

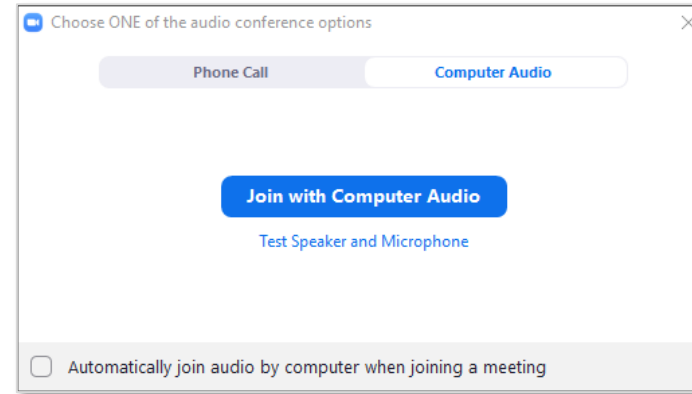


DRC INSIGHT™ Technology Training LAS Links Lead Information Technology Coordinators Connecticut English Learners/Multilingual Learners Assessments

October/November 2025

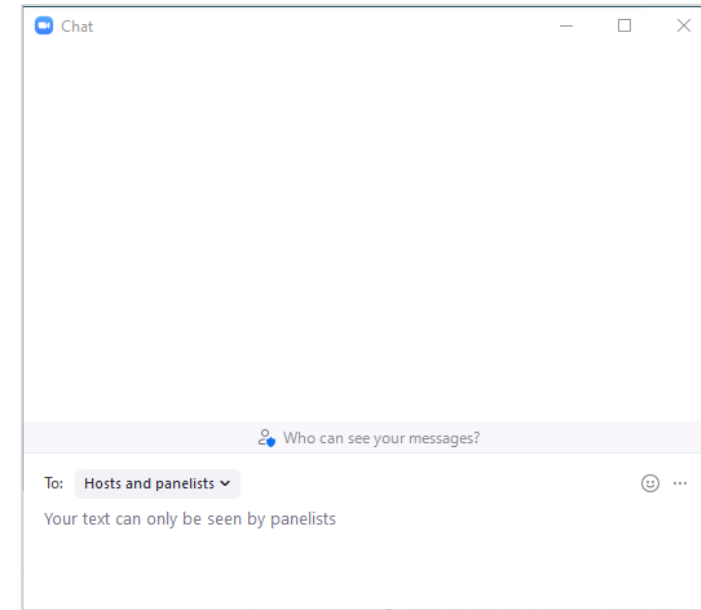
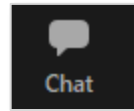
Connecting to Audio

- Call in using your computer audio (preferred) or through your phone
- Your audio has been muted on entry
- Remain muted during the training



Asking Questions

- Use chat for questions
- Send them to "Hosts and Panelists"
- We will pause during the session to answer the questions in the chat, and there will be Q&A time at the end of the presentation



Accessing This Presentation

- These slides and a recording of this session will be posted on the Connecticut DRC LAS Links Website:
<https://laslinks.com/connecticut-information/>

CSDE EL/ML Team Contact Information



Abe Krisst

Bureau Chief Performance Office

Abe.Krisst@ct.gov

Cristi Alberino, Ph.D.

- Smarter Balanced Interim and Summative, LAS Links, Appeals
- 860-713-6862

Cristi.Alberino@ct.gov

Megan Alubicki-Flick, Ph.D.

- Grants, PD, CELP Standards
- (860) 713-6786

Megan.Alubicki@ct.gov

Katie Seifert

- Special Populations
- 860.713.6722

Katherine.Seifert@ct.gov

Michael Sabados, Ph.D.

- Accountability, EdSight, and Reporting
- (860) 713-6856

Michael.Sabados@ct.gov



Topics

- Key Dates
- What's Changing and What's Not
- DRC INSIGHT Solution Overview
- DRC INSIGHT System & Network Requirements
- DRC INSIGHT Technology Setup
- Support and Troubleshooting Resources
- Questions and Answers

Key Dates



Key Dates 2025 - 2026



Date	Item
November 20	• Repeat of this Technology Webinar Training
December 8	• ELACs receive access to the LAS Links DRC INSIGHT Portal
December 8	• Districts begin entering student accommodations in the DRC INSIGHT Portal
January 5 – March 6, 2026	• 2025-26 LAS Links Test Window



What's Changing and What's Not



2025 Insight Updates and Changes



What's Changing

- New URLs added to the network allow-list
 - *See Technology User Guide*
- New DRC Insight Desktop App Logo
- Desktop application shortcut



What's Being Updated

- Supported operating systems – [see System Requirements](#)
- DRC INSIGHT Secure Applications updated to Version 16. x
 - Will prompt to update when the application is launched
 - Auto updates for Windows and Linux
 - Mac OS 15 and Chromebook Updates
- COS Service Device updated to Version 9. x
 - Auto-updates if left on overnight with an Internet connection
 - Or use the COS Application to update manually

What's Not Changing

- Supported Testing Device platforms – Windows, Mac, Linux, iPad and Chrome
- Testing device specifications
- Use the same COS Configurations and COS Org Unit ID



New DRC Desktop Logo



DRC is changing the DRC INSIGHT Secure Browser desktop icon to make it more accessible for students and teachers. Starting on June 27, when a device is updated to version 16 of DRC INSIGHT, the new desktop shortcut will appear. Please make sure to communicate to Test Administrators and students how to identify the new logo.



Old Logo
Version 15



New Logo
Version 16

Chromebook Update



For 2025-2026, the DRC INSIGHT Chromebook application will be released as a Progressive Web App with extension.

IMPORTANT – Action Required

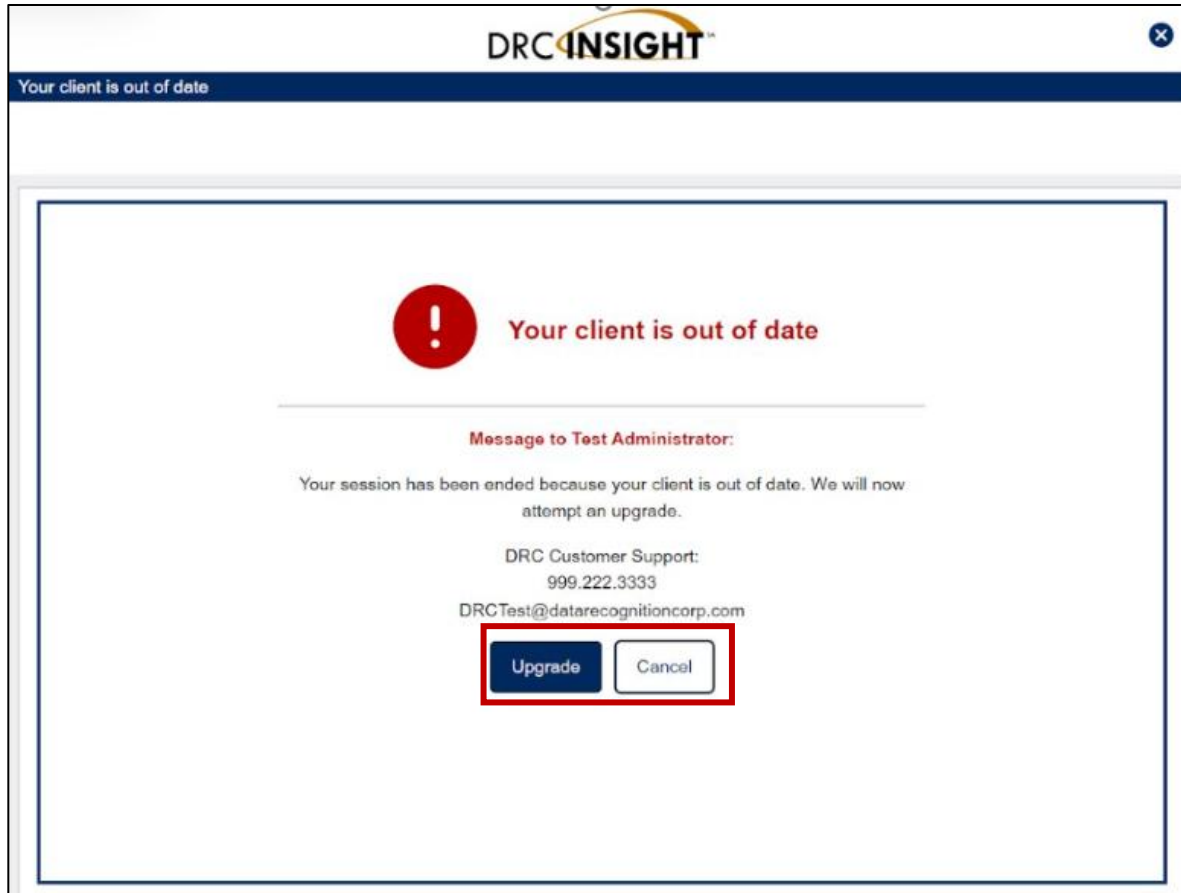
This will require Chromebook districts to uninstall the current application and install the PWA version of DRC INSIGHT.

There will be a one-month grace period in July to aid in transition, but starting in August, districts will no longer be allowed to test on version 15 of DRC INSIGHT.

