



iQsystem 6.0

Desktop Exam Delivery Manual

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Introduction

Welcome to iQsystem 6.0, the Certipoint exam-delivery program for Internet and Computing Core Certification (IC³®) and for Microsoft Office® Specialist. This guide will introduce you to the application's functions and other useful program information.

iQsystem 6.0 merges the powerful exam administration tools found in previous versions with a slim, easy to install and an easy to use program package. Because this version features a lighter framework, iQsystem 6.0 installs in a fraction of the time required by its predecessors. An automated installation Wizard removes labor-intensive, user-driven input, and the installer needs no passwords and no installation keys. Simply put, there are no hassles.

The program also offers maximum efficiency to exam administration by enabling a complete, self-contained installation on each computer in just a few minutes, so that candidates can be testing in no time.

iQsystem 6.0: It's that simple.

iQsystem 6.0 works in conjunction with the Certipoint Web site. The iQsystem 6.0 installation disk contains the iQsystem Tools program and the iQsystem Exams program. When you run an iQsystem 6.0 install, you install all the tools and all the exams on every workstation used to administer exams. The installation includes:

- iQsystem 6.0 application
- Microsoft .NET framework (if the workstation needs it)
- All exams – these are included:
 - Microsoft Office Specialist exams for Office 2000, Office XP, and Office 2003
 - Word, including Expert level certification
 - Outlook
 - Access
 - Excel, including Expert level certification
 - PowerPoint
 - Project
 - IC³
 - IC³ 2005 Standard Computing Fundamentals
 - IC³ 2005 Standard Key Applications
 - IC³ 2005 Standard Living Online

iQsystem 6.0 Requirements

This section describes the universal setup requirements for iQsystem 6.0. In the event that requirements have changed, a list with updated requirements can be accessed at certipoint.com at the Partnering Opportunities and Benefits & Requirements link.

2.1 RECOMMENDED WORKSTATION

Hardware

- 750-MHz Pentium III processor
- 256 MB of RAM
- 500 MB of hard drive free space
- keyboard and mouse
- 1024 × 768 video resolution
- 8-bit or better color depth – at least 256 colors
- 17-inch monitor
- 300-dpi default printer
- dedicated workstation, dedicated partition, or removable hard drive
- 96 DPI display properties
- 156 KBPS internet connection speed or greater

Software

- Internet Explorer 6.0 Service Pack 1 or greater
- Windows 98 Second Edition (SE)
- Windows 2000 Professional Service Pack 4
- Windows XP Professional Service Pack 2
- Office 2000 Professional or Premium Service Pack 3
- Office XP Professional or Premium Service Pack 3
- Office 2003 Professional Service Pack 2
- Flash 8.0 or greater
- Adobe Reader 7.0 or greater



Important Note: Failure to utilize the recommended systems may result in difficulties administering exams.

The following technologies are not supported:

- America Online (AOL) internet service provider
- Macintosh workstations
- Microsoft Office Business and Standard Editions
- Microsoft Windows ME
- Microsoft Windows 2000 Server
- Microsoft Office 95 or 97 exams
- Microsoft Windows NT
- Microsoft Windows hot fixes
- win modems

2.2 DEDICATED ENVIRONMENT

Exam software for Microsoft Office Specialist exams must have a dedicated environment. Multiple versions of Microsoft Office and multiple languages of exams cannot run on the same partition. You must choose a manner to isolate the exam environments from one another. Certiport offers these suggestions:

- separate workstations
- removable hard drives
- separate bootable partitions

2.3 OTHER SOFTWARE

Other software should not be installed on workstations used for exams. If additional software has been installed, you should remove it. Consult the software manufacturer if an uninstall does not cleanly remove software.

2.4 ANTIVIRUS SOFTWARE

Symantec AntiVirus™ Corporate Edition 10.0 is supported for both Microsoft Office Specialist and IC³ exams.

2.5 MAINTENANCE

Proper workstation maintenance is essential to stabilize the operation of exam software. To this end, it is recommended that the Certiport Center Administrator should:

- restart the workstation before administering each exam
- delete extra My Documents folders

2.6 MULTIPLE LANGUAGES

With version 6.0, each language must be installed on a separate Certiport Center workstation.

