




Compass Technical Requirements

These technical requirements apply to any Certiport Internet-based testing (IBT) exams delivered in Certiport Authorized Test Centers via the Compass solution.

Note  **Most candidates will not be required to make any changes to successfully take IBT exams using the Compass secure browser.**

This document describes a full set of technical requirements and configuration settings necessary for the Compass product. The configuration settings and technical requirements described are targeted at an audience of mid to higher level technical skill. This is a full set of technical requirements that can assist the user in troubleshooting problems associated with exam delivery.

These configuration settings and requirements should only be implemented if you are confident you understand and can implement these settings and configuration changes. If you do not understand these configuration settings and requirements **DO NOT make changes without first consulting with the local Technology Professional.**

Warning



On January 14, 2020, Certiport will no longer provide support for Certiport software installed on Windows 7 operating systems.


All existing sites must upgrade to **Windows 10 OS** for all test center equipment prior to January 2020. Starting **January 1, 2019**, all new test centers are required to install on Windows 10 OS.

Internet Based Testing (IBT) Configuration

Effective **August 1, 2018**, the following technical requirements and configuration settings may be necessary to ensure successful delivery of exams via the Compass solution. Candidates may experience decreased exam delivery performance if these requirements are not met. You may be asked to make changes to the exam delivery workstation and the local network configuration to comply with these requirements as part of problem resolution.

Internet Connection

For IBT exams, a base connection speed of **256 Kbps down/up** is required. For optimal delivery of IBT exams, **1 Mbps is strongly recommended**.

Warning  If more than one exam is being delivered simultaneously, then an additional **50 Kbps down** and **25 Kbps up** is required for each simultaneous exam delivery beyond the first.

Before Beginning an Exam

The Windows user account logged in to the exam delivery workstation must have **Local install permissions**. If the account does not have Local install rights, the exam delivery software will not launch correctly and will result in an error. The candidate will not be able to complete the exam.

Exam Delivery Machine

Pearson strongly recommends using equipment that meets or exceeds the Recommended Specifications. These requirements will change periodically based on the needs of our exam sponsors.

Some exams (e.g., Live in the Application) have requirements that are above and beyond the exam delivery system; refer to each individual certification for detailed information.

(see <https://certiport.pearsonvue.com/Support/Technical-requirements>)

Note



Exams cannot be delivered during times of periodic maintenance. View the [server maintenance schedule](#).

Warning



Local install rights with no group policies to install and deliver are required.

	Required/Minimum	Recommended
Operating System	Windows 10 Enterprise or Professional (32-bit and 64-bit) Windows 8.1 Enterprise or Professional (32-bit and 64-bit) **Windows 7 SP1 Enterprise, Ultimate, Professional, or Home Premium (32-bit and 64-bit) Mac OSX 10.11 (El Capitan) or higher ** New sites are not allowed to install on Win 7 OS starting Jan 2019	
Processor	Pentium 4 or equivalent 1.3 GHz or higher	Core i5 or equivalent 2.6 GHz or higher
RAM	2 GB RAM 4 GB RAM (Live in the application exams)	4 GB RAM 8 GB RAM (Live in the application exams)
Hard Drive	5 GB	+1 GB over Min Per Exam Program installed
Video Resolution	1280 x 800 Widescreen 16:9 1024 x 768 Standard 4:3	1920 x 1080 (Widescreen 16:9) 1280 x 1024 (Standard 4:3)
Security Protocol	TLS 1.1 or higher	
Internet Connection	256 Kbps or DSL	High Speed Internet Connection
Supported Internet Browsers	Microsoft Internet Explorer 11 (32-bit version only) Latest versions of Microsoft Edge , Chrome , or Firefox	
Keyboard & Mouse	2 button Wheel mouse Keyboard	
Browser Settings	Internet Cookies must be enabled.	
Printer	Printer installed – can be Windows document printer	
Additional Software	.NET 4.5.2 must be installed (Windows only) .NET 3.5 must be installed (Windows only)	
Firewalls	Corporate firewalls (including VPNs) often cause this delivery method to fail. Please take your exam in a setting without a corporate firewall or ensure the ports and IP addresses are whitelisted.	

CATC Technical Requirements

	Required/Minimum	Recommended
<p>Communication Ports & IP Addresses</p>	<p>Required: The domain certiport.com must be accessible. Also, it must have full access through ports 80 (HTTP), 443 (HTTPS) and HTTP redirects permitted.</p> <p>Recommended: Whitelist the domain "*.certiport.com".</p> <p>Minimum – The following IP addresses must be accessible:</p> <ul style="list-style-type: none"> • 159.182.30.18 www.certiport.com • 159.182.31.253 nuget.certiport.com • 93.191.169.139 Additional Security IP • 159.182.30.17 downloads.certiport.com • 159.182.30.16 myspeed.certiport.com • 159.182.30.17 verify.certiport.com • 64.27.100.27 • 64.27.64.232 • 64.106.193.0/24 • 64.106.220.0/24 • 206.188.17.0/24 • 159.182.0.0/16 <p>Note: If the Internet is accessed through an authenticating proxy server and the system is not configured to automatically pass credentials to It, you will experience issues while testing.</p> <p>The following URL's may require unrestricted Communication:</p> <ul style="list-style-type: none"> • http://*.pearson.com & https://*.pearson.com • http://*.pearsonvue.com & https://*.pearsonvue.com • http://*.starttest.com & https://*.starttest.com • http://*.starttest2.com & https://*.starttest2.com • http://*.startpractice.com & https://*.startpractice.com • http://*.programworkshop.com & https://*.programworkshop.com • http://vueapbrowser.starttest.com/?program=CertiportSB <p>Note: Sometimes it works better on certain systems if you add them in one of these fashions: (1) http://starttest.com, (2) http://starttest2.com, (3) *.starttest.com*, (4) *.starttest2.com*, (5) *.programworkshop.com*.</p>	

Prohibited

Caution



If it is not found on the requirements below or in the Advanced Requirements list then it should be considered 'Not Supported'.

Exam Delivery must adhere to the following restrictions	
Portable Computing devices	<p>Touch Screen Laptops, Tablets and Smartphones are strictly prohibited.</p> <p>Note: Examples of prohibited portable computing devices include, but are not limited to: <i>Surface Pro, Chromebooks, Android and iOS phones, and tablets.</i></p>
Processor	Devices running Ultra Mobile Processors are strictly prohibited. This includes, but is not limited to Intel Atom, AMD NEO CPU lines, and ARM CPUs.
RAM	Less than the OS specified Minimum RAM.
Operating System	<ul style="list-style-type: none"> • Windows XP & Vista are strictly prohibited • Windows Server Operating System strictly prohibited on the exam delivery workstations • Virtual environments are strictly prohibited for exam delivery • All Linux/Unix based Operating Systems are strictly prohibited
Display	<p>Touch Screen monitors are strictly prohibited for exam delivery.</p> <p>Display resolution less than 1024 x 768 in 16-bit color is strictly prohibited.</p>
Network Connection	Pearson Strongly Recommends avoiding networks configurations that involve Proxy Servers, Advanced Firewall Security Configurations and other network security measures such as but not limited to Packet Filtering or Packet Inspection.
Internet Connection	<p>VPN connections are strongly discouraged and will result in disruption to exam delivery.</p> <p>SSL VPNs are strictly prohibited (e.g., Hotspot Shield).</p> <p>Dial-Up Internet Connections are not supported.</p>
Internet Browser	Browsers not found on the list of Supported Internet Browsers in this document cannot be used for exam delivery.