TROUBLESHOOTING GUIDE FOR VIEWER BROWSER, SECURECLIENT AND HTML PLATFORM

Purpose

For on screen exams which form part of End-point Assessment, Training Providers/Employers must download the SecureClient software on any hardware that will be used when running on screen exams.

Please refer to the 'How to install SecureClient software' guidance which can be found in support materials on EPA Pro.

This document provides Training Providers/Employers with a step-by-step 'How to' guide for any issues that may be experienced when installing the **SecureClient** software or when using the **HTML web link** or any issues that may take place during / after a test.

Please also refer to the MCQ delivery guidance and the Invigilator guidance.

Please see below a checklist that you will need to ensure you have completed before the test:-

- Updates of SecureClient must be completed to ensure that the latest version is running
- A strong internet connection is essential when running a test through **SecureClient** or **HTML Platform**
- You must ensure that your device/battery is fully charged to allow the test to run fully
- The correct keycode must be entered
- The correct test date and time must be used

Mock delivery and test Issues via Viewer browser

When taking mock tests please follow the 'Viewer' installation guide to install the browser. You will then need to copy paste the mock link into the browser to start the test. The full instructions to install 'Viewer' can be found in support materials on EPA Pro. You must update the 'Viewer' browser ensuring that you are always using the latest version.

Should you experience any issues when taking mock tests through the 'Viewer' browser firstly ensure that you have a strong internet connection and if the test doesn't rectify itself, you will need to completely uninstall the 'Viewer' browser. You will need to remove the following three folders below:

C:\Users\USERNAME\AppData\Local\SurpassViewer
C:\Users\USERNAME\AppData\Local\SquirrelTemp
C:\Users\USERNAME\AppData\Roaming\Surpass Viewer

Once done, please download the 'Viewer' from **viewer.surpass.com** and re-install and start again.

Troubleshooting During Installation for SecureClient

Problem	Cause	Solution
Unable to install MSI. Error stating: "Failed to set data for 'UninstallString'" shown.	Your file permissions or security settings may be preventing you from installing the MSI.	Delete the installation directory and reinstall as an Administrator.

After installation of SecureClient (when launching for the first time)

Problem	Cause	Solution
Error '801' is shown when entering a test keycode or when logging into Administration screen.	Caused by issues with the installation of SQL compact (either an old & incompatible version was already installed, or installation did not complete successfully).	Resolved by installing SQL Compact Service Pack 2
SecureClient has updates that are stalling.	Caused by insufficient permissions on the SecureClient folder or because a lower level user account is being used.	Resolved by granting read/write permissions on the SecureClient folder or by Logging in with a user with higher permissions.
	Caused by a proxy server blocking access to an update's URL.	Resolved by allowing access to the updated URL or entering correct proxy details in the proxy.xml. The proxy.xml can be found by entering the below file path into your file explorer. C:\Users\Public\Surpass\SecureClient\configfiles The URLs are below: innovate.surpass.com cmspublic.com cms.Surpass.com

Problem	Cause	Solution
The type initializer for 'SecureClientCore.Utility.HelperMethods' threw an exception.	Caused by issues with the installation of SQL compact (either an old & incompatible version was already installed, or the installation did not complete successfully).	Resolved by installing SQL Compact Service Pack 2
Error '827' is shown when validating the test keycode.	The keycode may have been inputted incorrectly.	Check the keycode and try again.
	Caused by SecureClient running offline and the test not downloading. This can be due to a variety of reasons, but the most common cause is due to the internet access being blocked by a proxy server or firewall.	Resolved by entering proxy details in the proxy form or the proxy.xml file or by allowing access to the central server URLs through the proxy.
SecureClient failed to load (no error message).	Caused by standards and format settings being non-UK. Specifically the character used to mark a decimal place is a comma (,) rather than full stop (.)	Resolved by changing the Standards and Formats settings to United Kingdom.

Problem	Cause	Solution
Solving / Checking Proxy Configuration.	SecureClient may not be loading properly due to the proxy configuration not set up.	To check if your LAN connections go through a proxy server, open up Internet Explorer and follow these steps > Internet Options > Connections > LAN settings > If the 'Use a proxy server for your LAN' box is ticked, this means all network connections go through this proxy server. This may be preventing the SecureClient from accessing Surpass 12 and allowing the exam to start.
If your proxy server requires authentication.	SecureClient may not be loading properly due to proxy configuration not set up.	**You will need to follow the file path that SecureClient has been installed with:** C:\Users\Public\Surpass\SecureClient\configfiles If your proxy server requires authentication you should enter the username <user></user> and the password between <password></password>. If you are not sure which proxy settings to use, you can check the settings in Internet Explorer follow these steps: Tools > Internet Options > Connections > LAN settings. You can check if there is a Proxy on the PC. If there is, there will be a Proxy Name and a Port. You will need to note the Port number down. The below illustrates the proxy settings for SecureClient: You (IF you have a Proxy which is found in Internet Explorer) will need to amend this to say **true** and also put in the Port Number. If you save this document this will automatically update SecureClient.

Checking folder permissions.	SecureClient may not be loading properly due to folder permissions.	Right-click on your Local shortcut for SecureClient and select Open file location, this will navigate you to the SecureClient folder. Select the folder prior to the one you're directed to and then right-click on the SecureClient folder. Follow these steps: > Properties > Security > Advanced > then tick the box for 'Replace permission entries on all child objects with entries shown here that apply to child objects. You could add the 'Everyone group in here and and grant 'Full control'. Then repeat the step above.
Checking firewalls.	SecureClient may not be loading properly due to firewalls.	List of sites that need to be whitelisted:- • icaew.surpass.com • cmspublic.surpass.com • cms.Surpass.com

During Tests – SecureClient

Problem	Cause	Solution
The screen has frozen when taking a test and the learner is unable to move forward.	This normally happens when internet connection / signal is weak.	The computer being used for the test must be switched off at the power ONLY. You must not press any button within the test as this will end the test and the test will not be able to resume. When you switch the power off, switch the computer back on and go back into SecureClient typing in the keycode again. This will reconnect your test and allow the learner to continue.
Error '821' - Secure Client Core - There was an error trying to decrypt an item for the current question.	Caused by an on-access virus scan preventing the SecureClient from reading/writing files.	Resolved by adding the SecureClient folder as an exclusion from the on-access scan.
Error Message 8008 – There was a problem downloading the document.	Trusted documents not applied within Microsoft Office Applications.	Check that the Microsoft Office Applications are set to be the default program that opens these types of documents, this setting is within Control Panel on the PC.

After Tests – SecureClient / HTML Platform

Problem	Cause	Solution
Tests appear as 'In progress/User disconnected' in the Invigilation screen, although the tests have actually been completed.	Caused by a lost or slow internet connection when the exam was submitted by the candidate.	Check there is an internet connection available and relaunch the **SecureClient** on the computer used by the candidate. The result should then be uploaded, you can check if this is successful by viewing the Invigilation screen.
Finish button isn't pressed on the test at the end.	Battery went flat on lap top / tablet and unable to close the test.	If you are completing your test through **HTML platform** your test will automatically time out. If you are completing your test through **SecureClient** click back onto the SecureClient icon and retype in your key code. This will allow the test to finish. If the finish button hasn't been selected the results may take longer to upload onto surpass. This can take up to 14 days for both platforms.