

**e-volve**

**SecureClient Central  
– Installation Guide**

October 2016

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## About this guide

This guide describes the process to download and install the SecureClient application for SecureAssess Central.

SecureClient must be installed in every machine that will be used by learners to sit exams.

**Important note: Please ensure that your IT department is aware before installing this software manually.**

## System requirements

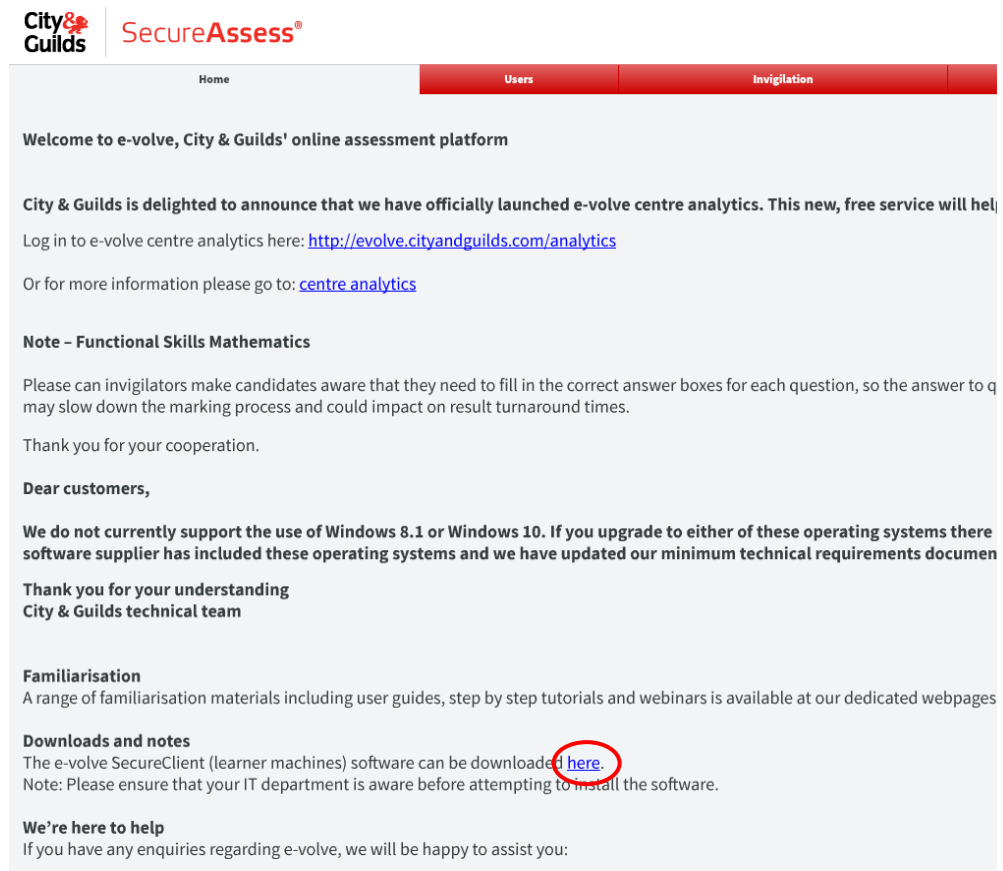
These are the **minimum technical requirements** and **supported platforms** for installing and running SecureClient Central.

