

e-volve

SecureClient Central – Installation Guide

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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 on 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	1.8 GHz or faster x86-compatible processor
Hard Drive Space	1GB of free space
Memory (RAM)	4GB Minimum 8GB Recommended for installation (with 1GB free whilst the application is running), 1GB Minimum 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 8 (32-bit or 64-bit) - Windows 8.1 (32-bit or 64-bit) Windows 10 (32-bit or 64-bit) (Microsoft have now removed support for Windows 7. You can continue to use Surpass and SecureClient on machines running Windows 7, we will assist with support but may not be able to resolve issues arising due to Windows 7.)
.NET	Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5.2 Instructions on how to do this are available here: 4.5.2 .NET Framework 3.5 .NET Framework
Office Suite	The following Microsoft Office programs must be closed prior to launching the SecureClient; Excel, Word, Outlook, Access and PowerPoint
Other Software	Exams may contain media or attached files. In this case you may also need external applications capable of opening files, for example text documents, spreadsheets, video, audio or PDF's.
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. Please note that the use of mobile cards/dongles may not guarantee a constant bandwidth and therefore are not supported.

Installation

Step 1

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

Welcome to e-volve R12!

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

Familiarisation

A range of updated familiarisation materials including user guides, step by step tutorials are available at our dedicated webpages - [here](#)

e-volve centre analytics. This free service will help you get the most from e-volve, through significant reporting and analysis enhancements.

Log in to e-volve centre analytics here: <https://evolve.cityandguilds.com/analytics>

Or for more information please go to: [e-volve analytics](#)

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.

Team Viewer remote access link

If you have been asked to access Team Viewer by the e-volve technical team click [here](#)

We're here to help

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

UK Centres contact Customer Services 08:00 to 18:00 Monday to Friday

• E: evolvesupport@cityandguilds.com

• T: 0844 543 0000 (Calls to our 0844 numbers costs 7p per minute plus your telephone company's access charge)

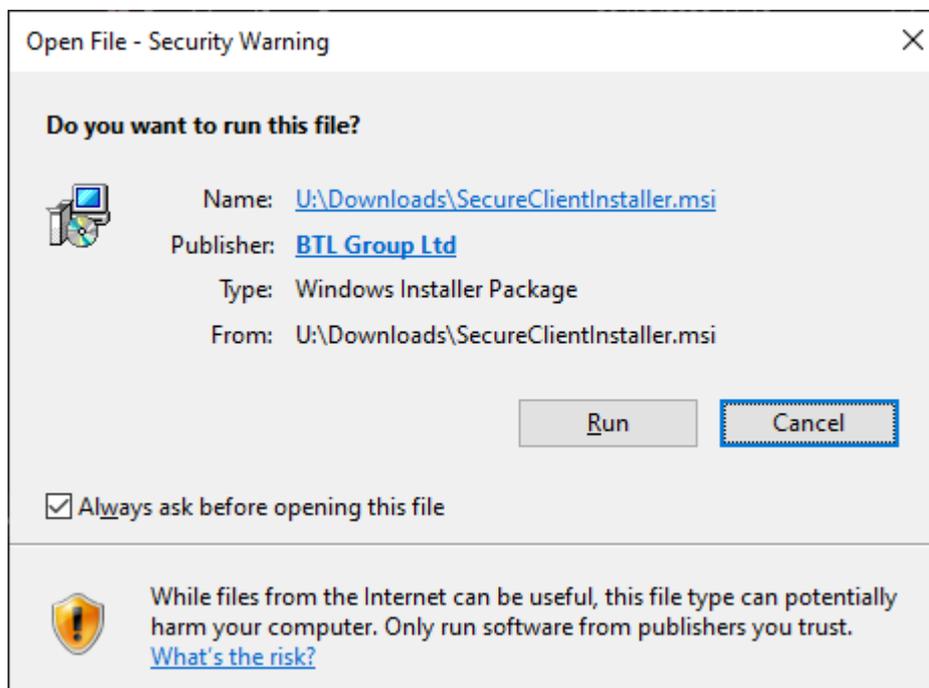
International Centres contact your local office; for details and opening hours visit www.cityandguilds.com

Step 2

N.B. Your popup windows may look different

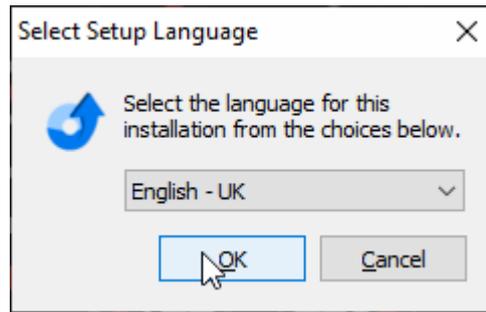
Once the file has downloaded double click it. A security warning will then pop up. It will say that the publisher could not be verified.