Find full details and steps to uninstall and reinstall in the Technology User Guide or [PWA Text File](#) located under general information > Downloads



Auto Updates for Windows & Linux



The DRC INSIGHT installer for Windows will now allow for auto-updates as it had in the past.

For the past couple of years, users needed Admin rights to update the DRC INSIGHT installer for Windows devices.

Starting on June 27th, when DRC INSIGHT is launched on Windows machines, the user will receive a prompt if they would like to update.

Users can select the Upgrade button and once updates are finished, the standard menu screen will appear.



System Requirements Key Updates



The table below lists examples of the scalability of the COS Service Device.

- Device processor and memory configurations for a COS-SD
- The available shared network bandwidth required based on the number of concurrent testers.
- Shared bandwidth includes Local Area Network (LAN), WAN, and Internet
- The bandwidth for each network segment should meet or exceed the minimum bandwidth listed in the last column of the table. The minimum bandwidth from the testing device to the network is about 3-5 Mbps.
- If students are accessing content that contains audio or visual items (Human Voice, Audio, Text-To-Speech, Video Sign Language), follow the network-intensive guidelines in the table above. Please also consider the usage of audio and video for test directions.

Network-Intensive Content (Number of concurrent testers)	Basic Content (Number of concurrent testers)	Number of Processors	Available Memory	Minimum Available Shared Network Bandwidth for Top End of Concurrent Testers Range
Up to 100	Up to 200	4 CPU	8 GB RAM	150 Mbps
Up to 200	Up to 400	8 CPU	8 GB RAM	400 Mbps
Up to 500	Up to 750	16 CPU	8 GB RAM	600 Mbps



Operating System Support - Updates



Google Chrome OS

The current stable channel is fully supported.

As of June 24th, version 138

Microsoft

Ending support for Windows 10 & 11-21H2 and 10 & 11-22H2

Windows 10 in S mode

Apple

MacOS 12.7.3 and up - at the end of support

iPadOS 16, 17, and 18 are fully supported.

Linux

Ubuntu 20.04, 22.04, and 24.04 versions with Gnome Shell are fully supported

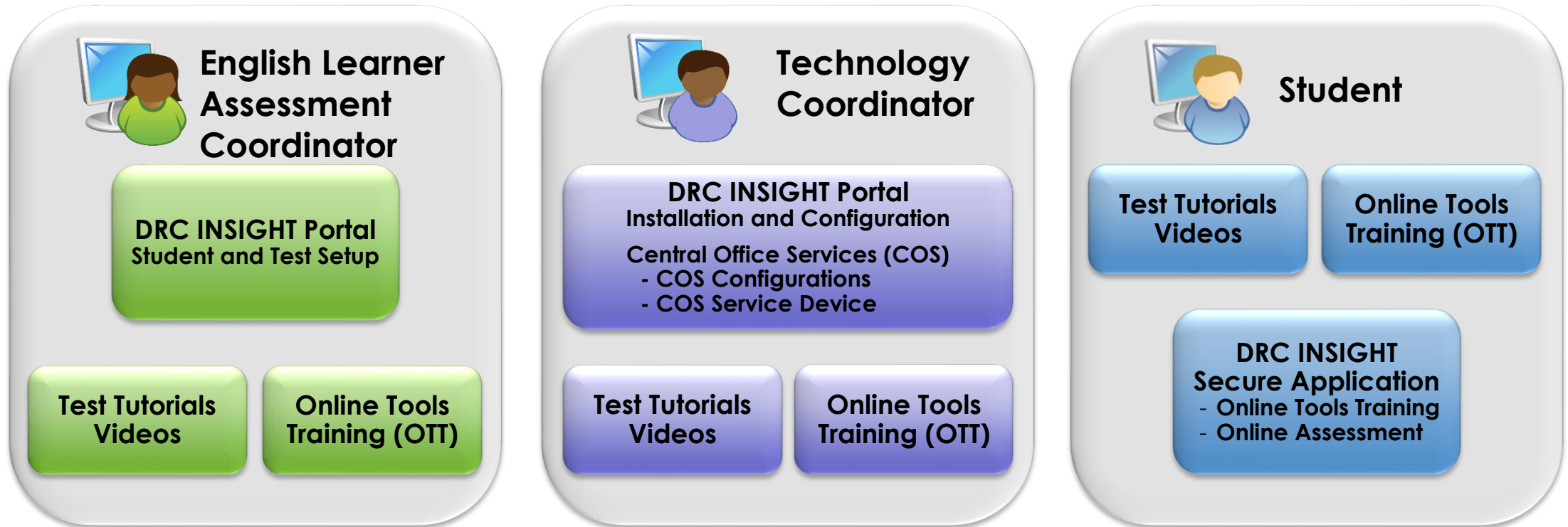
[DRC INSIGHT System Requirements](#)



