Guide Summary

If you have installed and configured Compass correctly and have installed and configured the locally installed Adobe applications correctly but are still experiencing issues, use this guide to track down the solution. It is possible to encounter a known issue that we are currently trying to address, or issues with settings in the software preferences on workstations where the Adobe software is used for more than just certification exam testing.

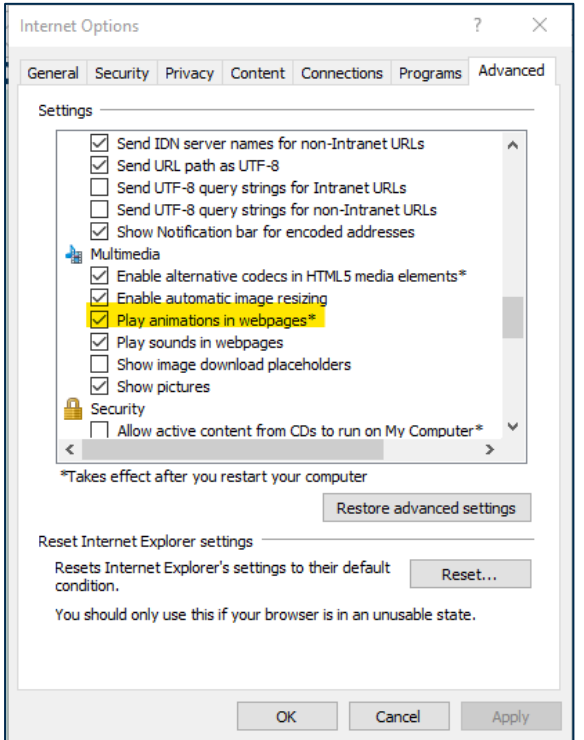**Adobe Certified Professional**

Exam Section Overview

The live-in-the application exams have the following sections, and the guide is broken down into the same categories. The Express exam does not have a Task Section.

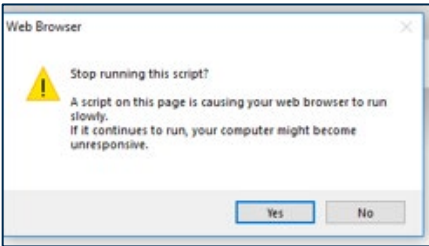| Question Section	Description	Timed
Survey	Three questions about the candidate and their experience.	No
Question Tutorial	A tutorial that explains the functionality of the Question Section.	No
Question Section	Includes multiple choice, drag and drop, drop down, radio button and area selection question types.	Exam time
Section Summary	Allows candidates to navigate back through the Question Section. After candidates click Submit Section, they cannot return to the Question Section of the exam.	Exam time
Task Section	**Description**	**Timed**
Task Tutorial	Explains the features of the Task Section and interaction with the Adobe application.	No
Application Launch	If this is the first exam run on this computer and the exam was not pre-downloaded in Compass, the exam files will download. The Adobe application launches. The remainder of the exam is delivered in a panel inside the Adobe application.	No
In-Application Tutorial	An ungraded, untimed task. In most exams, it shows the candidate how to recover the Certification Test panel if they accidentally close it. In Acrobat, it shows the candidate how to show all tools.	No
Task Section	A set of tasks the candidate completes using the Adobe application. The candidate actions are automatically saved when they select the Next or Back buttons. **IMPORTANT: If the candidate accidentally closes the application, or if the application crashes or hangs, the candidate will retain their exam data if resuming on the same computer.**	Exam time
Section Summary	Allows the candidate to navigate back through tasks in the Tasks Section. Progress on tasks is preserved. After candidates click Submit Section, they cannot return to the Task section of the exam.	Exam time

