment. This is to prevent the risk of a candidate accessing another candidate's work for assessments that require the use of third-party software.

5.2.8 Screen size

For the best candidate experience, a monitor with a 17" visible area or larger is strongly recommended.

5.2.9 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, open SecureClient then navigate to the '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'

5.3 PC set up that may negatively impact SecureClient

5.3.1 Virtual Private Network (VPNs)

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

5.3.2 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 advise 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

6. Installing SecureClient

6.1 Installation steps

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

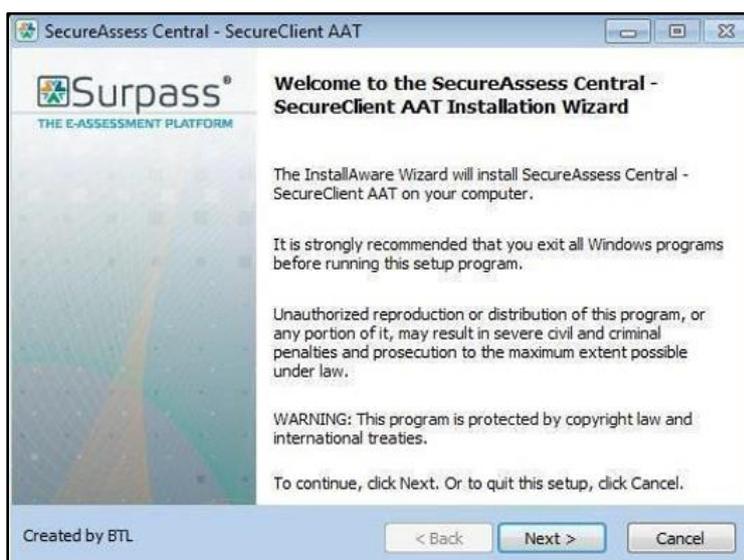
A security warning may then pop up saying that the publisher could not be verified.

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

Click **Yes**.

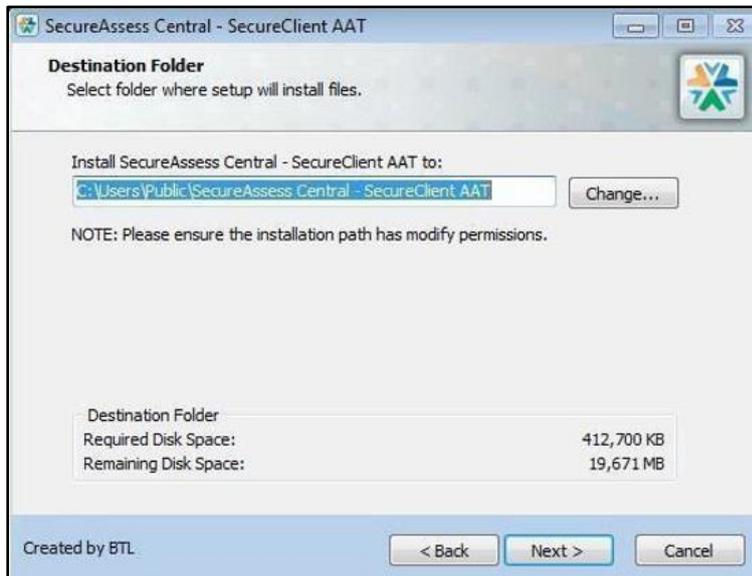
Step 3

You will now see the SecureClient Installation Wizard. Click **Next** to continue.



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.



Step 6

Once installed, full control needs to be granted to the SecureAssess Central folder and all sub files and folders. To do this, right click on the SecureClient shortcut on the desktop, click **Properties** and open file location.

Right click anywhere in the folder, click **Properties** and go to **Security**. To edit the permissions, click on **Edit**.

Step 7

Repeat steps 1 – 6 on all machines that you need to install SecureClient on.

