

# HOW TO INSTALL SECURECLIENT SOFTWARE AND HOW TO TAKE A TEST ON THE HTML PLATFORM

## Purpose

Using the SecureClient software allows you to deliver high-stakes, summative assessments regardless of quality of internet connections, safeguarding against loss of data and minimising candidate disruption. In addition, SecureClient software locks down the candidates' PC so that no other programs, such as Google Chrome, Windows Explorer or MS Office, can be accessed for the duration of the test.

For onscreen 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 onscreen exams.

This document provides Training Providers / Employers with a step-by-step 'How to' guide which explains how to install the SecureClient software and how to access the HTML Platform to run a test through a web link.

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:-

- 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

## Minimum Specifications for Installation for SecureClient

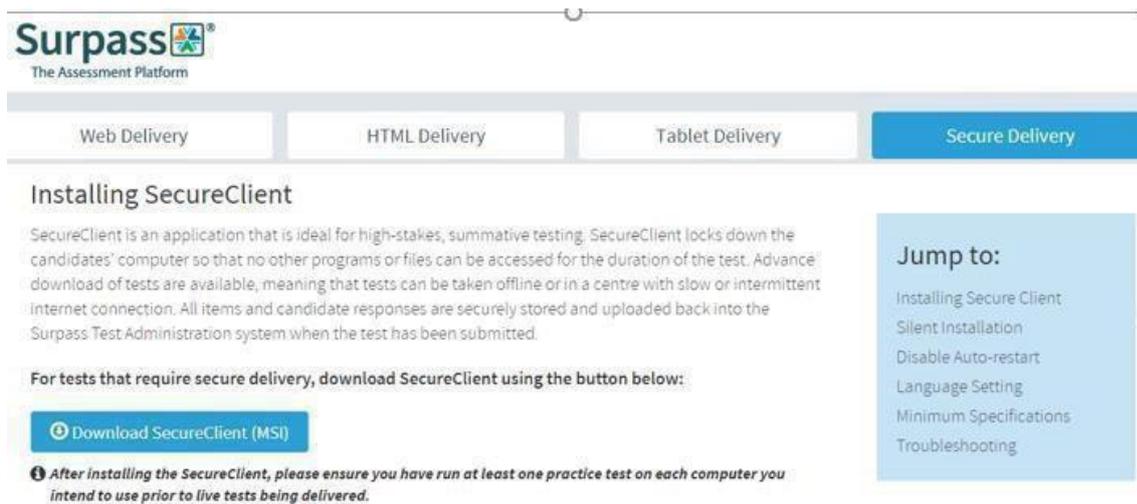
Hardware	Software	Bandwidth
<ul style="list-style-type: none"> <li>• Processor 1.80GHz or faster x86-compatible processor</li> <li>• <b>Please Note:</b> For enhanced assessments containing BTL Office or other advanced question types, we recommend that Celeron processors are avoided.</li> <li>• RAM 4GB as minimum and 8GB as the recommended (with 1 GB of free memory whilst the application is running)</li> <li>• 1GB of free space</li> <li>• HDD Space 1GB of free space</li> <li>• Video Single display</li> <li>• Screen resolution of 1024x768 (1280x1024 for BTL test centre network suppliers)</li> <li>• Graphics card with at least 128 MB of memory</li> <li>• Two button mouse</li> <li>• Keyboard</li> <li>• Audio capability and headphones may be required for some assessments.</li> </ul>	<ul style="list-style-type: none"> <li>• Supported Operating Systems               <ul style="list-style-type: none"> <li>○ Windows 8 (32bit or 64bit)</li> <li>○ Windows 8.1 (32bit or 64bit)</li> <li>○ Windows 10 (32bit or 64bit)</li> </ul> </li> <li>• Microsoft .NET Framework 3.5 and 4.5.2</li> <li>• Internet Explorer 9 to 11 <b>Please Note:</b> Browser must be capable of displaying PDF documents, i.e. Adobe Reader must be installed.</li> </ul>	<ul style="list-style-type: none"> <li>• A centre connection of 2Mbps or greater for every 30 candidate tests being sat at the same time is recommended to ensure candidates are not affected by connection issues during test delivery.</li> <li>• You are advised to download the test in advance if you do not want candidates to have to wait for the test to download at the start of the session.</li> <li>• <b>Please note</b> that the use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements.</li> </ul>

