

# Pearson Onscreen Platform LAN/Classroom Installation Guide

2018 Edition

This user guide is written for centre staff who use Pearson Onscreen Platform. This can be accessed by the following users:

- Anyone with administration rights / permission to install software on your computer

By installing the Pearson Onscreen Platform LAN version, it allows you to download, prepare, start and launch tests.

Within this guide, you will learn the steps required to manage the following activities:

- Download and install Pearson Onscreen Platform LAN software

If you do not have administration rights or permission to install software on your computer, please speak to your IT department.

## Data Protection

The application provides access to sensitive and personal information covered by the Data Protection Act 2018. You must only access and use this information if authorised to do so, if it is for legitimate Pearson business purposes, and if use of the information is made strictly for the purposes intended and agreed between the parties. The information should not be shared with any third parties without the express prior permission of Pearson and remains the property of Pearson. Improper use of personal information is an offence under the Data Protection Act and could lead to prosecution.

**Overview.....p3**

**Communication & Networking.....p4**

**Technical Requirements.....p5**

**Installing Exam Centre Service.....p6**

**The Datastore.....p7**

**Installing Adminsitrator & Invigilator  
Dashboards.....p8**

**Installing Test Player.....p9**

**Installing Test Player & Upgrading.....p10**

**Troubleshooting.....p11**

In order to successfully run POP LAN/Classroom tests, the following 4 pieces of software will need to be installed:

**Exam Centre Service (ECS)** – Installed on a server or a computer on the centre's network. It allows local distribution of the software, including communication between the centre and the Pearson server.

**Administrator Dashboard (AD)** - Allows the downloading and preparation of the tests and the setting up of invigilators and rooms.

**Invigilator Dashboard (ID)** – Starts the test and monitors learner progression.

**Test Player (TP)** – Where a learner logs in to sit their test.



The Exam Centre Service server communicates via 'https' (**Port 443 TCP**) to the Pearson servers.

The Administaror Dashboard, Invigilator Dashbaord and Test Player communicate to the Exam Centre Service over ports **52221 & 52222**.

Port range to be open 52221 – 52250.

Any software firewall on the Exam Centre Service PC will need to be open to allow it to communicate with the Pearson servers.

Please note that your network must allow incoming and outgoing traffic over **port 443** to reach our IP / web addresses **159.182.72.158** and **https://btecng.pearson.com**

Connection to the internet is required only for the Exam Centre service and this must be available for the duration of the exam. A normal ADSL connection is recommended (1MB) although higher speeds will enhance the overall performance.

It is essential that all PCs used are set to **Greenwich Mean Time / British Summer Time**; this will synchronise with our servers and allow all machines to communicate with each other. You can use Time Protocol to make sure your systems are set up to the correct time.

Please note that the software has been designed to run on Windows Professional operating systems and we do not support the 'Home' edition of Windows.





## EXAM CENTRE SERVICE PC:

Pentium III with 900Mhz processor

Access to Internet (ADSL 1Mb minimum) via reliable ISP 10/100 Mbps network interface adapter

Tethered mobile/tablet connections using 3G/4G/5G networks are not supported

Disk space according to centre size and needs, a shared drive visible for all network users, with a minimum 1Gb of space to be used for installation, test and response packages. This space will vary depending on the number of learners in the centre, and the number and size of tests.

Windows 7 (or above)

Microsoft .Net 4.5 (Full or Extended version) or above

Important: Firewall ports that need to be open: Internally - 52221 & 52222. Externally - 443

## ADMINISTRATOR/INVIGILATOR DASHBOARD PC:

Pentium III with 900Mhz processor

2GB RAM memory

10/100 Mbps network interface adapter

Printer (local or network) – optional

Windows 7 (or above)

Microsoft .Net 4.5 (Full or Extended version) or above

Important: Firewall ports that need to be open 52221, 52222, 443

### *Hint:*

This is Windows based software and will not work on Apple Mac or Linux operating systems.