6.2 Installation troubleshooting

6.2.1 Restricted user permissions / installing on a locked down laptop

These issues are a result of restricted user permissions, this may be because the machine that you are installing on has enhanced security, such as a work computer, requiring, for example, any installations to be done / approved by your ICT department. You will therefore not be able to install the SecureClient via a standard login.

As per the installation instructions, please use an Admin login.

6.2.2 Installer Blocked

The SecureClient installer will not run because the files are blocked. This can be resolved by using the **Unblock** option in the **Properties** section of the **.msi file**.

6.2.3 .msi files not recognised by Windows

The .msi files are not recognised as installation files, this is due to restrictions set on the laptop.

To get around this, the installer needs to be run using the **Command Prompt**. Follow these steps:

1. Open Command Prompt (Start > Run > cmd).
2. Change the Directory to where the SecureClient installer is saved
3. Enter the following command: `msiexec /i SecureClientInstaller.msi`

The installer will now run.

6.2.4 Unable to install into the default file location

The user is unable to install into the default file location, caused by restricted file permissions.

The solution is to create a new folder and install the SecureClient in this. Follow these steps:

1. Create a new folder called "**Surpass**" or the folder name of choice, within the root of **C:**
2. Run the installer (using the method above)
3. When asked to specify the install location change it to the folder you created "**C:\Surpass**" or the folder name of your choice.

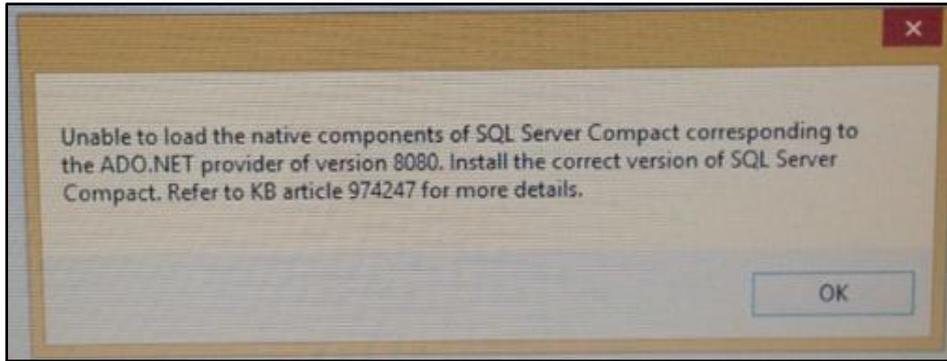
The installation will complete as normal.

6.2.5 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.

This can be done from the following links:

- SQL Compact 3.5 SP2
<https://www.microsoft.com/en-us/download/details.aspx?id=5783>
- .NET Framework 4.0
<https://www.microsoft.com/en-gb/download/details.aspx?id=17718>



6.2.6 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 SecureClient, even if Admin credentials are provided in the prompt window.



7. Testing SecureClient

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

Assessment staff / invigilators should be familiar with the *AAT SecureAssess Centre User Guide* (which can be found on the [CBA Support page](#)), before delivering a live assessment session.

IT staff performing system tests can follow these steps:

Step 1

Access SecureAssess via the Surpass Viewer.

For further information about the Surpass Viewer, as well as details on how to download, install and access it, please visit [AAT's dedicated Surpass Viewer webpage \(aat.org.uk/assessment/surpassviewer\)](#).

Step 2

Log in to SecureAssess with your username and password and click on the **Assessment Schedules** tab.



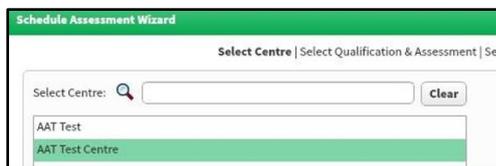
Step 3

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 activate the Next button.

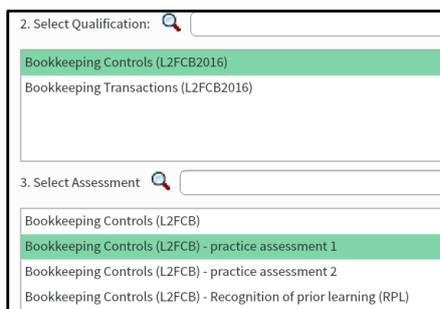


You can now click **Next**.