3 iQsystem 6.0 Installation

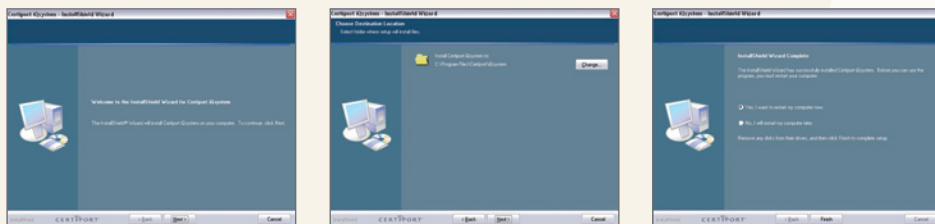
iQsystem 6.0 Installation

To install iQsystem 6.0, you must have administrative rights to the workstations where the Exam Delivery system is to reside. The iQsystem 6.0 installation disk contains:

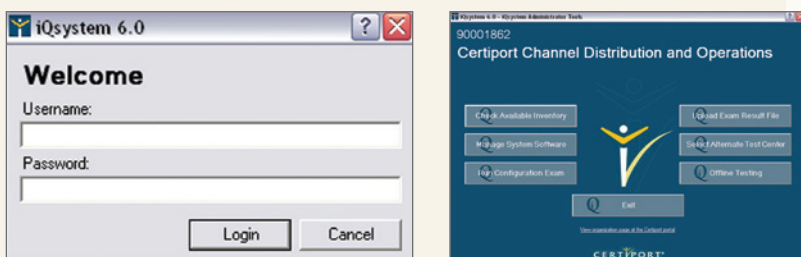
- iQsystem Tools
- iQsystem Exams
 - all Microsoft Office Specialist exams
 - all IC³ exams
- .NET framework, if not installed already
- shortcut icons for iQsystem Tools and iQsystem Exams

To install iQsystem 6.0, follow these steps:

1. Close all applications that are running.
2. Insert the disk and follow the InstallShield Wizard instructions.



3. Log in to **iQsystem Tools** to set the customer ID (see iQsystem Tools) for the newly installed application. You must use an Organization Administrator account to log in to **iQsystem Tools**.



To make sure that the software is installed correctly, run a configuration test on the workstation. It is possible to print a template of the specific program result sheet at the end of the configuration test process. It does not print any scores or results; it is simply a way for Certipoint Center Administrators to verify that their printers are set up correctly.

iQsystem Tools

The iQsystem Tools program enables an Organization Administrator to quickly access the system management tools for the Exam Delivery system. The iQsystem Tools program is accessed by a menu that is available only to persons that are set up as either Organization Administrators or Organization Members on the Certiport Portal (www.certiport.com). The iQsystem Tools menu offers functions that are specific to maintenance and checks to validate the workstation and make sure that it is capable of delivering tests. The Organization Administrator has options to:

- ▶ check available inventory
- ▶ check if an iQupdate is available
- ▶ run a configuration exam
- ▶ upload stranded results manually
- ▶ change the Certiport Center customer account being used by the Exam Delivery system
- ▶ setup offline mode testing.

To log in as an iQsystem administrator:

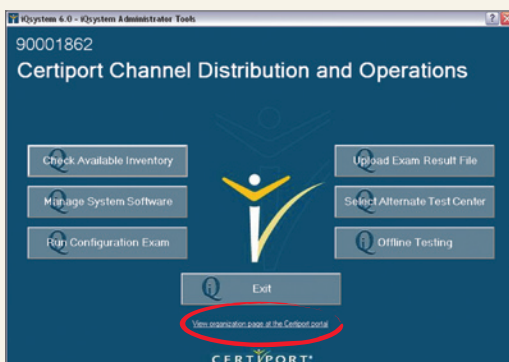
Click the **iQsystem Tools** shortcut icon on the desktop, or follow these steps:

1. Click Start on the Windows taskbar.
2. Click **Programs Certiport iQsystem iQsystem Tools**.

The iQsystem Administrator Login dialog is displayed.



3. Enter the Certiport Center Administrator Username and Password in the dialog text boxes. The password is the same one as for the Organization Administrator on the Certiport Portal.
4. Click Login. The iQsystem Administrator Tools menu dialog is displayed.



4 iQsystem Tools

The iQsystem Administrator Tools menu dialog provides six options:

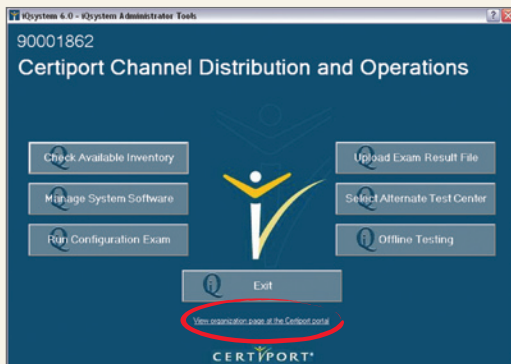
- Access to the Certipoint Center, Organization Administrator home page
- Check Available Inventory
- Manage System Software
- Run Configuration Exam
- Upload Exam Result File
- Select Alternate Test Center

The rest of this section explores the iQsystem Administrator Tools in detail.