Hardware	Software	Bandwidth
	<p>Microsoft .NET Framework 4.0</p> <p><b>Please note:</b> There is no download for .NET Framework 2.0 or 3.5 for Windows 7, 8 or 8.1 (note .NET Framework 3.5 is backwards compatible with 2.0). Though this is included with later versions, it may not be automatically installed and may need to be enabled in the Control Panel.</p> <p>Instructions on how to do this are available <a href="#">here</a></p>	

## How to install SecureClient

### Step 1

From the Surpass Home Page, <https://innovate.surpass.com/launchtest> and you will be taken to the below screen:



The screenshot shows the Surpass Assessment Platform interface. At the top, there is a navigation bar with four tabs: "Web Delivery", "HTML Delivery", "Tablet Delivery", and "Secure Delivery". The "Secure Delivery" tab is highlighted in blue. Below the navigation bar, the main content area is titled "Installing SecureClient". The text describes SecureClient as an application for high-stakes testing that locks down the candidate's computer. It mentions that advance download of tests is available for offline use. A blue button labeled "Download SecureClient (MSI)" is prominently displayed. To the right of the main text, there is a "Jump to:" section with a list of links: "Installing Secure Client", "Silent Installation", "Disable Auto-restart", "Language Setting", "Minimum Specifications", and "Troubleshooting". A note at the bottom of the main text states: "After installing the SecureClient, please ensure you have run at least one practice test on each computer you intend to use prior to live tests being delivered."

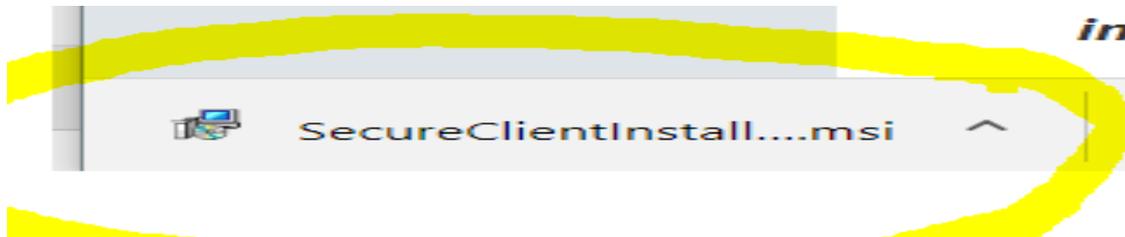
### Step 2

Click on the Secure Delivery button in the top right hand corner highlighted in blue above so that you see the above screen. Next click on the below button:



### Step 3

SecureClient will now begin downloading in your chosen browser. When it has finished, click on the installer icon as shown below.



### Step 4

You will then be presented with a pop-up window providing you with two options: 'Run' or 'Cancel'. Select 'Run' to proceed with the download of SecureClient.



## Step 6

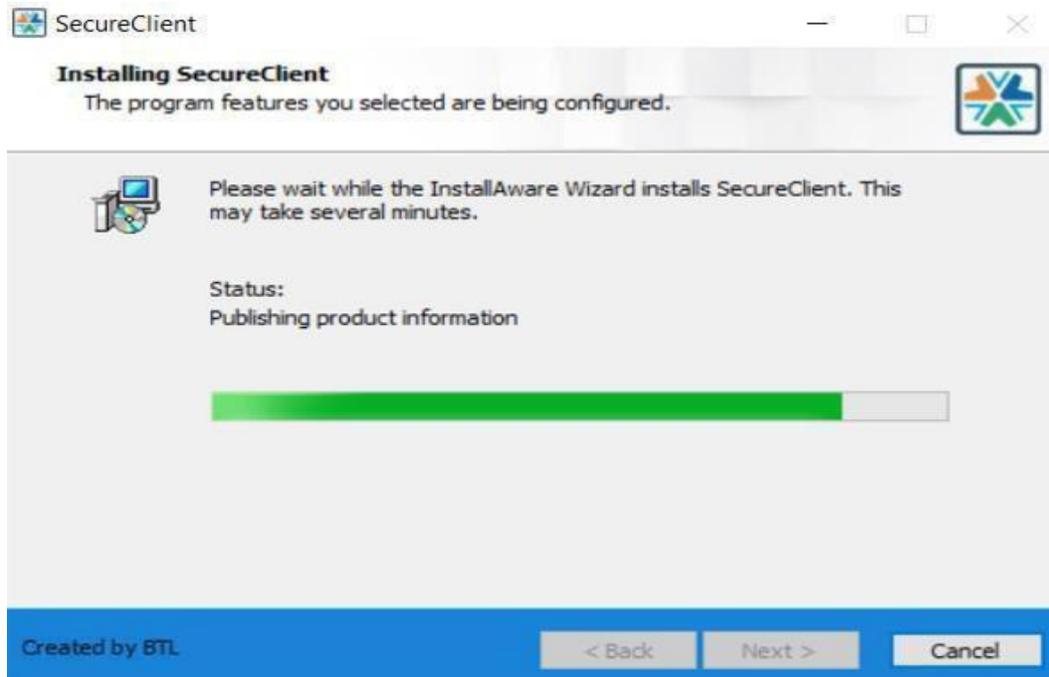
Next you will be asked if you would like the program (SecureClient) to make changes to your computer. Select 'Yes'. After selecting 'Yes', you will be presented with the following pop-up window, which is an Installation Wizard for SecureClient:



