Microsoft Windows Troubleshooting Guide

Please use this document to help you troubleshoot any issues you may encounter with the Cat5 Secure Browser.

Internet Speed Requirement:
- ☐ Minimum Upload Speed: 1.5 Mbps (if only 1 device is used for the test)*
- ☐ Minimum Download Speed: 10 Mbps

*Note:

If the student's computer is connected through WIFI and the test device is located far from the internet source, _the tests may take longer to load test questions_. It is recommended that students connect their computer directly to the internet source, or sit as close to it as possible.

Device System Requirements:
- ☐ Must be a 64-bit processor

How to check:
1. Go to Control Panel
2. System
3. About your PC
4. Device Specifications

Enable Trusted Sites:
- ☐ In order for the application to run smoothly, your computer must allow access to these two sites:
  - (i) www.awinfosys.com
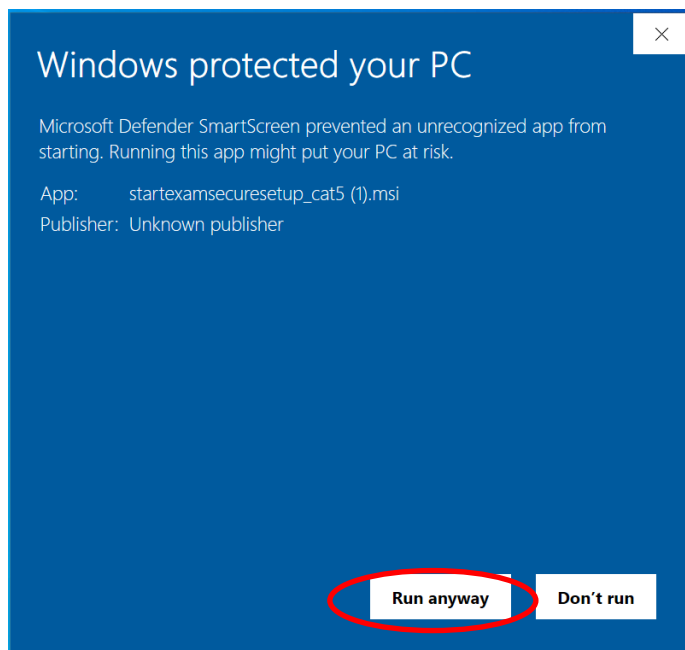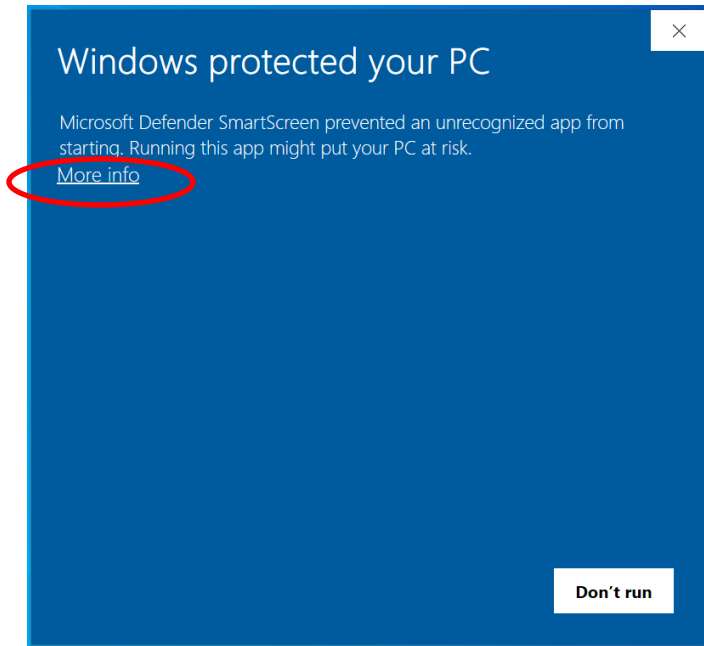 - (ii) www.cat5edition.com

How to enable:
1. Go to Control Panel
2. Internet Options
3. Security
4. Trusted Sites
5. Add (enter the two websites listed above)

Anti-Virus Protection

☐ If your computer's antivirus shows a message like this:
Click on "More info", then, click "Run Anyway" and following the steps to download.

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

More info

Don't run

Windows protected your PC

Microsoft Defender SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.

