Government Center PVTC Technical Requirements

About the Installation Scenarios

This document describes the minimum hardware requirements to install the Pearson VUE Testing System (VTS) software in a Pearson VUE Authorized Test Center. The VTS software may be installed in one of two configurations: **Workgroup scenario** or **Server scenario**. Whichever scenario is installed, the hardware and software must meet Pearson VUE's minimum requirements as shown in the System Requirements on page 4.

Warning

If your site is installing in a **Workgroup scenario** you are limited to no more than 15 exam delivery workstations. If you are installing on more than 15 exam delivery workstations you must use a **Server scenario**, which requires a **Windows server OS**.

The following items are strictly prohibited:

- **Mac** hardware running any operating system
- **Virtual environments** in any form
- **Laptops as exam delivery** workstations or as **Servers**

Any Windows user account that interacts with the VTS software on the **Server**, **Administration**, **Proctor** or **exam delivery workstation** is **required** to have **local administrator rights** on that workstation. This includes both installing and running the VTS software.

Warning

On June 30, 2020, Pearson VUE will no longer provide support for Pearson VUE software installed on Windows Server 2008 (all variations).

Existing sites must upgrade to Windows Server 2016 or 2012 R2 prior to June 30, 2020. Starting **January 1, 2020**, all new test centers are prohibited from installing on Windows Server 2008.
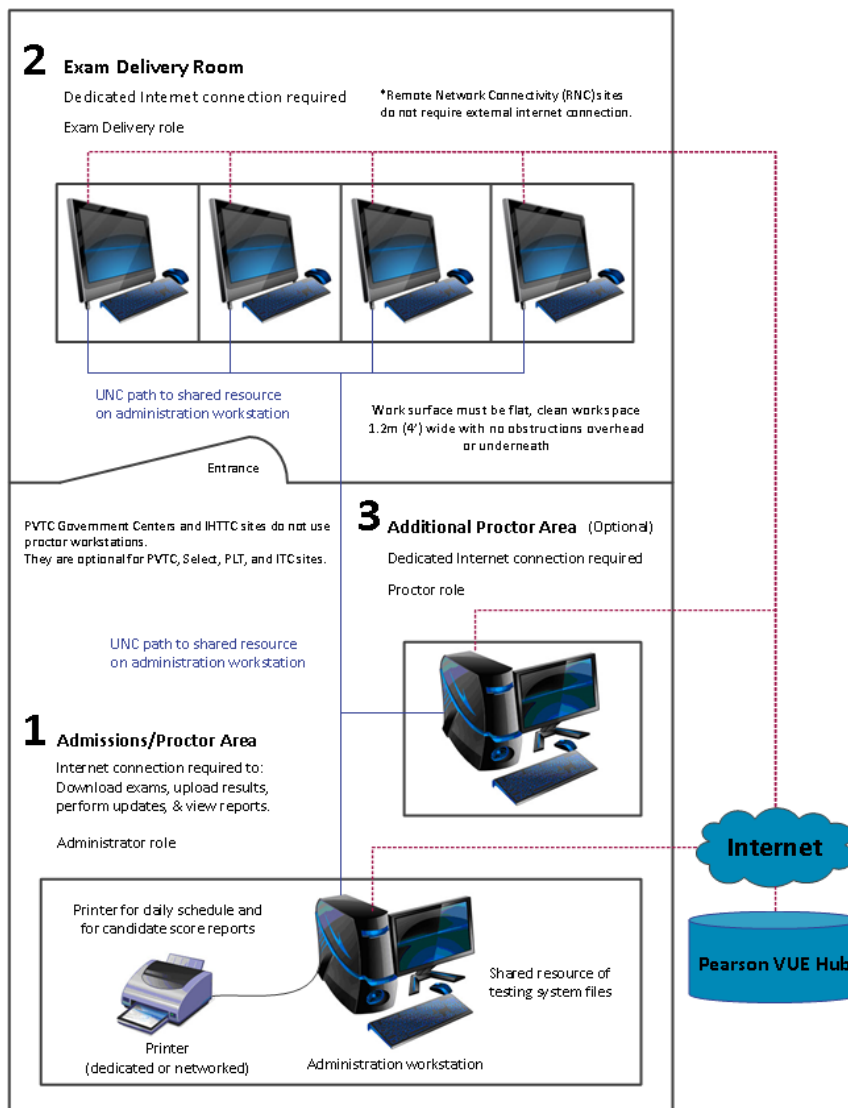

