

No-Am CATC Newsletter 12-21-2023

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CERTIPORT®
A PEARSON VUE BUSINESS

AUTHORIZED TESTING CENTER

NEWS UPDATE

December 21, 2023

Tech updates for your CATC

End of Service for Old Versions of Compass for Windows

All software products have a lifecycle, Certiport's Compass exam delivery technology is no exception. This message is to provide some important information about upcoming changes for Compass for Windows. This applies only to Compass for Windows and does not affect Compass for Mac.



On 14 February 2024, support will end for all versions of Compass for Windows with the last three digits of **835 or less**. For example, 19.0.2.**835**, 10.0.2.**793**, 10.0.2.**718**, etc. will no longer receive the following:

- Security updates
- Non-security hotfixes
- Free or paid assisted support options
- Exam content updates from Certiport

Computers running an earlier version of Compass will continue to work even after support ends. However, using unsupported software may increase the risk of an unfavorable exam experience. Each new release of Compass includes multiple bug fixes that prevent known issues and updating to the latest version will provide you with a more stable environment.

All Certiport Authorized Testing Centers are encouraged to upgrade to the latest version of Compass, **19.0.2.1270**. To check which version of Compass you are currently using, launch Compass, log in, and then click on "About Compass" in the left-hand menu. For more information, please review our [Compass Update Guide](#).

JB Tinker: Product Manager

Certiport office closure

The Certiport office in Lehi, UT will be closed on Monday, December 25 for Christmas Day, and then again on Monday, January 1, 2024, for New Year's Day:

December 25th and January 1st:

- Test Candidate Support: Closed
- CATC Customer Service: Closed
- CATC Technical Support: Closed

Normal business hours will resume on Tuesday, December 26, 2023, and Tuesday, January 2, 2024. Thank you for your cooperation and understanding.

Please [visit our website](#) for additional information on our holiday hours.



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Certiport Planned Data Center Transition – Production Environment

In August of 2023 we announced the upcoming changes to our underlying technology with support from Pearson VUE. A key priority for Certiport is to migrate our systems to a new data center environment. We are excited about this transition, which will improve reliability, scalability, and high availability of our business systems. We want to share information about the move of our Production environment.

The transition of the production environment is scheduled to begin on January 21, 2024, at 8:00 am Mountain Standard Time, with validations to be completed on the same day by 8:00 pm Mountain Standard Time. We will send notification when the new data center environment is live and normal operations can resume.

During this transition, the following Certiport systems will be unavailable. There is no action required from you:

- Compass for Windows
- Compass for Mac
- Portal (the logged in area of the website)

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- Compass Cloud
- Exams From Home (EFH)
- Certiport access to OnVUE

As part of this transition, Certiport will no longer be able to provide a range of static IP addresses for communication purposes.

Action

For CATC outbound traffic to Certiport, you will need to allow traffic to the entire following domains (*.certiport.com, *.pearson.com, *.pearsonvue.com, *.starttest.com, *.starttest2.com, *.startpractice.com, *.programworkshop.com, *.gettesting.com).

See our [Technical Requirements page](#) for full details.

Please note: If you are using an API that Certiport has provided, we don't expect changes but please verify all is working post cutover.

Connection Testing Tool

We know that the changes to allow traffic to the Certiport domain need to be tested. Please use the following [link](#) to ensure communication between our organizations. If successful, you should see the picture illustrated below.

If you can see the image below, then you can access Azure. If you can't you need to whitelist "*"certiport.com".

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Please keep in mind, due to unforeseen circumstances and challenges ahead, all dates are subject to change. We appreciate your understanding and flexibility as we aim to provide the best experience possible.

We appreciate your partnership and will continue to keep you apprised as the project progresses. Thank you for your patience as we work through the remaining details. If you have any specific questions about the data center transition, please contact the **Certiport Support Teams**.

Network with your community of educators at CERTIFIED 2024



As an educator, you understand the importance of continuous learning and professional development. That's why we've designed this conference to provide you with valuable insights, practical tools, and hands-on experience that you can use to improve your teaching practice and make a lasting impact on your students.

Register now to secure your spot at this exceptional event where you can enhance your skills, network with like-minded professionals, and stay updated with the latest educational trends. Register by April 1, 2023 to save \$100.

[Reserve my seat today](#)

Dominique Delbar: Corporate Events Manager

Resources for You

Stay Updated on Certiport's Latest News

New Product Information

See what exams have been recently released or are coming soon.

Live Trainings

View the calendar for upcoming onboarding and support webinars.

System Maintenance

Mark your calendar! See what dates are scheduled for periodic maintenance, as maintenance can affect exam delivery.

Compass Updates

Get detailed information on upcoming changes to the Compass exam delivery software.

Important Notices [RSS](#)

Get notifications regarding the use and support of our exam products, delivery systems, solutions, and features.

Exam Content Updates [RSS](#)

Review planned release dates of exams undergoing maintenance.

Support

Find answers online including FAQs, Quick Reference Guides, Technical Requirements, or the different ways to contact our Technical Support team.



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