e-volve Centre Guide

SecureClient Installation and Troubleshooting

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For external use

Document revision history

Version	Changed by	Summary of change	Approval date
01	Application Support	New Document	30.07.2024

City & Guilds e-volve SecureClient

This document provides **Installation**, **Troubleshooting** and **Best Practice** guidance on the **SecureClient** application for secure test delivery.

SecureClient is a standalone application built by Surpass and is used by City & Guilds for online and offline test delivery. The application features lockdown capabilities that prevent candidates from leaving the test session and from using other applications/web browsers during the test and has built in resilience against internet or device failure.

Contents

1.   Minimum Technical Requirements

NOTE: Before installing the SecureClient, please ensure your machines meet the requirements below

SecureClient for Windows

IMPORTANT: SecureClient for Windows <u>may</u> not start if Microsoft Office apps are already open on the device. Microsoft Office apps (Word, Excel, Outlook, PowerPoint, and Access) should be closed before opening SecureClient.

Additional Apps	Tests may contain media or attached files like text documents, PDFs, spreadsheets, audio, and video that require external apps to open these files.
Disk Space	1 GB
Graphics Memory	64 MB **NOTE:** Some tests with legacy content or large attachments may require up to 2 GB of graphics memory.
Internet Speed	A centre connection of 2 Mbps or greater for every 30 candidate tests being sat at the same time. **TIP:** Download tests in advance if you do not want candidates to have to wait for their tests to download at the start of the session. **IMPORTANT:** 3G network cards may not guarantee a constant bandwidth and might not meet the minimum requirements.
Microsoft .NET Framework	4.7.2
Operating System	• Windows 10 (32-bit/64-bit) • Windows 11

	WARNING: Microsoft have ceased support for Windows 7, 8, and 8.1. You can continue to use SecureClient on Windows 7, 8, and 8.1, but we are unable to fix any issues specific to Windows 7, 8, or 8.1.
Peripherals	Two-button mouse and keyboard.
Processor Speed	1.80 GHz
RAM	4 GB
Redistributable Package (Visual C++)	X86 (downloadable from **here**) **NOTE:** The SecureClient will fail to open or will close after checking for updates if this file is missing, go to the *SecureClient* troubleshooting section for more information.
Screen Resolution	1024 x 768 pixels. SecureClient should only be run on devices with a single screen. **TIP:** Some features (for example, side-by-side viewing of source material) require 1920 x 1080 pixel screen resolutions. **NOTE:** Larger screens may need their display settings reducing to 1920 x 1080 pixels to improve usability

2. SecureClient Installation

NOTE: You need to be logged into the machine with an account that has full admin rights or you will encounter a Runtime error when launching the SecureClient.

Before you begin:

Ensure your machines meet the minimum technical requirements detailed above

If you have saved an older version of the MSI, delete it and download the latest installer

If you have an older version of the SecureClient installed, uninstall it fully and delete any folders left behind

You can download the latest MSI from the homepage of e-volve SecureAssess administration site or download it directly from here

NOTE: If you use SecureClient with other awarding organisations, you must still download the City and Guilds MSI from either of the above locations, this is the **ONLY** version that we authorise the use of.

1. Open the SecureClient installer

Open the SecureClient installer from your device.
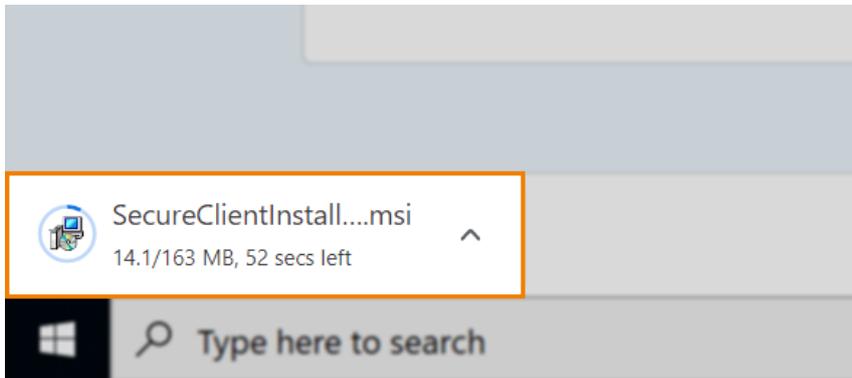
NOTE: You may need to allow SecureClient to make changes to your device before you can start the installation.