Workgroup scenario installation

In a Workgroup scenario installation, exam delivery workstations are connected through a local area network (LAN) or workgroup to the Administration workstation which provides shared file storage. This is illustrated below.

Warning

⚠️

A Workgroup scenario may only use up to 15 exam delivery workstations. If you will be installing more than 15 workstations, you must use a Server scenario shown on the following page.

Workgroup Scenario
Multiple computers workgroup/network

2 **Exam Delivery Room**

Dedicated Internet connection required

Exam Delivery role

*Remote Network Connectivity (RNC) sites do not require external internet connection.

UNC path to shared resource on administration workstation

Work surface must be flat, clean workspace 1.2m (4') wide with no obstructions overhead or underneath

Entrance

PVTC Government Centers and IHTTC sites do not use proctor workstations.
They are optional for PVTC, Select, PLT, and ITC sites.

3 **Additional Proctor Area** (Optional)

Dedicated Internet connection required

Proctor role

UNC path to shared resource on administration workstation

1 **Admissions/Proctor Area**

Internet connection required to:
Download exams, upload results, perform updates, & view reports.

Administrator role

Internet

Printer for daily schedule and for candidate score reports

Shared resource of testing system files

Pearson VUE Hub

Printer (dedicated or networked)

Administration workstation

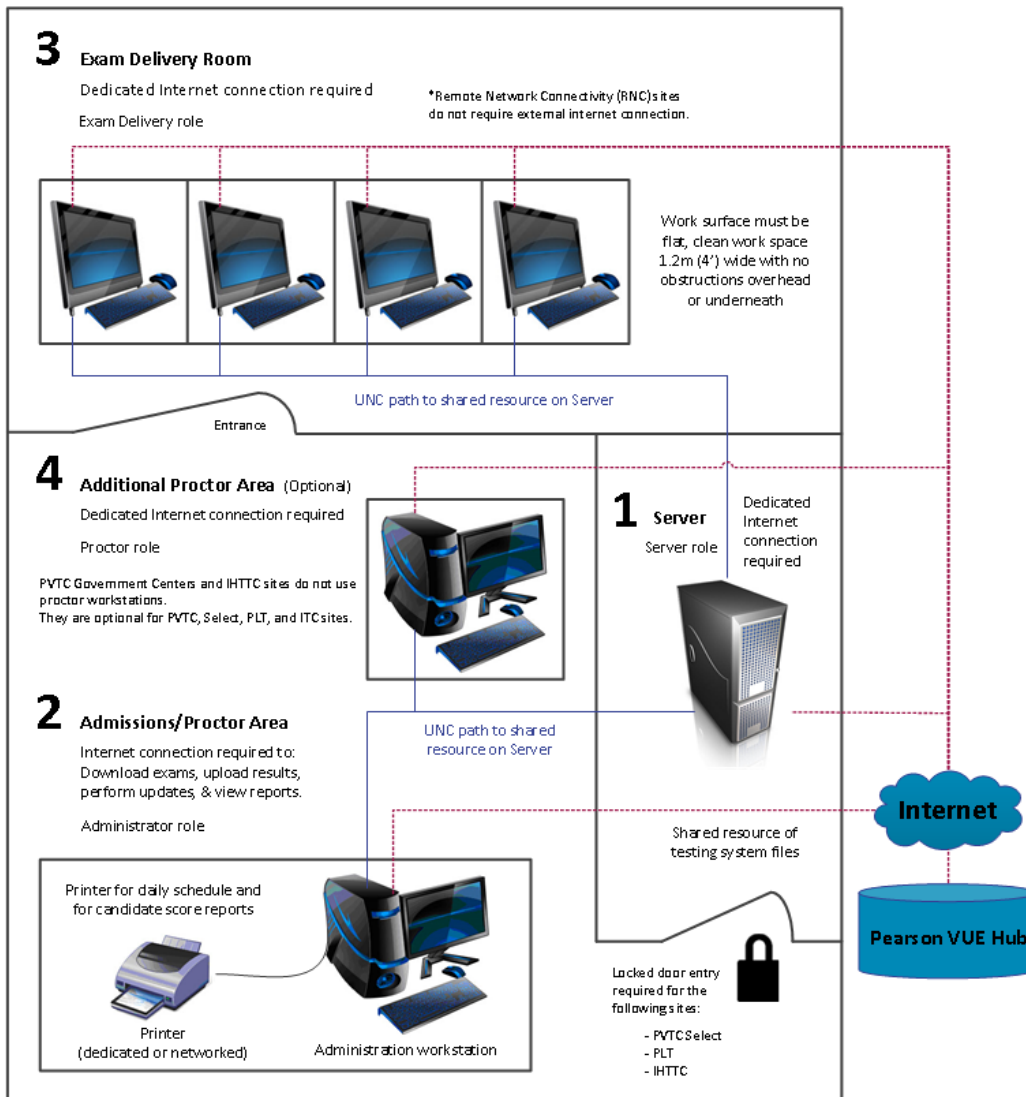# Server Scenario Installation

In a Server scenario installation, all exam delivery workstations are connected through a LAN, and a file server provides shared file storage. This is illustrated below. (Server scenario refers to a setup type and is not related to an Operating System.)

Warning

You must use a **Server scenario** if you have more than **15 exam delivery workstations**. A server operating system, such as Server 2016 or 2012 R2, is required for more than 15 exam delivery workstations.

Server Scenario
Multiple computers