Select 'Next' to continue the installation process. You will then be asked where you want SecureClient to be located on your computer. By default this will be set to the C drive. If you are happy with this then click 'Next'.

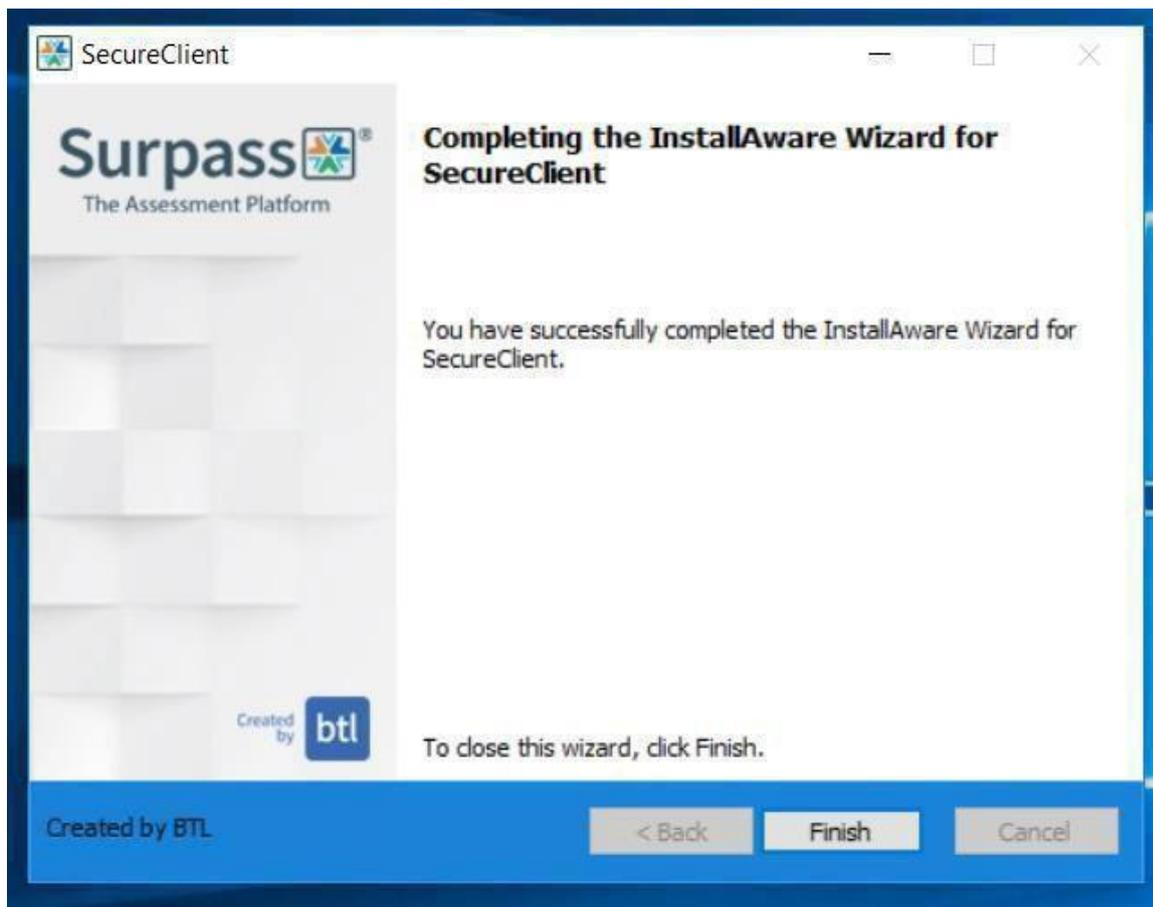
## Step 7

The Installation Wizard window will now display a timeline which tracks the progress of SecureClient's download as shown below.



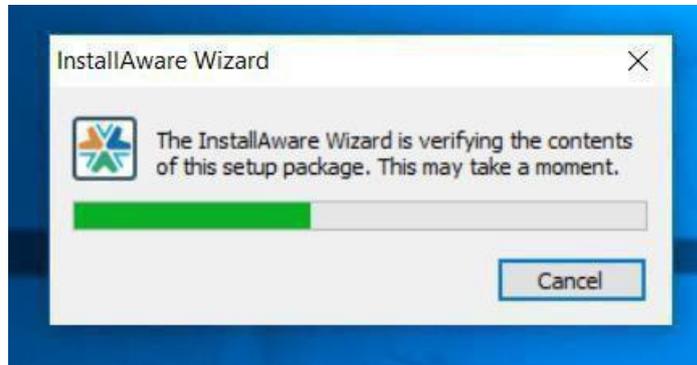
## Step 7

When it has finished you will be shown a message saying: 'You have successfully completed the InstallAware Wizard for SecureClient'. Simply select 'Finish' to complete the installation process as shown below.