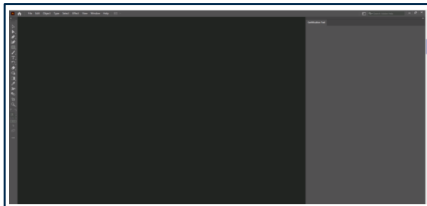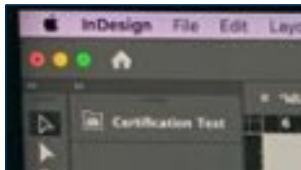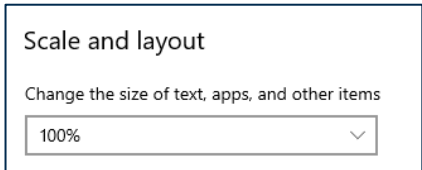| Post Exam	Description	Timed
Item Feedback	Allows the candidate to give feedback on individual questions and tasks. The candidate will see questions and tasks, but this section does not affect their exam results.	Comment time
Exam Feedback	Allows the candidate to give feedback on the overall testing experience.	No
Score Report	Shows the percentage of points awarded to the candidate by skill group.	No

Note: "Post Exam" includes events occurring after the timed portion of the exam has completed, but prior to the entire exam completion and exit.

Question Section

Error/Condition:	Solution:
Questions do not display correctly after resuming the exam	Have the candidate move the splitter bar or click Next and Back.
Animations do not play	Animations are disabled in Internet Explorer. On the Advanced tab of Internet Options, check Play animations in webpages. Restart the computer. Resume the exam.

Task Section: Cannot Start the Live-in-the-Application Section

Error/Condition:	Solution:
All exams **Windows or Mac:** A message reporting a security violation occurs	• **Windows only:** The candidate pressed Ctrl+Alt+Delete. Caution the candidate against pressing Ctrl+Alt+Delete. • An application is running that is blocked by Compass. Close the application reported by the dialog and resume the exam. If you are unable to close the application, contact Technical Support.

All exams
Windows or Mac:
A file download error or script error occurs during file download.
	If the exam was not pre-downloaded, files download at the beginning of the Task section. If you lose the connection to the Internet or if there is latency, the download will fail.
	    a. Quit the exam.
	    b. Download the exam files from the Compass administration page.

All exams
Mac only:
A spinning cursor appears, and the starter document does not load.
	• Wait a few minutes. Some applications are slow to load.
	• The app requires permissions that have not been granted.
	    1. Force quit the exam.
	    2. You might need to reboot the Mac.
	    3. Grant the necessary permissions (see the Exam Readiness Guide).

All exams **Windows or Mac:** The application launches, but the Certification Test panel does not display.	1. Maximize the application. 2. Select the Certification Test workspace. 3. If the Certification Test workspace does not exist, quit and resume the exam.