local area network (LAN)

3 **Exam Delivery Room**

Dedicated Internet connection required

Exam Delivery role

*Remote Network Connectivity (RNC) sites do not require external internet connection.

Work surface must be flat, clean work space 1.2m (4') wide with no obstructions overhead or underneath

UNC path to shared resource on Server

Entrance

4 **Additional Proctor Area** (Optional)

Dedicated Internet connection required

Proctor role

PVTC Government Centers and IHTTC sites do not use proctor workstations.
They are optional for PVTC, Select, PLT, and ITC sites.

1 **Server**

Server role

Dedicated Internet connection required

2 **Admissions/Proctor Area**

Internet connection required to:
Download exams, upload results, perform updates, & view reports.

Administrator role

UNC path to shared resource on Server

Printer for daily schedule and for candidate score reports

Shared resource of testing system files

Internet

Printer
(dedicated or networked)

Administration workstation

Locked door entry required for the following sites:

- PVTC Select
- PLT
- IHTTC

Pearson VUE Hub

System Requirements

Effective **February 1, 2020**, the following pages list the minimum system requirements for installing and running the Pearson VUE Testing System, and for operating as a test center. *Pearson recommends purchasing equipment that meets or exceeds the Recommended Specifications.* The minimum requirements will change periodically based on the needs of our exam sponsors.

Hardware configuration

All-in-one PC's are permitted if they meet the minimum Technical Specification and do not have a Touch screen. Pearson VUE highly recommends that All-in-one PC's meet the Recommended Technical Specifications.

Software licenses

All test centers are required to have Windows operating systems that have completed online activation. Application software installed on all exam delivery workstations must also have current licensing. Windows Operating Systems must pass Genuine Windows Validation. Evaluation copies are not supported.