App: startexamsecuresetup_cat5 (1).msi
Publisher: Unknown publisher
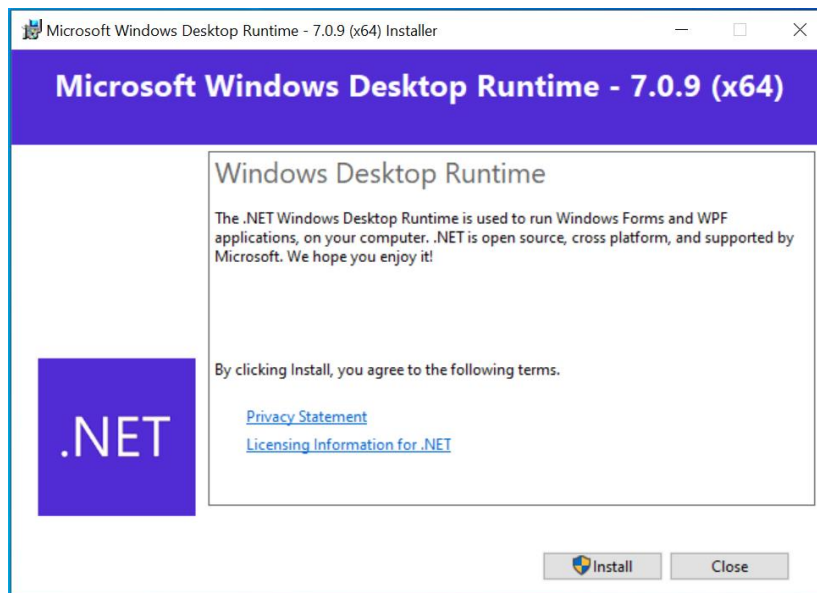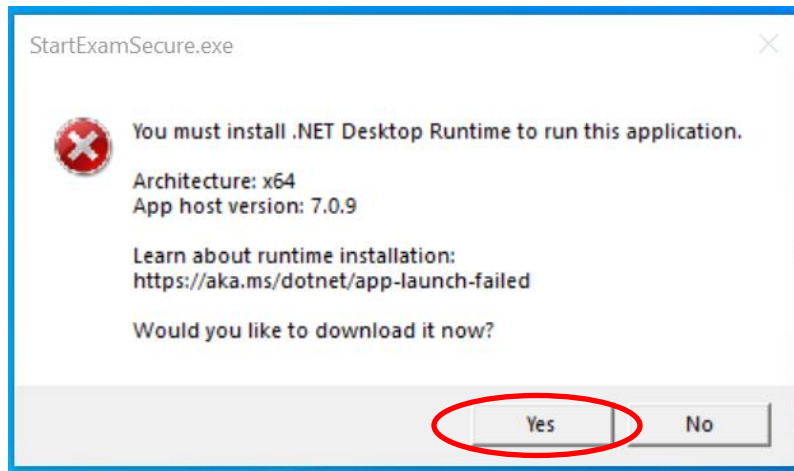
Run anyway   Don't run

Required .NET 7.0 Desktop Runtime Installation

This file allows you to run applications on your desktop. When you click the Cat5 secure browser icon on your desktop, the message below may appear. Follow the steps below.

1. Click "Yes", it will bring you to your web browser
2. The file should download immediately to your computer.
3. Open your downloads folder to download the file.

Missing Required Library component:

☐ There may be a missing library that is required to successfully download the application.

If an error message similar to the screenshot below is displayed once you try to open the application after download, it means you have a missing library that must be downloaded.