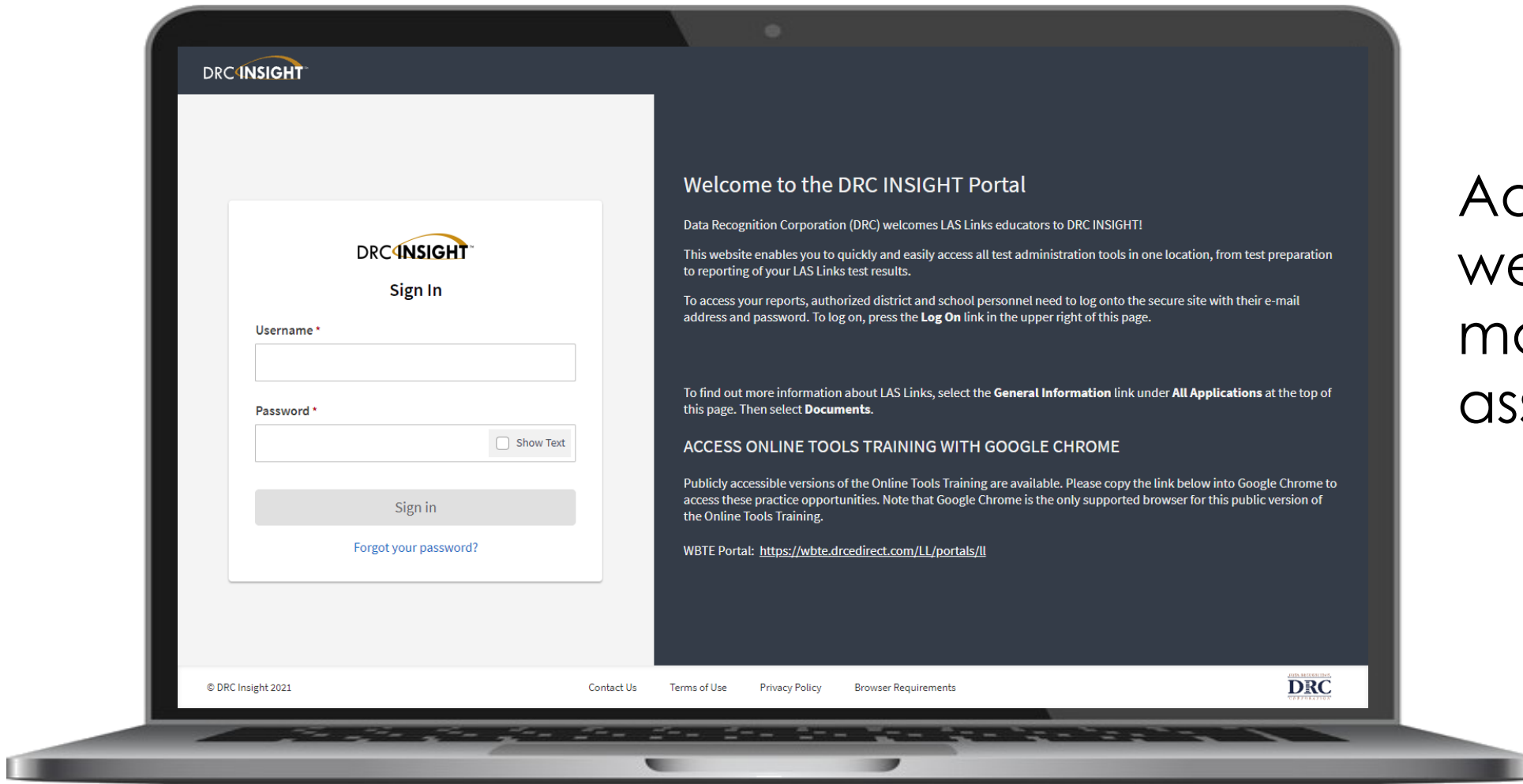
Solution Overview



DRC INSIGHT™ Solution Overview



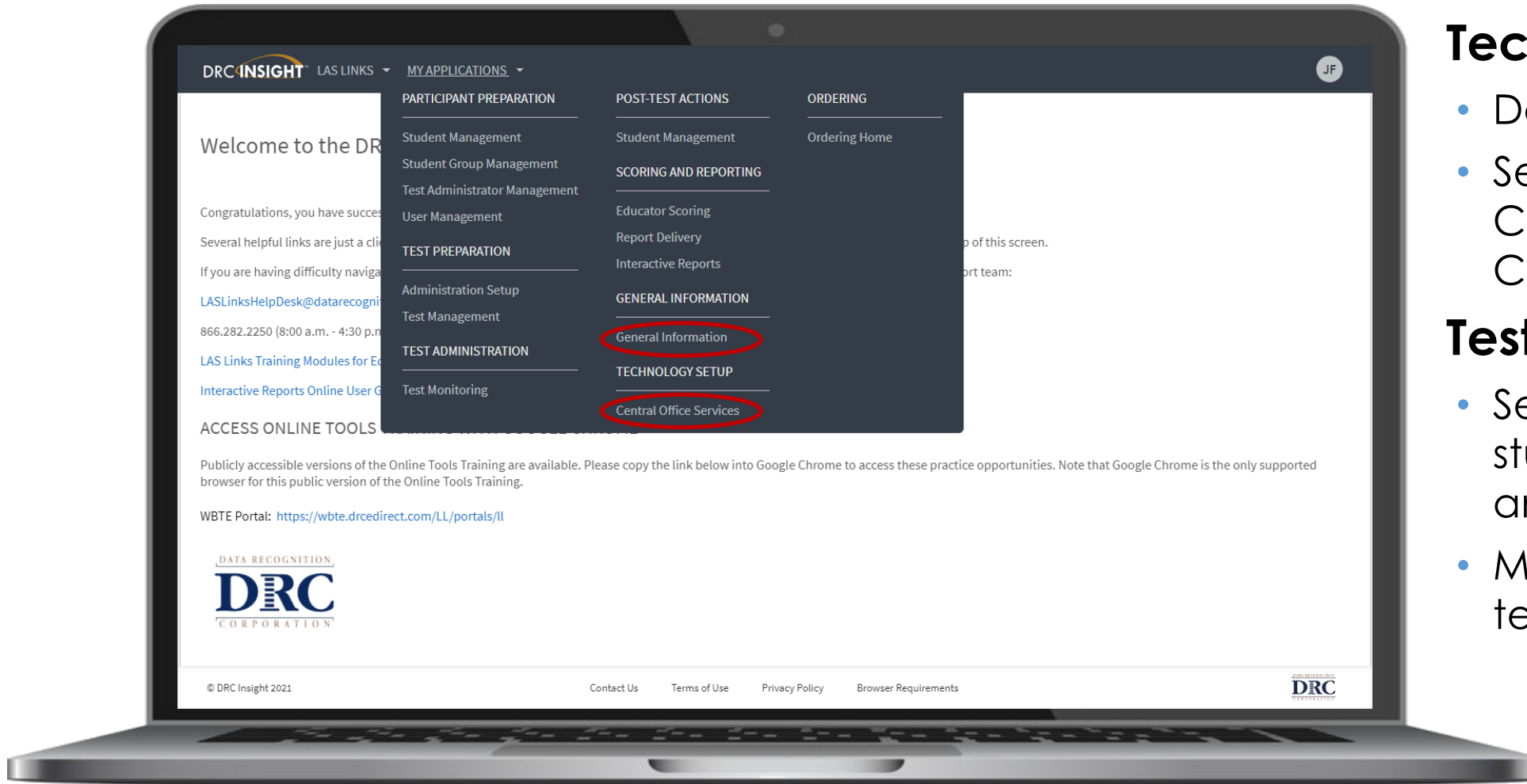
DRC INSIGHT Portal – <https://ll.drcedirect.com/>



Administrative
website for
managing
assessments



DRC INSIGHT Portal – <https://ll.drcedirect.com/>



Technology Set

- Download installers
- Set up and manage Central Office Service Configurations

Test Administration

- Set up and manage student information and test sessions
- Manage and monitor testing



Site Installation and Support



COS Service Device



Central Office Services
(COS) Service Device
for local content hosting

Testing Devices



DRC INSIGHT Secure Application is
installed on testing devices to ensure
a secure testing experience

- User-friendly installation wizards
- No reliance or dependencies on third-party software
- No conflicts with other software running on devices
- Software automatically updates

COS Service Device Overview

Activity 1



- Content Hosting service
- Installers are on DRC INSIGHT Portal Downloads page
- Auto-updates to new version
- Pool of COS Service Device delivers basic load balancing



Why Use a COS Service Device?



- Provides additional test security
 - Requires testing device to have the same network connection during the assessment
- Hosts testing content closer to the student
- Reduces wide-area network and/or Internet bandwidth
- Offers more consistent experience across sites
 - Especially for assessments with audio, images and video
- Addresses equity concerns around delivering equivalent student experiences



DRC INSIGHT System and Network Requirements



Accessing DRC System Requirements



- DRC INSIGHT Portal (<https://ll.drcedirect.com>)

A screenshot of the DRC INSIGHT portal interface. The top navigation bar includes the DRC INSIGHT logo, a dropdown menu with "WISCONSIN" and "GENERAL INFORMATION", and a user profile icon labeled "JF". Below the navigation bar are tabs for "General Information", "Announcements", "Documents", "Downloads", and "Test Tutorials". The "Downloads" tab is selected, showing a section titled "Test Setup General Information". Under this section, there is a "Downloads" sub-tab and a link to "Instructions". The main content area is titled "Software Downloads" and contains a table of testing software. The table has columns for Title, Platform, Operating Systems, Version, and Action. Two items are listed: "DRC INSIGHT iPad" and "Capacity Estimator". Below the table, there is a note about the iPad app and a description of the Capacity Estimator tool. At the bottom, there are two buttons: "View System Requirements" and "Monitor Setting Verification".

Testing Software Downloads				
Title	Platform	Operating Systems	Version	Action
DRC INSIGHT iPad	iPadOS/iOS	iPadOS 13.1, iPadOS 13.0, iOS 12.4, iOS 12.3, iOS 12.2, iOS 12.1, iOS 12.0	10.3.0	
The DRC INSIGHT iPad app is now available from the Apple App Store. Search for DRC INSIGHT.				
Capacity Estimator	Excel	Microsoft Excel Excel 2007 and later	4.0.2	

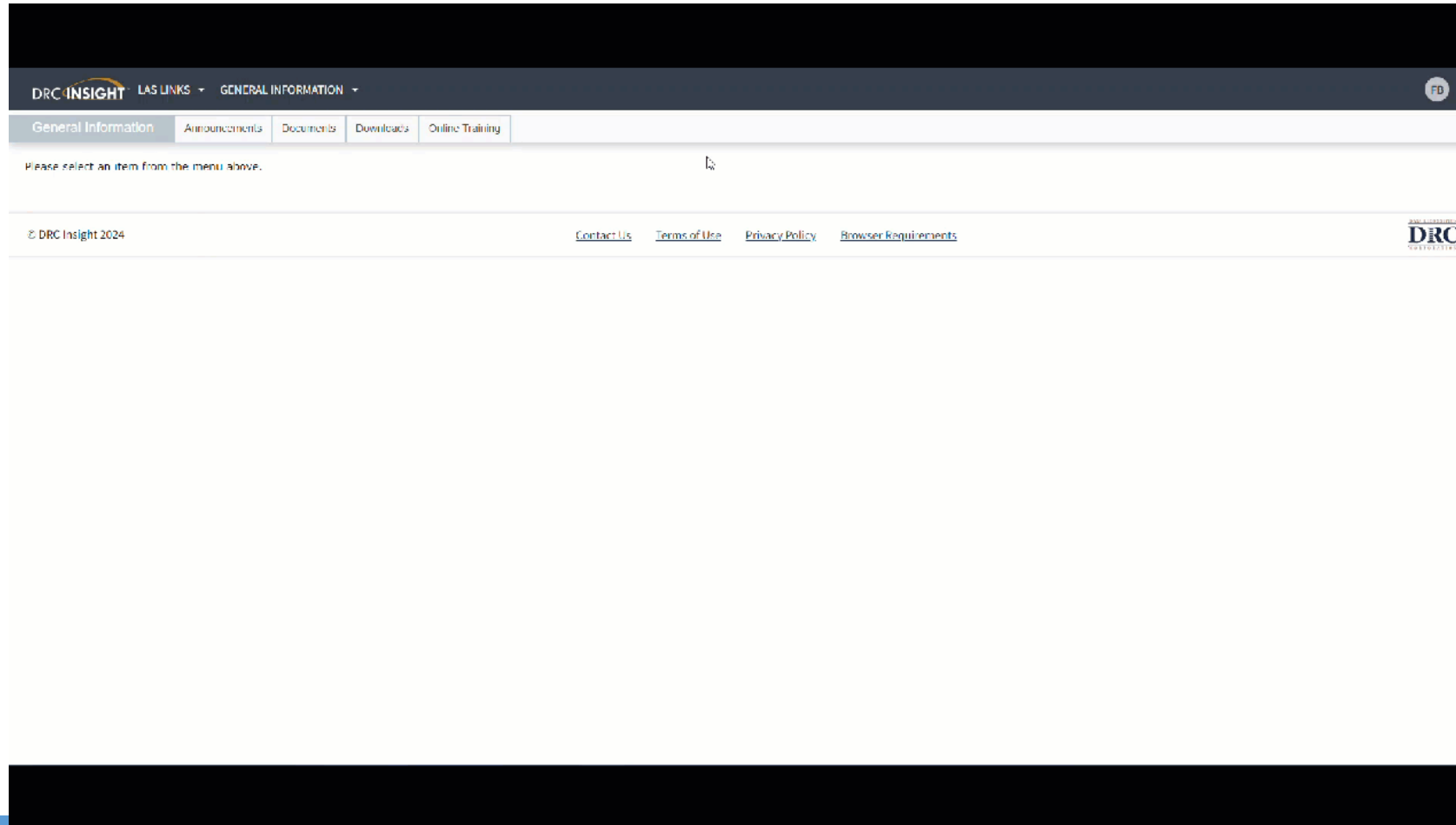
Use the installer above to download the Capacity Estimator. This tool estimates testing response times by using the number of students testing, as well as network capacity and utilization.