Network configuration

It is **strongly recommended** that all machines with VTS Software installed remain in the same domain or workgroup, VLAN, and subnet. Network configurations that do not follow this guideline may experience decreased exam delivery performance. You may be asked to make changes to your network configuration to comply with this guideline as part of problem resolution.

Internet bandwidth

Some exam deliveries will require an internet connection. For Internet Based Tests (IBT) see the table below for details.

Base Network Bandwidth + 256 Kbps for each exam delivery workstation	
1 – 15 delivery workstations	5.0 Mbps down/ 3.0 Mbps up base and 256 Kbps for each workstation
16 – 50 delivery workstations	10.0 Mbps down/ 5.0 Mbps up base and 256 Kbps for each workstation
50 – 100 delivery workstations	20.0 Mbps down/ 10.0 Mbps up base and 256 Kbps for each workstation
	For IBT exam deliveries, latency should not exceed 150 ms

Monitors – Exam Delivery

Pearson VUE recommends using 24" monitors.

Requirement	

Monitor	• 17" or larger
	• Must allow for the following display resolution settings:
	  • **1280 x 1024**
	  • **1024 x 768**
	• Monitor must be connected to the computer using **DVI**, **DisplayPort**, or **HDMI**

Desktop Graphics Adapter	• Exam delivery workstations must have a graphics adapter that supports **GPU Scaling** (ability to Maintain Aspect Ratio) • Exam delivery workstations must have the GPU Scaling feature enabled in the graphics adapter software • The latest version of graphics drivers must be installed

24" Monitors – Exam Delivery

Pearson VUE recommends using 24" monitors.

	Requirements

Monitor	• Must allow for the following display resolution settings and be set to the highest resolution:
	    ○ **1920 x 1080 (set to this resolution)**
	    ○ **1280 x 1024**
	    ○ **1024 x 768**
	• Monitor must be connected to the computer using **DVI**, **DisplayPort**, or **HDMI**

Desktop Graphics Adapter	• Exam delivery workstations must have a graphics adapter that supports **GPU Scaling** (ability to Maintain Aspect Ratio) • Exam delivery workstations must have the GPU Scaling feature enabled in the graphics adapter software • The latest version of graphics drivers must be installed

Pearson VUE specific hardware

Some exams may require the use of test center admissions equipment. Please consult with your Pearson VUE representative to determine if these components are required for your test center. If required, these components may be purchased from Pearson VUE or a third party source.

Requirement	Administration Workstation
Web Camera	Logitech HD Webcam C615 or Logitech Pro 9000
Signature Device	ePadLink: ePad Signature Pad – Model VP9801

Warning

Pearson VUE strongly recommends purchasing 2 web cameras. If the first camera breaks down you will not be able to deliver any more exams until a replacement is in place.

Administration and Proctor workstations

	Minimum Required	Recommended Specifications
Operating System	**Windows 10** Professional or Enterprise (**64-bit**)	
Processor	*Intel:* i5 or higher *AMD:* Ryzen 3	*Intel:* i7 or higher *AMD:* Ryzen 5
RAM	**4 GB** of RAM	**8GB** of RAM or more
Hard Drive	**20 GB** free disk space in NTFS format	**60 GB** free disk space in NTFS format
Graphics Adapter	Video Adapter must support **DirectX 11** or higher. Latest drivers installed. **512 MB** dedicated Video RAM or more.	
	All computers and monitors should be connected via **DVI**, **DisplayPort**, or **HDMI**.	
Display	17" monitor or larger 24" recommended	
Mouse & Keyboard	• English QWERTY Keyboard • 2 Button Wheel Mouse	
USB Ports	4 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse • Signature Pad admissions equipment • Camera admissions equipment (if camera & signature required)	6 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse • Signature Pad admissions equipment • Camera admissions equipment • 2 spare ports
Network Connection	**100 Mbps** Full Duplex WIRED connection to the network switch.	**1 Gbps** Full Duplex WIRED connection to the network switch.
	Strongly Recommended: All machines with VTS Software installed should remain in the same domain or workgroup, VLAN, and subnet. **Note:** Wireless Networks are strictly prohibited.	
Internet Connection	See Internet bandwidth requirements above.	
Internet Browser	**Internet Explorer 11** and **Microsoft Edge**	
Printer	600 DPI Laser Printer	
Additional Software	**.NET 4.0** is installed with the VTS software. If installing on **Windows 10**, **.NET 3.5** must be enabled on Administration/Proctor workstation to complete the VTS installation. All workstations must have **Anti-Virus software** installed with a current update.	

