

Guide Summary

If you have installed and configured Compass correctly and have installed and configured the locally installed Autodesk 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 Autodesk software is used for more than just certification exam testing.

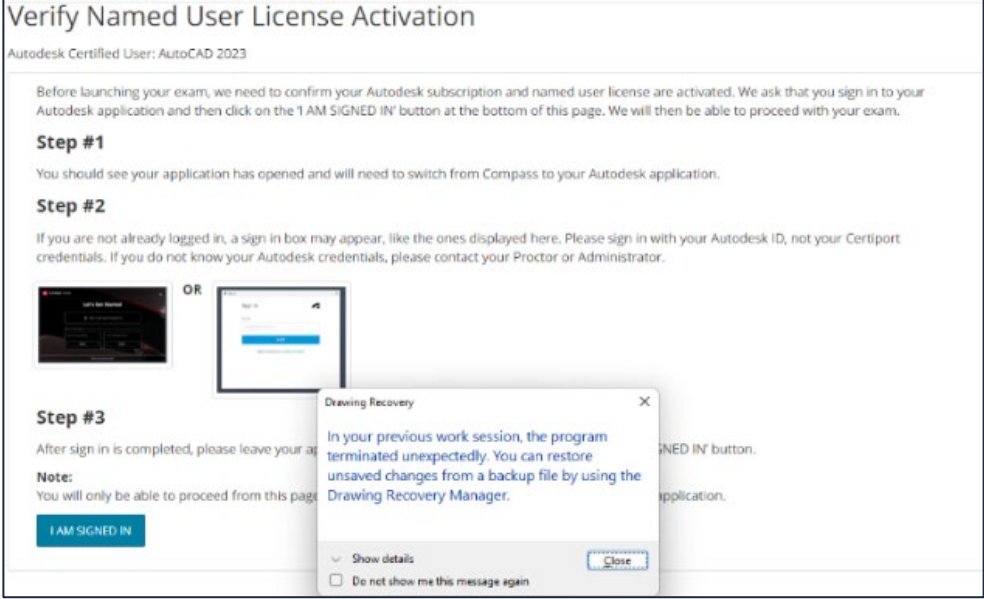
Next Generation Exam Section Overview

The actual exam has the following sections, and the guide is broken down into the same categories:

Question Section	Description	Timed
Survey	Four questions about the candidate and their experience. Candidate answers do not affect the questions presented or the candidate's score.	No
Tutorial	A tutorial that explains the functionality of the Question Section.	No
Question Section	Includes multiple choice and input number question types. The first data file is loaded after the Autodesk application loads. Questions about the data file are displayed in an exam panel to the left of the Autodesk application. Multiple questions might be asked about the data file. When the candidate clicks Next , the driver loads the next data file and the next set of questions.	Exam time
Post Exam	Description	Timed
Question Feedback	Allows the candidate to give feedback on individual questions. The candidate will see questions, 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.

Exam Readiness Troubleshooting

Error/Condition:	Solution:
<p>AutoCAD: The Drawing Recovery dialog appears during license check.</p>	<p>AutoCAD crashed the last time it was run, and files were left in the Recovery state. Click Close to close the dialog.</p> 
<p>AutoCAD, Revit, or Inventor: The AutoCAD, Revit, or Inventor icon is flashing in the Task Bar during the license check.</p>	<p>A dialog has gone behind the Compass window. Click the flashing AutoCAD or Revit icon to bring it to the foreground and take the necessary action before closing the window.</p>
<p>AutoCAD, Revit, or Inventor: The Verify Named User License page appears even though I am signed in.</p>	<p>License detection might have timed out. Select I AM SIGNED IN.</p>
<p>AutoCAD, Revit, or Inventor: The precheck shows AutoCAD as a running process, even though it is closed.</p>	<p>This is a known issue we are investigating. Click Resolve and end the process.</p>

Next Generation Exam Experience Troubleshooting

Error/Condition:	Solution:
<p>AutoCAD, Revit, or Inventor: A black screen with the Autodesk Certified User logo appears for a long time when the exam starts.</p>	<p>The driver is launching the Autodesk application. Be patient. If the application does not appear after 3 or 4 minutes, you might need to force quit the exam or restart the computer. If this is necessary, ask the candidate to open the Autodesk application outside of the exam to verify it opens properly, then launch Compass to resume the exam.</p>
<p>AutoCAD, Revit, or Inventor: A ribbon panel disappeared.</p>	<p>Moving a ribbon panel and dropping it over the top of the exam panel causes it to go behind the exam panel. Resize the exam panel and drag the Tool panel back to the application window.</p>
<p>AutoCAD, Revit, or Inventor: The exam freezes after clicking Next.</p>	<p>The Autodesk application might have stopped responding. Wait a couple of minutes. If the next item still has not loaded, click Restart AutoCAD, Restart Revit, or Restart Inventor. If that does not work, try to force quit. If that does not work, restart the computer and resume the exam.</p>
<p>AutoCAD or Revit The exam freezes after clicking Restart AutoCAD, Restart Revit, or Restart Inventor.</p>	<p>Wait up to three minutes. If the application does not restart, force quit or restart the computer. If this is necessary, ask the candidate to open the Autodesk application outside of the exam to verify it opens properly, then launch Compass to resume the exam.</p>
<p>AutoCAD I cannot pan using the center mouse button.</p>	<p>We are investigating this issue. The candidate can pan by right clicking the object and choosing Pan. Alternatively, the candidate can double-click the wheel on the mouse to zoom to the extends of the drawing.</p>
<p>AutoCAD Sometimes a drawing is partially hidden and on the left of the drawing area instead of centered.</p>	<p>We are investigating this issue. Select Next and then select Back to display the drawing correctly or use the Pan feature.</p>

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

Error/Condition:	Solution:
<p>The Test Candidate did not receive a Score Report.</p>	<p>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.</p>
<p>The Certification Test panel flashes when you launch Autodesk applications.</p>	<p>Compass installs the Certification Test panel as an extension.</p> <ul style="list-style-type: none"> • Close the Certification Test panel.

Contacting Support

Find [Answers](#) online or Contact Support through Phone, Email, or Live Chat.
Support is available Monday through Friday 6am to 5pm MT
