CERTIPORT
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CONSOLE 8
DELIVERY SYSTEM

Console 8 must be installed and configured on each computer that will be used to deliver the Microsoft Office Specialist (MOS) 2013 or 2010 certification exams. Before proceeding, please click here to review Certiport's Technical Requirements for Console 8.

Note: Console 8 is not a direct upgrade from iQsystem 7. If upgrading, all previous versions of iQsystem and/or Certiport Console must be completely uninstalled before a fresh deploy of Console 8. Additionally, the local 'Certiport' folder and its contents should be manually deleted: C:\Certiport*.*.

Download & Install Console 8

1. Log in at www.certiport.com. If you do not have a profile yet, *Register* via the website, then obtain the appropriate role rights from any person(s) already designated as an **Organization Administrator** at your Certiport Authorized Testing Center (CATC).

2. After you log in, please select the *Organization Administrator* or *Organization Member* role from the dropdown at the top of the screen.

3. Mouse over the *Training & Tools* tab and then click on the dropdown for *Console 8 Install*.

Note: The following steps must be performed while logged into the computer as a Windows Administrator, with no Group Policies in effect. Console 8 requires this type of access not only to install, but to update and deliver the exams as well. After installing, all applicable updates must be installed before delivering an exam.

Individual/Manual Computer Install:

a. Under the **Download Console 8** section on this page, click the blue **Download Console 8** link. (This page also shows the languages of the software UI.)

b. Click **Save As** and then save the file to your computer's desktop. After the download completes, run the installation file and install to the local drive.

Note: Console 8 requires a dedicated PC (fat client) - it is not supported in thin/zero/web/citrix client environments.

Mass Deploy/Network Install:

Console 8 has two methods you may use to perform a clean install across a large network of testing computers.

Method 1: Beginning with version 8.3.1 (9/2014), you can now mass-deploy the software via scripting and directory services. This is an advanced solution for the technically proficient and specific details can be viewed here.

Method 2: You can also set up and test a known-working Console 8 PC, capture a distributable image of that PC (e.g. with Ghost) and then apply that image to the other testing computers.

Configuring Console 8

1. After the software is installed, you will have a single icon on your desktop. Double-click the **Console 8** icon to begin, then log in as an **Organization Admin**.

2. The first time you log in after installing you will be prompted to choose your **Center ID**. Select the CATC matching the location of the computer that will be used for testing and click **OK**.

Configuring Additional Settings:

Proxy Access – If your organization goes through a Proxy Server to access the internet the following setup must be performed.

1. Click on the **gear icon** in the bottom left-hand corner to access the **Settings Menu**. (This can be performed without logging into Console 8.)

2. Once inside, click on **Proxy Server**, checkmark **Use a Proxy Server** and enter the applicable addresses and credentials (this information will be obtained from your organization's IT department).

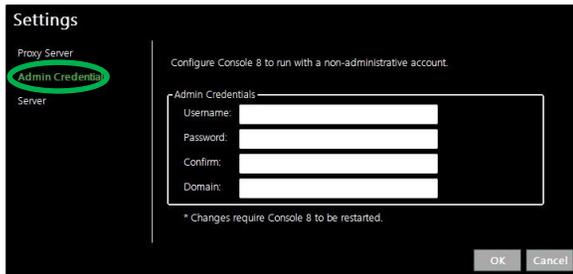3. Click **OK**, completely close Console 8, and then re-launch the software.

User Rights – Console 8 requires full Windows Administrator privileges to install and run. This includes turning off any Local UAC and/or network Group Policies that will prevent Console 8 from functioning properly.

Note: For many locations with high security, such as Academic locations, this setup will <u>not</u> be considered optional.

Due to the access that Console 8 requires, the software has a built-in Admin credential store for CATCs that do not wish to give full access to a Test Candidate. By saving the Windows Admin credentials into Console 8, they will only be called upon when the software is launched, which will allow you access it with a limited Windows User account.