## TEST PLAYER PC:

Pentium III with 900Mhz processor

1GB RAM memory

100MB storage capacity

Minimum 1024 x 768 screen resolution

10/100 Mbps network interface adapter (for local mode only)

Windows Media Player 11 (or above)

Microsoft Visual C++ 2012 (both x86 and x64 if 64bit Windows PC)

Access to Internet (ADSL 1MB minimum) via reliable ISP

Windows 7 (or above)

Microsoft .Net 4.5 (Full or Extended version)

Important: Firewall ports that need to be open 52221 & 52222

### *Warning!*

Mandatory log-ins/user profiles must not be used. Student users will require individual/local Windows log-ins.

# Installing Exam Centre Service



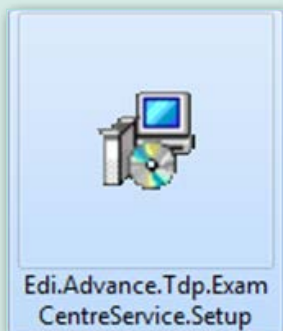
06

Install the Exam Centre Service (ECS) by clicking on the following link or copying & pasting it into a web browser:

<https://btecng.pearson.com/btecng/setup/Edi.Advance.Tdp.ExamCentreService.Setup.msi>

It will automatically download if using Google Chrome; however, if you are using Internet Explorer you will need to 'Run' or 'Save' the file.

Once the installer has been downloaded, it will appear in your downloads folder like this:

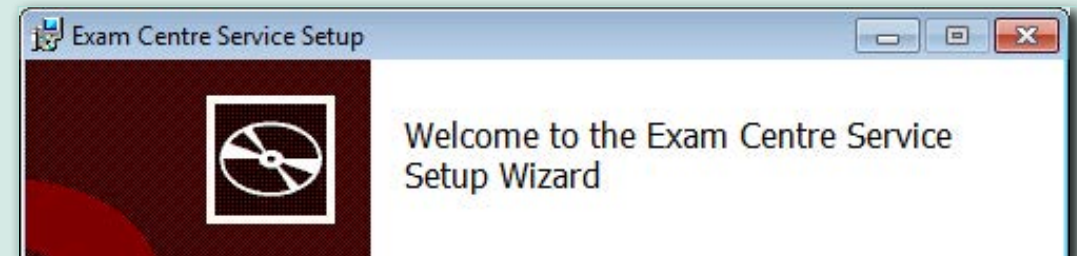


**Edi.Advance.Tdp.ExamCentreService.Setup**

*Hint:*

The Exam Centre Service can be installed on any pc which is on the centre's Network. However, lots of centres prefer to install on a dedicated server.

Double click on the installer to run the setup wizard.



The wizard will take you through the steps to install ECS, during this process we recommend to set the program files & the Datastore folder to the default location of the C-drive.

You will also be asked to verify your centre number, so make you have this to hand.

If you use a proxy address, you will need to enter this in the **Network/Proxy Configuration** part of the wizard, it should be typed in the following example format: **http://proxyserver:8080/**

