

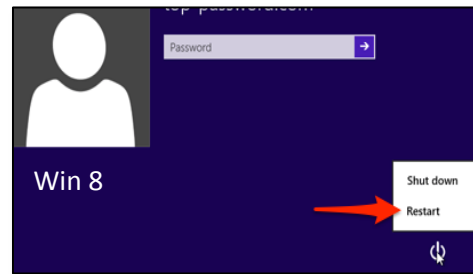
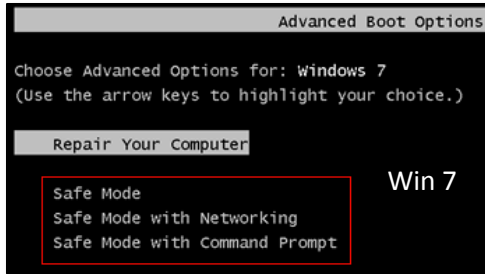
## Black Screen and Internet Restoration (Windows)

On the rare occasion that SofTest® Windows experiences an abnormality either during or immediately following an exam, it may not be capable of automatically reverting the computer into its native environment or security setup (which may result in a 'black screen'). There are steps you can take to intervene in aiding the computer to get back to a working state. To accomplish this, we must first access **Safe Mode**.

### 1. Access Safe Mode

On **Windows 7**, first shut down the machine by holding down the power button. Afterwards, power the machine back on, and immediately begin pressing the **F8** key rapidly until the **Advanced Boot Options** screen is presented to you. From the List of options, select **Safe Mode with Command Prompt**. Login, and you will be presented with the command prompt.

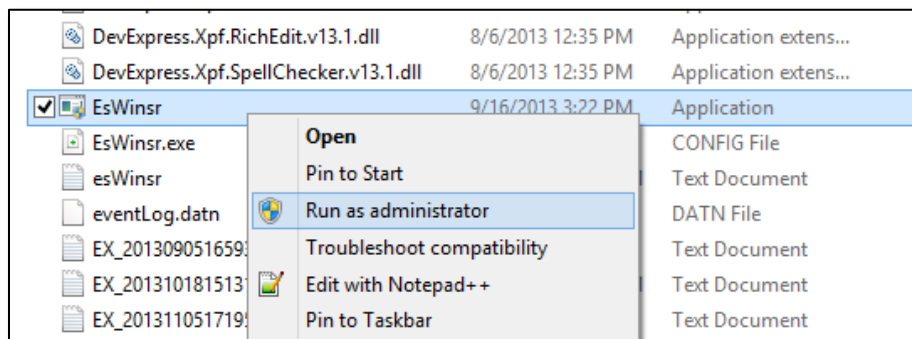
On **Windows 8**, first shut down the machine by holding down the power button. Afterwards, power the machine back on, and let it boot to the login screen. *Do not login here*. Hold down the **Shift** button on your keyboard, and then click the power icon on the bottom right of the login screen. Continue holding **Shift** and then click **Restart**. This will boot the machine into a new menu. Click **Troubleshooting**, click **Advanced Options**, and then click **Startup Settings**. On this page, click **Restart** and the computer will boot into another menu with more options. Select **Safe Mode with Command Prompt** from the menu, and this will reboot your computer to the login screen. Login and you will be presented with the command prompt.



### 2. Reverting Security Settings

Running an application named **ESWINSR.exe** that resides in the main SofTest Program Files (or Program Files (x86) depending on Windows version) folder will revert the security settings of SofTest®. As a result, it can play a part in resolving a few different issues that may occur. The most common among these issues is the **Black Screen** error where the computer only boots to a black screen, and **Internet Failure**, where the computer no longer has access to the Internet.

To find **ESWINSR.exe**, type **Explorer.exe** into the Command Prompt window, and press **Enter** on your keyboard in order to launch the **Windows File Explorer**. Navigate to the **C: drive**, then **Program Files (x86)** (or just **Program Files** if you do not see the **x86** directory), then **ExamSoft**, and then **SofTest 11.0**. Once in this directory, find **ESWINSR.exe**, then **Right-Click** it, and finally click **Run as Administrator**. This will run a new Command Prompt window that will revert SofTest's security settings. Press any key to exit the newly run Command Prompt when it prompts you to do so.



