

### Overview

#### 1. Supported Browsers

- a. Internet Explorer 6 and above
- b. Safari 2 and above
- c. Firefox 1.5 and above

Note: (i) Browser cookies should be enabled, (ii) certain proxy servers may need to have caching disabled, (iii) security settings should be set to low, (iv) Pop-up windows should be allowed

#### 2. Network Bandwidth Requirements

- a) ASC 2.0 is designed so that a user with a 56kb dial-up modem connection to the internet can access and use it.

#### 3. Compatible OS (Mac and Windows)

- a) ASC is designed to be a true browser-based application. There are no operating system dependencies. Thus, as long as a supported browser is available on a particular OS, the application will support it.
- b) Windows:
  - i. Windows 98
  - ii. Windows ME
  - iii. Windows XP
  - iv. Windows 2000
  - v. Windows 2003
- c) Mac OS:
  - ii. OSX Tiger and above

#### 4. Hardware and Software Requirements

- a) A regular PC with
  1. Intel Pentium II 200 MHz, Celeron 850 MHz
  2. VGA Monitor with 800x600 resolution
  3. 128 MB RAM
- b) Adobe Acrobat Reader is required to view some materials. (System Created Exams [Student Versions], Teacher Instructional Editions, Guides to Exam Administration, Program Overviews, etc.)

### Tech Details

Use the ‘Is Your Computer Assessment Center-friendly?’ link found on the log-in page (<http://asc.princetonreview.com>) to diagnose the following settings:

1. Proxy Server Detection
2. Operating System
3. Browser Version
4. Cookies Enabled
5. Cache settings
6. SSL enabled
7. Screen Resolution
8. Connection Speed
9. Pop-up Blocking software

The diagnostic will make the following recommendations:

### NETWORK RECOMMENDATIONS

Since ASC is a dynamic website, with all data stored on Princeton Review servers, it requires a fast, unhindered connection to the Internet.

#### Proxy Network

The online check tested the cache settings on your desktop, however, if you have a proxy network you must disable caching on your proxy.

#### Firewalls

If you are connecting to the internet through a proxy network set up to perform firewall functions, we recommend Microsoft ISA proxy. If you are using a different proxy and do not want to upgrade, please contact us for information on proxy settings.

#### Princeton Review IP Addresses

Proxy servers and other filtering software can interfere with some of the program’s pages, particularly those originating on the secured server. IP addresses are provided to make Princeton Review pages transparent to proxies and filters.



## ASC Complete Tech-Check Guide

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Many of our clients use proxies and this means changing IP addresses so students in schools may continue to access our site. Please find below our IP addresses. You may also make exception to your firewall/proxy by allowing content to be served by princetonreview.com domain.

URL	IP Address
asc.princetonreview.com	170.171.242.88
<b>Port 443</b>	
asc.princetonreview.com	170.171.242.88

### PLATFORM & BROWSER RECOMMENDATIONS

#### Platform: PC

Below are the minimum and recommended OS, hardware, and Web browsers for using Assessment Center on the PC.

#### Operating Systems

<b>Supported</b>	Windows 98, Windows ME, Windows XP, Windows 2000, Windows Vista
<b>Recommended</b>	Windows XP, Windows 2000

#### Processor

<b>Minimum</b>	Intel Pentium II 200 MHz, Celeron 850MHz
<b>Recommended</b>	Intel Pentium III and above

#### Random Access Memory (RAM)

<b>Minimum</b>	64 MB
<b>Recommended</b>	128 MB

#### Web Browsers

<b>Supported</b>	Internet Explorer 6 and above Safari 2 and above Firefox 1.5 and above
<b>Recommended</b>	Internet Explorer 6

**Platform: Apple Macintosh**

Below are the minimum and recommended OS, hardware, and Web browsers for using the Online Interim Assessment Program on a Mac.

**Operating Systems**

<b>Supported</b>	OSX Tiger and above
<b>Recommended</b>	OSX Tiger

**Processor**

<b>Minimum</b>	PowerPC 75MHz
<b>Recommended</b>	G3/G4 266 MHz

**Random Access Memory (RAM)**

<b>Minimum</b>	64 MB (allocated a minimum of 30MB RAM to your browser)
<b>Recommended</b>	128 MB

**Web Browsers**

<b>Supported</b>	Safari 2 and above Firefox 1.5 and above
<b>Recommended</b>	Firefox 1.5 and above

**Also Note:**

1. The Princeton Review uses SSL to login to ASC, with encrypted transmission of data between web browsers and web servers (128 bit).
2. Users' cookies are stored upon log in. If the user closes the web browser, the cookie is deleted.
3. A user session expires after 60 minutes of inactivity. Cookies need to be enabled because they are used for session expiration.
4. The Sign Out process deletes the user's cookie.

**Computer Settings**

ASC Computer requires:

1. Windows 98, Mac OSX Tiger or better
2. Internet Explorer 6.0 or more recent version
3. Acrobat Reader 5.0 or better to print tests designed to be given on paper
4. Screen resolution of 800 x 600
5. Pop-up blocking software must be disabled

### **Browser Settings**

1. Cache (Stored Internet Files) should be set to check every page against the originating server every time the page is accessed. Stored (cached) pages can interfere with the teacher and administrator test creation process and with student test-taking.
2. The browser must be set to accept cookies. ASC uses cookies to ensure that each user only has access to the appropriate parts of the site.
3. Security setting should be on low.
4. If your browser comes with a Pop Up blocker, it must be disabled.