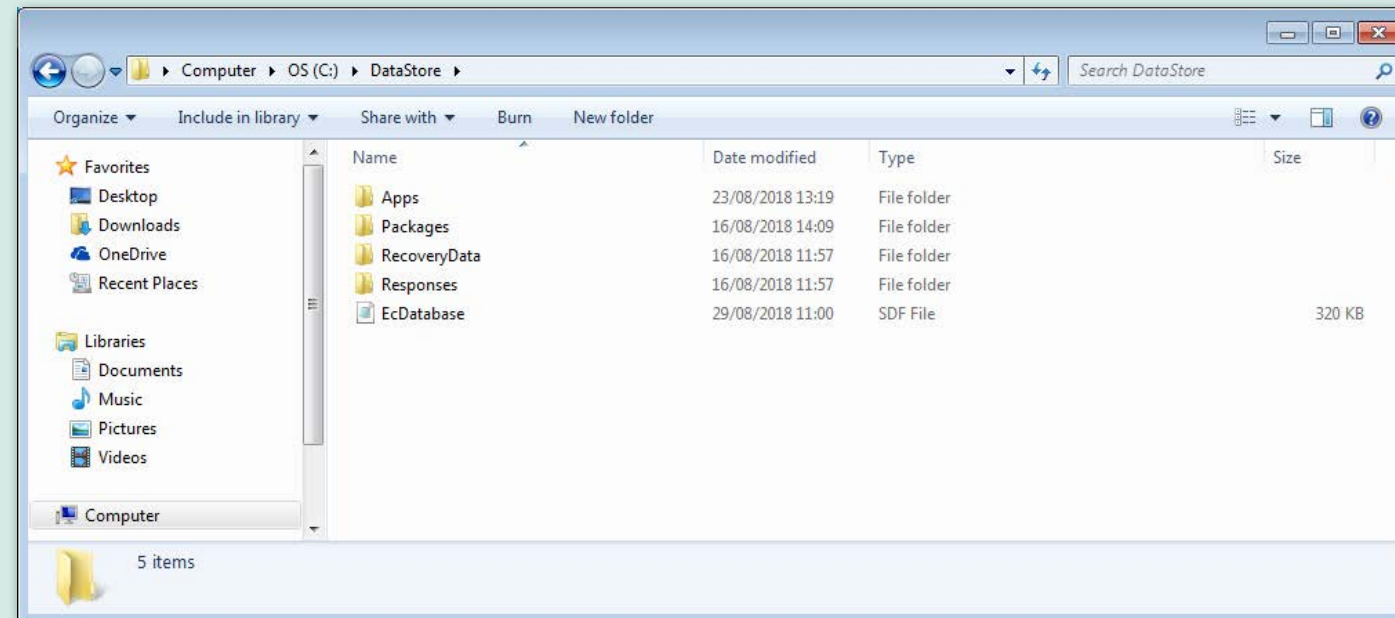
Once the installation has finished, a README file will open with the software installation links.

You do not have to use the README file to install the other software components, instead you can install from the **Datastor/Apps** folder, which is covered on the next page.



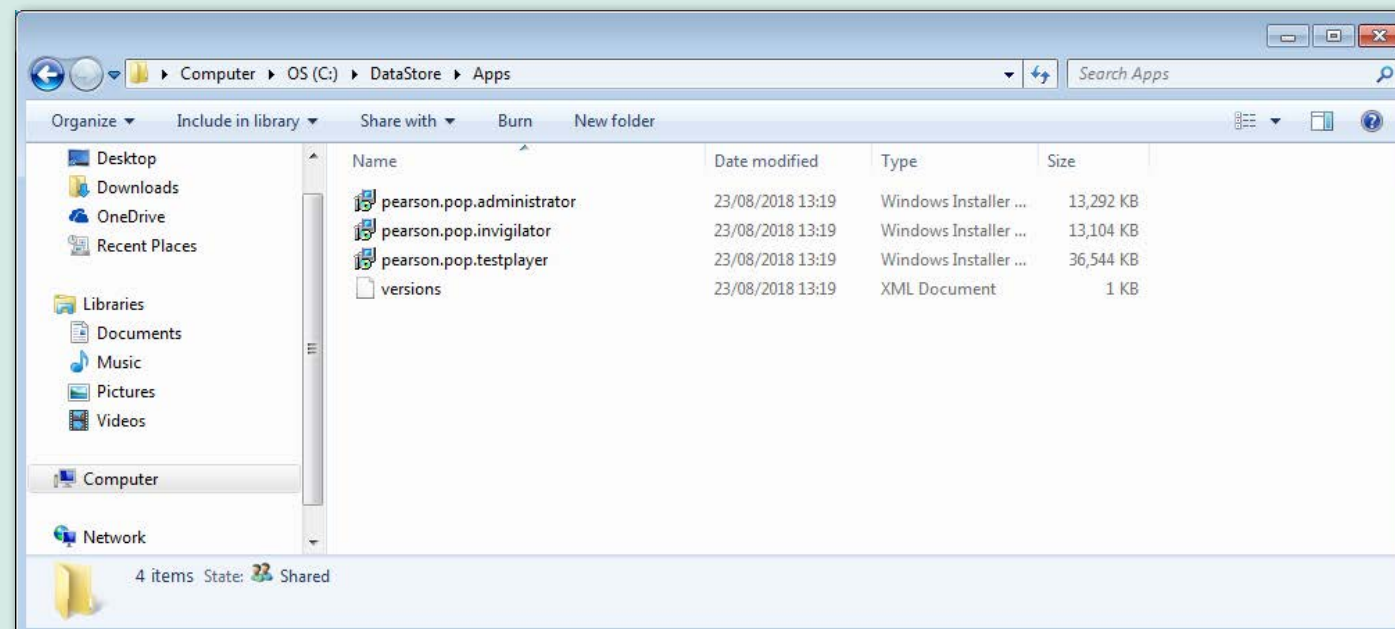
Once the Exam Centre Service is installed it will create a folder in the **C:drive** of the computer called **DataStore**. This folder contains several subfolders; **Apps**, **Packages**, **RecoveryData** and **Responses**.