4.1 ORGANIZATION PAGE

To access your organization's page at the Certipoint Portal:

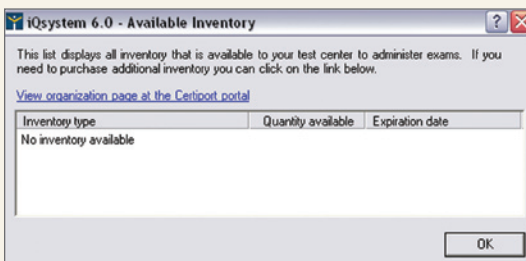
Log in to iQsystem Tools and click on the **View organization page at the Certipoint portal** link. Your organization's page at the Certipoint Portal is displayed.



4.2 INVENTORY

To see what inventory is available for your organization:

Log in to iQsystem Tools and click Check Available Inventory. The **Available Inventory** dialog box is displayed.



4.3 IQUPDATE

Periodically Certiport adds new features, updates exams, or makes other changes to iQsystem software. The iQupdate process allows Certiport to update components of an installed iQsystem without requiring that all the iQsystem software be reinstalled. Updates are controlled by both iQsystem Exams and iQsystem Tools.

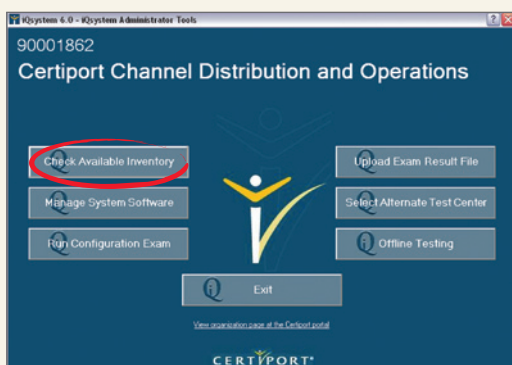
When a test candidate opens **iQsystem Exams**, iQsystem checks for any available updates. If there are updates, a message instructs the test candidate to ask the Certiport Center Administrator for assistance. If no updates are available, the iQsystem Exams login dialog box is displayed.

When an administrator opens **iQsystem Tools** and logs in, iQsystem checks for any available updates. If there are updates, iQsystem displays a list of them and provides three options:

- **Update** installs the newest files or exams.
- **Alternate Location** allows the administrator to specify an alternate location (if the updates are available from a location other than the Certiport server) and to update iQsystem from there.
- **Skip Update** allows the administrator to continue without updating. The Skip Update option is allowed for up to five days, after which the administrator must perform a required update before iQsystem can be used to give exams.

If no updates are available, the **iQsystem Administrator Tools** menu dialog is displayed. The administrator can also access iQupdate at any time through the **iQsystem Administrator Tools** menu dialog.

To check for and install any new software, log in to **iQsystem Tools** and click **Manage System Software**. The iQupdate screen is displayed.

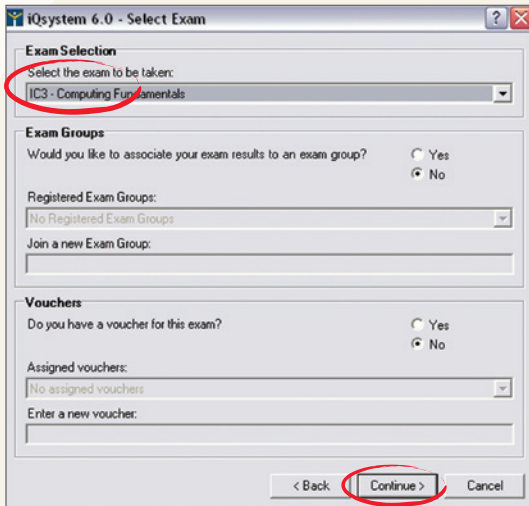


4.4 CONFIGURATION EXAM

A configuration exam is run to validate iQsystem's ability to start and deliver an exam and to verify that a printer is available for the test candidate's score report.

To run a configuration exam, follow these steps:

1. Log in to iQsystem Tools, click Run Configuration Exam, and then click OK. The Select Exam dialog box is displayed.

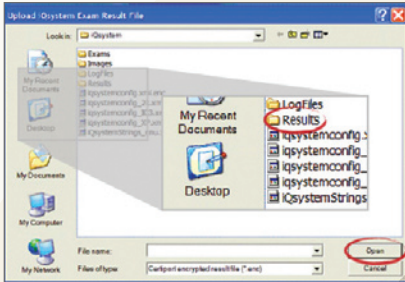


2. Select the exam you want to run from the **Select Exam** list box (it doesn't matter which one), and then click **Continue**.
3. Follow the instructions on the screen to start the test, but rather than answer the test questions just click **Continue** at each page. The configuration exam does not record any scores on the questions displayed.
4. When the test is completed, click **Print Score Report** on the **Exam Score** dialog box, and then click **OK**.

