

## Onscreen Testing Troubleshooting Guide

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## Introduction

This Troubleshooting Guide has been created to provide solutions to technical issues that may arise when installing and using the Onscreen Testing platform.

### User ID and/or password is invalid

Whenever you have any kind of trouble with ESM, more often than not this is down to the software not connecting through to us. The most common message being "Your user ID and/or password is invalid". The following is a list of things to work your way through and try, one of which should either solve the problem or at least highlight where the problem lies:

- Double check your user ID and password.
- Open a couple of web pages to ensure your internet connection is working (Search for something in Google, etc).
- Check if you are connecting via a proxy server. If you are then have a look in the "configuration" tab in the ESM server start up menu, ensuring that it has been filled in correctly and use proxy is ticked.
- If use proxy is ticked, try logging in when it is un-ticked.

### Error 18 when connecting to port 80, make sure IIS is not running.

- Click on start and run. Type in "**services.msc**" and then click "okay"
- Scroll down the list and see if you can find "**IIS: Internet Information Service**". Failing that, see if there is anything at all listed there that says "**Web Server**" in the title. If you find anything like this then you need to click on it so it's highlighted and then click on "**Stop the service**" on the left hand side of the page. If you do not want to stop any of the services then ESM will need to be installed on another machine.
- Error 18 can also be triggered by ESM running twice. If you suspect this is the case open the windows task manager through "**Ctrl-Alt-Delete**", select the "**Processes**" tab and then highlight and click "**End process**" for any instances of ESM server which are showing.

### Initializing

- This is caused by a pop-up blocker. In Internet Explorer, turn off all pop-up blockers and also exit out of any extra toolbars such as Google.

### Page cannot be displayed

This page is usually the result of ESM network access being blocked/re-routed incorrectly. Try the following:

- Open up Internet Explorer
- Select the “**Tools**” menu
- “**Internet options**”
- “**Connections**”
- “**LAN settings**”
- Then tick “**Bypass proxy server for local addresses**” (if it is not greyed out)

Now retry logging back into ESM

If you continue to have the same problem, try using the basic internet explorer browser to log into ESM rather than clicking the “browser button” on the ESM server start-up menu. (Even if this does not work it will often uncover what may be blocking the ESM login page (pop up blocker, internet restriction, etc).

- (Double) click the ESM server start-up
- Click “**Start**”
- Do not click “**Browser**”
- Open up internet explorer (on any webpage)
- In the address bar type “**127.0.0.1**” (do not type in http:// or www). Then press enter.
- This should either bring up the log in page or uncover what the problem may be.

### Unable to view tests in ESM inbox

The Enterprise SiteManager automatically allows you to view tests in the Inbox, 3 days before the day of testing.

To amend the number of days you wish to view tests in advance, select **Configure** option which is located in the top right hand corner of the ESM.

Select the **File Transfer** tab.



You can then change the **Registration Look ahead** from 3 to maximum of 7 days.

Click on **Save** and log out.

Form Revision Id	TDF Status	Download Progress
106232	Available	

Always ensure you're PC or Laptop is set to the correct date and time.

#### Test failed to unlock

- Check the date and start time for the test.  
(Tests can be unlocked up to 4 hours before and 4 hours after the scheduled start time.)
- Each candidate may need to be verified. (To do this, double click on a candidates name and then select the **“verify”** tab)
- If the date and start time is correct and the test have been verified, check the time on your PC/Laptop.
- If you are still having issues, click on **“configure”** up in the top right hand corner within ESM (just above where it says “You are currently logged in as....”) then select the **“File Transfer”** tab.
- Click on where it says **“Download TDF”**. More often not, you should find it says “A download is already in progress. Do you wish to continue?” Click **“Yes”** and they can then see the progress of each TDF file as it downloads.
- Once they all finished, click save. If they didn’t download properly then the status for each one will change from **“available”** back to **“missing”**. If they all still stay **“available”** then you should now be able to unlock them.

## Administrator

### Error 5209

Check that Administrator is looking in the right place for the shared folder (ESM\_TEST\_CENTRE) in the registry.

- Click “**Start**” and then “**Run**”.
- Type in “**Regedit**” and then click okay.

From the folders on the left hand side, double click on “**HKEY\_LOCAL\_MACHINE**”.

- Double click on “**Software**”.
- Double click on “**Computer Adaptive Technologies**”
- Single click on “**CATSitePersistence**”

In the files on the right hand side, double click on “**Datapath**”

- Confirm the “Value data” is pointing correctly at their shared folder and not at a sub folder, etc.
- Copy and paste the “**Value data**” into “**Run**” and then click okay.  
(If you are not taken to the ESM\_TEST\_CENTRE folder at this stage, please contact Technical Support)
- Once in the shared folder, check that there is a “**Contact.ccf**” file in there. If not then you will need to log into ESM to generate one. If you successfully log into ESM without generating a “**Contact.ccf**”, then ESM is looking at a different shared folder. Check this in the registry in the same way on the ESM machine.

### No test available for the candidate ID and password entered.

- Check that the status of the test is showing as unlocked in ESM.
- Confirm that the user name and password you have entered matches what is listed on Edexcel Online/ Catglobal, bearing in mind that the password is case sensitive.

### Flash images don't appear

- Check that the administrator computer has at least version 8 of Flash installed.
- Check that the person logged into the computer has Full Control access to the Promissor folder in program files (Where the software is Installed)