	Minimum Required	Recommended Specifications
Additional Notes	**Windows 10** allows for up to **15** simultaneous exam deliveries. Candidates must not have free access to the Administration or Proctor machines at any time. The Windows account used to **install** the VUE Testing System Platform must have **Administrative rights** to properly install and update the software.	

Exam Delivery workstation

	Minimum Required	Recommended Specifications
Operating System	**Windows 10** Professional or Enterprise (**64-bit**)	
Processor	*Intel:* i5 or higher *AMD:* Ryzen 3	*Intel:* i7 or higher *AMD:* Ryzen 5
RAM	**4 GB** of RAM	**8 GB** of RAM or more
Hard Drive	**20 GB** free disk space in NTFS format	**60 GB** free disk space in NTFS format
Graphics Adapter	Video Adapter must support **DirectX 11** and higher. Latest drivers installed. **512 MB** dedicated Video RAM or more. All exam delivery workstations must have a Graphics Adapter that supports GPU Scaling (sometimes called Maintaining Aspect Ratio). All exam delivery workstations **must have the GPU Scaling feature enabled**. **All computers and monitors** must be connected via **DVI**, **DisplayPort**, or **HDMI**.	
Display	See Monitors requirements above.	
Audio	Windows compatible audio playback capability.	
Mouse & Keyboard	• English QWERTY Keyboard • 2 Button Wheel Mouse	
USB Ports	2 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse	4 available USB 2.0 ports for: • English QWERTY Keyboard • 2 Button Wheel Mouse • 2 spare ports
Network Connection	**100 Mbps** Full Duplex WIRED connection to the network switch.	**1 Gbps** Full Duplex WIRED connection to the network switch.
	Strongly Recommended: All machines with VTS Software installed should be in the same domain or workgroup, VLAN, and subnet. **Note:** Wireless networks are strictly prohibited.	
Internet Connection	See Internet bandwidth requirements above.	

	Minimum Required	Recommended Specifications
Internet Browser	**Internet Explorer 11 required** **Microsoft Edge**	
Printer	600 DPI Laser Printer	
Additional Software	**.NET 4.0** is installed with the VTS software. If installing on **Windows 10**, **.NET 3.5** must be enabled on exam delivery workstation to complete the VTS installation. All workstations must have **Anti-Virus software** installed with a current update.	
Additional Notes	The Windows account used to **install** the VUE Testing System Platform must have **Administrative rights** to install properly. The Windows account profile logged into the **exam delivery workstation** must have **Administrative rights** to launch the Delivery Manager software.	

Server: file storage

The file storage server must be accessible to the Administration workstation, Proctor workstation, and all exam delivery workstations. These requirements apply to Administration workstations with 9 – 15 exam delivery workstations, and to Servers with 15 – 30 exam delivery workstations.

	Required for 9 to 15 Exam Delivery Seats	Required for 15 to 30 Exam Delivery Seats
Operating System	**Windows 10** Professional or Enterprise (**64-bit**) **Windows Server 2016** (**64-bit**) **Windows Server 2012 R2** with update (**64-bit**) (**Windows Server Core** is not currently supported)	**Windows Server 2016** (**64-bit**) **Windows Server 2012 R2** with update (**64-bit**)
Processor	*Intel:* i5 or higher *AMD:* Ryzen 3	*Intel:* i7 or higher *AMD:* Ryzen 5
RAM	**4 GB** of RAM or more.	**8 GB** of RAM or more.
Hard Drive	SATA II Interface Standard or faster Interface Standard. **50 GB** available disk space in NTFS format.	