[View System Requirements](#) [Monitor Setting Verification](#)

Accessing DRC System Requirements



Select My Applications → General Information → Downloads



System Requirements



[DRC INSIGHT Supported Operating System Versions](#) +

DEVICE HARDWARE REQUIREMENTS

Testing Devices 

Hardware Requirements

These hardware requirements apply to all device types and operating systems unless noted.

- Processor
 - iPad – N/A
 - Minimum – CPU benchmark rating of 1000*
 - Recommended – CPU benchmark rating of 3000* or higher
- Available Memory
 - Minimum – 2 GB RAM
 - Recommended – 4 GB RAM or higher
- Available Disk Space
 - Minimum/Recommended – 1 GB
- Screen Size – Required – 9.5" or larger
- Actual Screen Resolution – 1024 x 768 or better
- Scale/Display Size – 100%
- Network Connection – Wired or wireless network connection – 3 Mbps or better
- Internet – Required
- Power Supply
 - Minimum – Battery powered devices, a fully charged battery with a two-hour life
 - Recommended – Device plugged into a power supply

Detailed system requirements for DRC INSIGHT Online Testing

Updated System Requirements are reflected in the Knowledge HUB. Please reference the site for the latest information

Updated three times during the year

- June – Upcoming year's specifications
- October – Operating System updates
- February – Operating System updates

Check the Knowledge HUB for the most current information

System Requirements (cont.)



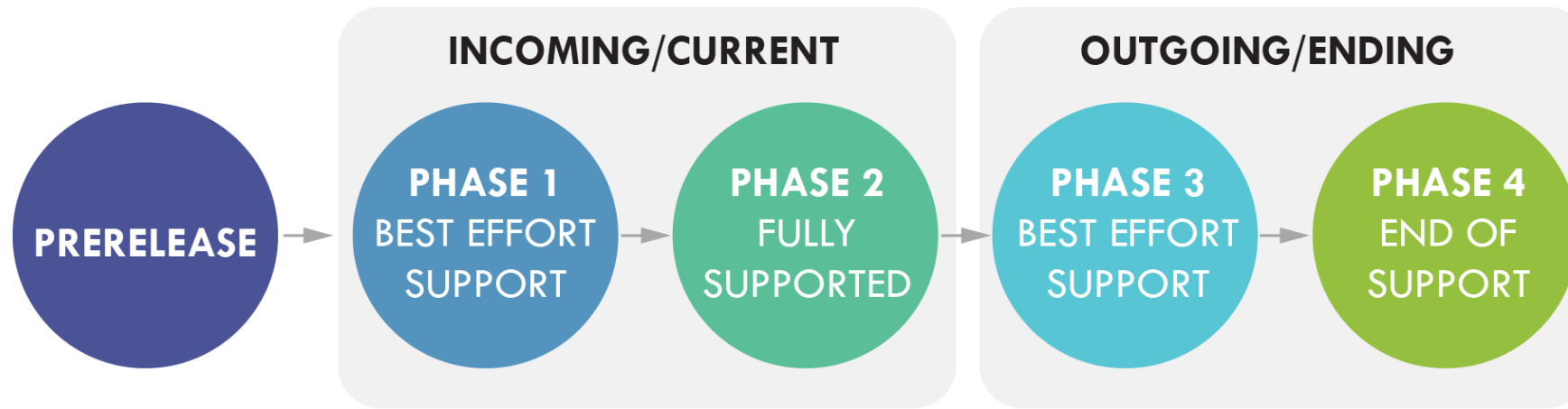
DRC INSIGHT Supported Operating System Versions					
Operating System and Version Level	Phase 1: Best Effort Support	Phase 2: Fully Supported	Phase 3: Best Effort Support	Phase 4: DRC End of Support	Vendor End of Life
Windows 10 – 22H2			Yes	July 2026	October 2025
Windows 10 in S mode			Yes	July 2026	October 2025
Windows 11 in SE mode	Yes				
Windows 11 – 21H2				July 2025	October 2024
Windows 11 – 22H2			Yes	July 2026	October 2025
Windows 11 – 23H2		Yes		July 2027	November 2026
Windows 11 – 24H2		Yes			
Windows Server 2016		Yes			
Windows Server 2019		Yes			
Windows Server 2022		Yes			
iPadOS 16.x			Yes	July 2026	Fall 2025
iPadOS 17.x		Yes			
iPadOS 18.x		Yes			
Google – ChromeOS current stable channel		Yes			
macOS 12.7.3 and up			Yes	July 2025	November 2024
macOS 13.x			Yes	July 2026	Fall 2025
macOS 14.x		Yes			
macOS 15.x		Yes			
Linux – Ubuntu 20.04 LTS with Gnome Shell		Yes			
Linux – Ubuntu 22.04 LTS with Gnome Shell		Yes			
Linux – Ubuntu 24.04 LTS with Gnome Shell		Yes			

- DRC INSIGHT Secure Applications are supported on Windows, Mac, Linux, iPad, and Chrome Operating System devices
- COS Service Devices are supported on Windows, Mac, and Linux devices

Note: Device operating system types can connect to any COS Service Device operating system type.

- Check the DRC INSIGHT Portal for the most current information

Change Management—Operating Systems Support



- **Prerelease: Beta Channel**
 - Regression testing of beta release about 2-4 weeks before OS release
- **Phase 1: Best Effort Support for Vendor Recently Release Versions**
 - Additional rounds of regression testing to verify actual production release
 - Troubleshoot any issues to resolution
- **Phase 2: Fully Supported**
 - Fully tested and certified with full support if any issues are uncovered
- **Phase 3: Best Effort Support for Vendor Recently Unsupported Versions**
 - Assistance troubleshooting issues as best we can without a guaranteed resolution
- **Phase 4: End of Support**
 - DRC cannot offer any level of support for our software on this version and may restrict its use

Operating System Version Support



DRC INSIGHT Supported Operating System Versions



Operating System and Version Level	Phase 1: Best Effort Support	Phase 2: Fully Supported	Phase 3: Best Effort Support	Phase 4: DRC End of Support	Vendor End of Life
Windows 10 – 22H2			Yes	July 2026	October 2025
Windows 10 in S mode			Yes	July 2026	October 2025
Windows 11 in SE mode	Yes				
Windows 11 – 21H2				July 2025	October 2024
Windows 11 – 22H2			Yes	July 2026	October 2025
Windows 11 – 23H2		Yes		July 2027	November 2026
Windows 11 – 24H2		Yes			
Windows Server 2016		Yes			
Windows Server 2019		Yes			
Windows Server 2022		Yes			
iPadOS 16.x			Yes	July 2026	Fall 2025
iPadOS 17.x		Yes			
iPadOS 18.x		Yes			
Google – ChromeOS current stable channel		Yes			
macOS 12.7.3 and up			Yes	July 2025	November 2024
macOS 13.x			Yes	July 2026	Fall 2025
macOS 14.x		Yes			
macOS 15.x		Yes			
Linux – Ubuntu 20.04 LTS with Gnome Shell		Yes			
Linux – Ubuntu 22.04 LTS with Gnome Shell		Yes			
Linux – Ubuntu 24.04 LTS with Gnome Shell		Yes			

Supported Device Types

Windows

Both touchscreen and non-touchscreen devices

ChromeOS

Both touchscreen and non-touchscreen devices

iPadOS

iPads that support iPadOS 16.x or above

macOS

Non-touchscreen devices only

Linux

Non-touchscreen devices only

- Check the DRC INSIGHT Portal for the most current information



DRC Device Support Policy



- Full Support of DRC software on vendor-supported devices that meet device and supported operating system requirements
- Once the vendor ends support for a device, DRC provides Best Effort Support for a short period before ending support
- Apple bases iPad model support on whether the model has a supported operating system
- Google bases Chrome OS device support on its Auto Update Expiration (AUE) date