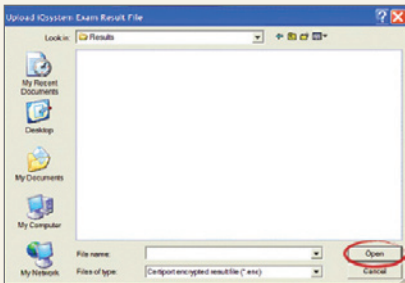
4.5 EXAM RESULT FILES

To upload an exam result file, follow these steps:

1. Log in to **iQsystem Tools** and click on **Upload Exam Result File**. The **Upload iQsystem Exam Result File** is displayed.



2. Click on the **Results** folder, and then click **Open**. The Results file is opened.



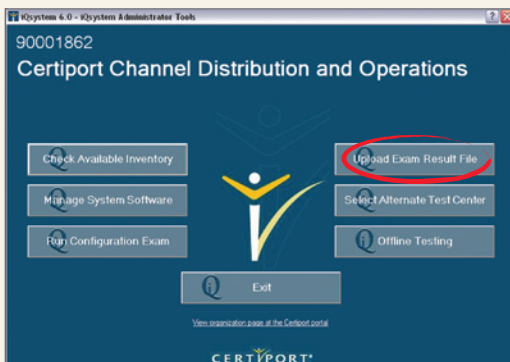
Click on the file you want to upload, and then click **Open**. The file is uploaded.

4.6 ALTERNATE TEST CENTERS

The Alternate Test Centers menu item enables the Certiport Center Administrator to change the organization associated with the iQsystem installed on any particular testing machine – it changes the Certiport Center association without requiring a reinstallation of the iQsystem 6.0 application.

To select an alternate Certiport Center, follow these steps:

1. Log in to **iQsystem Tools** and click **Select Alternate Test Center**.
2. Choose a Certiport Center from the **Available Certiport Center IDs** list box, and then click **OK**.
3. Click **OK**.



iQsystem Exams

The iQsystem Exams program registers test candidates, administers exams, prints exam results, and automatically transfers the exam result from the local workstation to Certiport for certificate fulfillment. If test candidates are registered with Certiport, they have been assigned a username and password and can log in directly to iQsystem 6.0. Otherwise, they must first register to receive a username and password.

To log in to iQsystem Exams, click the iQsystem Exams shortcut on the desktop, or follow these steps:

1. Click **Start** on the Windows taskbar.
2. Click **Programs** and then **Certiport iQsystem iQsystem Exams**.
3. Enter your assigned **Username** and **Password**.
4. Select the type of exam you want the test candidate to take in the **Exam Type** list box.
5. Click **Login**.



5.1 REGISTERING TEST CANDIDATES

To register someone as a test candidate, click the iQsystem Exams shortcut on the desktop, or follow these steps:

1. Click **Start** on the Windows taskbar.
2. Click **Programs** and then **Certiport iQsystem iQsystem Exams**.
3. Click on **Register user?**
4. Select the test candidate's language from the **General Registration Welcome to Certiport** list box and click **Next**.
5. Select the test candidate's home country from the **General Registration Getting Started** list box.
6. Check the appropriate option button for the test candidate's **Primary Workforce Status**, **Seeking Employment**, and **Gender** classifications, and then click **Next**.
7. Enter the test candidate's first, optionally middle, and last name in the appropriate **General Registration Account Setup** text boxes.
8. Select the month, day, and year of the test candidate's birth from the list boxes.
9. Use the information on the screen to select a **Username** and **Password** for the test candidate, and then confirm the password.
10. Use the information on the screen to have the test candidate select a **Secret Question** and its **Secret Answer**, and then enter them.
11. Click **Next**. >>

12. Enter the test candidate's e-mail address, optionally the test candidate's complete phone number (including area code or country and city codes), and the test candidate's student or national ID number, if there is one, in the appropriate **General Registration Personal Information** text boxes.
13. If the test candidate wants to receive e-mail from Certiport, check the **Allow Certiport to contact me via email** check box.
14. Enter the test candidate's full mailing address.
15. Click on **Click here** if the test candidate wants Certiport to send official communications to another address and then enter the other address information.
16. Click **Submit**.
17. Check the **Take an exam or prepare for an exam** check box on the **General Registration Choose A Purpose** dialog box.
18. Click **Next**.
19. Have the test candidate read the Non-Disclosure Agreement on the **Take an Exam Non-Disclosure Agreement** dialog box and click **Accept**. If test candidates click **Don't accept**, they cannot take any exams. They can, however, read and accept the Non-Disclosure Agreement later. Click **Next**.
20. If the test candidate wants to register for a Microsoft Office Specialist exam, click **Click here**. Enter the information that Microsoft requires for its separate registration.
21. Click **Finish** on the **General Registration Summary** dialog box, and then click **Yes**.
22. Enter the test candidate's **Username** and **Password** in the **iQsystem Login** text boxes, choose an **Exam Type** from the list box, and click **Login**.