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	Required for 9 to 15 Exam Delivery Seats	Required for 15 to 30 Exam Delivery Seats
Network	**100 Mbps** Full Duplex WIRED connection to the network switch.	**1 Gbps** Full Duplex WIRED connection to the network switch.
	Pearson VUE strongly recommends that the server be dedicated to the VTS software, to ensure the highest quality experience for candidates during exam delivery. Pearson VUE strongly discourages that the server provide additional services such as: domain controller, DHCP, SQL Server, WINS, etc. **Note:** Wireless networks are strictly prohibited.	
Power	UPS is recommended.	
Internet Connection	See Internet bandwidth requirements above.	
Internet Browser	**Internet Explorer 11** and **Microsoft Edge**	
Additional Software	Server must have **Anti-Virus software** installed with a current update. **.NET 2.0** framework must be enabled.	
Additional Notes	The Windows account used to **install** the VUE Testing System Platform must have **Administrative rights** to install properly. Candidates should never have free access to the Server machine at any time.	

Prohibited on all workstations and servers

	Exam Delivery Workstations
Portable Computers	**Smartphones** are strictly prohibited. **Tablet** devices are strictly prohibited (e.g., **iOS**, **Android**, and **Windows 8**). **Netbooks** and **Chromebooks** are strictly prohibited. **Note: Laptops** are strictly prohibited as exam delivery workstations or as Servers.
Processor	Devices running Ultra Mobile Processors are strictly prohibited. This includes, but is not limited to **Intel Atom**, **AMD NEO CPU** lines, and **ARM** CPUs.
RAM	Less than **4 GB** on any workstation
Hard Drive	**FAT32** File System

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	Exam Delivery Workstations
Operating System	• **Windows XP**, **Vista** & **Windows 7/8/8.1** (all versions) are strictly prohibited • **Windows Server 2008** (all versions) beginning **June 30, 2020** • **Windows Server Operating System** strictly prohibited on the exam delivery workstations and not supported on Administration workstations • **Virtual environments** are strictly prohibited (e.g., VMWare, Virtual PC, Citrix, Parallels, VirtualBox, etc.) • **Mac OSX** is strictly prohibited • **Mac hardware** running any Operating System is strictly prohibited • **All Linux/Unix** based Operating Systems are strictly prohibited
Graphics Adapter	Any Graphics Adapter that does not support **DirectX 11** or higher. Any Graphics Adapter that has less than **512 MB** of Video RAM.
Monitor Display	**Monitors smaller than 17"** are strictly prohibited on exam delivery workstations. **Dual monitors** are strictly prohibited on exam delivery workstations. **KVM switches** are strictly prohibited on exam delivery workstations.
	Touch Screen monitors are strictly prohibited on all workstations.
USB	**USB 1.0/1.1** is strictly prohibited. **Un-Powered USB Hubs** are strictly prohibited. Portable computing devices such as, but not limited to, smartphones and tablets are strictly prohibited from being connected to the exam delivery workstation during exam deliveries.
	USB Hubs are strictly prohibited on exam delivery workstations.
Network	**Wireless Networks** of any kind are strictly prohibited. **IPv6** is not currently supported. **Novell Netware** is not supported. **Network Hubs** are strictly prohibited.
Internet Connection	**SSL VPNs** are strictly prohibited. (e.g., Hotspot Shield) **Dial-Up Internet Connections** are strictly prohibited.
Internet Browser	Only **Internet Explorer 11** and **Microsoft Edge** are supported. No other web browsers are currently supported.
Additional Software	Software that can be used to remotely access the delivery workstations during exam delivery is strictly prohibited.
Additional Notes	It is strictly prohibited to install the VUE Testing System Platform on any computer that does not have Anti-Virus software installed on it.