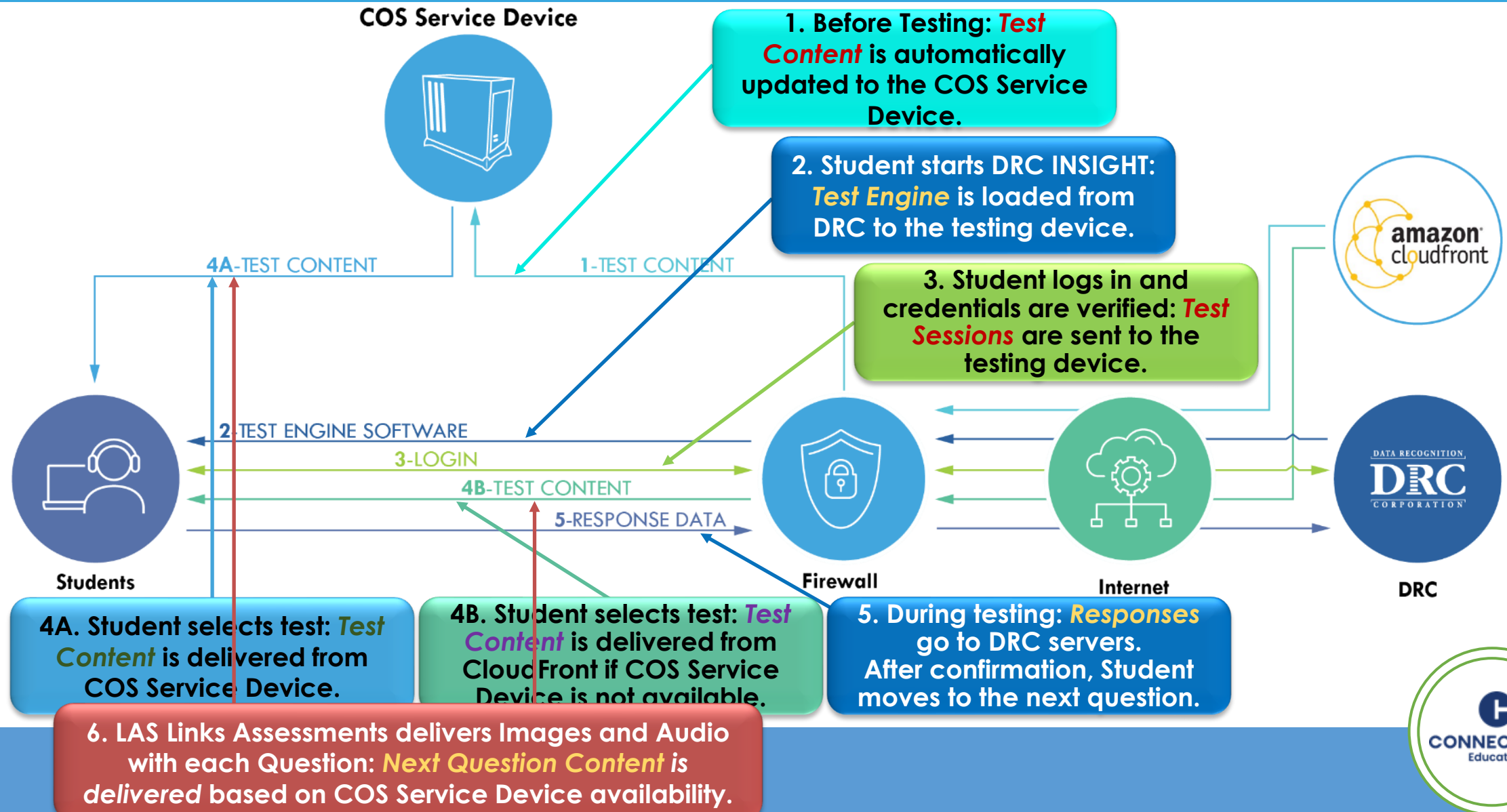
Chrome OS Device Support



- When AUE date is reached:
 - Operating system updates are no longer guaranteed
 - Necessary security and functionality upgrades cease
 - Availability of Google Management Console for device is suspended
- DRC offers Best Effort Support for unmanaged Chrome OS device if:
 - A supported DRC INSIGHT Secure App for Chrome OS was installed before it became unmanaged
 - Chrome OS devices meets the device and supported operating system requirements



DRC INSIGHT Testing Network Traffic Overview



DRC INSIGHT Testing Network Traffic



	LAS Links
Test Type (Fixed Form or Computer Adaptive)	Fixed Form
Content Delivery	Delivered throughout test
Average Assessment Content Size	2-3 MB per Item
Average Response Size	< 5 KB to > 600 KB
Additional Peripherals	Headset with Microphone
Network Requirements During Test	Higher



Network Setup

- Prioritize DRC INSIGHT traffic on the network
- Ensure these URLs are allowed on all content filters, firewalls, and antivirus software (**Bold URLs are new this year**)
- Wildcard *.drcedirect.com
- Port/Protocol
 - 80/HTTP
 - 443/HTTPS
- Ensure your network does not block or slowdown https ping requests specifically to this URL:
<https://wbte.drcedirect.com/LL/v1/ping>

URL Allowlist

Program URLs Ports

LAS Links <https://drc-centraloffice.com>
<https://drc-proctor.awcl.drcedirect.com/>
<https://drc-wbte-prod.s3.amazonaws.com>
<https://eca-test-init-ll.te.drcedirect.com>
<https://eca-te-common-service-ll.te.drcedirect.com>
<https://eca-test-engine-auth-service-ll.te.drcedirect.com>
<https://eca-test-engine-profile-service-ll.te.drcedirect.com>
<https://eca-test-engine-reg-service-ll.te.drcedirect.com>
<https://eca-test-engine-service-ll.te.drcedirect.com>
<https://eca-test-monitoring.drcedirect.com>
<https://eca-test-monitoring.drcedirect.com/participant>
<https://insight-services-ll.drcedirect.com>
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<https://te.drcedirect.com/ll>
<https://ll-insight-client.drcedirect.com>
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<https://dtk.drcedirect.com>
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<https://cdn-media-prod.awcl.drcedirect.com>
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<https://cdn-download-prod.drcedirect.com>
<https://mss-media-prod.awcl.drcedirect.com>
<https://mss-api-prod.awcl.drcedirect.com>
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<https://us-east-2-content-hosting-form-locker-prod.s3.us-east-2.amazonaws.com>

Check the
Technology
User Guide
in the DRC
INSIGHT
Portal for
Most
Current
Information

DRC INSIGHT™ Technology Setup



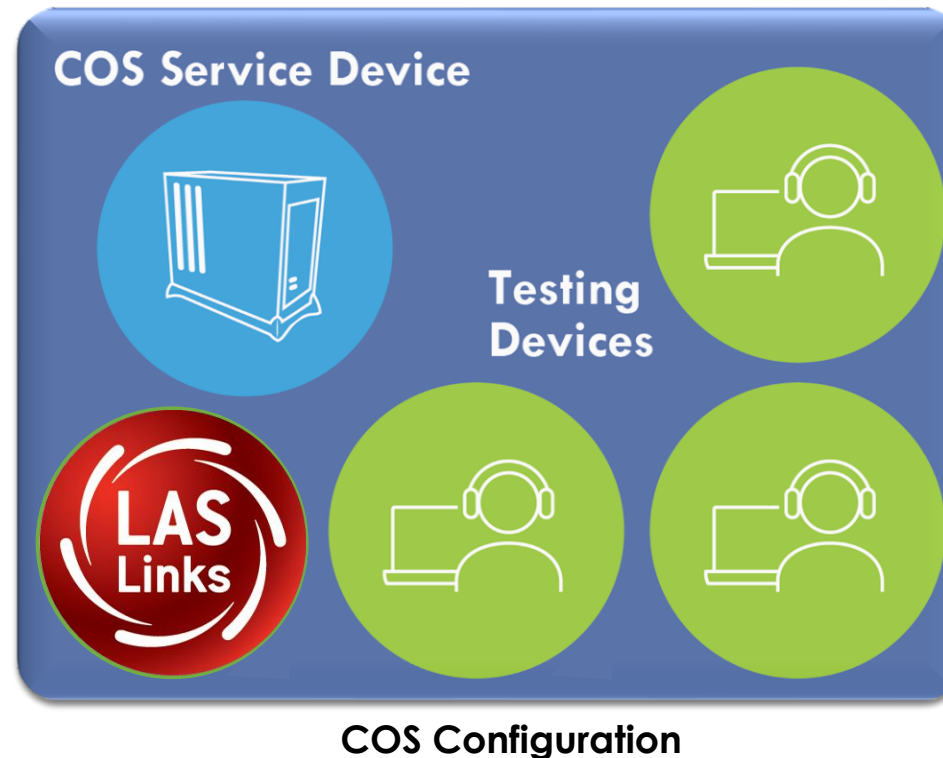
Central Office Services (COS) Application



- Use COS to create, monitor and maintain COS Configurations
- COS Configurations establish for **testing devices** the association of available **testing programs** and **where testing devices get test content**

COS Service Devices **provide** local content hosting services to the COS Configuration

If COS Service Device is not included or is unavailable for more than 4 hours, content comes from DRC



Devices with a DRC INSIGHT Secure Application are **registered** to the COS Configuration