To download the missing library, Microsoft Visual C++ Redistributable,

go to this link:https://www.microsoft.com/en-us/download/details.aspx?id=48145

1. Select Language, click **Download**
2. Select: **vc_redist.x64.exe**
3. Select the **Next** button
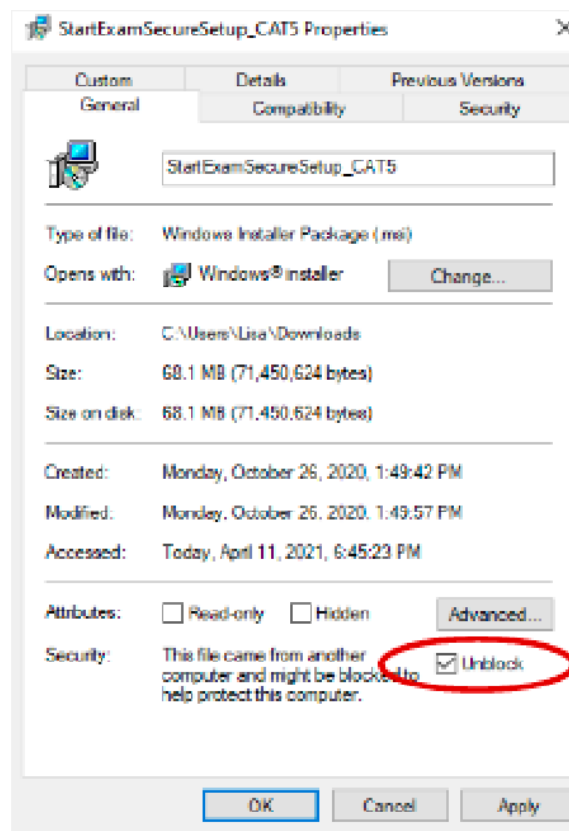4. To install now: click **Run**

System block Apps and/or sites downloaded from the Web

☐ It may be possible that your computer is blocking the download because it is an application downloaded from the web.
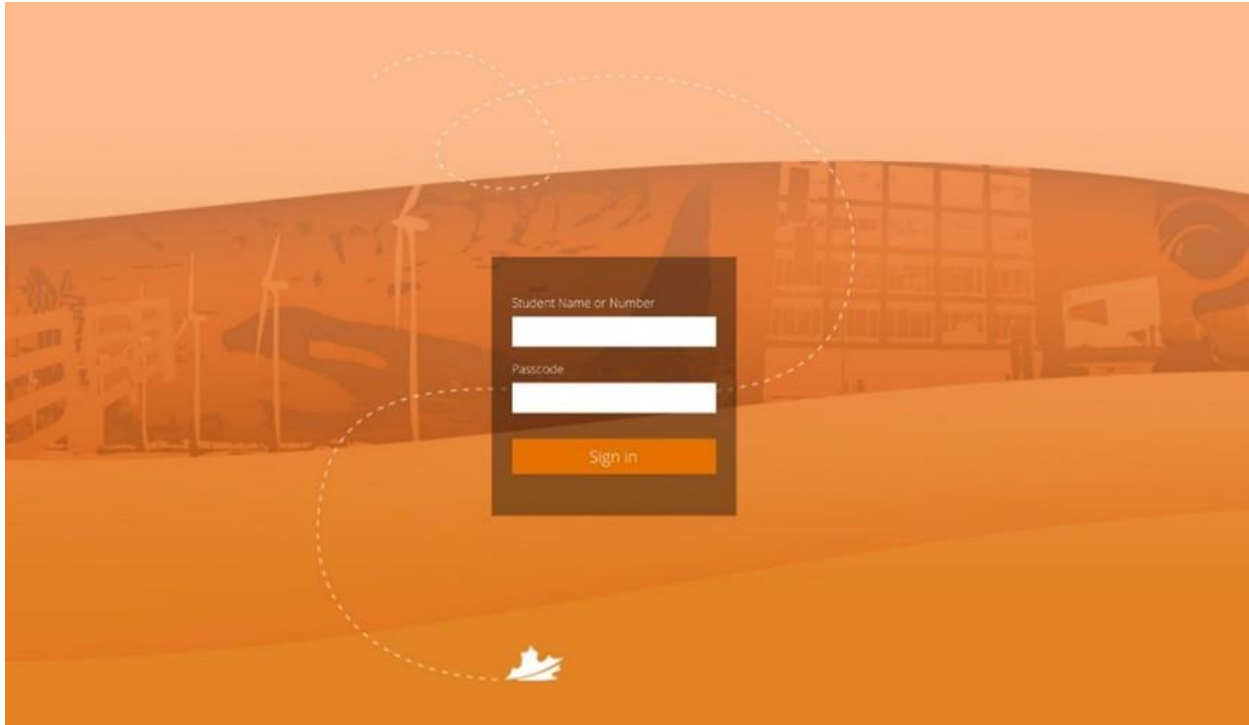
To unblock:
1. Go to downloads folder
2. Right-click the file
3. Select properties
4. General tab
5. Security
6. Check the box beside "Unblock" (screenshot below)