Upon initial installation the folder will only contain **Apps**, **Packages** and **EcDatabase**.



In the **Apps** folder you can find the MSI installers for the other software components.

**pearson.pop.administrator**  
**pearson.pop.invigilator**  
**pearson.pop.testplayer**



## Installing Administrator Dashboard



Double click on the **pearson.pop.administrator** installer. This will open the Setup Wizard, and then click **'Install'**.

The software will automatically open once installed.

The screenshot shows the 'Administrator Dashboard' window. The title bar reads 'Administrator Dashboard'. The Pearson logo is in the top left, and the text 'Pearson Onscreen Platform - Administrator Dashboard' is in the top right. The main area contains a light green box with the following fields: 'Language' (dropdown menu set to 'English'), 'Server' (dropdown menu set to 'ukemanw7-d50192' with a refresh icon), 'Username' (text input field), and 'Password' (password input field). At the bottom of this box are 'Log in' and 'Cancel' buttons. The footer of the window has 'ALWAYS LEARNING' on the left and 'PEARSON' on the right.

### *Hint:*

The Administrator Dashboard should be installed on the Exam Officers computer

## Installing Invigilator Dashboard



08

Double click on the **pearson.pop.invigilator** installer. This will open the Setup Wizard, and then click **'Install'**.

The software will automatically open once installed.

The screenshot shows the 'Invigilator Dashboard' window. The title bar reads 'Invigilator Dashboard'. The Pearson logo is in the top left, and the text 'Pearson Onscreen Platform - Invigilator Dashboard' is in the top right. The main area contains a light green box with the following fields: 'Language' (dropdown menu set to 'English'), 'Server' (dropdown menu set to 'ukemanw7-d50192.perool' with a refresh icon), 'Login name' (text input field), and 'Password' (password input field). At the bottom of this box are 'Log in' and 'Cancel' buttons. The footer of the window has 'ALWAYS LEARNING' on the left and 'PEARSON' on the right.