DRC INSIGHT Technology Setup



Activity 1: Installing a New COS Service Device

Activity 2: Installing DRC INSIGHT Secure Applications

Activity 3: Managing COS Configurations



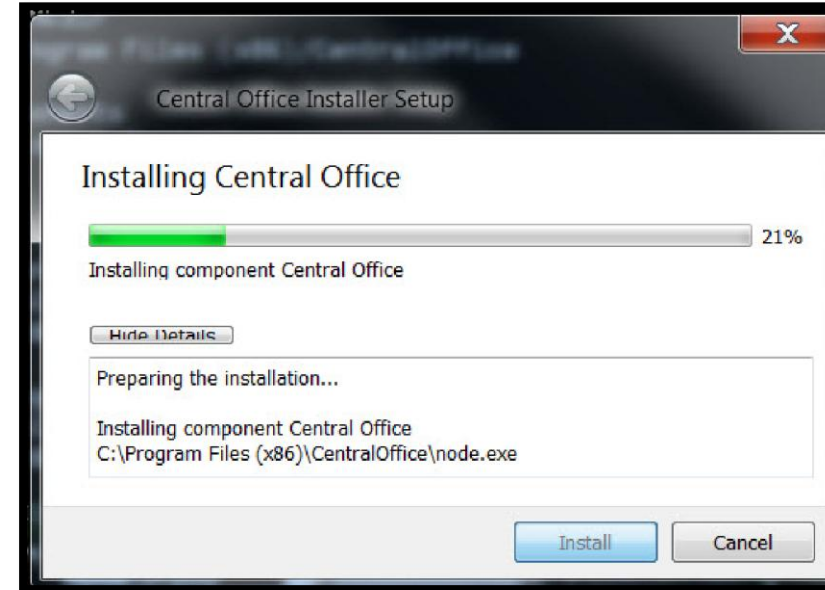
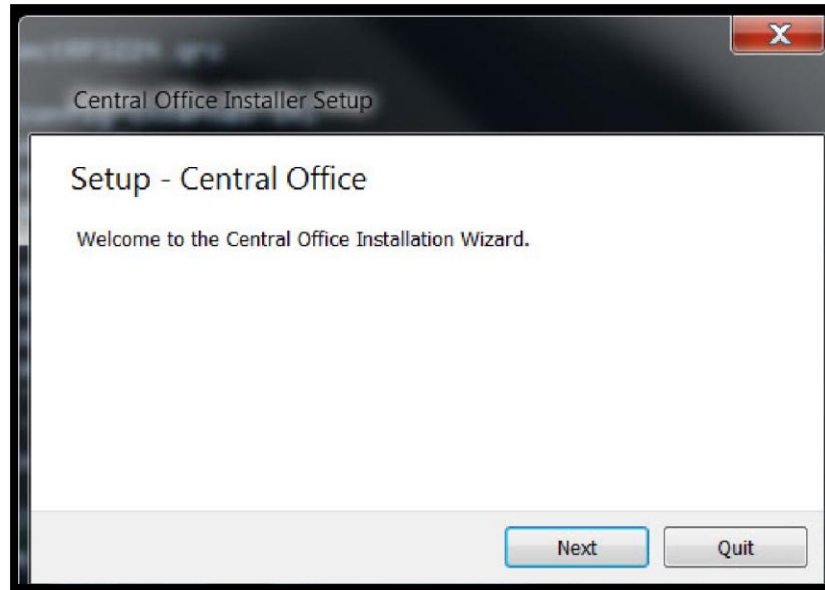
Activity 1

Install a New COS Service Device



Installing a New COS Service Device

Activity 1



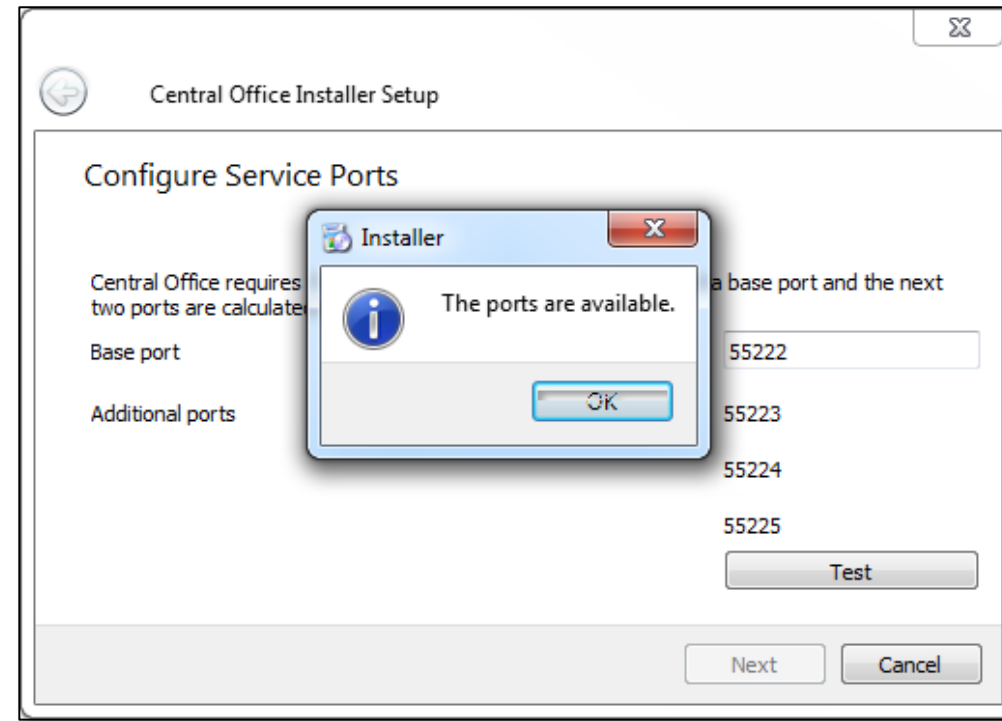
- Prepare a host machine with a supported operating system
- Download and launch the installer to begin the wizard install process
- When prompted, it is recommended to use the default locations

Installing a New COS Service Device Service Ports

Activity 1



- Configure Service Ports
 - Specify the base port (usually the default value of 55222 will work)
 - After entering the base port, the install automatically selects consecutively numbered ports
- Test Service Ports
 - Click “Test” to verify port availability
 - Click “OK” and “Next” (or “Cancel” to exit the installation)