2. Depending on your device, the set up screens may differ slightly, follow the instructions and select Next/OK where applicable

3. Start the installation

Start the installation in the **SecureClient Installation Wizard**.
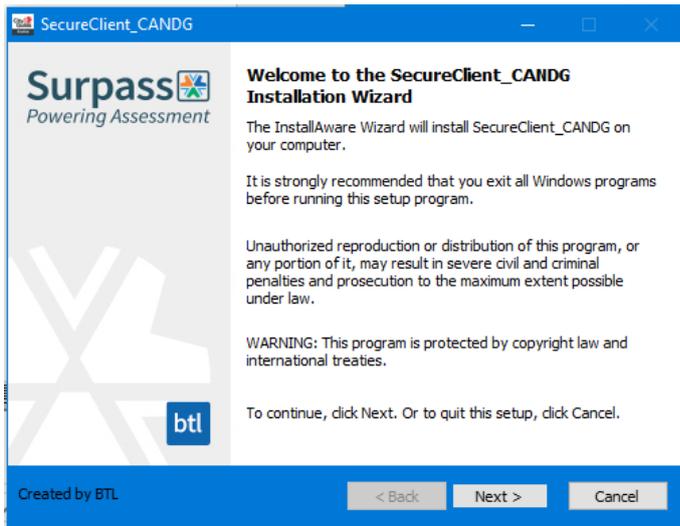
Select **Next** to continue.

4. Choose an installation path

NOTE: The default installation path is the `C:` drive. Please ensure the path has Modify permissions
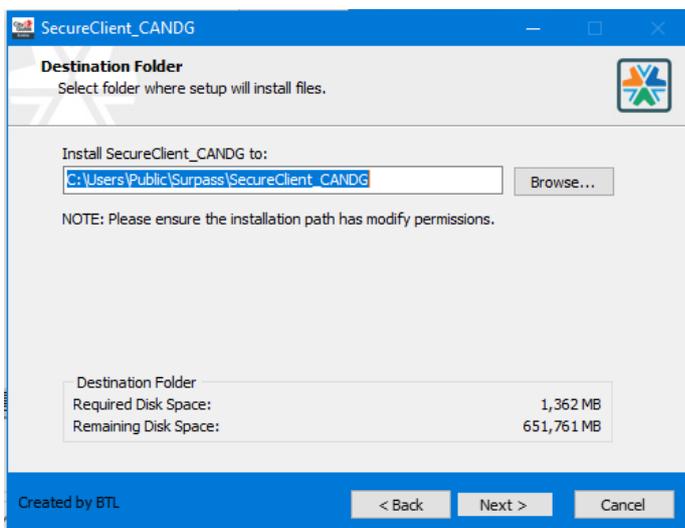
Select **Next** to install SecureClient on your device.

5. Complete installation
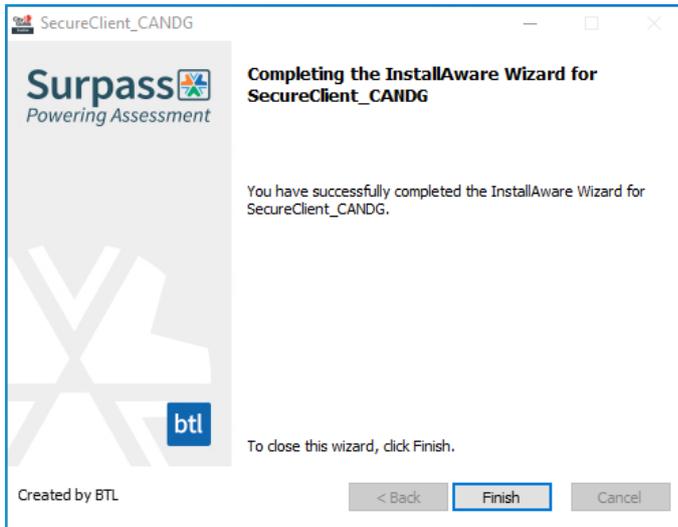
Select **Finish** to complete the SecureClient installation.

