BRITISH COUNCIL

Installation Guide

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Inspera on NonGTI Computer

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Contents

INSPERA: NonGTI Installation guide for CEQ, IELTS and UOL

Background

This information is relevant to British Council Test Centres and ITCs using *NonGTI devices* for delivering the following products:

- Cambridge English Qualifications Digital
- IELTS for UKVI on Computer,
- IELTS on Computer
- University of London

As more exam products use Inspera for exam delivery, multiple versions of the Inspera Exam Portal have been developed, which conflict with each other. This makes it challenging for back-office admin colleagues to arrange IT support to manage these versions (install-uninstall one over another).

The release of the Inspera Integrity Browsers (IIB) for the multi-tenancy-install allows non-IT users with access to the NonGTI device to install and uninstall the correct software.

The instructions below will guide you through the process of installing both the CEQ, IELTS and UOL Inspera Integrity Browser (IIB - previously known as IEP) on the same computer, allowing you to run both tests without having to uninstall and reinstall the software between each type of test.

Inspera application for <u>multi-tenancy</u> installation

The instructions below will guide you through the process of installing both the CEQ and IELTS Inspera Integrity Browser (IIB - previously known as IEP) on the same computer, allowing you to run both tests without having to uninstall and reinstall the software between each type of test.

NOTE: You <u>must</u> have a user account with "Administrator" (admin) privileges to perform these steps.

There are 2 types of applications you need to install

A. **IIB base installer (mandatory engine)**
   This is <u>mandatory</u> for both CEQ and IELTS

B. **IIB exam-specific launcher**
   Install only the exam-specific launcher. You can install multiple launchers if you plan to deliver/run more than one of the CEQ, IELTS and UOL exams on the same computer.

> 💡 You <u>do not</u> need to install all launchers if you are not planning to deliver/run other exams on the same computer

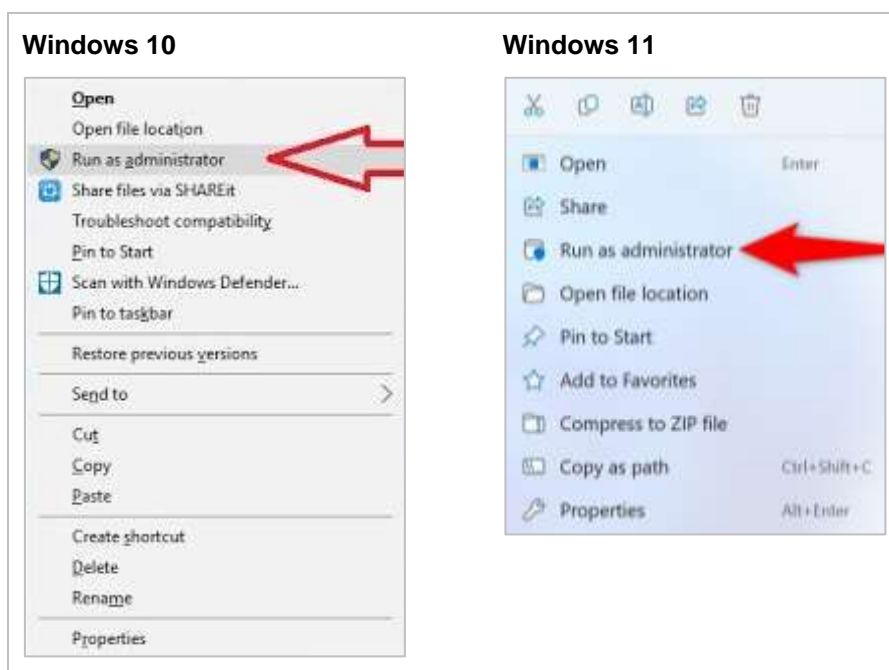## Download the Inspera installer packages

Step 1. Download the application package from the following link,
https://examshelpdesk.britishcouncil.org/go/inspera-multitenancy-latest

Step 2. Extract the downloaded package to the `C:/Temp` folder. You will see the packages below

