

### **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. Please also be aware of the Autodesk Exam Readiness guide, which contains pre-exam preparatory items.

#### **Next Generation Exam Section Overview**

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

<b>Question Section</b>	Description	Timed
Survey	Four questions about the Test Candidate and their experience. Test	No
	Candidate answers do not affect the questions presented or the Test	
	Candidate's score.	
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 Test Candidate clicks <b>Next</b> , the driver loads the next data file and the next set of questions.	Exam time
Post Exam	Description	Timed
Question Feedback	Allows the Test Candidate to give feedback on individual questions. The Test	Comment
	Candidate will see questions, but this section does not affect their exam	time
	results.	
Exam Feedback	Allows the Test Candidate to give feedback on the overall testing experience.	No
Score Report	Shows the percentage of points awarded to the Test 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:
AutoCAD:	AutoCAD crashed the last time it was run, and files were left in the Recovery
The Drawing Recovery dialog	state. Click Close to close the dialog.
appears during license check.	Verify Named User License Activation
	Autodesk Certified User: AutoCAD 2023
	Before launching your exam, we need to confirm your Autodesk subscription and named user license are activated. We ask that you sign in to your Autodesk application and then click on the 1 AM SIGNED IN' button at the bottom of this page. We will then be able to proceed with your exam.  Step #1  You should see your application has opened and will need to switch from Compass to your Autodesk application.  Step #2
	Step #2  If you are not already logged in, a sign in box may appear, like the ones displayed here. Please sign in with your Autodesk ID, not your Certiport credentials. If you do not know your Autodesk credentials, please contact your Proctor or Administrator.
	OR Residence of the second of
	Step #3  After sign in is completed, please leave your at Note:  Note: You will only be able to proceed from this page  I AM SIGNED IN  Drawing Recovery  In your previous work session, the program terminated unexpectedly. You can restore unsawed changes from a backup file by using the Drawing Recovery Manager.  Show details  Close  Denet show me this message again
AutoCAD, Revit, or Inventor:	A dialog has gone behind the Compass window. Click the flashing AutoCAD or
The AutoCAD, Revit, or	Revit icon to bring it to the foreground and take the necessary action before
Inventor icon is flashing in the Task Bar during the license	closing the window.
check.	Linear and the stime projects have time and next Colored LAM CICATED IN
AutoCAD, Revit, or Inventor:	License detection might have timed out. Select I AM SIGNED IN.
The Verify Named User	
License page appears even though I am signed in.	
AutoCAD, Revit, or Inventor:	This is a known issue we are investigating. Click <b>Resolve</b> and end the process.
The precheck shows AutoCAD	This is a known issue we are investigating. Click <b>kesolve</b> and end the process.
as a running process, even though it is closed.	



## **Next Generation Exam Experience Troubleshooting**

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

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

Error/Condition:	Solution:
The Test Candidate did not	If the Test Candidate was unable to see the Score Report and click on "Exit Exam"
receive a Score Report.	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	Compass installs the Certification Test panel as an extension.
flashes when you launch	Close the Certification Test panel.
Autodesk applications.	



## **Contacting Support**

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