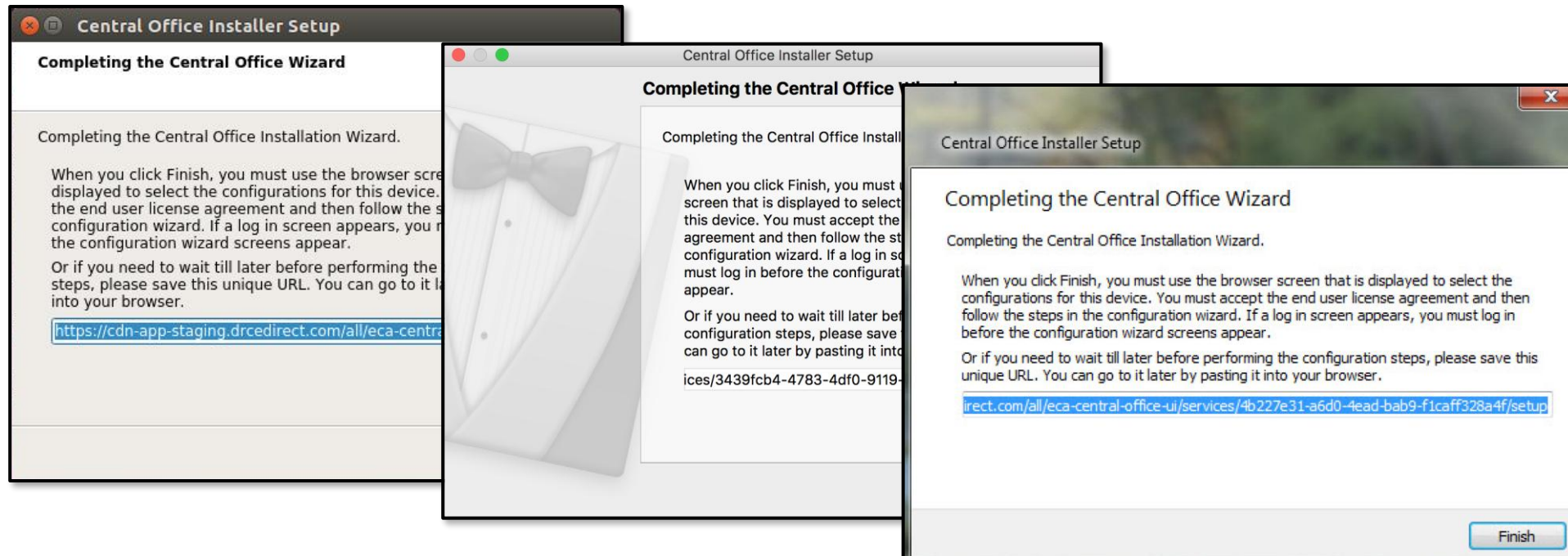


Installing a New COS Service Device COS Wizard

Activity 1

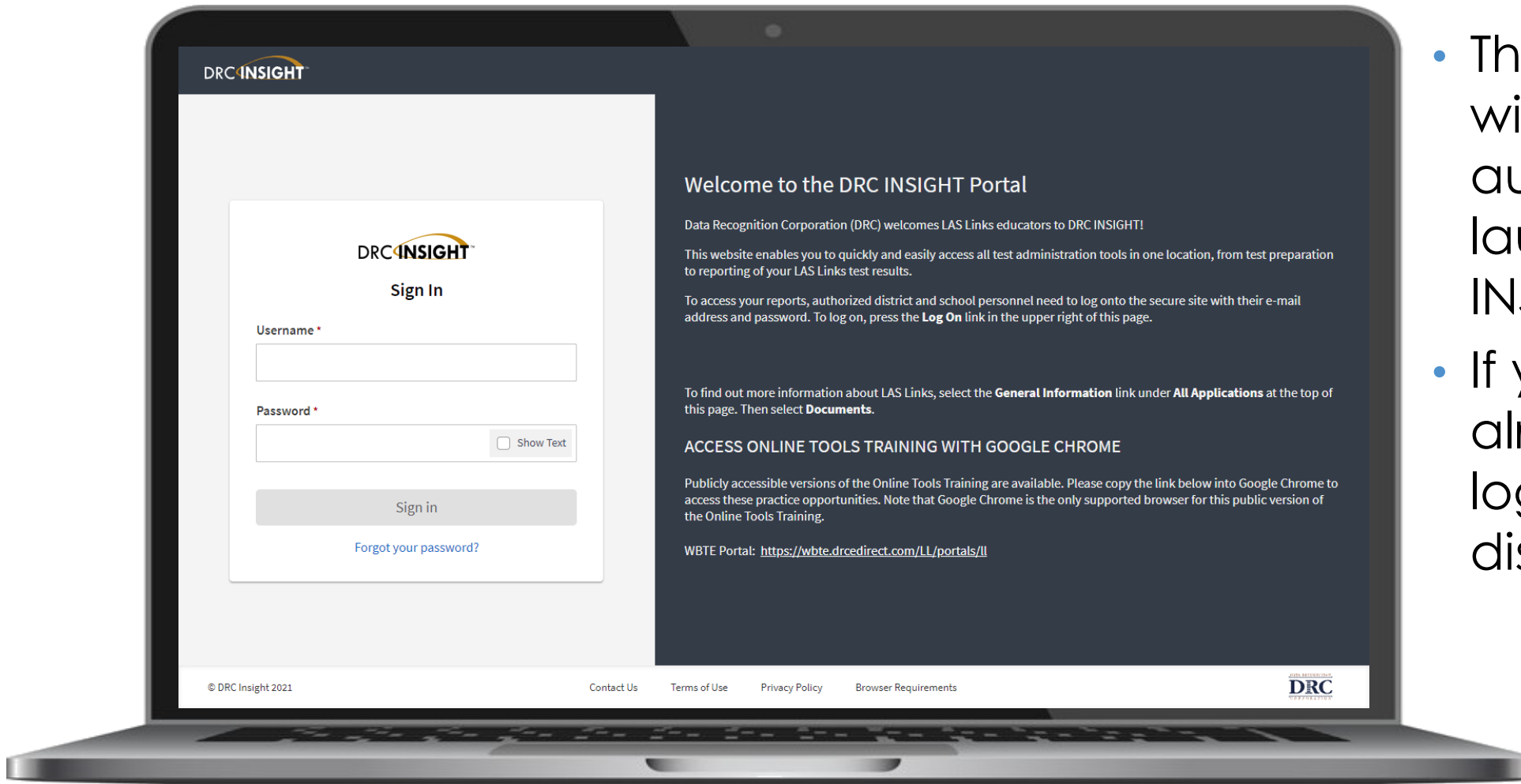


- The “Completing the Central Office Wizard” window appears
 - Save the URL that displays in this window.
 - The URL can be used to resume the process, if necessary, without re-installing the COS Service Device



Installing a New COS Service Device Configuration

Activity 1



- The installation wizard will automatically launch the DRC INSIGHT Portal
- If you are not already signed in, login window displays



Installing a New COS Service Device Adding Configurations

Activity 1



DRC INSIGHT SHOWCASE MY APPLICATIONS ? AE

Device: 16813120-d5bf-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name

Service Device Configuration
Use Existing Configuration? ☐

Step 2

Configuration Name*

Testing Devices Configuration
Enable Auto Updates for testing devices ☐
Use Proxy Host ☐

Step 3

Testing Programs (0)

Testing Program: Site:

Location

Step 4

Content Management
Enable Content Management ☐

☐ Admin	☐ TTS/HVA	☐ VSL
--------------------------------	----------------------------------	------------------------------

Step 5

Content Hosting
Enable Content Hosting ☐
Content Hosting is currently not available. Turn on Content Management to allow activation.

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Check this checkbox to change this page to the 2-Step process

The configuration wizard defaults to the 5-step process for creating a new COS Configuration.

Check the “Use Existing Configuration” checkbox



Installing a New COS Service Device Two Step Process

Activity 1



DRC INSIGHT SHOWCASE MY APPLICATIONS ? AE

Device: 16813120-d5bf-4d05-b20c-2a00e2839baa

Configure Central Office Service

Step 1

Service Device Name 1

Service Device Configuration
Use Existing Configuration? ☒ Yes

Step 2

Link Device to Existing Configuration

2 Testing Program: 3 Site:

Searching In:

4

Selected Configuration:

Name:

Org Unit Id:

5 Complete

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Step 1: Naming the new COS Service Device

1. Give the new COS Service Device a name (3-50 characters)

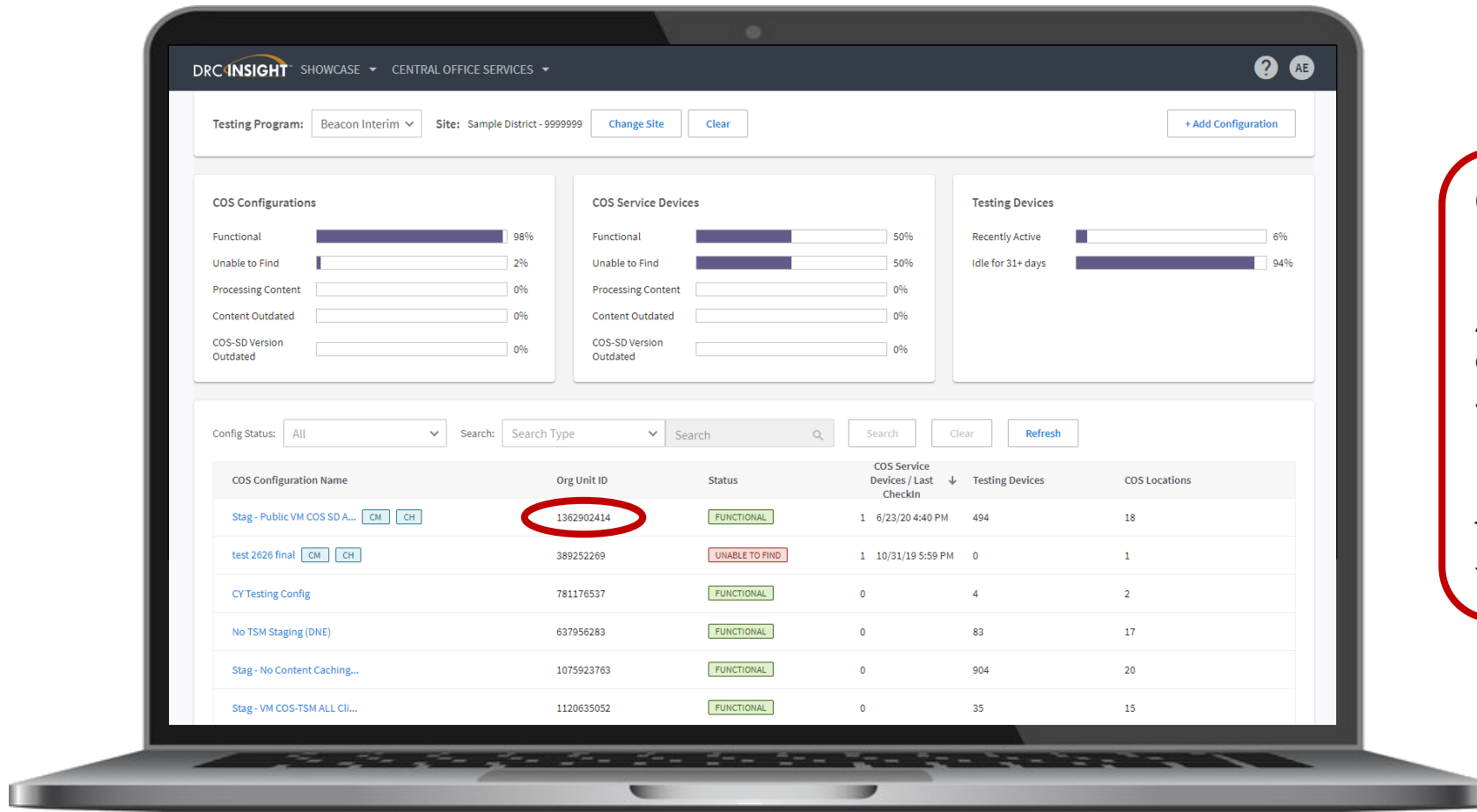
Step 2: Find the existing COS Configuration to which we want to associate the new COS-SD

2. Select the Testing Program
3. Search for the Site (School or District)
4. Search for the existing COS Configuration
5. Verify the name and Org Unit ID and then click "Complete" to complete the configuration wizard



COS Dashboard

Activity 1



Central Office Services Dashboard

A new COS Configuration will appear on the COS Dashboard after about 3-5 minutes

Note the COS Org Unit ID

This will be used for manual installs of the DRC INSIGHT Secure Applications



Activity 2

Installing DRC INSIGHT Secure Applications



DRC INSIGHT Secure Applications Overview

Activity 2



- Installed on testing devices to help provide a secure testing experience
- Install once and used by all DRC-administered test programs



Windows, macOS, and Linux Installer

Available in the DRC INSIGHT Portal (My Applications – General Information – Downloads)

iPadOS, Chrome OS device, and Windows in S mode Installer

Available in Apple's App Store, Google Play, and Microsoft Store

- For iPads, the installer is only available in the App Store directly to the device or downloaded to a Mobile Device Manager (MDM) and deployed via an MDM
- For Chrome OS, the installer is only available via a URL link to the Google Play store and deployed using the Google Admin console
- Windows in S mode installers are only available in the Microsoft Store