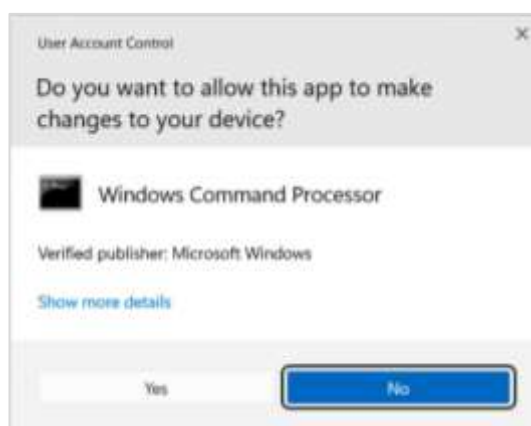|	
IIB base Installer	Inspera-Exam-Portal-1.16.5-75542827-in_centre.exe
CEQ Launcher	IIB_Launcher_ceq.msi
IELTS Launcher	IIB_Launcher_ielts.msi
UOL Launcher	IIB_Launcher_uol.msi

Install the IIB base application

Step 1.   Uninstall any previously installed IEP or IIB.
Do not uninstall previously installed exams-specific launcher(s).

Step 2.   Right-click on the downloaded package *Inspera-Exam-Portal-1.16.5-75542827-in_centre.exe* and select the "*Run as Administrator*" option.
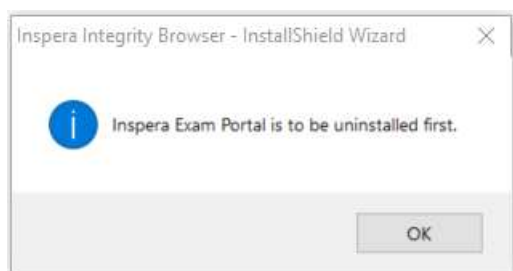

Step 3.   It will start the installation wizard. Follow the on-screen instructions and complete the installation. Accept the User Access Control (UAC) prompt and click the "*Yes*" button.

You might be asked to enter a username and password. Your local IT team can provide the credentials if you are unable to proceed past this point.
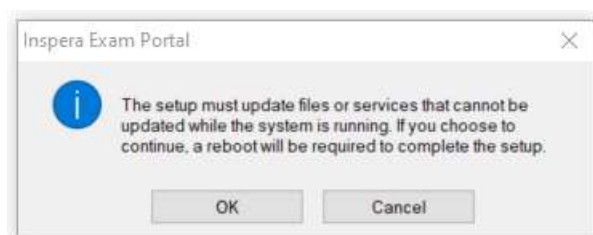
Step 4. You will then be informed that the Inspera Exam Portal needs to be uninstalled as below. *This is an optional step if you are upgrading from the previous version.*

Click "OK", followed by "Yes" when asked *'Are you sure you want to uninstall this product?'*
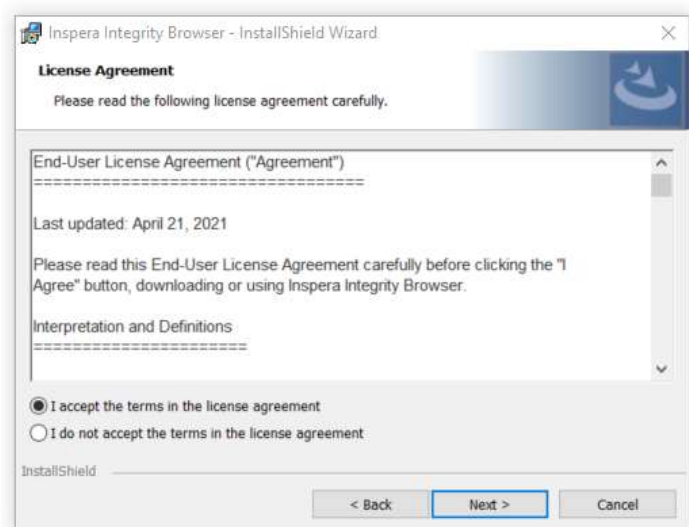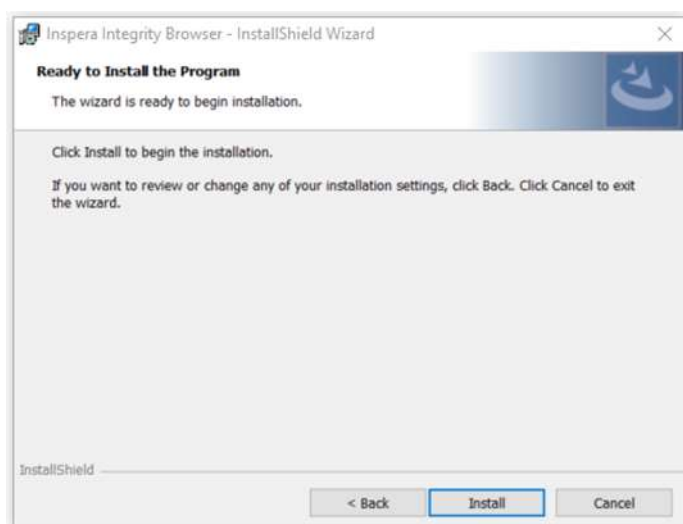