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



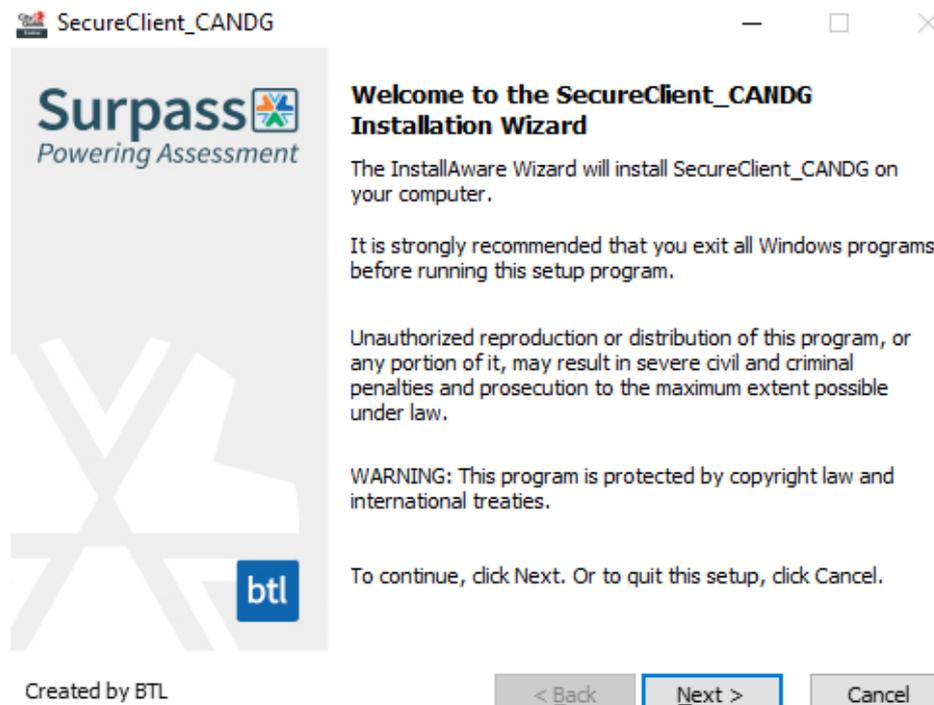
Step 3

Select your preferred language



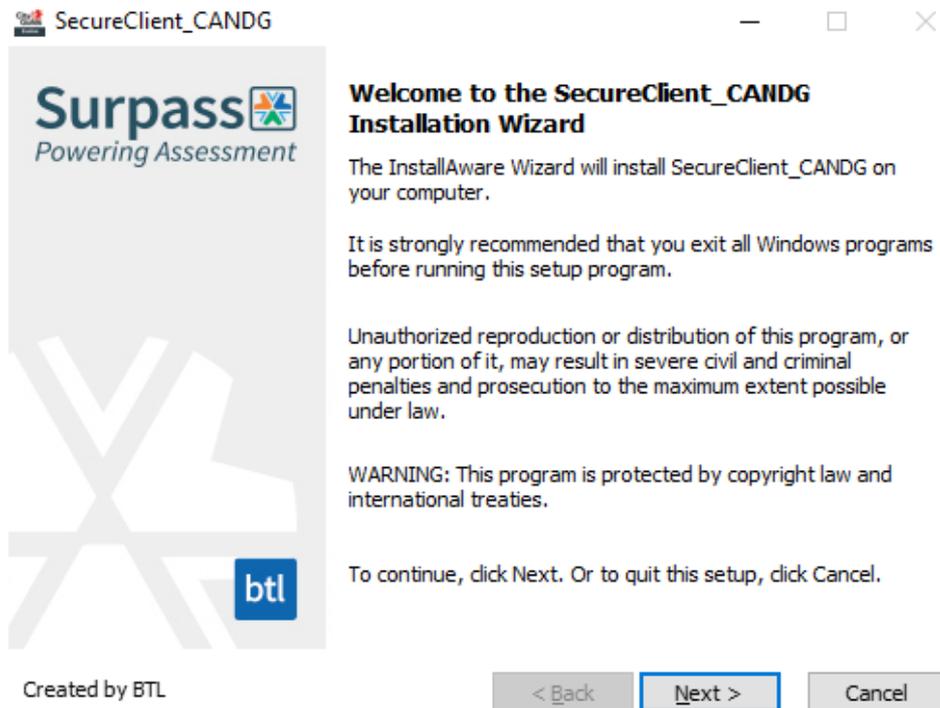
Step 4

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



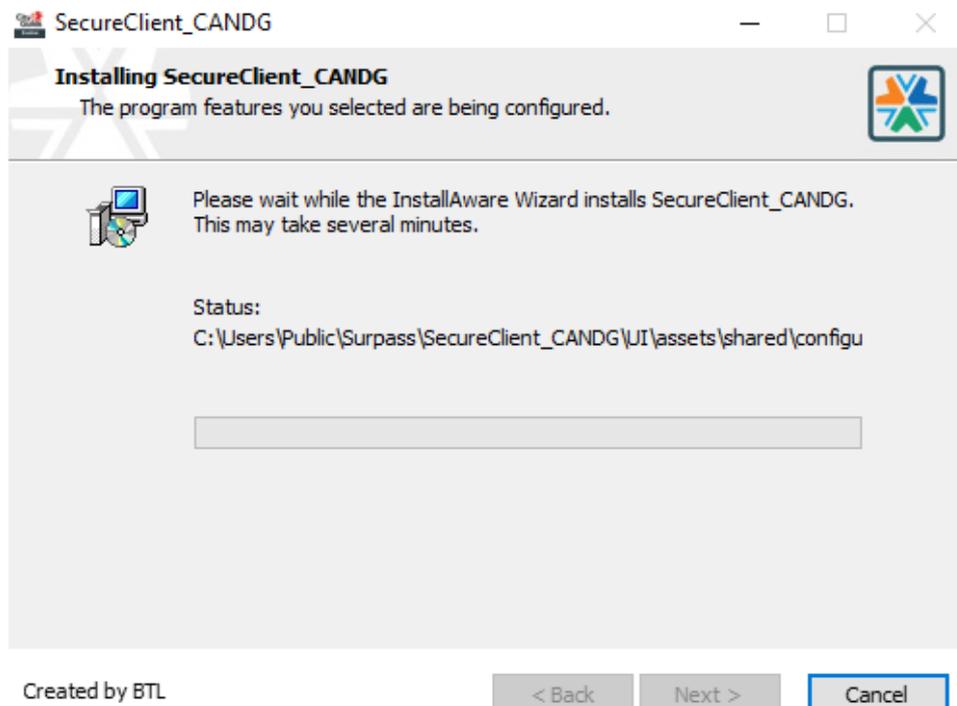
Step 5

Select the installation directory and click **Next**



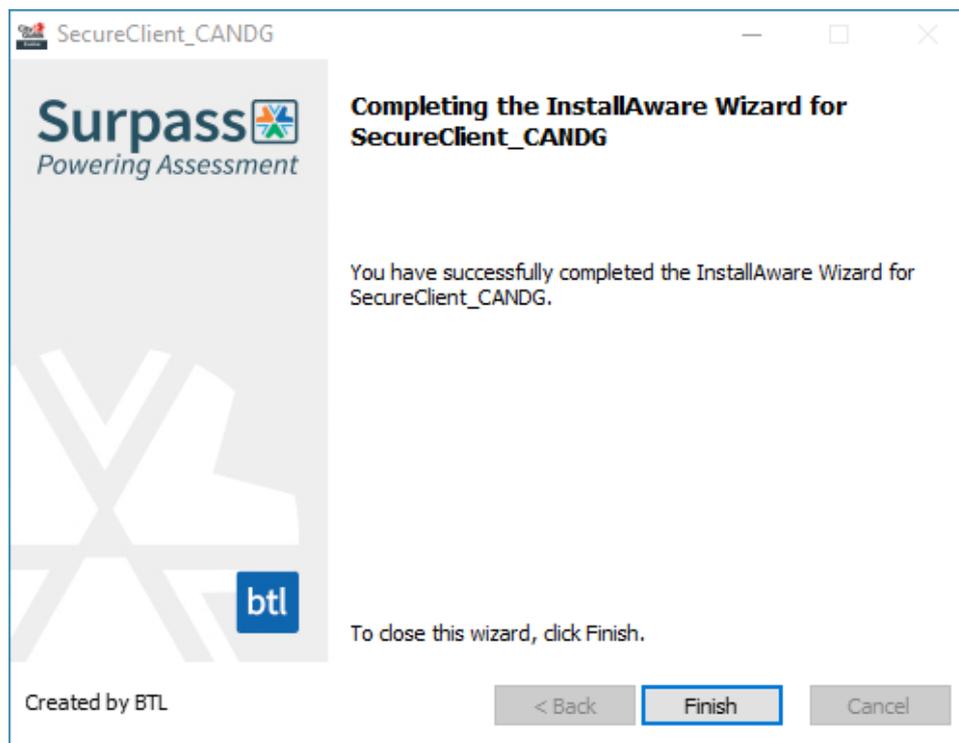
Step 6

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 7

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



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



Step 8

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 must 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:
2. C:\Users\Public\Surpass\SecureClient CANDG\Configfiles 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>
```

Network Deployment

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.