### 3. Rebooting The Computer

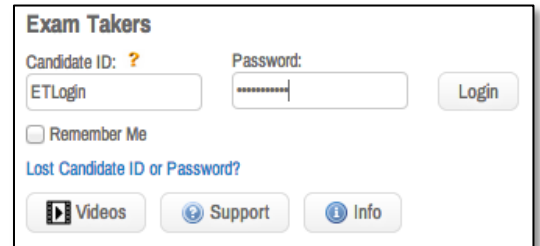
In order to reboot the computer from **Safe Mode**, return to the original Command Prompt and type “**shutdown -r**” (without the quotations), which will initiate the restart process on the computer. The computer will now have the aforementioned issues resolved.

### Manually Uploading an Answer File

In any instance in which an exam taker cannot automatically upload an answer file immediately after an exam as part of SofTest’s normal operation, there is a secondary option: **Manual Uploading**. Follow the steps below to do so.

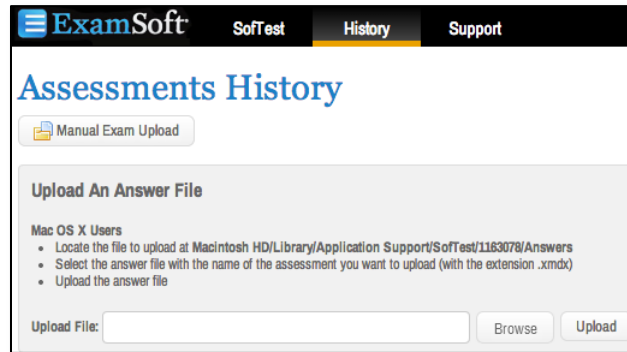
#### 1. Accessing The Portal

The first step to the manual upload process is logging into the exam taker’s section of the portal. You can do this by going to [www.examsoft.com/YOURSCHOOL](http://www.examsoft.com/YOURSCHOOL) (‘YOURSCHOOL’ being the abbreviation for your institution), and logging in with the exam taker’s credentials.



#### 2. Manually Upload the File

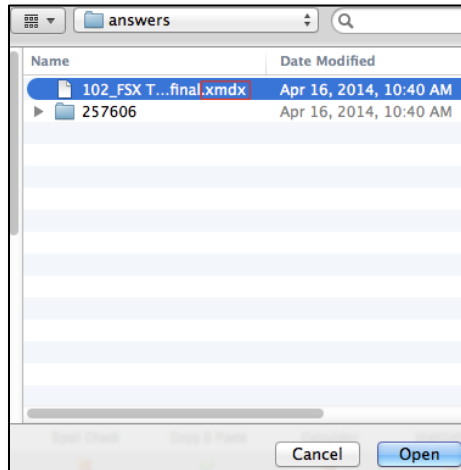
Once logged in, click the **History** tab at the top. Then, click **Manual Exam Upload** to expand the manual upload section.



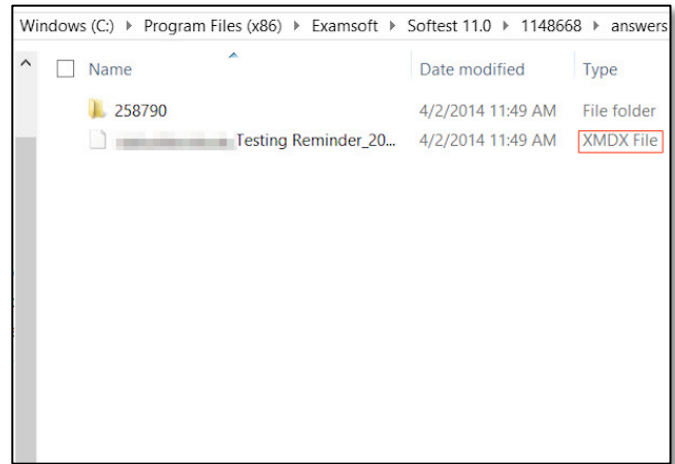
Click **Browse** and navigate to the system directory for SofTest® (which is dependent on the computer’s operating system):