Once you have completed the online check, either follow the steps online, or below in this document, to correct any problems identified during the online tech check. NOTE: The procedure for changing settings varies by operating system and browser.

### **CHANGE CACHE SETTINGS**

#### **PC using Internet Explorer**

**Caching:** must be set to check web pages against the server every time.

1. Launch Internet Explorer
2. Go to Tools: Internet Options menu
3. Under Temporary Internet Files, click Delete Files (to clear the cache), click OK in the pop-up window
4. Also under Temporary Internet Files, click Settings
5. Under Check for Newer Versions of Stored Pages, select “every visit to the page”; then click OK
6. Under History, click Clear History, then click Yes

#### **OSX Tiger or higher Mac using Internet Explorer**

1. Launch Internet Explorer
2. Go to Explorer: Preferences menu
3. Under Web Browser, click Advanced
4. In the Cache section, click Empty Now (to clear the cache of old material)
5. In the History section, click Clear History
6. In the Cache section, click the Always button next to Update Pages
7. Click OK to close the window

### SETTING MONITOR RESOLUTION

#### On a PC

1. Go to the start menu: control panel: display
2. Click on the settings tab
3. Under screens resolution move the screen resolution tab either right or left until 800x600 is displayed

#### On a Mac OSX or higher

1. Click on Apple Button
2. Select system preferences: Display and Screen Savers
3. Click on Display and select resolution 800x600

### COOKIE SETTINGS

#### PC using Internet Explorer:

**Cookies:** must be set to accept cookies; however, old, stored cookies can cause interference with ASC functions

To clear old cookies:

1. Launch Internet Explorer
2. Go to Tools: Internet Options. Under Temporary Internet Files, click Settings, then click View Files
3. Highlight all cookies in the list and hit the Delete key

To accept all new cookies:

1. Launch Internet Explorer
2. Go to Tools: Internet Options
3. Click the Security tab
4. Click Custom Level, then scroll down to Cookies
5. Under Allow Cookies that are stored on your computer: check Enable
6. Under Allow per session Cookies: check Enable
7. Click OK

### **OSX or higher Mac using Internet Explorer**

1. Launch Internet Explorer
2. Under receiving files click on cookies
3. Hold the Apple button and the letter “a” on your keyboard. (this action will select all cookies)
4. Then press delete from the keyboard
5. Click OK

### **ENABLING SSL**

#### **PC Using Internet Explorer:**

1. Click on Tools: Internet Options
2. Click on the Advanced tab
3. Scroll down to the SSL options and make sure that Use SSL 2.0 and Use SSL 3.0 are both checked
4. Click apply

#### **Mac using Internet Explorer:**

1. Launch Internet Explorer
2. Click on Edit: Preferences
3. Click on Web Browser
4. Click on Security
5. Click on Certificate Authorities

### **BROWSER SECURITY SETTINGS**

### **PC using Internet Explorer:**

**Browser Security Settings:** are optimal at “low”.

1. Launch Internet Explorer
2. Go to Tools: Internet Options
3. Click the Security tab
4. Highlight the Internet icon in the white box
5. Click on Custom Level (in “security level for this zone”)
6. Select “Low”
7. Click on reset and say Yes to the pop-up
8. Click OK, and click OK again to close the Internet Options window

### **Mac using Internet Explorer:**

**Browser Security Settings:** are optimal at “low”

1. Launch Internet Explorer
2. Go to Edit: Preferences menu
3. Under Web Browser, click Security Zones
4. In the Internet Zone, click Low
5. Click OK to close the window

## **Frequently Asked Questions**

**Q.** When I try to Sign-in to The Princeton Review, I’m sent back to the sign-in page.

**A.** 1) Clear your cache (stored Internet files) of old data. 2) Make sure your system is set to accept cookies.

**Q.** A student signed-in to his account, but ended up in another student’s account.

**A.** This is a caching (stored Internet files) problem. One student’s data is being stored on the computer, so when another student tries to sign-in on that computer, the two students are being conflated by the browser.

1. Clear your cache (stored Internet files) of old data.
2. Make sure your cache settings are set to check against the server every time a page is loaded.

Always have students log out of the Online Interim Assessment Program and “quit” the browser when they are finished with the program. Then have the next student re-launch the browser. If students are ending up in other accounts on different computers, then the network proxy is probably set to enable caching. This could be caused by cookies being saved on the proxy.

Make sure caching is disabled on the proxy network.

**Q.** I got a “Page Cannot Be Displayed” message.

**A.** You are probably having an intermittent problem getting a connection across the Internet. Use the Refresh or Reload button at the top of your page to request the page again from the server. If this problem persists after refreshing, please report it to The Princeton Review Help Desk.

**Q.** A test item has an error or a gif that fails to load.

**A.** Please send a report to The Princeton Review Help Desk with the Question ID number.

### Contact Us

Please contact The Princeton Review:

1. Using the Support link in the footer of the teacher or administrator site. During the test administration window we are available Monday through Friday from 7am to 6pm, all other times we are available from 8am to 6pm Eastern Time.
2. Writing to [Helpme@review.com](mailto:Helpme@review.com).
3. Calling 1-800-738-4392. During the test administration window we are available Monday through Friday from 7am to 6pm, all other times we are available from 8am to 6pm Eastern Time.