



## Troubleshooting

### Networks

Most networks will be configured correctly to work with Testwise, but if you experience any difficulties, the most likely cause will be network/desktop configuration incompatibilities. To run a Testwise assessment, the client machines on the network need to meet the minimum machine specification specified by us. (Please see our [Check your Set-up+document](#) for all specification requirements.)

All computers must pass the Testwise compatibility test; you will find the Setup Check button on most Testwise screens in the top right hand corner, or can follow this link:

<http://www.testingforschools.com/help/setupCheck.jsp>

1. If you have a Cache or Proxy server on the network (ISA server, for example): You can cache Testwise content as it is Flash based, so please ensure that all \*.swf extensions are cached. It may also help with slower Internet connections. Try not to cache anything else as this may affect Testwise functionality.

2. Any firewall, content or Proxy filtering done at the school or by your ISP must be allowed access to the following URLs and make them trusted sites.

<http://www.testingforschools.com>

<http://backup.testingforschools.com>

Alternatively, if wildcards are permitted, then the following can be used:

\*.testingforschools.com

We also strongly suggest the following file types should be allowed:

.jpg  
.png  
.mp3  
.gif  
.swf  
.zip  
.bmp

4. Check what version of Adobe Flash is installed. This can be done by going to our Setup Check using the button on the top right of most Testwise screens.

Flash 10.2.0 or higher is required on all machines. If older versions are in use, you will be prompted to download the latest version.

To download the latest version of Flash please go to <http://get.adobe.com/flashplayer>

Note: If your school network forms part of a school cluster, Trust, LEA or Council network, then some of these troubleshooting suggestions may need to be resolved outside of your school.

### **I am unable to view the Testwise login on all machines**

Can you see other websites? If you can see other websites but not Testwise, you should contact the Testwise support team for advice. If you cannot see any websites then it is likely there is an internet problem affecting your school site.

### **I am unable to view the Testwise login on some machines**

If only some machines are unable to view the Testwise login page, then it is likely the PCs themselves have a desktop or network problem. You should raise this with your IT technician.

### **I can't upload my CSV file**

The most common problems we have with CSV files are:

1. The file isn't saved as type CSV: go to Save As and where it says File Type select CSV (comma delimited values)
2. The Date of Birth header is abbreviated to DOB . it must be written in full.
3. The Date of Birth format is not formatted as dd/mm/yyyy; e.g. 23/12/2001
4. Passwords have spaces/symbols included.
5. One or more of the mandatory columns are missing. See the Testwise user manual to see the mandatory columns.

### **Testwise won't accept my Register ID**

To check the Register ID, log in as Admin and select the subscription on the left hand side. At the top, highlighted in blue, you will see the Register ID for the test. Note that the Register ID changes every academic year when the new product is released. (See Licensing Information in the Help section).

### **I can log in to Testwise, but I am unable to start downloading a test**

Does the test start to download at all? If it does and stops at a certain percentage, it is possible you have one of the asset type files blocked on your Network. Follow the link below and click on each asset type; if there is one that you cannot open at all, then contact your IT department and ask them to allow that file type on your Network policy.

<http://www.testingforschools.com/help/assetDownloadTestPage.html>

If the test doesn't start to download at all and all Asset Types are allowed then contact our Technical Support team for assistance.

### **The Test Timer is running down slowly during the test**

If the timer on the test is running down slowly . for instance it takes 10 seconds to count down 1 second - then this will be an issue with your Flash installation. Close the test immediately and uninstall Flash, then reinstall and start the test again.

### **I am able to complete the test, but there is a problem at the end**

At the end of a test, the PC being used for the test taking holds the test results in memory and needs to post this data back to the main Testwise system. This consists of a relatively small file being transferred from the PC over the school network, then over the Internet to the Testwise servers. If this file transfer cannot be successfully completed, then you will be prompted with a page asking you to copy and paste the response document and email it to us. Once we have received the response document we will transfer the results onto Testwise manually.

**\*DO NOT REFRESH THE SCREEN – THIS WILL CAUSE RESULTS TO BE LOST!\***

### **How do I get the results of students' tests?**

To get the results of the students' tests you must create a report by logging into the admin side of your account. Simply go to the test register; select all the students you want to include in the report; and then click on the report tab on the far right. You will see a report button at the bottom; click this and follow the on-screen instructions. For more information on this please see our Testwise User Manual.