5.2 TAKING EXAMS

To enable a test candidate to take an exam, follow these steps:

1. Enter the test candidate's assigned **Username** and **Password**.
2. Choose the type of exam the test candidate wants to take in the **Exam Type** list box.
3. Click **Login**.
4. Click **OK**, and the **Select Exam** dialog box is displayed.
5. Select the exam the test candidate wants to take from the **Select the exam to be taken** list box.
6. Check the appropriate **Exam Groups** option button. If you check **Yes** for the **Exam Groups** option button, you must select an Exam Group from or enter a new Exam Group ID in the **Registered Exam Groups** list box, or you must enter an Exam Group ID in the **Join a new Exam Group** text box.
7. Check the appropriate **Vouchers** option button. If you check **Yes** for the **Vouchers** option button, the test candidate must select a voucher number from the **Assigned vouchers** list box or enter a new voucher number in the **Enter a new voucher** text box.
8. Click **Continue**.
9. Click **Begin the Test**. If you go until the time is up, click **OK**, and then click **Continue**.
10. Click **Print Score Report**.
11. Click **OK**.

iQsystem 6.0 Troubleshooting

6.1 EXAM PROBLEMS

If iQsystem Exams does not run, make sure that:

- all universal requirements have been met (see iQsystem 6.0 Requirements)
- the correct versions of Microsoft Windows and Microsoft Office are installed
- Microsoft Office is properly installed
- a default printer is installed
- a page was printed from Microsoft Word after Microsoft Office was installed

6.1.1 WORKSTATION

If a workstation fails to respond, loses toolbars, or otherwise becomes unstable or loses power while running an exam, follow these steps:

1. Restart the workstation.



Important Note: The CTRL+ALT+DELETE function is disabled.

2. Restart **iQsystem Exams** and log the test candidate in.
3. In the **Exam Selection** dialog box, the incomplete exam is the only option displayed.
4. Enter the proctor's **Username** and **Password**.
5. Click **Next**.

The exam resumes where the error occurred.

If the Windows Taskbar is not configured correctly a **Windows Taskbar instruction** dialog box is displayed. Complete the instructions, and click **OK**. The exam begins.

6.1.2 IQSYSTEM

If the exam stops responding, it can be restarted where it left off and the test candidate's information will not be lost, as long as you follow these steps:

1. End **iQsystem Task** in **Windows Task Manager**, or reboot the workstation.
2. Start **iQsystem Exams**.
3. Log the test candidate in with the same username and password used to start the exam.



Important Note: Do not move the test candidate to a new workstation or have the test candidate log in with a new name; either one of these results in the test candidate having to start the exam over.

If the exam repeatedly stops responding, try:

- running **Microsoft Office Setup** and selecting **Repair** – this repairs corrupt Microsoft Office files.
- removing any video drivers from **Startup**.
- checking the **Task Manager** and removing any sound or video drivers that are loaded – Systray and Internet Explorer are the only tasks that should be running under Windows.
- making sure that Microsoft Word was opened and that a document was printed from the workstation – if not, the registry is not set up properly and could cause Microsoft Office programs to fail.

6.2 MICROSOFT OUTLOOK PROBLEMS

If a configuration dialog box for Microsoft Mail is displayed, follow these steps:

1. Right-click the **Microsoft Outlook** icon.
2. Select **Properties**.
3. Select **Microsoft Mail** and click the **Remove** button.
4. Click **OK**.
5. Close and reopen Microsoft Outlook to complete profile changes.

6.3 MAINTENANCE PROBLEMS

Trouble can result if maintenance is not performed regularly and correctly.

- ▶ Each workstation should be defragmented after every 10 exams or once a week.
- ▶ Each workstation should be restarted before each exam.
- ▶ If the message **Abnormal program termination** is displayed after the Non-disclosure Agreement or Instructions, Microsoft Office is not installed or not completely installed. Uninstall Microsoft Office and reinstall it.

6.4 CUSTOMER SERVICE CONTACTS

Never hesitate to call or e-mail Certiport's customer service department if you have a problem. They are there to help.

Toll free: 888. 999. 9830

+1.801. 847. 3100

URL: www.certiport.com/support

Microsoft Office Installation

This appendix provides general information on installing Microsoft Office 2000, XP, and 2003.

- For exams to run properly, each version of Microsoft Office must be installed on a separate bootable partition, separate hard drive, or separate workstation.
- Each partition or drive must be configured with its own version of Windows and Microsoft Office.
- A custom, full installation of the selected version of Microsoft Office is required on each workstation.
- Do not install Microsoft Office disks 2, 3 or 4 – only disk 1.