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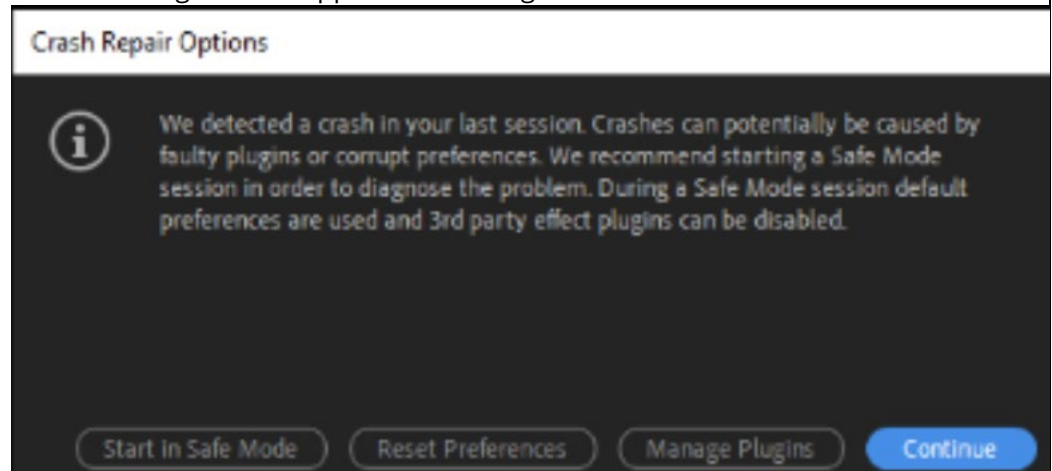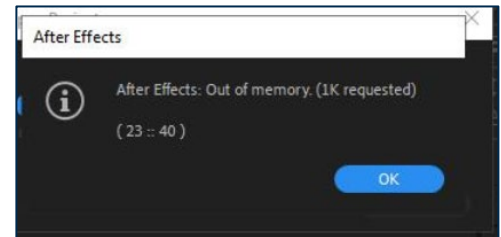| Error/Condition:	Solution:
All exams **Windows or Mac:** The application launches, but the starter document doesn't load, and the Certification Test panel is dark gray.	We suspect this is related to Display settings, the inability to install exam preferences, or interference with Creative Cloud sync. 1. Use Ctrl+Shift+Q to close Compass. You might need to also close the application or use Ctrl+Shift+Q again. 2. In Display settings, change Scale and layout to 200%. 3. Pause Syncing in Creative Cloud. Profile > Preferences. Select Syncing. Click Pause Syncing. 4. Resume the exam.
All exams (incl Config Exams & Exam Previews) **Windows or Mac:** The Certification Test panel is minimized. **Windows:** Scale and Layout is not set to 100%.	**Within the exam:** 1. Maximize the application window. 2. Click Certification Test. 3. Verify that the Certification Test workspace is selected and have the candidate reset the Certification Test workspace. **Outside of the exam (Windows):** 1. Open the Display settings. 2. Set Scale and Layout to 100%.
After Effects 2021 exam Exam freezes after logging into Creative Cloud.	Log into Creative Cloud prior to starting the exam. If this problem has already occurred, have candidates launch After Effects 2021 outside of the exam and close it before resuming the exam.
After Effects 2022 and InDesign 2022 exam Exam quits when displaying Creative Cloud login dialog.	Log into Creative Cloud prior to starting the exam.

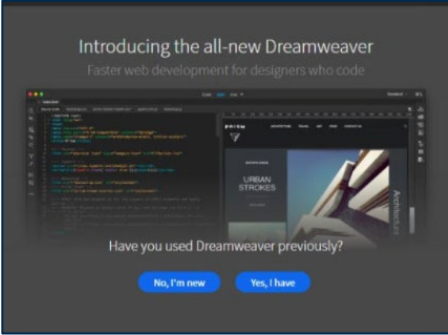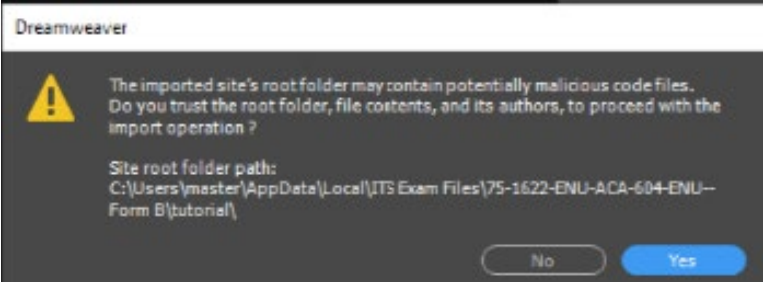| Error/Condition:	Solution:

Photoshop
Mac only:
Photoshop launches but does not open the starter document for the tutorial or show the panel.
	Macs with the Apple Silicon M2 processor do not come with Rosetta installed by default. Photoshop Common Extension Platform (CEP) requires Rosetta. The Photoshop exam uses CEP.
	
	Outside of the exam:
	  1. Display the Info window for Photoshop.
	  2. Select Open using Rosetta.
	  3. Launch Photoshop.
	  4. When you are prompted to install Rosetta, install it.
	
	https://support.apple.com/en-us/HT211861

Premiere Pro exam **Windows only:** Setting up exam environment failed or Premiere Pro crashes when the LITA section starts	Two graphics adapters are installed. • Disable the onboard graphics adapter.