Hardware	
Processor	2.33GHz or faster x86-compatible processor  For exams containing Advanced Question Types (eg: Functional Skills), we recommend that Celeron processors are avoided.
Hard Drive Space	1GB
Memory (RAM)	1GB For exams containing Advanced Question Types (eg: Functional Skills), this should be increased to 2GB.
Video	Single display Screen resolution of 1024x768 Graphics card with at least 128MB of memory
Peripherals	Two button mouse Keyboard Audio capability and headphones may also be required for some assessment types
Software	
Operating System	Windows 7 (32-bit or 64-bit) - Windows 8 (32-bit or 64-bit) Windows 8.1 (32-bit or 64-bit) - Windows 10 (32-bit or 64-bit)
.NET	Microsoft .NET Framework 2.0 (Service Pack 2) to Microsoft .NET Framework 3.5 NB: There is no download for .NET Framework 2.0 or 3.5 for Windows 7, 8 or 8.1 (note .NET Framework 3.5 is backwards compatible with 2.0). Though this is included with later versions, it may not be automatically installed and may need to be enabled in the Control Panel.  Instructions on how to do this are available here: <a href="http://msdn.microsoft.com/enus/library/506443(v=vs.110).aspx">http://msdn.microsoft.com/enus/library/506443(v=vs.110).aspx</a>
Internet browser	Internet Explorer 9 to 11 <i>Adobe Reader must be installed and enabled for the browser</i>
Adobe Flash Player	Please ensure you have the latest version of Adobe Flash Player <i>This needs to be the ActiveX version of flash</i>
Antivirus	An active and up to date Antivirus program. *if your Antivirus has on-access-scanning enabled, you may need to add an exception for SecureClient.
Bandwidth	
Minimum Requirements	An internet connection of 2Mbps or greater for every 30 candidate tests being sat at the same time is recommended to ensure candidates are not affected by connection issues during exam delivery.  You are advised to use the Advance Download functionality if you do not want candidates to have to wait for the exam to download at the start of the session. Advance Downloaded exams must be sat without an internet connection.  The use of 3G cards may not guarantee a constant bandwidth and could therefore not meet the minimum requirements. The use of these cards is not supported.

## Installation

### Step 1

Go to  
SecureAssess  
Central  
Homepage and  
follow the link to  
download  
SecureClient.



The screenshot shows the SecureAssess website homepage. At the top left is the City & Guilds logo, and to its right is the text 'SecureAssess®'. Below the logo is a navigation bar with three tabs: 'Home', 'Users', and 'Invigilation'. The main content area contains the following text:

Welcome to e-volve, City & Guilds' online assessment platform

City & Guilds is delighted to announce that we have officially launched e-volve centre analytics. This new, free service will help you improve your performance. Log in to e-volve centre analytics here: <http://evolve.cityandguilds.com/analytics>

Or for more information please go to: [centre analytics](#)

**Note - Functional Skills Mathematics**

Please can invigilators make candidates aware that they need to fill in the correct answer boxes for each question, so the answer to a question may slow down the marking process and could impact on result turnaround times.

Thank you for your cooperation.

**Dear customers,**

**We do not currently support the use of Windows 8.1 or Windows 10. If you upgrade to either of these operating systems there is a risk that the software supplier has included these operating systems and we have updated our minimum technical requirements document to reflect this.**

**Thank you for your understanding**  
City & Guilds technical team

**Familiarisation**

A range of familiarisation materials including user guides, step by step tutorials and webinars is available at our dedicated webpages

**Downloads and notes**

The e-volve SecureClient (learner machines) software can be downloaded [here](#).

Note: Please ensure that your IT department is aware before attempting to install the software.