### *Hint:*

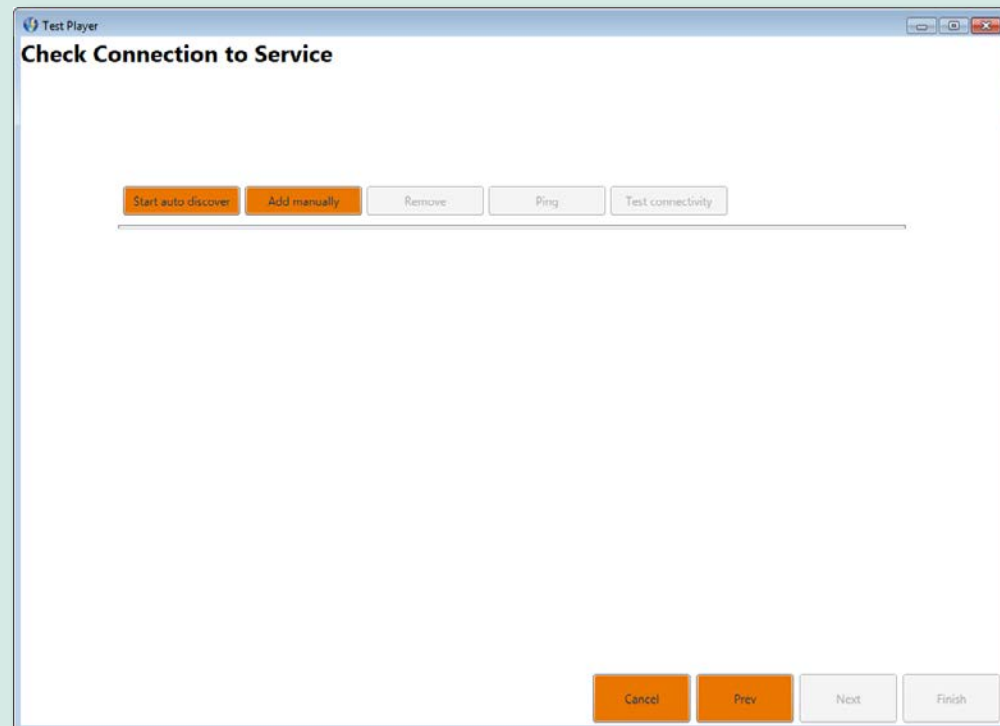
The Invigilator Dashboard should be installed on a computer in the room where tests take place, but it can be installed on the same pc as the Administrator Dashboard if required





Double click on the **pearson.pop.testplayer** installer. This will open the Setup Wizard, you can configure the Invigilator pc at this point but it is not necessary as this can be done after the Test Player is installed. Click **'install'**, the software will automatically open once installed.

The first screen you will see is the **'Check Connection to Service'** screen. This is where you can also configure the Invigilator Dashboard



*Hint:*

The Test Player should be installed on all the computers where learners will sit their tests.

On the **'Check Connection to Service'** screen there are 2 ways you can add the Invigilator Dashboard (ID) information, either by selecting **'Start Auto Discover'** or **'Add Manually'**.

Start auto discover

Add manually

**'Start Auto Discover'** will automatically find the ID as long as it's on the same network; alternatively, click on **'Add Manually'** and add using the **Computer name** or **IP address** of the ID.

Once you have added the Invigilator Dashboard information you should see 2 green ticks above & below the image of the PC. This indicates that the Invigilator Software is running, if it isn't you will see a red cross at the bottom of the image, and you will need to launch the ID and log-in.