## Step 8

You may be prompted to re-start your computer, if so click OK and when re-started you may need to wait for the verification to be complete before you can use it as shown below:



Once installed you will be able to select the SecureClient application from the location you have saved it on your computer or by using the search function. When opened it will prompt you to enter a keycode for the required test. This will be sent to all invigilators when an on-screen test is booked by the Assigned End-Point Assessor

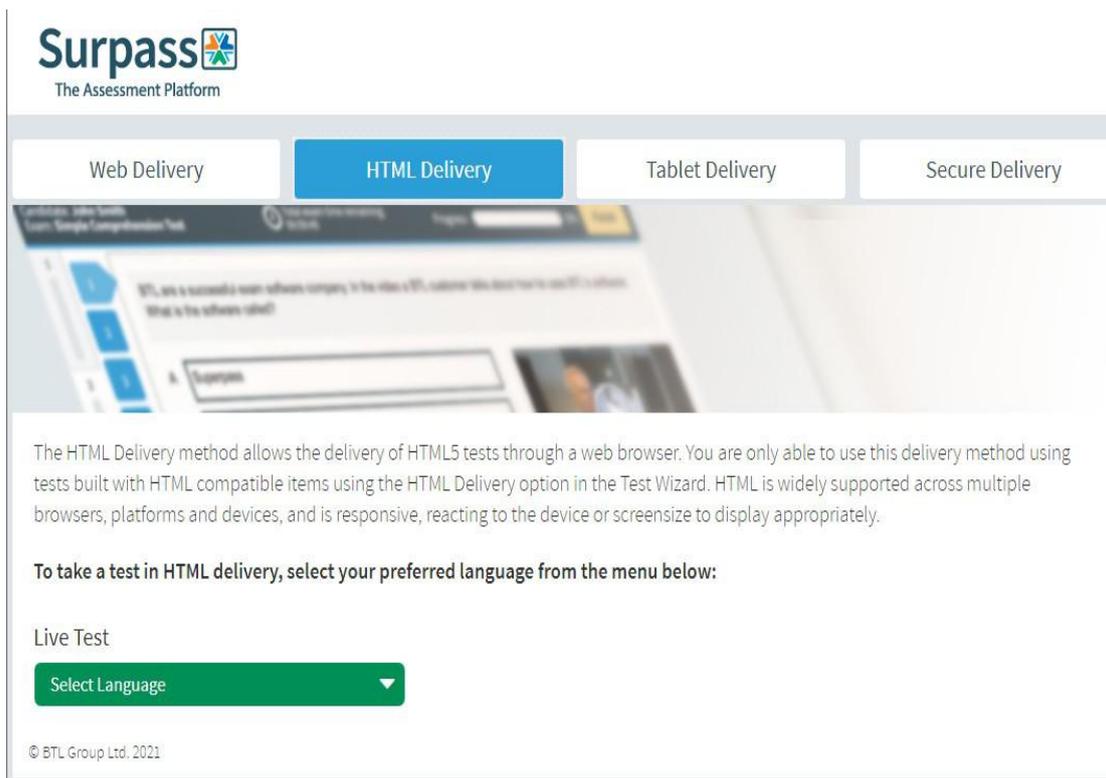
Problem	Cause	Solution
Unable to install MSI. Error stating: "Failed to set data for 'UninstallString'" shown.	Your file permissions or security settings may be preventing you from installing the MSI.	Delete the installation directory and reinstall as an Administrator.