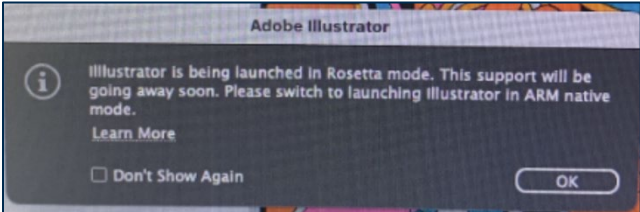## Task Section: Issues During the Live-in-the-Application Section
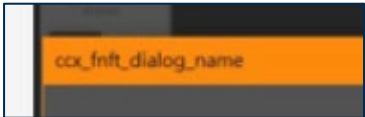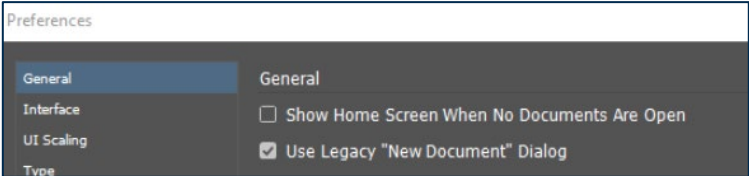
Error/Condition:	Solution:
All exams **Windows or Mac:** The Certification Test panel is missing.	The candidate has closed the Certification Test panel or reset a default workspace. • Have the candidate choose the Certification Test workspace. • If the panel is still missing, have the candidate reset the Certification Test workspace.

All exams
Mac only:
The Dock appears over the navigation controls.
	The Mac is not configured to automatically hide the Dock Bar.
	  a. Hide the task bar using Cmd+Option+D.
	  b. In Dock Preferences, enable Automatically hide and show the Dock.
	  c. If neither of those options work, change the Dock position to either Left or Right.

All exams **Mac:** The Task section does not load, or the exam quits when moving from the in-application tutorial to the first Task item.	Secure Browser needs Accessibility permisson. See the FAQ in the Exam Readiness Guide for instructions.

Error/Condition:	Solution:

All exams
Windows or Mac:
The application quit unexpectedly
	An application error or security violation occurred
	1. If a white, gray, or black screen appears, it means that the Secure Browser is still running. Press Ctrl+Shift+Q or Ctrl+Alt+Delete to quit Secure Browser. If it still does not quit, you might need to shut down and restart the computer.
	2. Launch the application outside of the exam.
	3. Ask the candidate to resume the exam.
	4. If the application quits again, check the following:
	    a. The crash might be triggered by a corrupt Preferences file. Have the candidate reset application preferences by holding down the key shown in the table while launching the application:
	
	• **After Effects:** Alt+Shift (*Windows*) Option+Command+Shift (*Mac*)
	• **Animate:** Alt+Ctrl+Shift (*Windows*) Option+Command+Shift (*Mac*)
	• **Dreamweaver:** Windows key+Ctrl+Shift (*Windows*) Option+Command+Shift (*Mac*)
	• **Illustrator:** Alt+Ctrl+Shift (*Windows*) Option+Command+Shift (*Mac*)
	• **InDesign:** Alt+Ctrl+Shift (*Windows*) Option+Command+Shift+Control (*Mac*)
	• **Photoshop**: Alt+Ctrl+Shift (*Windows*) Option+Command+Shift (*Mac*)
	• **Premiere Pro:** Alt+Shift (*Windows*) Option+ Shift (Mac)
	
	    b. The crash might be triggered by the steps the candidate is taking in the application. Have the candidate mark the item for review, complete the other items, and come back to that one at the end of the exam, if there is time.

All 2023 exams A message appears either during readiness or at the LITA section that states that the application is not installed.	If you also have the beta version of the 2023 application installed, you will see this error. Completely uninstall the beta version and the released version of the 2023 application, then reinstall the released version.
Acrobat exam The exam does not close when I close Acrobat.	In Acrobat, the exam window is a separate application. If you accidentally close Acrobat and need to continue the exam, click the **Restart Application** button.
Acrobat exam Documents take a very long time to load.	We are working on a known issue with performance that seems to occur after you navigate through the items multiple times. If performance becomes bad, use the **Restart Application** button to improve performance.
Acrobat exam Acrobat is unresponsive. The task and buttons are shown in the panel.	Acrobat sometimes becomes unresponsive when navigating between items. In most cases, if you wait long enough, it will become responsive. If it does not, use the **Restart Application** button.