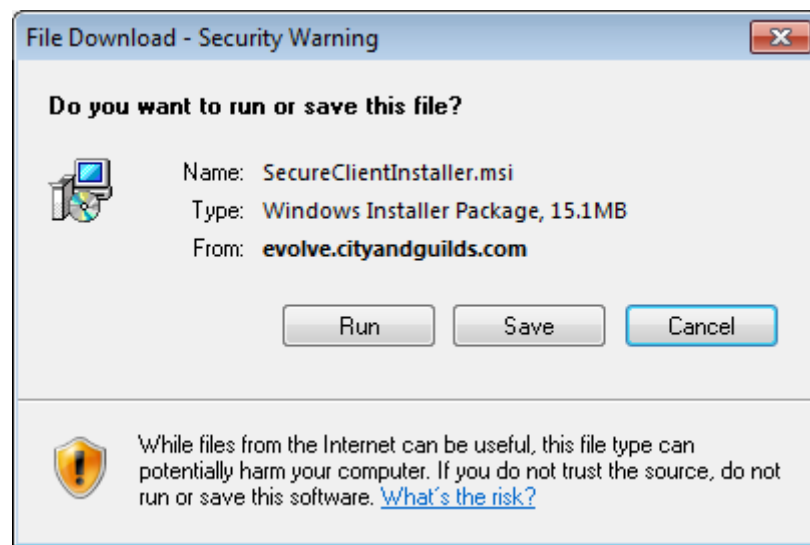
**We're here to help**

If you have any enquiries regarding e-volve, we will be happy to assist you:

## Step 2

Once the file has downloaded double click it. A security warning will then pop up. It will say that the publisher could not be verified.

This is a routine security step to prevent unwanted software installing itself, by requiring confirmation from the computer's owner. Click **Run**.



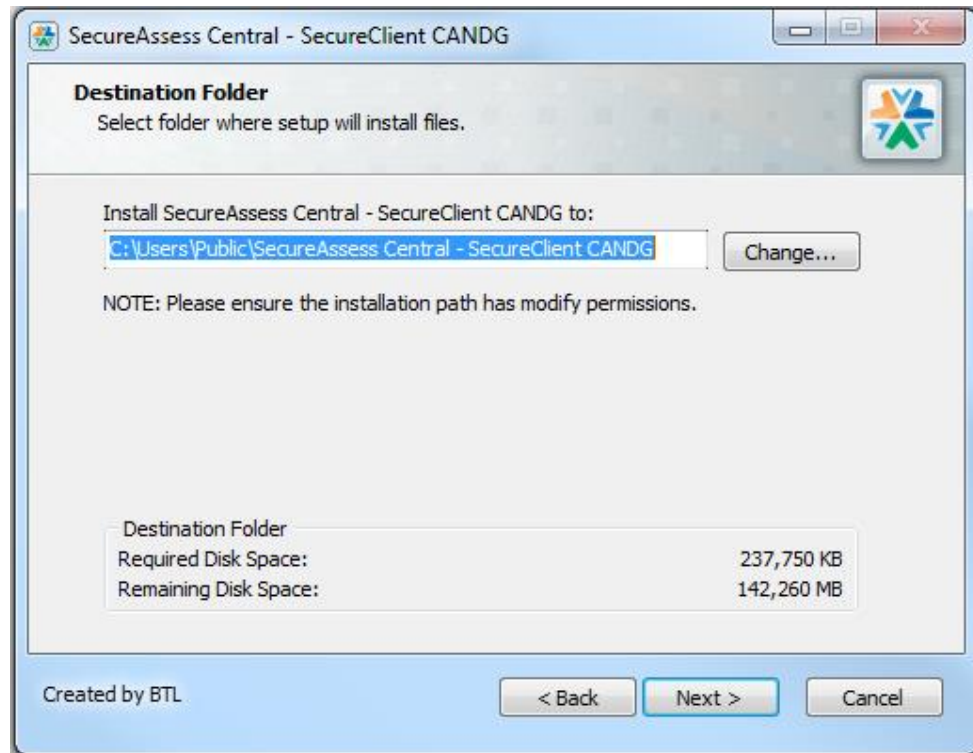
## Step 3

When the SecureClient Installation Wizard opens, click **Next**.