Then "OK"

Step 5. The InstallShield welcome page will then be displayed. Click "Next"

Step 6. The Licence Agreement window will then appear, you will need to <u>accept</u> this and click "Next" to install IIB

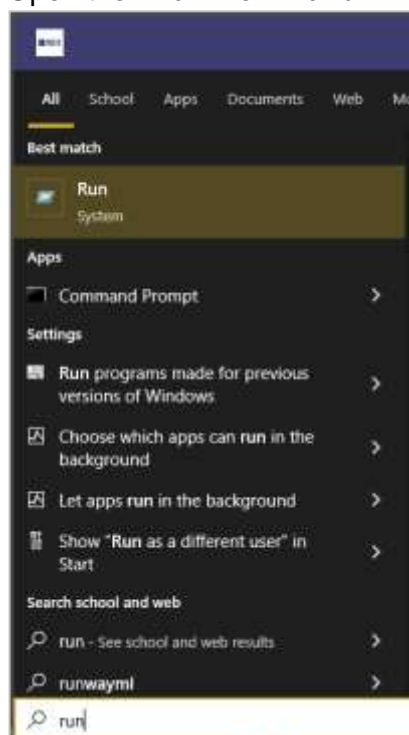**Step 7.** Click "Install" to start the installation

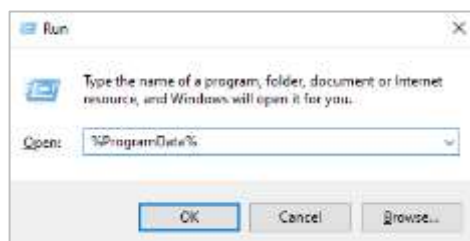**Step 8.** You will see a new desktop shortcut icon appear on your desktop

Step 9. Delete the Inspera icon from the desktop. ***<u>Do not uninstall the software</u>.***

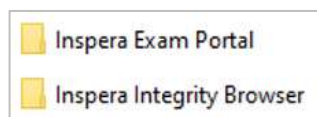**Step 10.** Delete the *iep-config.jwt* file by following these steps.
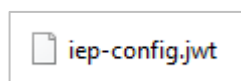
Open the **"Run Command"**

Type **%ProgramData%** and click "OK".

From here, go into the **Inspera Exam Portal** folder if you use v1.15.11 (or earlier) or the **Inspera Integrity Browser** folder if you use v1.16.3 (or later).

There will be a file that looks like this:

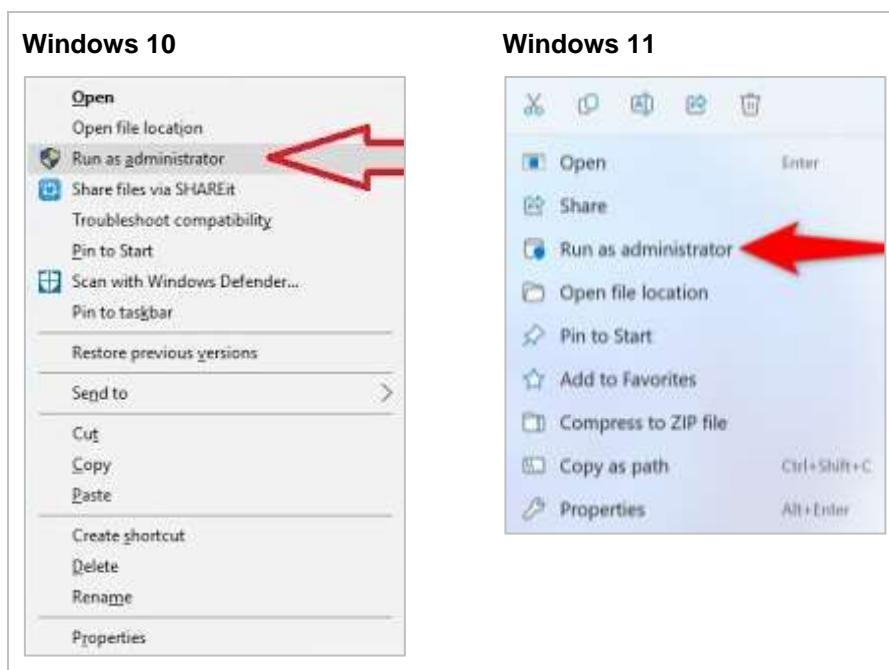Right-click this file and delete it.