Error/Condition:	Solution:
Acrobat exam The document does not load. The buttons are not shown in the panel.	Use Ctrl+Shift+Q on Windows or Force Quit the exam on Mac. Resume the exam. NOTE: The usual cause of this is candidates failing to close a dialog before clicking **Next**. We are working on a solution to this issue.
Acrobat exam Reset Task does not reset the multiple choice or typed answer.	The Reset Task button only resets the starter document to its original state. The candidate will need to manually change the answer to the question.
Acrobat exam **Mac only** Acrobat is not maximized.	Maximize the Acrobat window. If the window covers the test panel, click the Maximize button again.
Acrobat exam **Mac only – version 2025.001.20438 only** Font names are listed without font styles in the drop-down list of the Add Header and Footer dialog.	Test Candidates can tell which styles are applied by looking at the preview.
After Effects exam **Windows or Mac:** An out-of-memory error occurs	Run the exam on a computer that has at least 16 GB of RAM. If this is not possible, you can click OK and continue the exam. However, additional memory errors might occur.
After Effects 2024 exam **Windows only** A Crash Repair dialog appears when After Effects opens.	We are testing a fix to suppress this dialog in the exam. Click **Continue**.

Error/Condition:	Solution:
Dreamweaver exam only Windows or Mac: The Welcome wizard displays.	a. Have the candidate go through the wizard. b. If the panel does not load: i. Close Dreamweaver to quit the exam. ii. Launch Dreamweaver outside the exam. iii. Close Dreamweaver and resume the exam. *Introducing the all-new Dreamweaver — Faster web development for designers who code — Have you used Dreamweaver previously? No, I'm new / Yes, I have*
Dreamweaver exam only Windows or Mac (Dreamweaver 21.4): A warning appears when opening a site	Tell the candidate to click **Yes**. If the candidate clicks **No**, the site will not load. The candidate can load the site by clicking Reset Site and clicking **Yes** when the dialog appears. *Dreamweaver — The imported site's root folder may contain potentially malicious code files. Do you trust the root folder, file contents, and its authors, to proceed with the import operation? Site root folder path: C:\Users\master\AppData\Local\ITS Exam Files\75-1622-ENU-ACA-604-ENU--Form B\tutorial\ — No / Yes*

Dreamweaver exam only Mac only: Exam becomes unresponsive when the candidate saves a file.	The following message might also display:
	
	Dreamweaver requires access to the Desktop folder.
	  a. Force quit the exam or restart the computer if necessary.
	  b. Grant the Full Disk Access permission to Dreamweaver. See the FAQ in the [Exam Readiness Guide](#) for instructions.
	
	"Adobe Dreamweaver 2021.app" would like to access files in your Desktop folder. — Don't Allow / OK

Dreamweaver exam only Windows or Mac: The tutorial site is displayed, but the first task is shown in the Certification Test panel.	Have the candidate click **Next Site** and then **Back**.
Illustrator exam only Windows or Mac: The Adobe Tour window displays.	Have the candidate close the window or choose 'skip tour'.
Illustrator exam only Windows or Mac: A message about color management settings being different is disp layed.	This is a known issue we are trying to resolve, but it does not affect the exam. a. Have the candidate click OK or Cancel. If the user cannot control the mouse, have them press the **Enter** key.