6. Open the SecureClient app

You can launch SecureClient from your desktop when the installation is complete.

NOTE: After a new installation or upgrade, all machines should be tested before being used for a test session. Navigation tests can be booked free of charge in Walled Garden: 9898 -111

3. SecureClient Troubleshooting

From version 24.2 onwards, a new feature has been introduced to the SecureClient that will prevent it from being launched with certain AI or assistive programs running in the background. The two most common are Grammarly and Windows Text suggestions.

3.1. Grammarly: Error 8052

This following message will display if Grammarly (or other similar Apps) for Windows are installed and active.
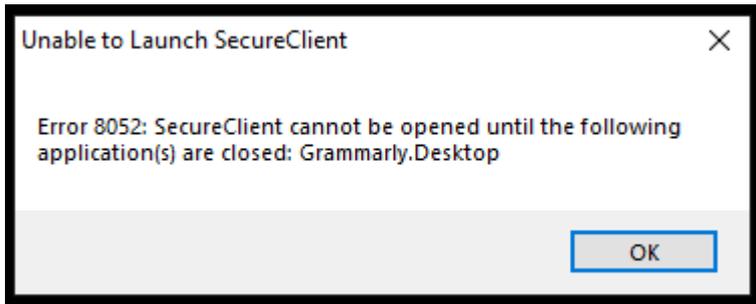
You can quit the application from the Task Manager or the icon in the taskbar and then relaunch the SecureClient
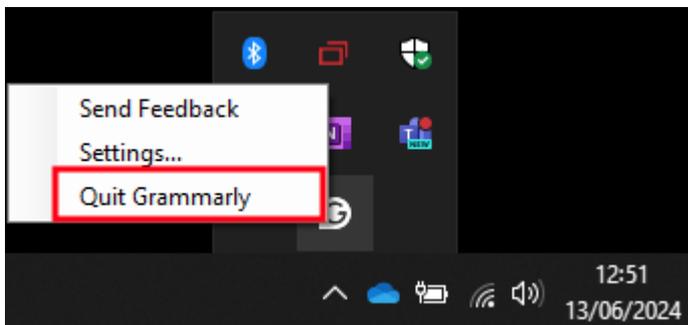
Additionally, you can prevent Grammarly from launching at start up via the settings menu so you don't have to repeat this step each time you test.

3.2.   Windows Text Suggestions: Error 8051

This following message will display if Windows Text Suggestions are enabled.

Unable to Launch SecureClient   ✕

Error 8051: SecureClient cannot be opened until Windows text
suggestions are disabled.

                                                          OK
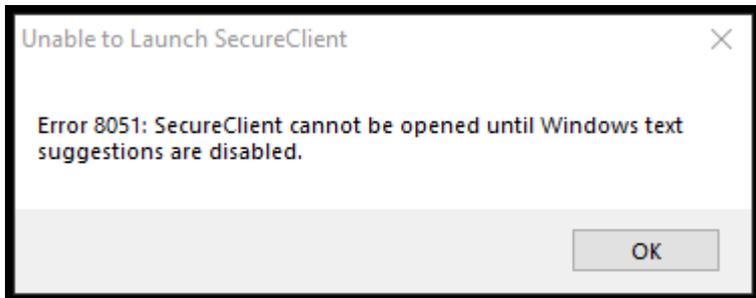
Ensure these settings are disabled ahead of time on any machine being used for a test session.

Windows 10: **Settings > Devices > Typing**

Windows 11: **Settings > Time & language > Typing**

NOTE: If using Group Policies, please share this document with your IT support team, as they will be able to make the required changes across your network.