! Please do not mistake the old **Inspera Exam Portal** folder for the new **Inspera Integrity Browser** folder.

For v1.16.3 and later, the config file needs to be deleted from the Inspera Integrity Browser folder.

Install the IIB launcher for the CEQ Exam

Step 1.   Right-click on the downloaded package *IIB_Launcher_ceq.msi* and select the "*Run as Administrator*" option.

It will start the installation wizard.

Follow the on-screen instructions and complete the installation.

Step 2. You will see the application-specific shortcut icon on your desktop

> **ℹ** Images presented in this instruction may vary for the device you use.
>
> However, the steps are always the same.

Install the IIB launcher for the IELTS Exam

Step 1. Right-click on the downloaded package *IIB_Launcher_ielts.msi* and select the
"*Run as Administrator*" option.

It will start the installation wizard.

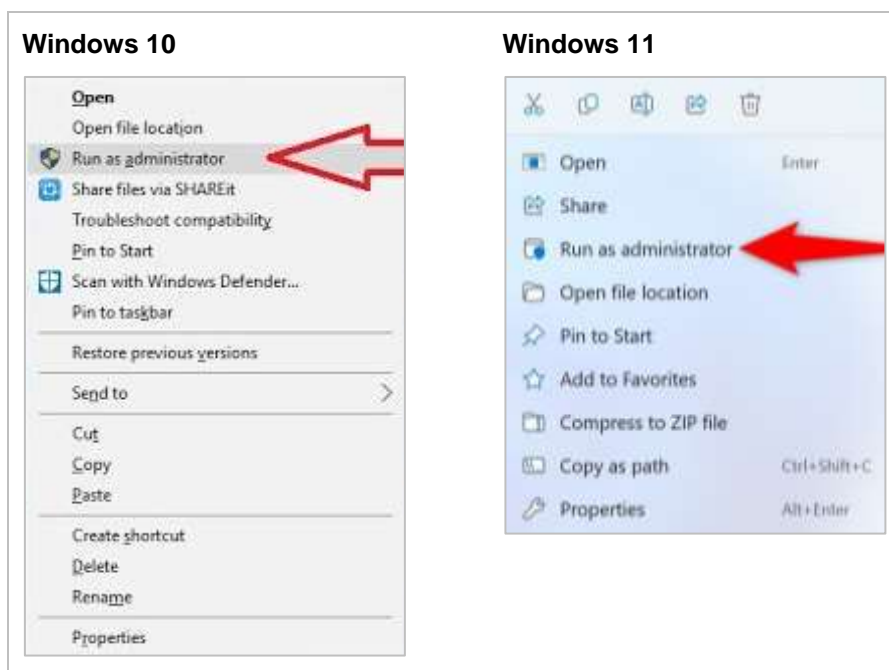Follow the on-screen instructions and complete the installation.

Step 2. You will see the application-specific shortcut icon on your desktop

ℹ Images presented in this instruction may vary for the device you use.

However, the steps are always the same.

Install the IIB launcher for the UOL Exam

Step 3.   Right-click on the downloaded package *IIB_Launcher_ielts.msi* and select the "*Run as Administrator*" option.

It will start the installation wizard.