Error/Condition:	Solution:
Illustrator exam only Mac only: A prompt displays asking you to allow access to Contacts or Calendar. The application hangs.	We have seen this issue in Mojave. Although we have not seen it in later Mac operating systems, Adobe's support article indicates that it might happen. a. Force quit the exam or restart the computer if necessary. b. Launch Illustrator outside the exam. Change a preference. If you are prompted to allow access to the Contacts or Calendar, either Allow or Disallow. Read more about the issue on Adobe's [website]().
Illustrator 2024 exam Mac only: Warning about Rosetta mode	We are investigating whether we can run the exam in ARM native mode. For now, just click OK.
Illustrator 2024 and Photoshop 2024 exams Messages about Generative AI appear when the LITA section launches	• Close the dialog by clicking the X in the upper corner. The in-app tutorial document should load. If it does not, quit the application and resume the exam.
InDesign exam only Windows or Mac: The message "Failed to load exam" appears when starting or resuming the Task section.	• If the error occurs on the tutorial, read the tutorial and click Next. • If the error occurs on a task, click Next then click Back.
Photoshop, Illustrator, and InDesign exams only Windows: The message ccx_fnfn_dialog_name appears when trying to create a new document.	Within the exam, have the candidate check 'Use legacy "New Document" Dialog' option on the General Preferences page.
InDesign 2022 exam only Windows or Mac: A message "Type 1 fonts will no longer be supported starting 2023. Your document contains *x* Type 1 fonts." Appears.	• This message erroneously appears in InDesign 17.0. The issue is fixed in InDesign 17.0.1. The error will not affect the candidate's ability to complete the exam and does not impact scoring.

Error/Condition:	Solution:
Illustrator and InDesign 2022 exams only A message that some Pantone colors may no longer be available displays.	This message is related to Adobe's licensing agreement with Pantone and does not affect the candidate's ability to complete the exam. https://helpx.adobe.com/illustrator/kb/pantone-plus.html https://helpx.adobe.com/illustrator/kb/pantone-color-books-illustrator.html
Photoshop 2024 exam only A message that some text layers may need to be updated before they can be used for vector-based output appears.	This message began appearing in the 25.11 release of Photoshop 2024. Can check **Don't Show Again** and click **No** to prevent the dialog from showing on each item.
Photoshop exam only Windows or Mac: Certification Test panel buttons are not responsive	The candidate made a change in the project but has not committed it. a. The candidate should click the check mark in the options bar or press Enter (**Windows**) or Return (**Mac**) to commit the change or press Escape to reverse the change.
Photoshop only Windows or Mac: The exam becomes unresponsive after adding a swatch to the Library.	Configurations that do not allow access to the Library sometimes cause a hang when you attempt to access it. a. Have the Test Candidate clear the Add to my library checkbox when creating a swatch.
Premiere Pro exam only Window or Mac: The video assets are green and pink instead of the normal colors.	The computer does not have a graphics adapter that supports GPU. 1. No action is necessary unless the colors bother the user. 2. The candidate can adjust the settings by clicking File > Project Settings > General and setting the Renderer to Mercury Playback Engine Software Only.
Premiere Pro only Windows or Mac: The Missing Media dialog displays.	The asset download was corrupt due to a network error. 1. Click Offline. 2. OR Quit Premiere Pro and resume the exam. The asset should download.
Premiere Pro 2024 only Windows or Mac: The save dialog appears when navigating Next, and does not close.	This is a known Premiere Pro bug that happens outside the exam. Close the dialog. Your changes are saved and your score is not affected.
Premiere Pro only Windows or Mac: Exam crashes after user sets the proj ect to Read Only.	We are investigating a crash that occurs when users make changes to a project, click Read Only in the Project Panel, and then click No to prevent saving changes to the project. Have the candidate resume the exam and complete the exam without selecting Read Only.

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Error/Condition:	Solution:
Premiere Pro only Exams from Home: The performance lags or the exam freezes.	Remind candidates not to play the video during the exam. They can scrub the timeline or play the small segment where they made the change to verify their work.
Premier Pro only Mac only: Dialog asks user to grant Premiere Pro permission to record my screen.	Some Premiere Pro features require Screen Recording permission. Grant Premiere Pro the Screen Recording permission.

Post Exam: Issues that occur after the Question & Task Sections

Error/Condition:	Solution:
The Test Candidate did not receive a Score Report.	If the Test Candidate was unable to see the Score Report and click on "Exit Exam" due to a program crash, power outage, etc., they must return within 7 days and resume the "In Progress" exam in order for their results to be uploaded.
The Certification Test panel flashes when you launch Adobe applications.	Compass installs the Certification Test panel as an extension. • Close the Certification Test panel.

Contact Support

Find **Answers** online or Contact Support through **Phone, Email, or Live Chat.**
Support is available Monday through Friday 6am to 5pm MT