

Date: 11/17/2015

Subject: *DTC* - Technology Update 11/17/2015

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Dear District Technology Coordinator:

This technology update contains information related to the following topics:

- CMAS/PARCC: Sophos Configuration for TestNav
- ACCESS for ELLs 2.0: DRC Testing Site Manager (TSM) Caching Version Update
- ACCESS for ELLs 2.0: DRC TSM 150 Concurrent Student Limit

CMAS/PARCC: Sophos Configuration for TestNav

Last spring, some schools experienced CMAS testing difficulties on TestNav while running Sophos software. To reduce these challenges in the future, Pearson has initiated conversations with Sophos and is ready to facilitate a conference call between representatives from Pearson, Sophos and Colorado district IT staff. During the conference call, configuration options for TestNav will be discussed and participants will explore the best ways to configure Sophos software to allow security platforms and TestNav to concurrently run successfully. If your district uses Sophos and you would like to participate in the conference call, please contact Brian Martens at Brian.Martens@pearson.com. Brian is working with interested districts to select a time for the conversation.

ACCESS for ELLs 2.0: DRC Testing Site Manger (TSM) Caching Version Update

Districts administering the ACCESS for ELLs assessments via computer should ensure that the DRC Testing Site Manager (TSM) caching service has been updated to version 8.0.0 before testing begins. Depending on the initial settings selected during the TSM install, the required update may have been automatically applied; however, instructions are available below to help ensure that the TSM has fully updated before the testing window opens. The TSM update also affects practice tests and sample items on the DRC INSIGHT secure browser. Districts that have not yet downloaded the TSM can access version 8.0.0 under Test Setup>Technology Downloads through the following URL: <https://www.wida-ams.us/>.

Instructions for Ensuring that the TSM has Successfully Updated to Version 8.0.0

- If you selected the Enable Automatic Updates option during initial installation:
 - The TSM will update automatically behind the scenes. This update is invisible aside from a version number change.
 - A manual restart of the service is **required** after the update. You will not be prompted to restart the TSM service, so if you encounter errors, please first attempt a restart of the TSM service or the machine. Once the TSM is restarted, check the TSM to confirm that it shows version 8.0.0*.
- If you selected the Disable Automatic Updates option during initial installation:
 - Upon opening your TSM, you will be taken to a *Manage TSM Settings page where you will see a prompt.*
 - *If you are not prompted, you can access the Manage TSM page by typing:*
<http://localhost:8080/admin/manageTSM>.
 - When prompted, select "Install Updates Now," this action will install the update.

- A manual restart of the service is **required** after the update. You will not be prompted to restart the TSM service, so if you encounter errors, please first attempt a restart of the TSM service or the machine. Once the TSM is restarted, check the TSM to confirm that it shows version 8.0.0*.

*If the TSM is installed on a Mac 10.10 Yosemite operating system, upon rebooting the machine you will need to access the Terminal and enter the following start command for the TSM service: `sudo /Applications/TestingSiteManager/TESTING_SITE_MANAGER start`

DRC does not anticipate any further TSM software updates before the testing window opens. If the update is not successful, please do not hesitate to contact **DRC Customer Service** with any questions at WIDA@datarecognitioncorp.com or **1-855-787-9615**.

ACCESS for ELLs 2.0: DRC TSM 150 Concurrent Student Limit

DRC recommends adhering to the guideline of 150 concurrent student testers per TSM. This recommendation is based on the distribution of large media rich files and the response caching of audio files during the assessment. Districts and schools with a large percentage of ELLs have requested guidance on scenarios in which the TSM guidelines could be met or exceeded. It is important to emphasize that the 150 concurrent student testers per TSM is a guideline and not a hard limit.

If a school expects to meet or exceed the TSM guideline, knowledge of local TCP traffic patterns is important. Additionally, the following variables should be considered to help accommodate increased capacity*:

- The TSM software should be installed on a dedicated device.
- The TSM device should meet or exceed recommended TSM requirements:
 - 4 GB of RAM (8 GB Maximum)
 - 2 x 2.4 GHz processors or faster
 - 64-bit Windows operating system
- WAN or LAN capacity that exceeds 100 Mbps data speed.

* These variables are identified on p. 25 of the [WIDA Technology Users Guide](#).

Symptoms of TSM overload include:

- Slow loading assessment items
- Receipt of error messages indicating that the student device has lost connection to the TSM

DRC provides the following tools to help plan testing sessions:

- Load Simulation Testing p. 163-168 [WIDA Technology Users Guide](#).
- The Capacity Estimator p. 173-179 [WIDA Technology Users Guide](#).

Please let me know if you have any questions.

Thank you,
Collin