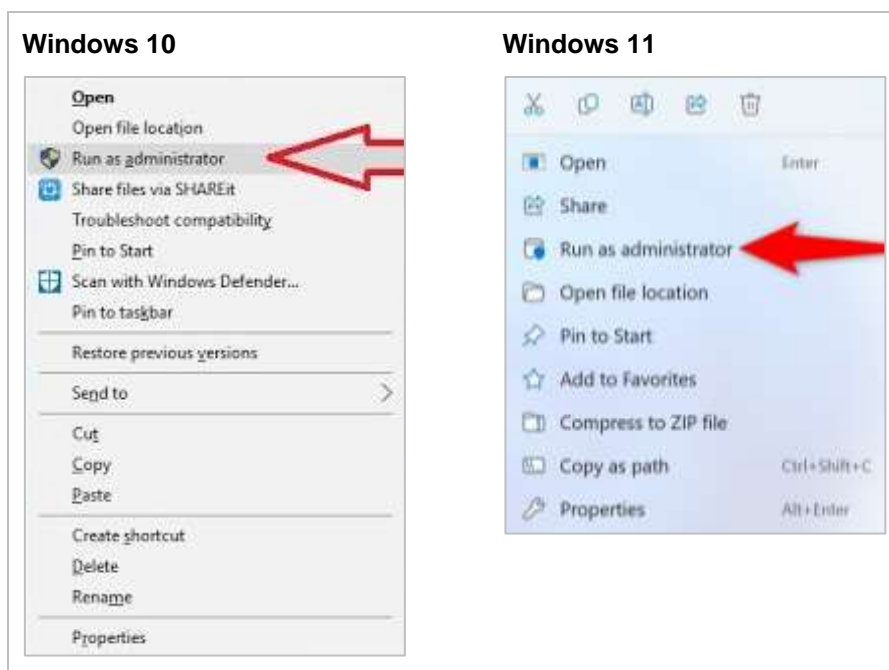Follow the on-screen instructions and complete the installation.

Step 4. You will see the application-specific shortcut icon on your desktop

ℹ Images presented in this instruction may vary for the device you use.

However, the steps are always the same.

Testing your launcher/shortcuts

After you have carried out the instructions above you can test the launcher shortcut(s) work as follows:

Test the IIB launcher for the CEQ Exam

Step 1. Click on the CEQ shortcut to open IIB. *Always run as Administrator.*

Step 2. Enter any CEQ candidate login credentials, this includes old candidates where the test is complete

> If you do not currently have logins available, please use the ones below to test:
> - Username: amorim0001
> - Password: 2mzx4hx3

Step 3. IIB should accept the credentials and move to a second screen asking for a PIN code

Step 4. Close IIB

Test the IIB launcher for the IELTS Exam

Step 1. Click on the IELTS shortcut to open IIB. *Always run as Administrator.*

Step 2. Enter any IELTS candidate login credentials, this includes old candidates where the test is complete

> 💡 If you do not currently have logins available, please use the ones below to test:
> - Username: gie0-2b1-3hnb
> - Password: Episode81286

Step 3. IIB should accept the credentials and move to a second screen asking for a PIN code

Step 4. Close IIB
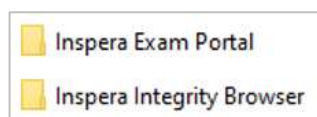
Troubleshoot or need assistance!

If you have followed the installation steps detailed above and the software has been installed successfully, but you cannot open it, then it could be related to the user rights you had during the installation process.
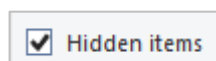
Method 1

If either of your test candidates (CEQ and/or IELTS) is unable to log in, you can check to see if the shortcuts are working correctly by taking the following steps:

Step 1. Open the folder *"C:\ProgramData\Inspera Exam Portal"* or *"C:\ProgramData\Inspera Integrity Browser"*, whichever one is present.

*From here, go into the **Inspera Exam Portal** folder if you are using v1.15.11 or below, or the **Inspera Integrity Browser** folder if you are using v1.16.3 or above.*

Step 2. This will depend on the version of IEP/IIB you have installed. The folder **C:\ProgramData** is a hidden system folder, it can be made visible by selecting the hidden items option on the view tab in *File Explorer*

