

## Troubleshooting Guide for Georgia Milestones Online Testing

If you run into a system message, here are some troubleshooting ideas to get started with:

- Reboot the testing device. Does the error still occur?
- Can you move the student to a different testing device within the same lab or mobile laptop cart? Does the error still occur?
- Mark the affected testing device with a Post-it and notify your IT department.
- If IT cannot resolve the issue, have them call DRC Customer Service with the reporting information in the table following.

The following table outlines common errors that occur during online test administration. For errors that are not listed on this table, please refer to the *Technology User Guide Volume V: Troubleshooting* for more detailed information.

Common Issues	Troubleshooting Action
<b>No Audio</b>	Does the audio stop after “Begin test?” Is the machine sound dialed more than halfway up? Does the device audio work outside the software? Does the audio work from the speakers? Are the headphones plugged in before launching the software? Is the latest sound card driver installed?
<b>Frozen or Gray Screen with spinning wheel</b>	Exit the test and reboot the machine. This is due to temporary overloaded internet traffic or maxed out memory on the computer.
<b>Invalid Username and Password</b>	The student has either typed in the information incorrectly or has logged into the wrong ‘Test Sign In’ location. Back out to the main menu and verify the location where the student is logging in. This is not a technical error.
<b>Unable to type in text box</b>	Click or press (touch screen) inside the text box. Check character count to see if student has reached limit. Check for additional spaces or carriage returns in the student’s response.
<b>Guided Access is Not Enabled (iPads only)</b>	When student logs in they should choose “Yes” for “Confirm App Self Lock”. If student gets the Guided Access error, the most likely reason is they selected “No” when asked to “Confirm App Self Lock”. If a student has answered “Yes” and still receives the error message, they should perform a hard restart on the iPad and try again. If issue persists, contact administrator to look at any MDM-specific settings that may be interfering with App Self Lock. DRC recommends using App Self Lock as primary method for enabling Guided Access, and NOT using MDM policy to enable.

Advanced Issues	Troubleshooting Action
<p><b>Internet/Network Connection Error</b> There was an interruption in the internet connection and the testing device cannot reach DRC servers or the COS-SD.</p>	<p>Did the district technical department whitelist both the URLs and the IP addresses on all content filters, firewalls, and antivirus software?</p> <p>If wireless, check the access point to computer ratio. Are there too many devices connecting to one access point?</p> <p>Conduct a speedtest at <a href="http://www.speedtest.net">www.speedtest.net</a> to Minnetonka, MN. What is the upload and download speed?</p>
<p><b>Connection Error</b> Workstation cannot connect to the local Content Management and/or Content Hosting server(s)</p>	<p>Proceed with Internet Connection Error Troubleshooting.</p> <p>Contact local IT staff to confirm the local machine firewall is turned off.</p> <p>Contact local IT staff to confirm that the COS-SD service is running.</p> <p>If no one can test, restart or reboot the service.</p>
<p><b>Configuration Not Found, Configuration Error</b> The testing device is not registered to the Device Toolkit and cannot proceed with testing until assigned an ORG Unit ID.</p>	<p>Contact local IT staff to register the device to the Device Toolkit.</p>
<p><b>A Content Management server is not configured</b> A Content Management server must be configured</p>	<p>Contact local IT staff to install or configure a Content Management server.</p>
<p><b>Connection Error Retrieving Content</b> Testing Device cannot connect to the server to retrieve content.</p>	<p>Contact local IT staff to confirm that all content files are on the Content Management page within the COS-Device Toolkit.</p> <p>Contact local IT staff to confirm content files are up to date.</p> <p>Proceed with Internet Connection Error Troubleshooting</p>
<p><b>Connection Retry is in Progress</b> A temporary network connectivity issue is being experienced.</p>	<p><b>Scenario I: A connection is re-established quickly.</b> In this situation, the error message closes and the tester continues testing. Note that this situation could occur very quickly, even before a test proctor has had time to contact the tester.</p> <p><b>Scenario II: The tester is directed to close the message (clicks Exit the Test).</b> In this situation, a test proctor directs the tester to click Exit the Test, INSIGHT closes, and testing ends for the tester.</p>

	<p><b>Scenario III: The tester is directed to wait and to leave the message displayed.</b></p> <p><b>In this situation, one of two things occur:</b></p> <p>If a network connection is re-established within five minutes, the test response is sent to DRC, the message closes automatically, and the tester can continue testing.</p> <p>If a network connection is not re-established within five minutes, the message closes and an Internet Connection Error message displays. In this case, the tester would often exit INSIGHT by clicking OK and could continue testing on a different device.</p>
<b>For all other error messages</b>	Refer to the <i>Technology User Guide Volume V: Troubleshooting</i> for more detailed information.

If after troubleshooting there are still issues with testing, complete the table below and contact DRC customer service with the completed information. 866.282.2249

District/School	
If contacting by phone, provide information like student IDs, usernames, and passwords (Personal Identifiable Information should not be provided via email)	
Number of students affected out of how many students?	
Date and description of the issue	
Specific system or error message (e.g. "Internet Connect Error")	
When does the error message occur (e.g. when they select 'Test Sign In' or in the middle of testing)	
Operating system/version (Mac/Windows/iOS/Chromebook/Android)	
ORG Unit ID (found in the Device Toolkit)	
Wired or wireless connection	
Run the System Readiness Check: Are there red exclamation points? Which settings?	