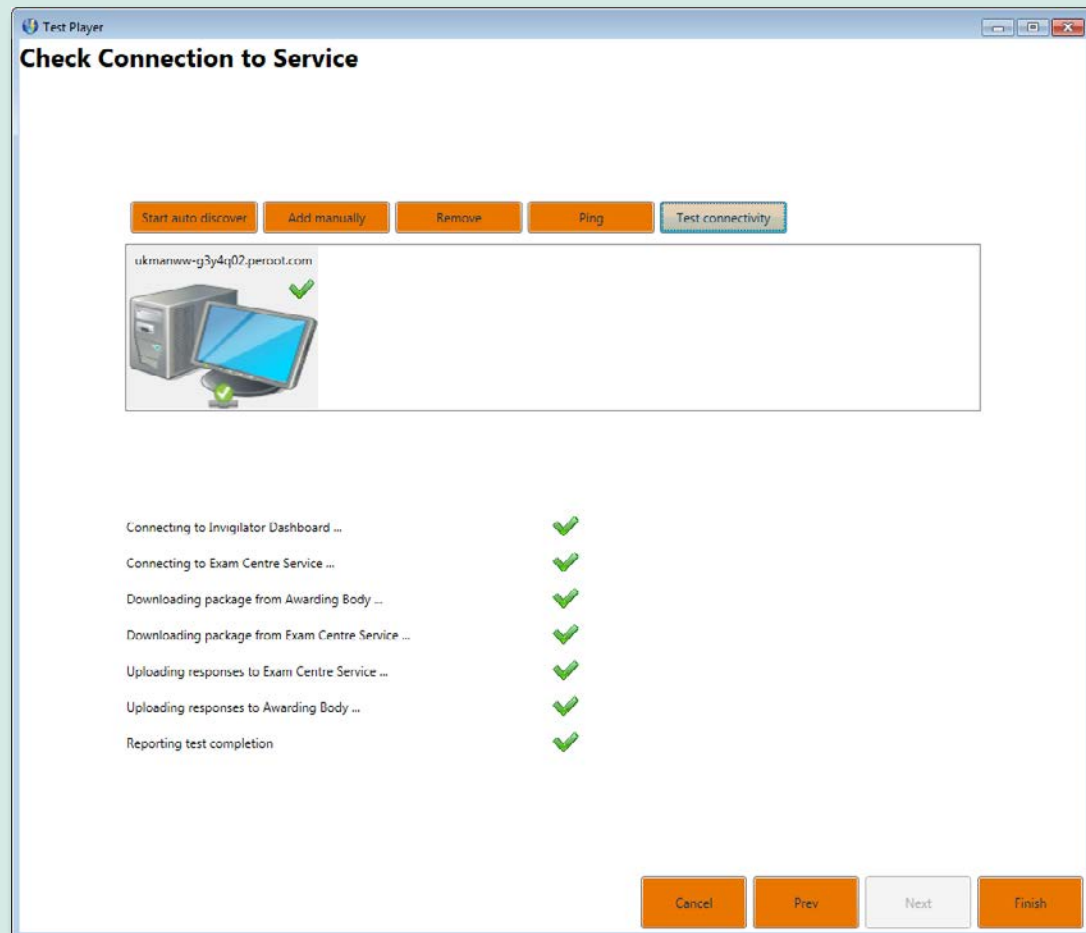
*Hint:*

Make sure the ID is logged into & running when adding the information on the Check Connection to Service screen.

# Installing Test Player



Click on '**Test Connectivity**', you will see a list of green ticks confirming the software is correctly installed & connected across your network.



Click '**Finish**' on the bottom right corner of the screen, this will then take you to the Learner Log-in screen.

That's it! The POP LAN/Classroom software is now installed, please see the following pages for information about upgrading and troubleshooting.

# Upgrading

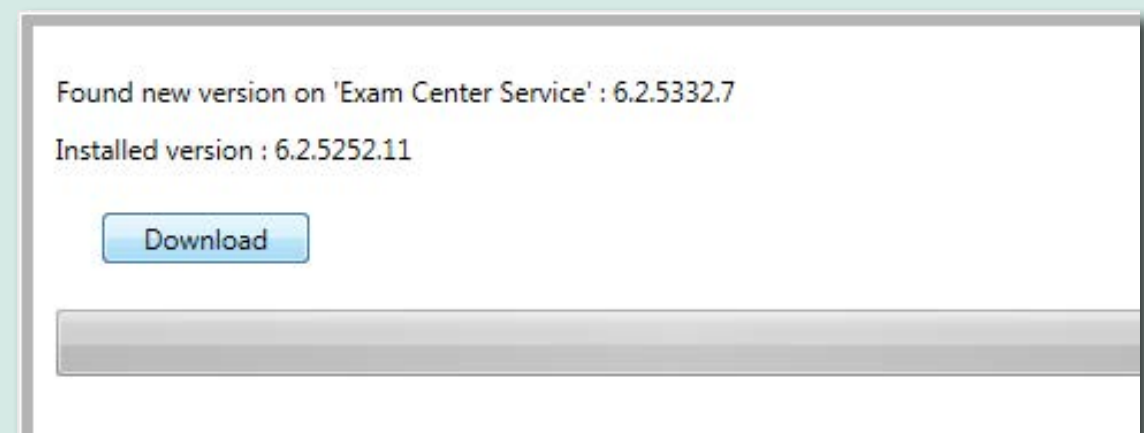


10

We periodically release new versions of the POP LAN software to make improvements and fix minor issues. It is not mandatory to upgrade the software, however it is recommended, so that your users & learners have the best experience during tests.