## How to run a HTML test through the weblink

Click on the web link address as below:

<https://innovate.surpass.com/LaunchTest>

Click on HTML Delivery and select UK Language



**Surpass**  
The Assessment Platform

Web Delivery | **HTML Delivery** | Tablet Delivery | Secure Delivery

The HTML Delivery method allows the delivery of HTML5 tests through a web browser. You are only able to use this delivery method using tests built with HTML compatible items using the HTML Delivery option in the Test Wizard. HTML is widely supported across multiple browsers, platforms and devices, and is responsive, reacting to the device or screensize to display appropriately.

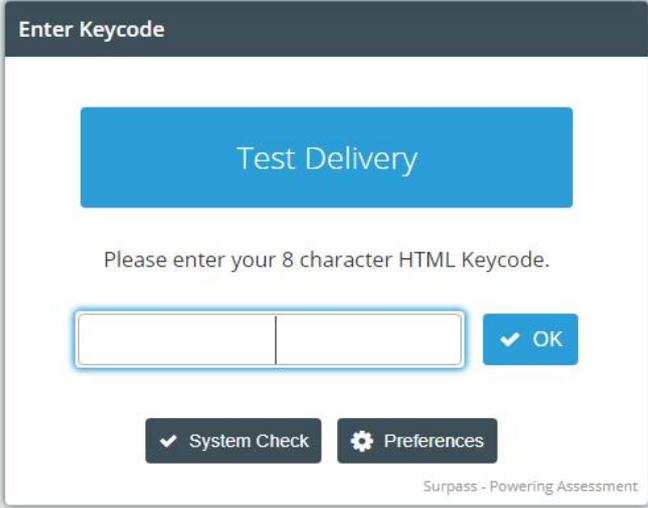
To take a test in HTML delivery, select your preferred language from the menu below:

Live Test

Select Language ▼

© BTL Group Ltd. 2021

- This will then take you to the key code window to allow you to take your test.



Enter Keycode

Test Delivery

Please enter your 8 character HTML Keycode.

Surpass - Powering Assessment

- Type in your key code in the box and this will allow you to take your test.

## After installation – Secure Client (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 the 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.	<p><b>You will need to follow the file path that SecureClient has been installed with:</b> C:\Users\Public\Surpass\SecureClient\configfiles</p> <p>If your proxy server requires authentication you should enter the username &lt;user&gt;&lt;/user&gt; and the password between &lt;password&gt;&lt;/password&gt;.</p> <p>If you are not sure which proxy settings to use, you can check the settings in Internet Explorer follow these steps: Tools &gt; Internet Options &gt; Connections &gt; LAN settings.</p> <p>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.</p> <p>The below illustrates the proxy settings for SecureClient:</p>  <p>You (IF you have a Proxy which is found in Internet Explorer) will need to amend this to say <b>true</b> and also put in the Port Number. If you save this document this will automatically update SecureClient.</p>

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:- <ul style="list-style-type: none"> <li>• icaew.surpass.com</li> <li>• cmspublic.surpass.com</li> <li>• cms.Surpass.com</li> </ul>

### 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 <b>SecureClient</b> 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.	<p>If you are completing your test through <b>HTML platform</b> your test will automatically time out.</p> <p>If you are completing your test through <b>SecureClient</b> click back onto the SecureClient icon and retype in your key code. This will allow the test to finish.</p> <p>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.</p>