Successful Download of the CAT5 Secure Browser

When you click to open the application and you see the login page that looks like the screenshot below, then you have successfully downloaded the application.
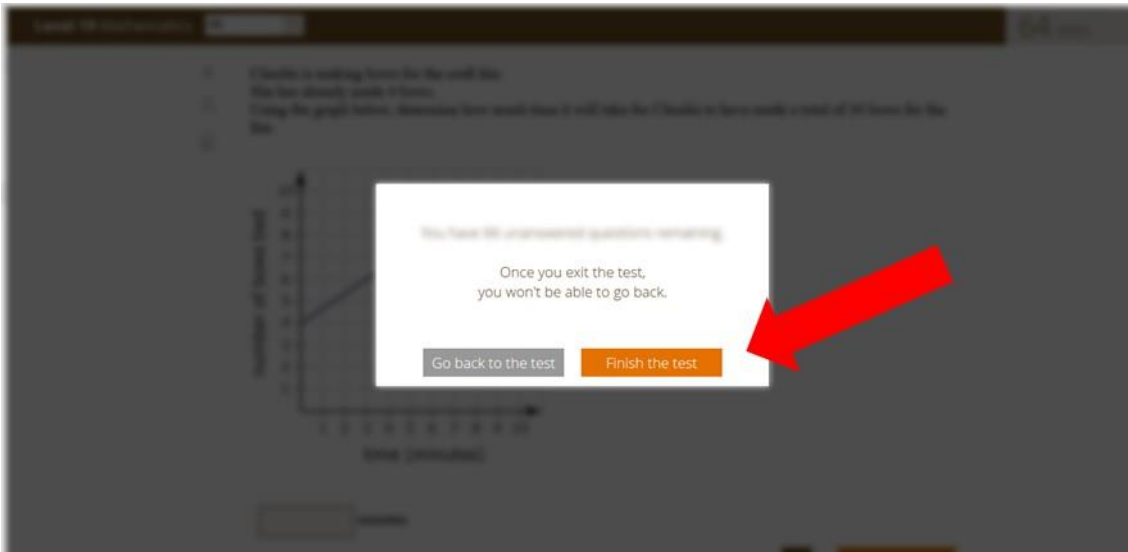

Reminders:

- Students will not get login information until it is time to do the test because logging in as a student will directly allow access to the test. To ensure test security, students will <u>not</u> be provided this information ahead of time. The teacher or administrator will provide this information.

- If students are asked to enter their Student Name, they must enter their first <u>and</u> last name, with a space in between.
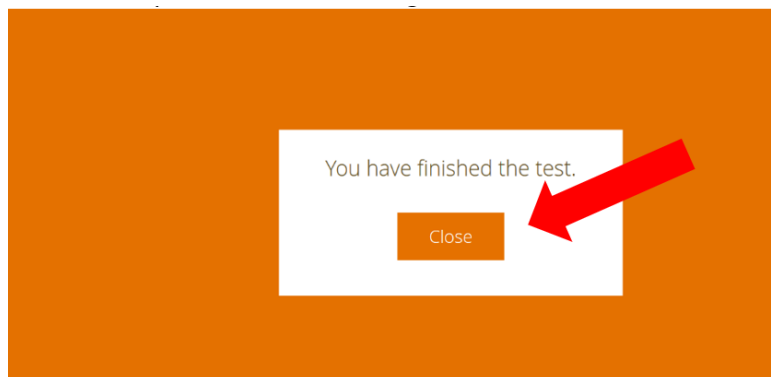
How to Submit a Test and How to Exit the Secure Browser

On the last question of the test, there will be an ==**orange "I'm Finished"**== button, which students can click to submit their test. A pop-up warning like the screenshot below will appear to remind students if there are unanswered questions that this is their last chance to go back and answer them (if there is time left on the clock). But this also serves as a confirmation that students would like to submit their test. To submit the test, the student needs to click the ==**orange "Finish the test"**== button.

Once the test is submitted, another button will appear on the screen. To exit the Cat5 secure browser, the student must click the ==**orange "Close"**== button to access the computer again.

Reminder:

- When there is no time left on the countdown clock (the clock is found on the top right corner of the test page), the student's test will auto-submit all their answers that were saved up until that point. The student will be automatically logged out.