- On **Mac OS X**, navigate to the **Macintosh HD**, then **Library -> Application Support -> SofTest**, then the folder with 5-7 digits as its name, and then **Answers**. When expanding the **Answers** folder, there will be an **.xmdx** file for every exam that was completed on that machine. Locate the **.xmdx** file for the exam that needs to be manually uploaded, and then select it. Click **Open**. Then, click **Upload**, and this will upload the file.
- On **Windows** navigate to the **C:** drive, **Program Files (x86), ExamSoft, SofTest 11.0**, then the folder with 5-7 digits as its name, and then **Answers**. Upon opening this folder, there will be **.xmdx** files towards the bottom, each of which represents an answer file of an exam that was completed on the machine. Select the **.xmdx** file of the exam that needs to be manually uploaded. Click **Open**. Then, click **Upload**, and this will upload the file.
- Please note that in either OS, the folder named with 5-7 digits is a secondary unique ID for a specific student. In the event that you are attempting to locate answer files on a *lab computer* or on a *computer that multiple exam takers have used/shared*, you may see multiple folders titled with 5-7 digits. In this event, you will need to examine the contents of each to identify the files for the correct student; the answer files are pre-pended with the student IDs which you will be familiar with.

Mac

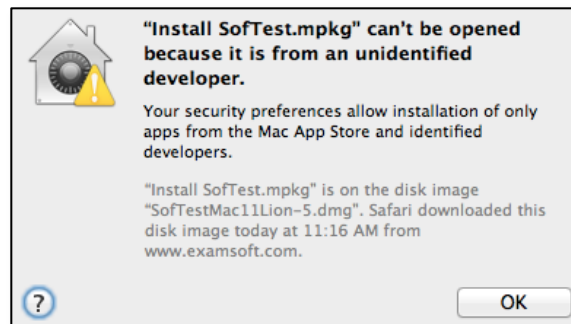


Windows



## Unidentified Developer (Mac)

When attempting to install SofTest® on Mac, a user may see an error stating: “Install SofTest.mpkg’ can’t be opened because it is from an unidentified developer.”



The resolution for this is simple, and only requires changing one of the default settings in the Mac’s system preferences.

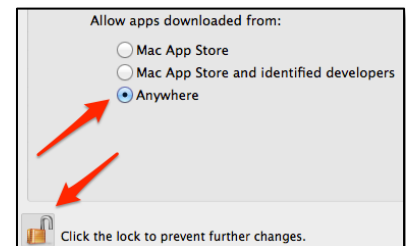
### 1. Navigating System Preferences

First, Click the **Apple** icon on the top left of the screen. Then click **System Preferences**. Click the icon that reads “**Security & Privacy**.”



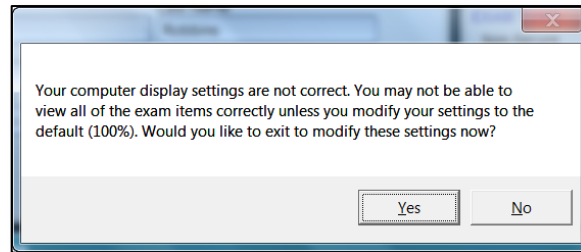
### 2. Changing Settings

Click the **Padlock** icon on the bottom left of the window. Input the computer’s password in order to unlock the options on the window. Once this is complete, click the option that reads **Anywhere** at the bottom, and accept the prompt that appears. Once this is complete, this error will no longer appear when installing SofTest®.