Office 2000

To install Office 2000, follow these steps:

1. Insert the Office 2000 Disk 1 into your CD drive. The **Welcome to Microsoft Office 2000** window is displayed. Click **Next**.
2. Enter your **User Name, Initials, and Organization**, and then click **Next**.
3. Click the **License Agreement** check box, and then click **Next**.
4. Click the **Install Now** option button, and then click **Next**.
5. When Office 2000 is installed, click **OK**.

Office XP

To install Office XP, follow these steps:

1. Insert the Office XP Disk 1 into your CD drive. The **Welcome to Microsoft Office XP** window is displayed. Click **Next**.
2. Enter your **User Name, Initials, and Organization**, and then the **Product Key** from the back of the CD case. Click **Next**.
3. Click the **License Agreement** check box, and then click **Next**.
4. Click the **Complete** option button, and then click **Next**.
5. Click the **Install** option button.
6. When Office XP is installed, click **OK**.

Office 2003

To install Office 2003, follow these steps:

1. Insert the Office 2003 Disk 1 into your CD drive. The **Welcome to Microsoft Office 2003** window is displayed. Click **Next**.
2. Enter your **User Name, Initials, and Organization**, and then the **Product Key** from the back of the CD case. Click **Next**.
3. Click the **License Agreement** check box, and then click **Next**.
4. Click the **Complete** option button, and then click **Next**.
5. Click the **Install** option button.
6. When Office 2003 is installed, click **OK**.
7. Click the **Check the Web for updates and additional downloads** check box. Do not check the **Delete installation files** check box. Click **Finish**.
8. The browser goes to <http://office.microsoft.com/officeupdate/>. Click on the **Check for Updates** link.
9. Click **Yes** to install the **Office Update Installation Engine**.
10. The Office Update site displays any updates. If there are any updates listed, follow the onscreen instructions to download and install them. Otherwise, close Internet Explorer

Microsoft Outlook 2000 Installation and Configuration

OUTLOOK 2000 CONFIGURATION

Outlook 2000 must be correctly configured to run exam software and therefore, Certipoint strongly recommends that a network administrator perform Outlook 2000 configurations. The configuration can be done immediately after the installation of Office. Outlook 2000 can be run in these three configurations:

- Internet only
- Corporate or Workgroup
- No e-mail



Important Note: For Certipoint Centers administering Outlook 2000 exams, Outlook 2000 must be installed using the Corporate or Workgroup setup.

To complete the Outlook 2000 installation, you need:

- Microsoft Office CD-ROM
- Workstations solely dedicated to Microsoft Office Specialist exams where Outlook 2000 is not used to send or receive e-mail



Important Note: A dialog box may be displayed indicating completion of Microsoft Office configuration. In the event that additional files are needed to complete the installation, have the Microsoft Office CD-ROM available.

If a message is displayed that states that Outlook 2000 is not the default application for e-mail or contacts, select the option that makes Outlook 2000 the default application for e-mail and contacts.

OUTLOOK 2000 FIRST-TIME CONFIGURATION

To configure Outlook 2000 for the first time, follow these steps:

1. Double-click the **Microsoft Outlook** icon on the Desktop to open Outlook.
2. The Outlook **Startup** dialog box is displayed.
3. Click **Next**.
4. From the **E-mail Service Options** dialog box, select the Corporate or Workgroup option.
5. Click **Next**.
6. From the **Inbox Setup Wizard**, select the **Manually configure information services** option, and then click **Next**.
7. Name the profile **Microsoft Exchange** and click **Next**. The **MS Exchange Properties** dialog box is displayed.
8. Click **Add**. The **Add Service to Profile** dialog box is displayed.
9. Select **Outlook Address Book** and click **OK**.
10. Click **Add**.
11. Select **Personal Folders** and click **OK**. The **Create/Open Personal Folders File** dialog box is displayed. ➤➤

12. Replace *.pst with the filename **Outlook** and click **Open**. The **Create Microsoft Personal Folders** dialog box is displayed.
13. Click **OK**.
14. From the **MS Exchange Properties** dialog box, click **OK**.
15. Click **Finish**.
16. Click **Close** to exit Outlook 2000 setup.
17. Reopen Outlook 2000. Use Microsoft Exchange profile.

RECONFIGURATION

If Outlook 2000 is in the **Internet Only** or **No E-mail** configuration, reconfigure it by following these steps:

1. Open Outlook 2000.
2. Select **Tools** and then **Options**. The Options dialog box opens.
3. Click the **Mail Delivery** tab.
4. Select **Reconfigure Mail Support**. The **Outlook Startup** dialog box is displayed.
5. Select **Corporate** or **Workgroup** and click **Next**.
6. Click **Yes** to confirm the action. Outlook 2000 closes.
7. Reopen Outlook 2000.



Important Note: If a prompt is displayed asking for the Microsoft Office CD-ROM, a custom full installation was not completed.