In order to upgrade the software you should first uninstall the ECS and then re-install from the link on page 6 of this guide (the link always downloads the latest available version).

It is not necessary to un-install the AD & ID, when you launch the software from the desktop short-cut you will see the following message:



Simply click on '**Download**' and the new version of AD or ID will be installed on to your PC.

Please note, the Test Player does not automatically find the new version of ECS when launched, this will need to be reinstalled from the **Datastore/Apps** folder using the **pearson.pop.testplayer msi**.

## Administrator Dashboard Log-in errors:

### 'Invalid Credentials or account blocked'



Either the username or password is incorrect or the AD/ECS computer time is more than 5 minutes out from GMT/BST.

**Fix** - contact Customer Services for a password reset. Or check time is correct on AD & ECS PCs.

### 'Unexpected error occurred, please try again later or contact support'

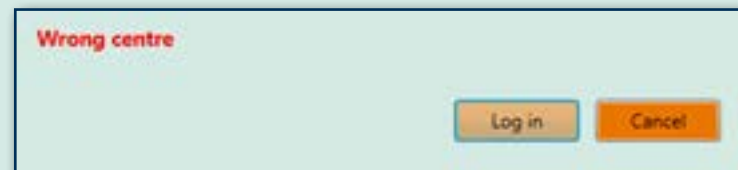


This could be related to an incorrect proxy address or a problem with the database file.

**Fix** - Reinstall ECS with correct proxy details.

Or, on the ECS PC, delete the EcDatabase file from the C:drive/ Datastore folder and then restart the Exam Centre Service from Services.msc

### 'Wrong Centre'



This happens when a different user attempts to log-in.

**Fix** - On the ECS PC, delete the EcDatabase file from the C:drive/Datastore folder and then restart the Exam Centre Service from Services.msc

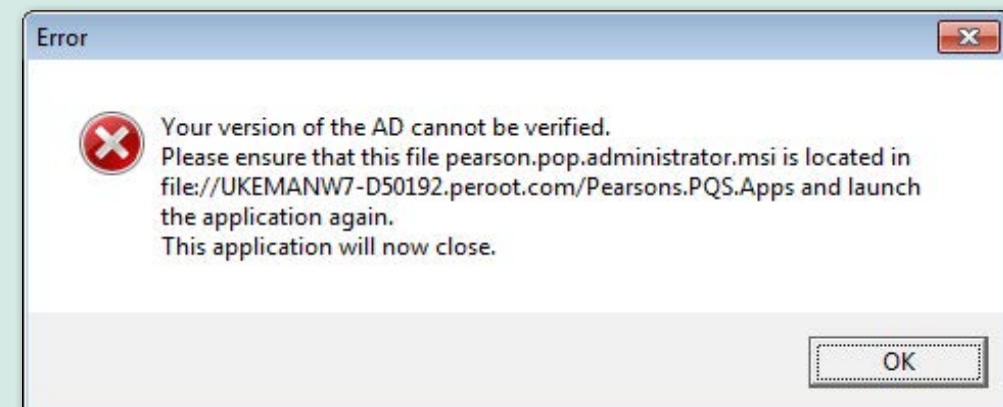
### 'Connectivity Error'



This is a connection error between your Exam Centre Service and the Pearson server.

**Fix** - Check that **port 443** is open to allow incoming & outgoing traffic and **https://btecng.pearson.com** is allowed in the Firewall settings.

### 'Version Not Verified' (AD or ID)



This occurs when the AD or ID is unable to point to (see) the Datastore folder over the network or is configured to look at a particular pc/server on the network which no longer has the Datastore folder.

**Fix** - Reinstall the AD or ID from the Datastore / Apps folder or install the app directly on the ECS PC.

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