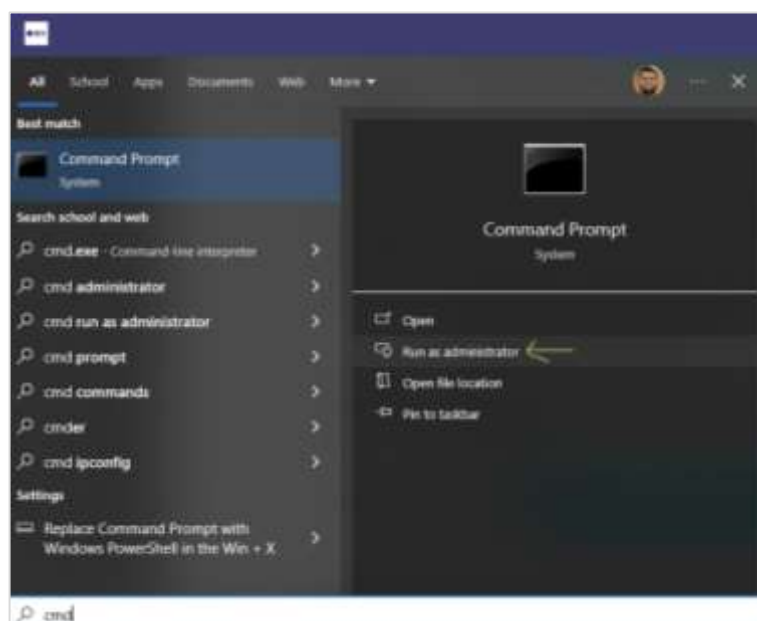**Step 3.** Check the time and date stamp for the file ***iep-config.jwt***

Step 4. Now click on either of the shortcuts to launch IIB

Step 5. Once IIB has launched, check the time and date stamp for the file *iep-config.jwt*, if it has been updated to match the time and date that the shortcut was used, you will need to check the candidate login details. If the time and date do not update, delete the *iep-config.jwt* file and relaunch IIB
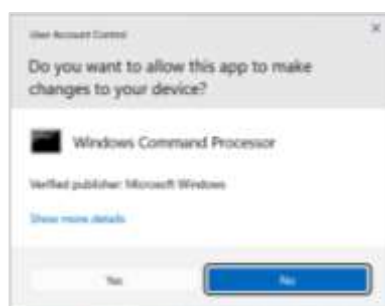
Method 2

For Windows users, if you don't have an Administrator account, you can use the following steps as a workaround:

Step 1. Follow the below steps to uninstall the CEQ and IELTS Inspera Integrity Browser (IIB) application you installed.

Step 2. Re-download and save the CEQ and IELTS IIB files, linked above, into a temporary location (e.g. c:\Temp\Inspera)

Step 3. Click the Windows Start button to open the *"start menu" and* type "cmd" and choose the Command Prompt

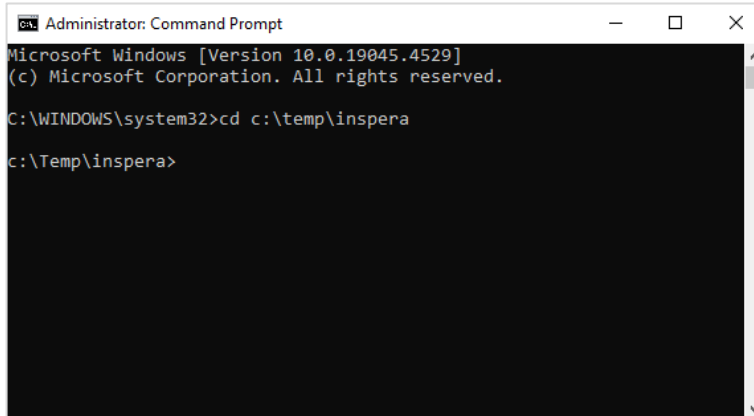**Step 4.** Right-click Command Prompt and select *"Run as administrator"*.

Step 5. Accept the *User Access Control (UAC)* prompt and Click *"Yes"* button. You might be asked to enter a username and password. Your local IT team can supply this if you are unable to proceed past this point.

Step 6. Navigate to the folder where the installer is located (e.g. cd c:\temp\inspera in our example)

Step 7. Type "msiexec /i [installer file name].msi" where the [installer file name] is the name of one of the files you downloaded, and then press "Enter".

Step 8. Follow the on-screen prompts to install the application.

Step 9. Repeat the steps for the second installer file.

> ℹ Images presented in this instruction may vary for the device you use.
>
> However, the steps are always the same.

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