1. Start Console 8 and click on the **gear icon** in the bottom left-hand corner to access the **settings**. (This can be performed without logging into Console 8.)

2. Once inside, click on **Admin Credentials** and enter the applicable Windows Admin credentials with sufficient privileges (this information will be obtained from your organization's IT department).

Note: Do not populate the "Domain" field, it is not required for this option to function properly.

3. Click **OK**, completely close Console 8 and then re-launch the software. **Repeat** on all computers.

Note: The Windows "Super Admin" account was previously required for users of Win Vista and Win 7 in iQsystem 7, but is <u>not</u> required in Console 8. A standard, local Admin account will suffice.

Console 8 Update Services

Console 8 is packaged with a feature called **Update Services**. This allows for more flexibility when it comes to updating the software or downloading new/additional test content. Your CATC can choose what and when to download, so updates can be performed when it is most convenient, and unwanted updates may be skipped.

Please note that after the initial install and setup, you will not be able to administer an exam until the following steps have been completed. Up to this point, the installation only included the software used to deliver the exams, it did not include test content.

1. Log in to Console 8 as an **Organization Administrator**.

2. Click on the **Updates** button to enter the Update Services area. The red bar across the bottom of the button indicates that you have at least one required update pending. If all pending updates are optional, the bar will be green.
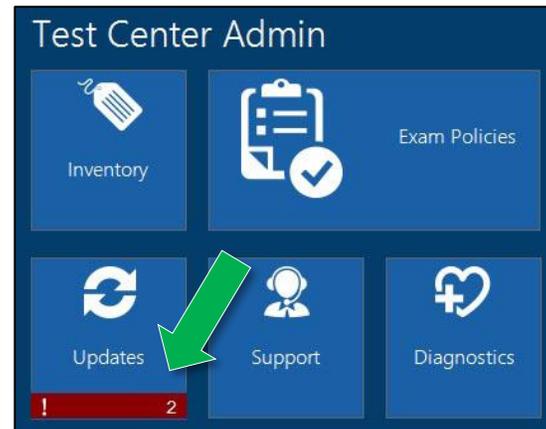
3. Once inside the updates menu, checkmark all applicable updates to your CATC and click on the **arrow button** to continue.
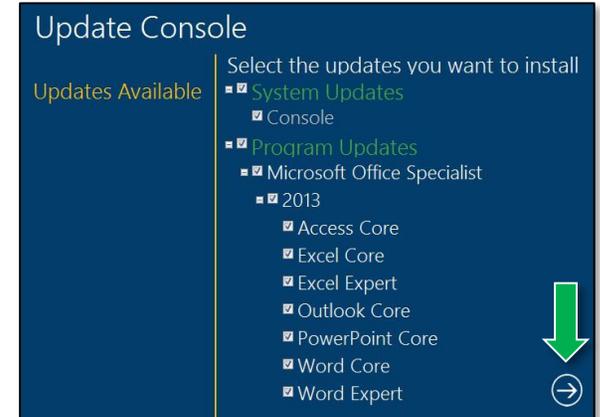
4. The software will download and install the chosen updates. When finished, **click the arrow** button to restart Console 8. Log in again, and then perform a configuration exam (see next section).
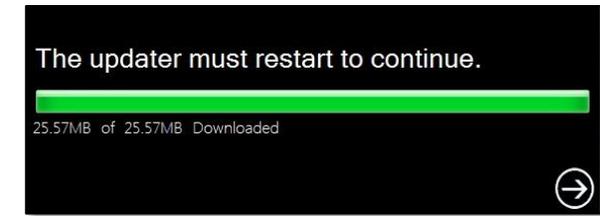
5. **Repeat** the process on all applicable testing computers.

Note: Remember that only required updates need to be installed prior to testing, all optional updates may be skipped if they are not applicable to your CATC.