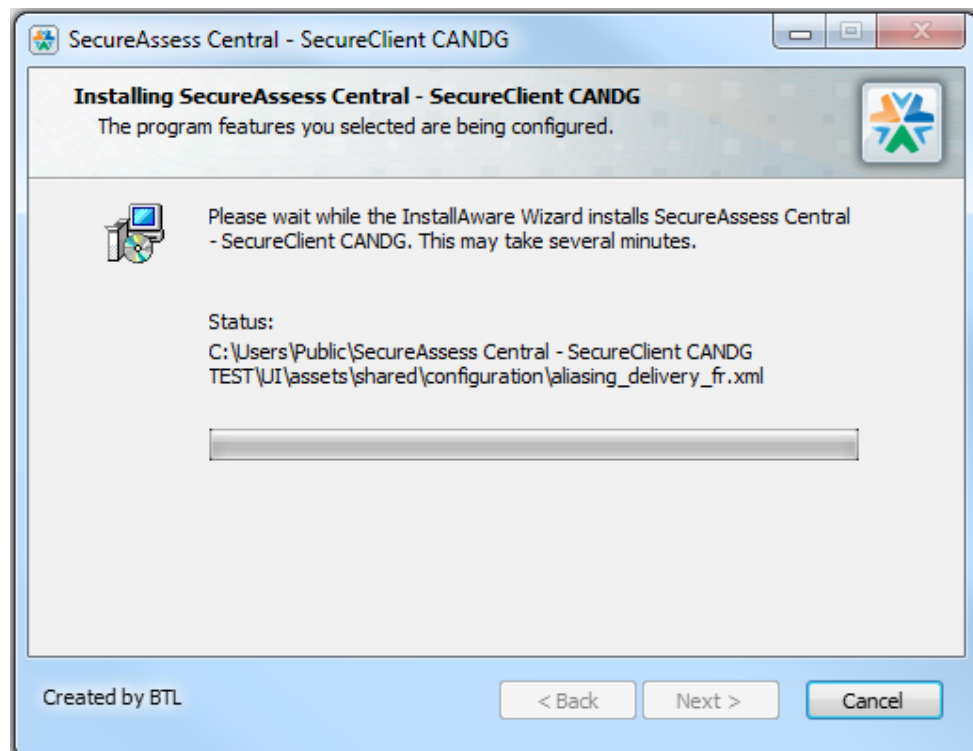
## Step 4

You will be shown the folder where the SecureClient application will be installed. Unless specified to do otherwise please leave this as it is. Click **Next** to proceed.