CUSTOM FULL INSTALLATION

To complete a custom full installation, follow these steps:

1. Verify that the CD-ROM is inserted and select **OK**. The program is now in **Corporate** or **Workgroup** configuration.
2. Close Outlook 2000.
3. From the Start menu, select **Settings** **Control Panel** and double-click the Mail icon. The **Mail** dialog box is displayed.
4. Select **Show All Profiles**.
5. Delete any existing profiles by highlighting the profiles and selecting the **Remove** button.
6. Click **Add** to add a new profile.
7. Name the profile Microsoft Exchange and click **Next**. The **MS Exchange Properties** dialog box is displayed.
8. Click **Add**. The **Add Service to Profile** dialog box is displayed.
9. Select **Outlook Address Book** and click **OK**.
10. Click **Add**.
11. Select **Personal Folders** and click **OK**. The **Create/Open Personal Folders File** dialog box is displayed.
12. Replace *.pst with the filename **Outlook**.
13. Click **Open**. The **Create Microsoft Personal Folders** dialog box is displayed. >>

14. Click **OK**.
15. From the **MS Exchange Properties** dialog box, click **OK**.
16. Click **Finish**.
17. Click **Close** to exit setup.
18. Reopen Microsoft Outlook 2000

TROUBLESHOOTING

If a configuration dialog box for Microsoft Mail is displayed, follow these steps:

1. Right-click the **Microsoft Outlook** icon.
2. Click **Properties**.
3. Select Microsoft Mail and click **Remove**.
4. Click **OK**.
5. Close and reopen Microsoft Outlook 2000 to complete profile changes.

UPDATES AND SECURITY PATCHES

English only

Service Release 3 (SR-3) is now supported.

All other languages

Do not install (SR-2) or security patches and updates. Do not apply Microsoft Outlook 2000 settings from Office updates.

Microsoft Outlook 2002 Configuration

OUTLOOK 2002 CONFIGURATION

Outlook 2002 must be correctly configured to run exam software and therefore, Certipoint strongly recommends that a network administrator perform Outlook 2002 configurations. The configuration can be done immediately after the installation of Office.

OUTLOOK 2002 FIRST-TIME CONFIGURATION

If Outlook 2002 has not yet been started, follow these steps:

1. Start Outlook 2002. The **Account Configuration** dialog box is displayed.
2. Select **No**; this machine will not have an e-mail account.
3. Click **Finish**. Outlook is configured and the Outlook 2002 exam can be run.

OUTLOOK 2002 RECONFIGURATION

If Outlook 2002 has already been configured, follow these steps:

1. Click **Start** and then **Settings** → **Control Panel**.
2. Click the **Mail** icon. The **Mail** dialog box is displayed.
3. Click **Add**. The **New Profile** dialog box is displayed.
4. Enter a new **Profile Name**.
5. Click **OK**. The **E-mail Accounts** dialog box is displayed. Select **View or change existing e-mail accounts**.
6. Click **Next**. The second **E-mail Accounts** dialog box is displayed.
7. Click **New Outlook Data File**. The **New Outlook Data File** dialog box is displayed.
8. Select **Personal Folders File**.
9. Click **OK**. The **Create or Open Outlook Data File** dialog box is displayed.
10. Accept the suggested filename and click **OK**. The **Create Microsoft Personal Folders** dialog box is displayed.
11. Accept all default settings and click **OK**. The **E-mail Accounts** dialog box is displayed.
12. Click **Finish**. A confirmation dialog box is displayed.
13. Click **OK**. The **Outlook 2002 Startup** dialog box is displayed.
14. Click **Next**. The **E-mail Upgrades Options** dialog box is displayed.
15. Select **Do not upgrade**.
16. Click **Next**. The **Account Configuration** dialog box is displayed.
17. Select **No**.
18. Click **Finish**. Outlook 2002 is configured.

Microsoft Outlook 2003 Configuration

Outlook 2003 must be correctly configured to run exam software and therefore, Certipoint strongly recommends that a network administrator perform Outlook 2003 configurations. The configuration is required and can be done immediately after the installation of Office.

OUTLOOK 2003 FIRST-TIME CONFIGURATION

If Outlook 2003 has not yet been started, follow these steps:

1. Start Outlook 2003. The **Account Configuration** dialog box is displayed.
2. Select **No**; this machine will not have an email account.
3. Click **Finish**. Outlook is configured and the Outlook 2002 exam can be run.

