

## Microsoft Windows Troubleshooting Guide

Please use this document to help you troubleshoot any issues you may encounter with the Cat5 Secure Browser.

### Internet Speed Requirement:

- Minimum Upload Speed: 1.5 Mbps (if only 1 device is used for the test)\*
- Minimum Download Speed: 10 Mbps

### Note:

If the student's computer is connected through WIFI and the test device is located far from the internet source, *the tests may take longer to load test questions*. It is recommended that students connect their computer directly to the internet source, or sit as close to it as possible.

### Device System Requirements:

- Must be a 64-bit processor

### How to check:

1. Go to Control Panel
2. System
3. About your PC
4. Device Specifications

### Enable Trusted Sites:

- In order for the application to run smoothly, your computer must allow access to these two sites:
  - (i) [www.awinfosys.com](http://www.awinfosys.com)
  - (ii) [www.cat5edition.com](http://www.cat5edition.com)

### How to enable:

1. Go to Control Panel
2. Internet Options
3. Security
4. Trusted Sites
5. Add (enter the two websites listed above)

**Missing Required Library component:**

- There may be a missing library that is required to successfully download the application.

If an error message similar to the screenshot below is displayed once you try to open the application after download, it means you have a missing library that must be downloaded.



To download the missing library, Microsoft Visual C++ Redistributable,

go to this link: <https://www.microsoft.com/en-us/download/details.aspx?id=48145>

1. Select Language, click **Download**
2. Select: **vc\_redist.x64.exe**
3. Select the **Next** button
4. To install now: click **Run**

## Anti-Virus Protection

- If your computer's antivirus shows a message that prevents the download, temporarily disable it or try to by-pass by selecting "open anyway", if that option is available.

### Try these steps:

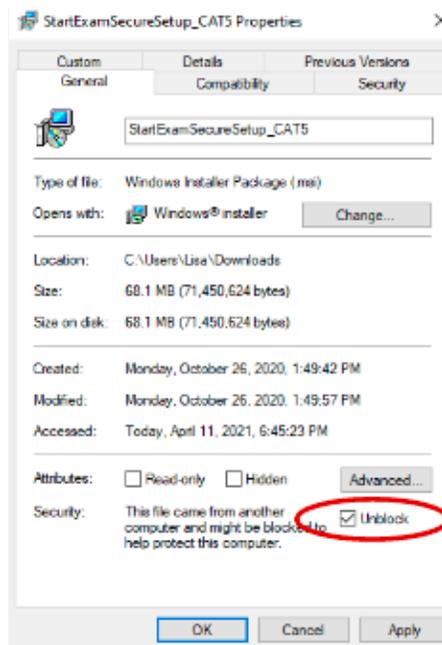
1. Control Panel
2. Windows & Security
3. Virus & Threat Protection > disable where applicable

## System block Apps and/or sites downloaded from the Web

- It may be possible that your computer is blocking the download because it is an application downloaded from the web.

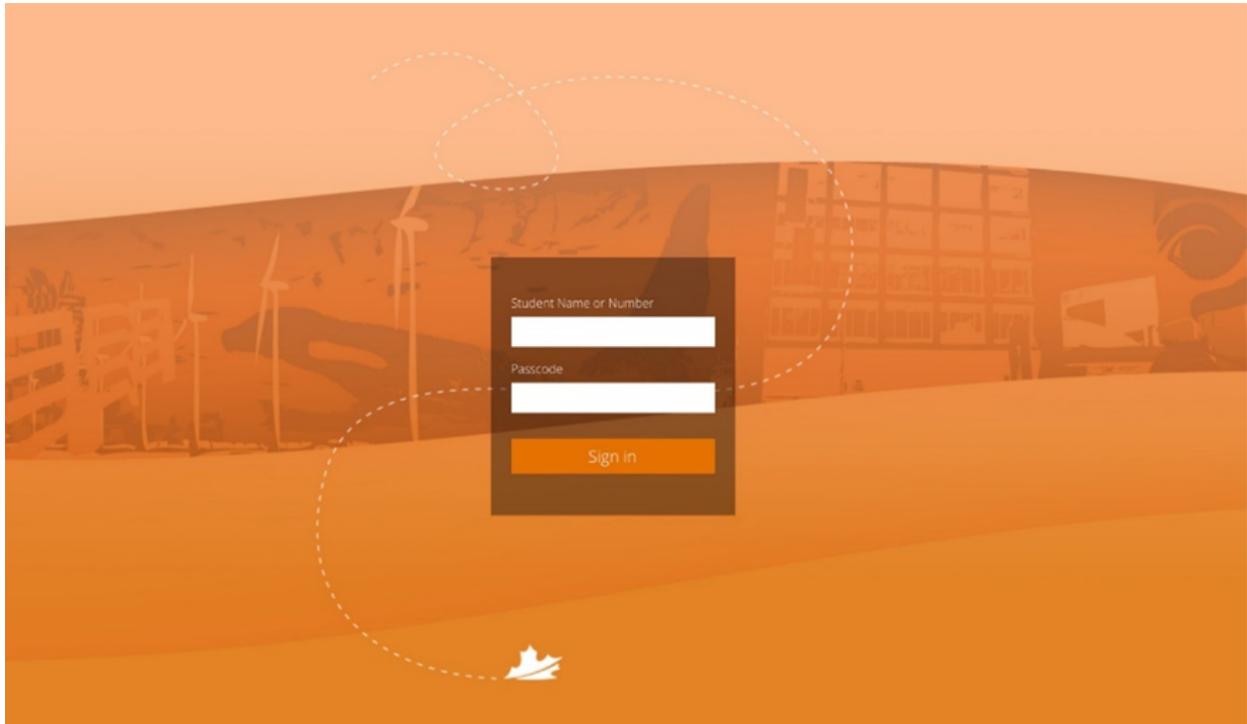
### To unblock:

1. Go to downloads folder
2. Right-click the file
3. Select properties
4. General tab
5. Security
6. Check the box beside "Unblock" (screenshot below)



## Successful Download of the CAT5 Secure Browser

When you click to open the application and you see the login page that looks like the screenshot below, then you have successfully downloaded the application.



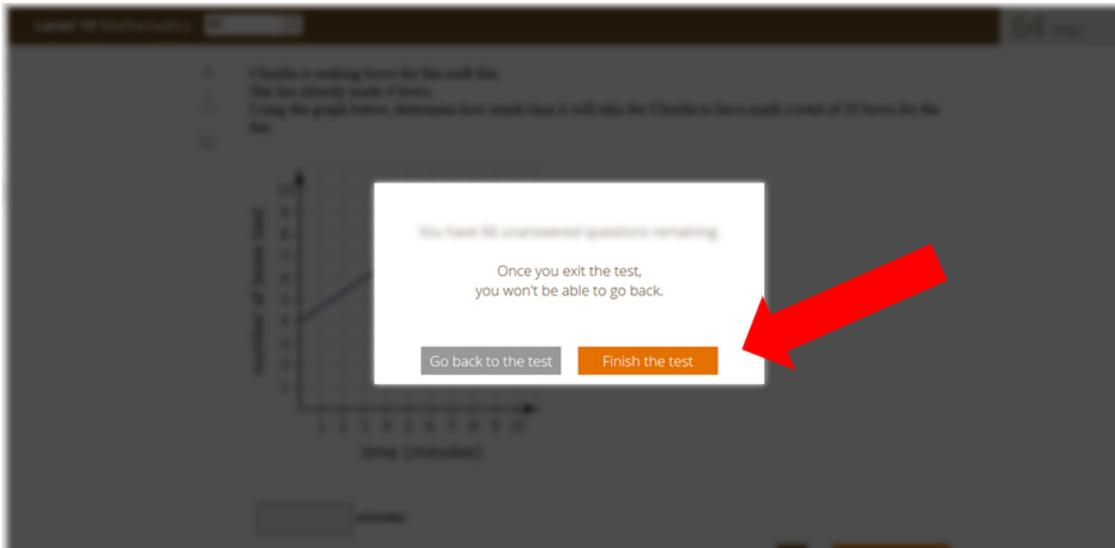
### Reminders:

- Students will not get login information until it is time to do the test because logging in as a student will directly allow access to the test. To ensure test security, students will not be provided this information ahead of time.
- If students are asked to enter their Student Name, they must enter their first and last name, with a space in between.

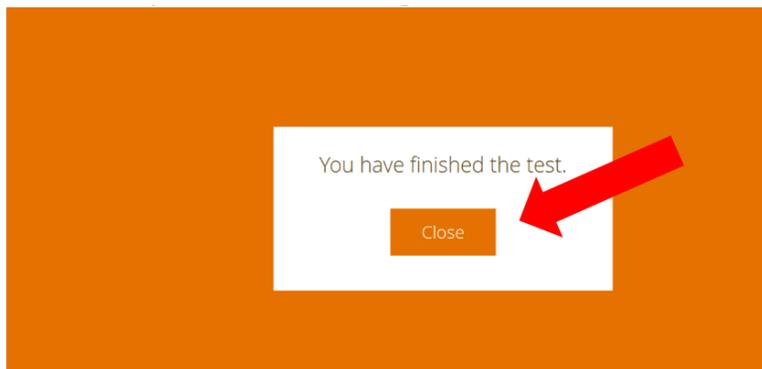
## How Tests are Submitted and How to Exit the Secure Browser

On the last question of the test, there will be an **orange “I’m Finished”** button, which students can click to submit their test.

A pop up warning like the screenshot below will appear to remind students if there are unanswered questions that this is their last chance to go back and answer them (if there is time left on the clock). But this also serves as a confirmation that students would like to submit their test. To submit the test, the student needs to click the **orange “Finish the test”** button.



Once the test is submitted, another button will appear on the screen. To exit the Cat5 secure browser, the student must click the **orange “Close”** button to access the computer again.



### Reminder:

- When there is no time left on the countdown clock (the clock is found on the top right corner of the test page), the student's test will auto-submit all their answers that were saved up until that point. The student will be automatically logged out.