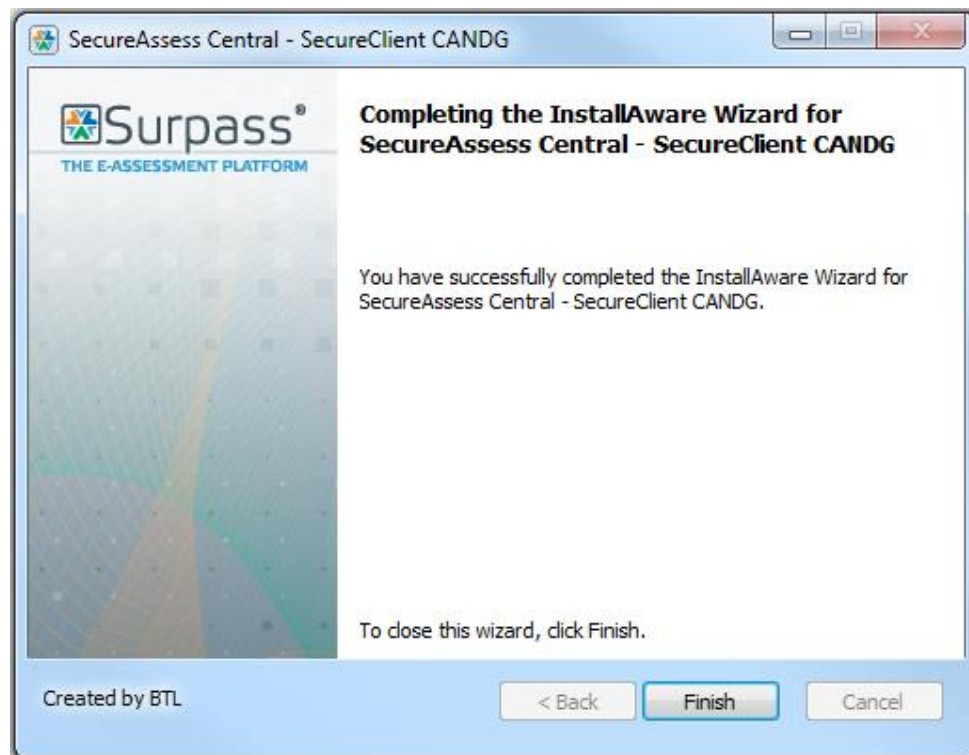
## Step 5

The installation will start and a progress bar will be displayed throughout. You do not need to take any action. If you click 'Cancel', the installation will stop.



## Step 6

A final screen confirms that the installation is complete. Click **Finish** to exit.



The installation is now complete. An icon to launch SecureClient will have been created on your desktop. The icon looks like this:

## Step 7

Run a navigation test to check that the installation was successful.

## Software upgrades

Once the software is installed any further upgrades happen automatically and they will not require administrative rights. This is done via a simple check when the software starts. When this occurs, you may notice the software taking slightly longer to open.



## Appendix 1 - Notes for the IT Department

This section is only relevant for staff at the IT Department. It deals with specific technical aspects of the installation which may be applicable in some cases.

### Having multiple instances of SecureClient installed

SecureClient has to be installed in every testing station, even if you already use BTL Surpass software with another awarding body. It will not interfere with any other pre-existing e-assessment solutions you use, even if you already have installed another instance of SecureClient.

### Network deployment

SecureClient installer is a single MSI, so you can distribute and install it over your network using normal MSI deployment methods (i.e. quiet mode).

### Proxy and firewall settings

#### Your Proxy Server

Proxies and/or firewalls may need to be configured to allow access to the SecureAssess Central server. Configure the proxy to not require authentication for communications to:

<https://evolve.cityandguilds.com> (Port 443 and 80)

<http://evolve.cityandguilds.com> (Port 443 and 80)

These URLs should also be added to the safe list of any firewalls.

Proxies should also be configured to allow ASMX, ASPX and ZIP file types.

#### Your testing stations (SecureClient)

SecureClient will automatically mirror the proxy settings you have made in Internet Explorer. However, if Internet Explorer is configured automatically via a script, SecureClient will not mirror it and you will need to enter the details manually. You will be prompted to do so when you launch it for the first time.

If you are prompted **every time** you launch SecureClient, or you see the message “*The current Secure Client has updates that are invalid. Please contact your local administrator*” when you attempt to launch it, you will need to manually configure SecureClient with your Proxy settings (see below).

## Manually configure SecureClient with your Proxy settings

The following process will configure a single SecureClient application to your proxy settings.

1. Go to the **configfiles** folder in the SecureClient install directory and open the **Proxy.xml** file using Notepad. The default install directory is as follows, unless you have chosen a different one:
  - C:\Users\Public\SecureAssess Central - SecureClient\_CANDG
2. Enter the **proxy server address and port number** in proxy.xml. For example if your proxy server address is '172.1.1.1 on port 8080', the text in proxy.xml should look like this:

```
<proxy><useProxy>true</useProxy><server>172.1.1.1</server><port>8080</port><validationRequired>>false</validationRequired><user></user><password></password></proxy>
```

3. If your proxy server requires **user validation** you should also enter the **user information**. Using the same example, if your proxy server requires you to login with the username 'name' and the password 'pass', the text in proxy.xml should look like this:

```
<proxy><useProxy>true</useProxy><server>172.1.1.1</server><port>8080</port><validationRequired>true</validationRequired><user>name</user><password>pass</password></proxy>
```

If you have a large network of computers running SecureClient, you could **roll out these settings across your network**. If you have a network which is capable of executing a script to 'copy and paste (overwrite)' onto each computer in the network you can simply paste the edited proxy.xml file into the configfiles folder within the SecureClient install directory on every learner machine.