Step 5

At **Select Qualification and Assessment**, click to highlight a qualification, which then makes the Assessments box live, and then select a practice assessment.

NB: Practice assessments are not charged, and results do not appear on student accounts.



Click **Next**.

Step 6

At **Set Date**, click **Next** as the default date will always be 'today', you also do not need to amend the default Start and End times.

Step 7

At **Select Candidates**, tick the box on the line of the student(s) you wish to select (based on the number of PCs that you have to test) and then click **Next**.

Test	Candidate 20	01/01/1985	<input checked="" type="checkbox"/>
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Practice assessments will allow unlimited repeat scheduling.

Import unlisted candidates

For Training Providers who do not yet have any registered students, or for Assessment Venues, you will not have any registered students to select in scheduling. To schedule a practice assessment, click **Import Unlisted Candidates** (on the bottom left corner of the screen).



This will display a dialogue box which allows you to enter the membership number and date of birth of an unlisted candidate.

When you click **OK**, the candidate will then appear in the list of candidates who can be scheduled.

If you are unable to apply any details here, please contact AAT who will be able to schedule test candidates on your behalf.

Step 8

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

You will be prompted to enter a purchase order (PO) number – however as long as you have selected a **practice assessment** you will not be invoiced, therefore just type 'TEST' to confirm the booking.

Step 9

Click on the **Invigilation** tab.



On this page you will be able to get the keycode for the practice assessment(s) that you have scheduled. If an assessment that you have scheduled does not appear straight away, wait for a minute or two.

Keep this page open as you may need to refer to it during the next stages.

	BDGT (AQ2013)	CSRWFZA6	AAT Test Centre	Budgeting (AQ2013)	17/07/2014	17/07/2014	00:00:00	23:59:00
	ACPR sample assess	GUHTEPA6	AAT Test Centre	Accounts preparation (AQ201	17/07/2014	17/07/2014	00:00:00	23:59:00

Step 10

Take a note of the keycodes for the assessment(s) just scheduled either by using the **Print Invigilation Pack** wizard or directly off the screen.

Step 11

Launch SecureClient on all computer(s) that you have installed it on.

Step 12

Enter the keycode, confirm the candidate details and click confirm to agree the terms and conditions.

You will then be taken to the Introduction page of the assessment, click **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 **Submit Assessment** and confirm your decision.

Step 13

On the invigilation screen, the practice assessment will be shown as **Finished**.

Step 14

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



Step 15

Repeat steps 11 – 14 on all PCs that you have SecureClient installed on.

8. Updates to SecureAssess and SecureClient

AAT will advertise in advance any periods of downtime when SecureAssess and SecureClient are due to update.

Following this, it is essential that you ensure that the update has taken and that you are running the most up to date versions of SecureAssess and SecureClient.

The most up to date version numbers are advertised on the [CBA Support page \(aat.org.uk/assessment/secureassess/support\)](http://aat.org.uk/assessment/secureassess/support) and home page of SecureAssess.

After any update to SecureAssess and SecureClient, you are required to instructions contained within the *Post-SecureAssess downtime guide* which can be found under the Support resources tab on the [CBA Support page](#).

9. Uninstalling SecureClient

To uninstall the SecureClient, follow these steps (once again, you may require an Admin user to do this):

- Go to **Control Panel**
- Select **Programs**, then select **Programs and Features**
- Choose **SecureClient** from the list of programs
- Click **Uninstall** and follow all on-screen instructions to remove the program from your machine

10. Contact Us

If you have any further queries regarding the information contained within this document or require support during the installation process, please contact our Customer Service team on:

Phone: +44 (0)20 3735 2443 (Lines are open Monday to Friday from 9.00 to 17.00 UK time)

Email: centre.support@aat.org.uk

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