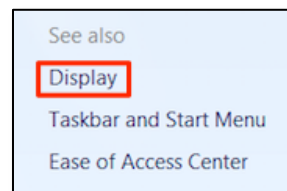
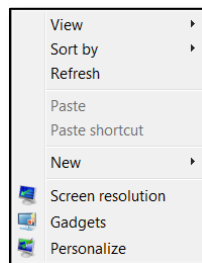
## Display Settings are Not Correct (Windows)

If the icon and text size on a Windows machine are not set to their smallest size, the exam taker runs the risk of some of the elements of SofTest® (in addition to attachments) not displaying properly. SofTest® will warn the exam taker prior to starting the exam if their display settings were not set properly. The instructions below are to change the display settings for **Windows 7** only. You can find instructions to change these settings for the other supported Windows OS's at Microsoft's website.



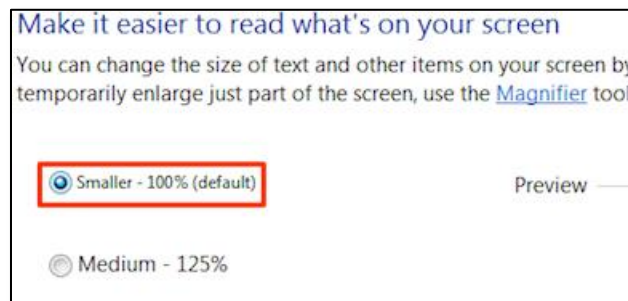
### 1. Navigate Display Settings Window

Right click a blank spot on your desktop, and click **Personalize**. Then, click **Display**, which is on the bottom left of the new window.



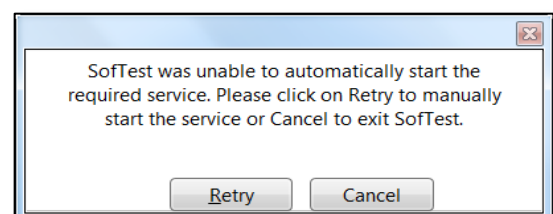
### 2. Adjust The Settings

On this screen, click the **Smaller – 100% (default)** option. Then, log off of Windows to apply the change. Once this is complete, upon logging in the icons on the machine will appear smaller, and SofTest will no longer display the alert just prior to starting the exam.



## SofTest® Was Unable to Start the Required Service

In certain circumstances, upon starting SofTest®, it is possible that a necessary service will not start right away and display an error message (see image to the right). There are a variety of reasons this could occur including, but not limited to, computer hardware performance, resource, or anti-virus software preventing the service from running. In the event that this occurs, and the **Retry** button does not resolve the issue, the service must be started manually. To do so, follow these steps:

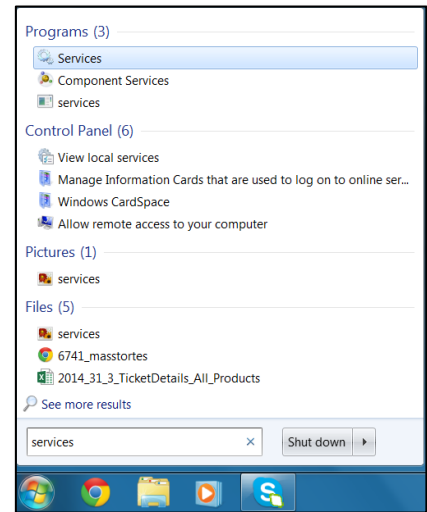


## 1. Navigating to the Services Application

On **Windows Vista/7**, Click the **Start** button, and type 'services' to search the computer. Click the **Services** application that appears at the top of the Start menu. This will open the **Services** application.

On **Windows XP**, Click the **Start** button, and then click **Run**. Type in 'services.msc' and press **Enter** on your keyboard to open the **Services** application.

On **Windows 8**, Press **Windows** + **R** to bring up the run function. Type in 'services.msc' and press **Enter** on your keyboard to open the **Services** application



## 2. Restart the ExamSoftShield Service

In the **Services** application, find the item named **ExamsoftShieldService**, select it, and then click the **Restart** button on the left. After this service starts, SofTest will open as normal.