OUTLOOK 2003 RECONFIGURATION

If Outlook 2003 has already been configured, follow these steps:

1. Click **Start** **Control Panel**.
2. Click the **Mail** icon. The **Mail** dialog box is displayed.
3. Click **Add**. The **New Profile** dialog box is displayed.
4. Enter a new **Profile Name**.
5. Click **OK**. The **E-mail Accounts** dialog box is displayed. Select View or change existing e-mail accounts.
6. Click **Next**. The second **E-mail Accounts** dialog box is displayed.
7. Click **New Outlook Data File**. The **New Outlook Data File** dialog box is displayed.
8. Select **Personal Folders File**.
9. Click **OK**. The **Create or Open Outlook Data File** dialog box is displayed.
10. Accept the suggested filename and click **OK**. The **Create Microsoft Personal Folders** dialog box is displayed.
11. Accept all default settings and click **OK**. The **E-mail Accounts** dialog box is displayed.
12. Click **Finish**.
13. Go to **Outlook**. The **Outlook 2003 Startup** dialog box is displayed.
14. Click **Next**. The **E-mail Upgrades Options** dialog box is displayed.
15. Select **Do not upgrade**.
16. Click **Next**. The **Account Configuration** dialog box is displayed.
17. Select **No**.
18. Click **Finish**. Outlook 2003 is configured.

Appendix E

UNINSTALLING IQSYSTEM 6.0

To uninstall iQsystem 6.0, follow these steps:

1. On the Windows taskbar, click **Start** and then **Settings** > **Control Panel**.
2. Click **Add/Remove Programs**.
3. Click **Certiport iQsystem**.
4. Click **Change/Remove**.
5. Follow the InstallShield Wizard instructions.

Appendix F

ANTIVIRUS SOFTWARE

Symantec AntiVirus™ Corporate Edition 10.0 is supported for both Microsoft Office Specialist and IC³ exams.

If you are using McAfee® VirusScan Professional version 8.0.20 with the default installation, an alert appears when a Microsoft Office Specialist exam is delivered. The alert is displayed before the first exam tasks are displayed. The exam timer has not started at the time the alert appears. Selecting the correct option in the alert dialog box ensures that the antivirus software does not interrupt the remaining exam.

To select a McAfee VirusScan configuration that will work, follow these steps:

1. To continue with the exam, select the **Allow entire script this time** option.
2. Do not select the **Stop this script** option. This causes the workstation to stop responding and it is necessary to reboot.
3. Do not select the **Continue what I was doing** option. McAfee generates a second alert before the result screen is displayed.
4. Do not select the **Find out more information** option. If the **Find out more information** option has been selected, click **Allow entire script this time** to continue with the exam.

GLOSSARY

To ensure proper installation and operation of iQsystem, please familiarize yourself with these terms before beginning an iQsystem 6.0 installation.

certification exam

An exam offered by Certiport to validate an test candidate's skills in specified software programs or general digital literacy.

Certiport Center

An organization authorized by Certiport or a Certiport distributor to administer exams.

Certiport Center Administrator

The individual responsible for operating the Certiport Center in accordance with the Certiport Center Agreement. The Certiport Center Administrator purchases Certiport inventory, runs Certiport Center reports, and manages the Certiport Center account.

Certiport Portal

The section of the Certiport Web site designed exclusively for Certiport Centers. These Web pages require Certiport Centers to log in to order exams, download software, update their information, and more.

configuration test

A mock exam used to familiarize Certiport Center Administrators with the testing process. It also verifies iQsystem Tools specifications. Configuration tests must not be used to preview actual exam questions.

distributor (solution provider)

A person or organization that is contracted with and authorized by Certiport to sell Certiport products to individual testing centers within its contracted distributor area.

test candidate

An individual requesting to take or in the process of taking an exam at a Certiport Center.

exam group

A subgroup of test candidates, similar to a class roster, which is created by an Organization Administrator through the Portal with specific criteria. The exam group number is entered by test candidates when they prepare to take their exam. The group number associates the test candidates, their test results, and the exam group, which can then be used for group reporting. Exam groups can be set with or without a specific teacher assigned. The most beneficial reports are only available to the person with a teacher role within each Certiport Center.

exams

Microsoft Office Specialist and IC³ tests delivered through iQsystem 6.0. Exams are referred to as either inventory or vouchers purchased from Certiport.

exam software

Software components necessary to administer exams.

iQupdate

Compares the Certiport Center software currently installed on the workstation to the Certiport Center software currently available from Certiport. If a newer version is available, iQupdate automatically updates the software.

Microsoft Office Specialist

A certification program that validates proficiency with Microsoft Office programs.

Organization Administrator

The individual responsible for operating the Certiport Center in accordance with the Certiport Center Agreement. The Organization Administrator purchases Certiport inventory, runs Certiport Center reports, and manages the Certiport Center account.

proctor

A person authorized by a Certiport Center to validate the test candidate's credentials and to make sure that the correct exam has been selected. The proctor guarantees these conditions by entering the proctor username and password before launching an exam for an test candidate.

voucher

A printed or electronic document redeemable for an exam, distributed to test candidates by Certiport or Certiport distributors.

voucher number

A unique identification code associated with a voucher.

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