Tip: Console 8 also has two built-in features to assist CATCs with the effort of distributing large updates faster and easier: the **LAN Solution** (network-based) and the **Import/Export Update Utility** (thumb drive-based). These would be advantageous for any global CATC in areas with poor/limited bandwidth and/or with large testing labs. For more information on these features please refer to our Console 8 Quick Reference Guides.
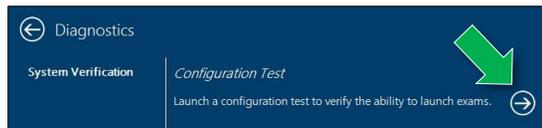
Configuration Exams

Console 8 contains Configuration Exams that can be performed prior to an actual exam in order to rehearse the successful pairing and launch of Console 8 and any corresponding Microsoft Office application you select.

1. Log in to Console 8 as an **Organization Administrator** or **Organization Member**.

2. Click on the **Diagnostics** button.

3. Click the **arrow** to begin the Configuration Exam pathway.

Note: The Configuration Exam pathway will be identical to an actual exam launch but will not use any associated inventory, vouchers, or licenses. To access the exam launch quick reference guide for Console 8, please click here.

4. Click the **Certify** button, click the **Microsoft Office Specialist** button, and then click the corresponding Office version that you have locally installed (MOS 2010 or MOS 2013).

5. At this point you can choose which **specific program within the Office suite** you would like to test. (We suggest running a separate Configuration Exam for each program your CATC will utilize, e.g. Word, Excel.)

6. The next screen will display many various checklist components of an actual exam launch, but since this is only a Configuration Exam, you may simply click the **forward arrow** to continue.
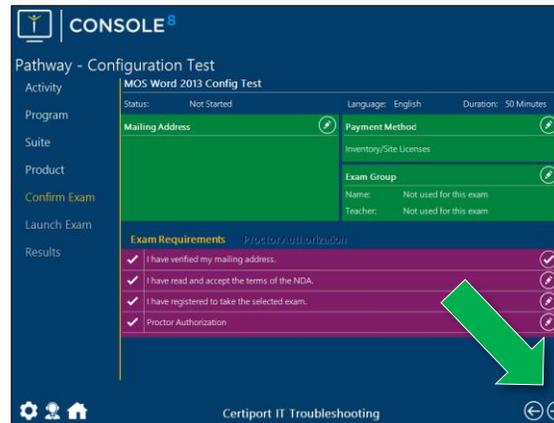
7. The Configuration Exam will stay live for 10 seconds, at which time you will be returned to the Console 8 screen with a blank score report screen.
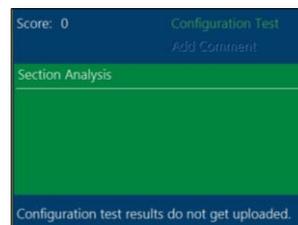
Note: The success of a Configuration Exam is only one facet to the overall success of exam delivery. Please ensure that all Technical Requirements have been followed.

Note: The procedures outlined in this document are intended to be performed per-machine. Every testing computer will need to repeat these same steps unless you have utilized mass-deployment, at which point only future updates will need to be addressed per-machine.

Note: As stated in the Update Services section, large System Updates and Program Updates can be distributed with either the LAN Solution feature (version 8.4.0 or later) or the Import/Export Update Utility feature (version 8.3.5 or later) built into Console 8 - so long as all participating testing computers have been updated to at least the software version containing either feature.

Tip: One of the most common Technical Support calls we receive is in regards to Windows Admin rights. Please ensure that the User logged into Windows during installation, setup, and delivery is a full Windows Administrator (with no Group Policies in effect). During delivery, the User Rights option can be employed to allow a limited Windows User to be logged in during the exam.

Contact Information

Customer Service: 888.999.9830
Technical Support: 888.999.9830

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For additional Training Materials:
www.certiport.com/go

For additional Information on Console 8 including features coming in future updates:
www.certiport.com/console8

For additional Information on the MOS 2013 project-based exams including an exam release calendar:
MOS 2013 Product Page