3.3.   Runtime error in setup script

The installation requires elevated permissions, log into the machine with an account that has administrator permissions and rerun the installer.

3.4.   SecureClient update loop

If you receive the update check over and over, the client may be stuck in an update loop.

You will need to grant read/write permissions to the SecureClient folder or as a temporary fix, right click the SecureClient icon and select 'Open File Location'. Navigate to the file 'SecureClientInitialRun', right click and select Run as Administrator.

NOTE: If the above fails, your version of SecureClient may be more than two versions behind and you will need to reinstall it using the latest MSI file

3.5. Unhandled Exception

An unhandled exception error may occur after SecureClient is launched if there were any issues during installation.

Close SecureClient, uninstall it, and reinstall it from an account with administrator permissions.

3.6. SecureClient fails to open

If the SecureClient fails to open or closes after checking for updates, this is caused by the Microsoft Visual C++ x86 redistributable package being absent from SecureClient's config files.

Follow these steps to check the log file:

- Navigate to the installation folder (C:\Users\Public\Surpass\SecureClient_CANDG\configfiles).
- Open the Log XML file using Notepad or similar program.
- Check for the following line in the document: MainError : Could not load file or assembly 'CefSharp.Core.Runtime.dll' or one of its dependencies. The specified module could not be found.
- [Download Microsoft Visual C++ X86](#) and follow the steps to install
- Relaunch the SecureClient

3.7. Error validating keycode: Error 827

When a candidate enters a keycode for an online test, they may encounter an error:

Error: 827 Secure Client Core – OFFLINE – There was an error validating the keycode

This means SecureClient is being forced into an offline state where it cannot communicate with the database and validate the keycode.

How to fix an Error: 827

To resolve this issue, try the steps below.

- Check that the keycode has been written correctly.
- Check the proxy configuration
- To check if your LAN connections go through the proxy server, open Windows 10 settings and search 'proxy' in the search bar.
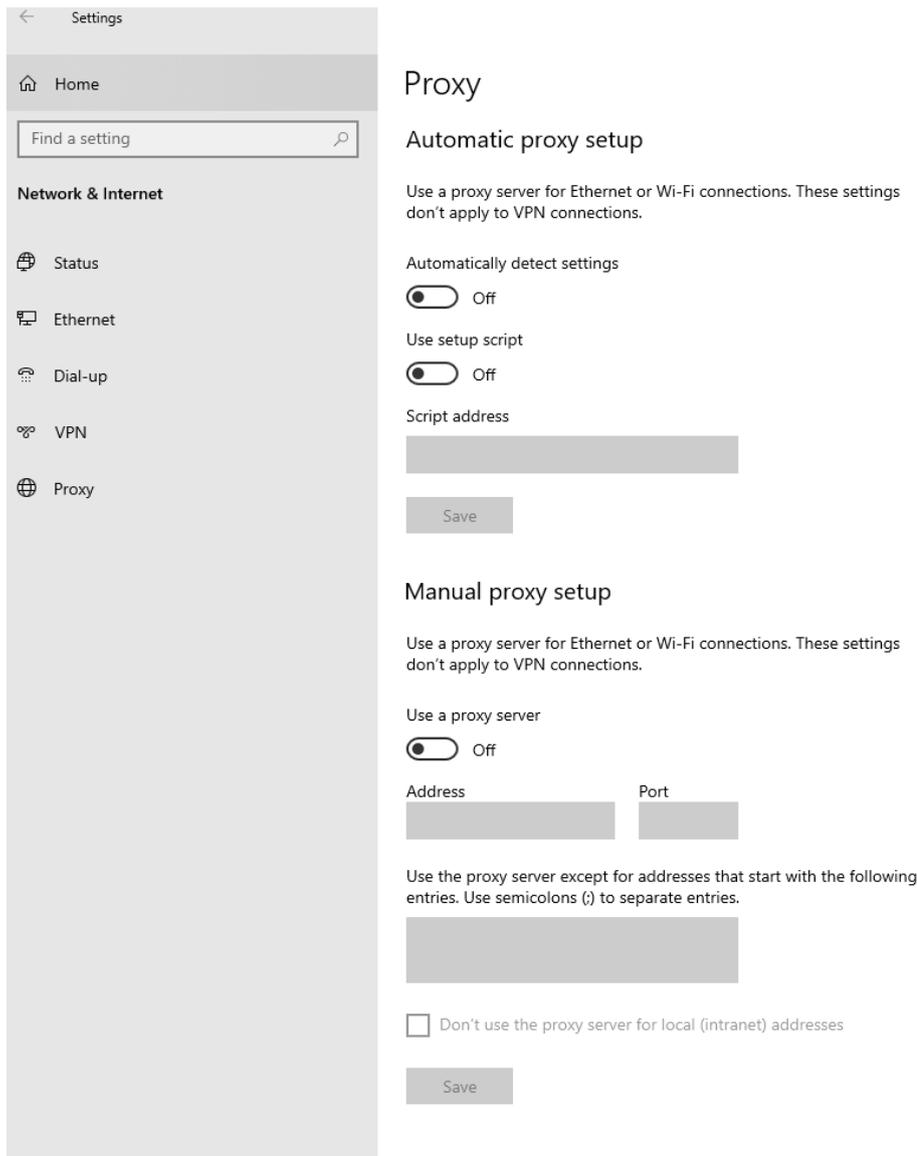
If the toggle buttons are set to **On**, the network goes through the proxy server. This may prevent SecureClient from accessing Surpass and allowing the test to start. To resolve this, set the toggle buttons to **Off**.

Authenticate the proxy server

To authenticate the proxy server, first enter your details into the proxy.XML file. This can be found in `(C:\Users\Public\Surpass\SecureClient_CANDG\configfiles)`. If your proxy server requires authentication, enter the username between **<user></user>** and the password between **<password></password>**.

If you are not sure which proxy settings to use, you can check the settings by searching for 'proxy' in the search bar.

Check the folder permissions

To check the folder permissions for SecureClient, follow these steps:

- Select **Open file location** on your local shortcut for SecureClient.

- Select the folder prior to the one you are directed to.

- Select the SecureClient folder.

- Select **Properties**.

- Select **Security**.

- Select **Advanced**.

- Tick the checkbox labelled **Replace all child object permission entries with inheritable permission entries from this object.**

- If the steps above are still not working, log in as an administrator.

TIP: You could add the 'Everyone' group in here and grant 'Full control'. This would mean all users would have access to Read/Write and run executables in this folder.

4.   SecureClient Best Practice

Upgrades: The SecureClient is upgraded 3-4 times per year and will only update from a minimum of **two** versions behind, if you do not test regularly then you should either launch the SecureClient periodically to pull down any new updates or uninstall and install the latest version before the test session. You do not need to be logged in with admin rights for the SecureClient to update but you would need to be for a new installation.

MSI: Do not store the MSI for a long period of time, the latest version is always available from the homepage of the e-volve <u>SecureAssess</u> administration site or you can save <u>this link</u> and download it directly. This is the ONLY authorised version.

Antivirus: If you are experiencing general test performance issues, particularly concerning files being opened during a test (for example, opening a PDF file) or freezing between questions, this may be due to interference from antivirus software installed on your device. The installation folder should be added to the exclusion list.

General:

As all centres security estates are configured differently you may encounter errors not listed above, please check the following:

- Check all firewalls and proxy settings are set up correctly to allow the Secure Client to run.
- Check that ASMX and ASP file types are allowed to run.
- Assign full read/write permissions to the root directory on the machine, not at user level. The default installation path is: C:\Users\Public\Surpass.

The below URLs could also require whitelisting:

- https://evolveassessmentdh.cityandguilds.com
- https://evolvedeliverydh.cityandguilds.com
- https://evolvecdndh.cityandguilds.com
- https://cms.surpass.com/
- https://cmspublic.surpass.com/
- https://evolve.cityandguilds.com

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About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.