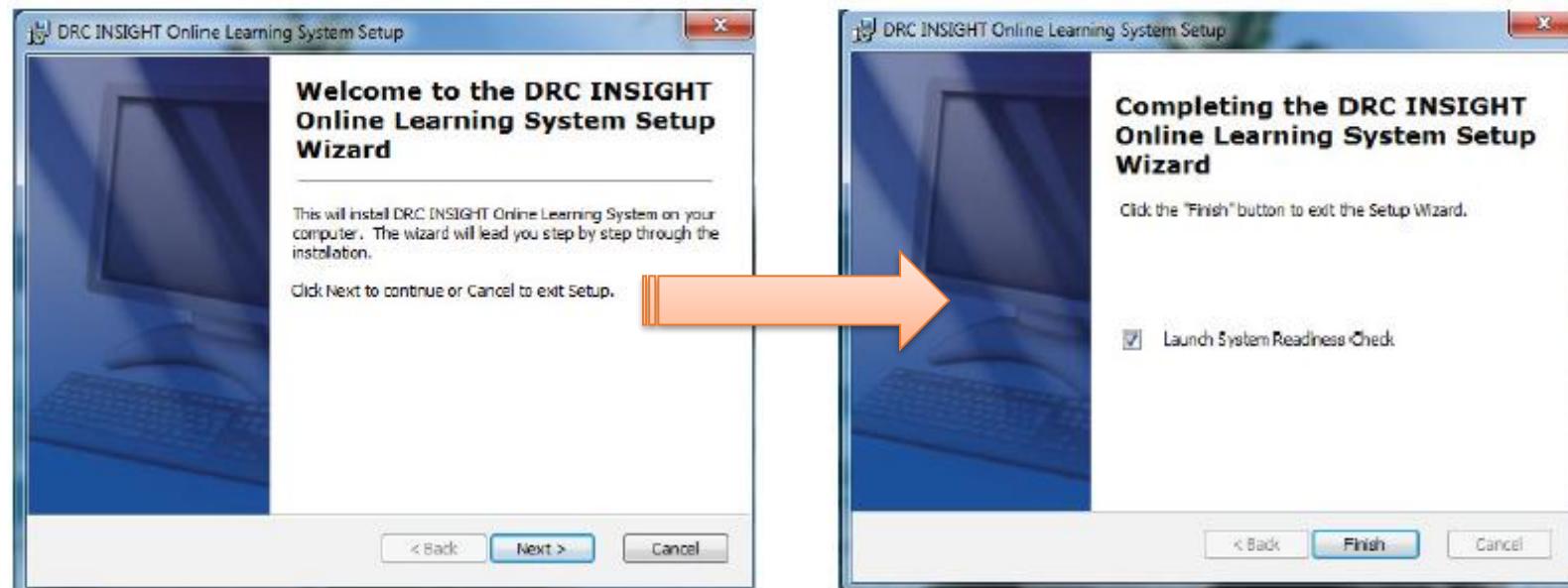
Installing DRC INSIGHT Secure Applications

Activity 2



DRC INSIGHT Secure Applications are installed on each testing device

This software can be manually installed on each testing device or using mass distribution solutions to install on a group of testing device



Device Registration

Activity 2



Configuration Not Found

Please raise your hand and wait for help.

Contact your technical resource and provide them with the following information:

DRC INSIGHT cannot retrieve the configuration profile associated with this device because it cannot find the Device Toolkit ORG Unit ID. The ORG Unit ID was entered incorrectly, was deleted, or was not assigned to this device.

Click **Assign Device to ORG Unit** to enter the correct ORG Unit ID or click **Cancel** to end the process.

Assign Device
to ORG Unit

Cancel

- Launch DRC INSIGHT
- Register with a COS Configuration by clicking “Assign Device to ORG Unit”

Device Registration

1. To add the device to a Device Toolkit ORG Unit, enter the ORG Unit ID (or copy and paste it) and click **Add**.
Note: You can repeat this step if you want to access more than one testing program from this device.

2. When you are ready, click **Register** to register the device or **Cancel** to cancel the process.

1362902414

Add

Register

Cancel

- Enter the ORG Unit ID from Activity 2 click “Add”
- After adding the ORG Unit, click “Register”

DRC INSIGHT System Readiness Check

Activity 2



System Information

Client Version	Configuration Source	Installation Directory	
13.0.0 14.0.0	Device Toolkit	C:\Program Files (x86)\DRC INSIGHT Online Assessments	
Machine Name	User Name	Operating System Level	OS Version
DRC28237	LVethe	Microsoft (build 18362), 64-bit	10.0
Testing Device ID	Service Device ID	Content Hosting	HTTPS Proxy
CAB2F0BC-BA62-48F6-B3E7-C0BF45A1352B	E4404BBF-B243-43F9-9406-7B82A5D9D463	Yes	
COS Configuration Name	COS Org Unit ID	Location	
Luke	2089187281	Drc Use Only - Sample District N/A	

Required Test List

Status	Test Name	Details
✓	Audio Capability	Details
✓	Client Version	Details
✓	Internet Connection	Details
✓	Operating System Level	Details
✓	RAM	Details
✓	Screen Resolution	Details
✓	Service Device Connection	Details
✓	User Agent	Details

Load Results Execute Tests Test Audio Exit

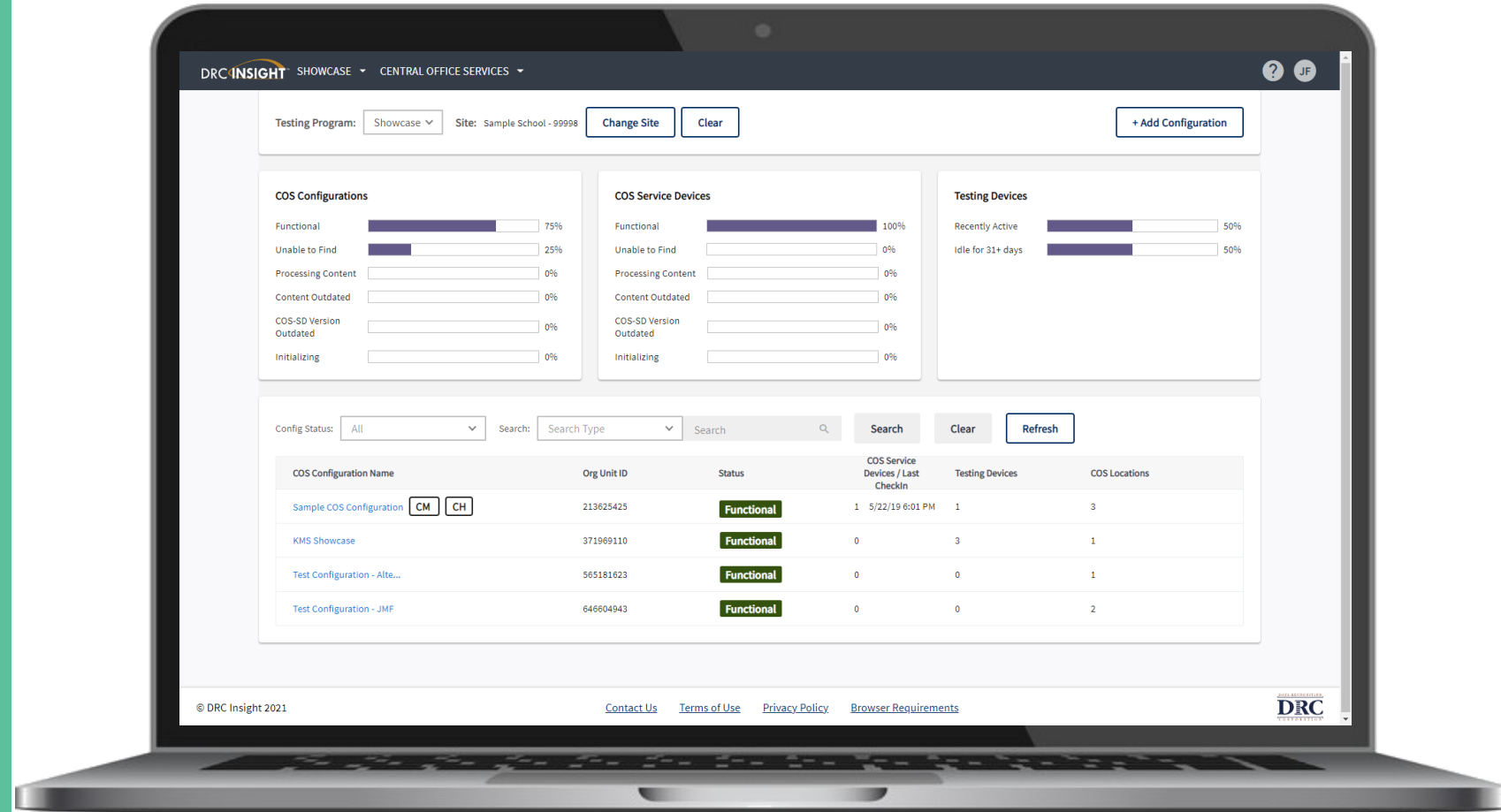
Copyright © 2019 Data Recognition Corporation.

- Verifies that each testing device meets the minimum system requirements for testing
- Ensures testing device is operating properly prior to testing
- Limits delays on the day of testing



Activity 3

Managing COS Configurations



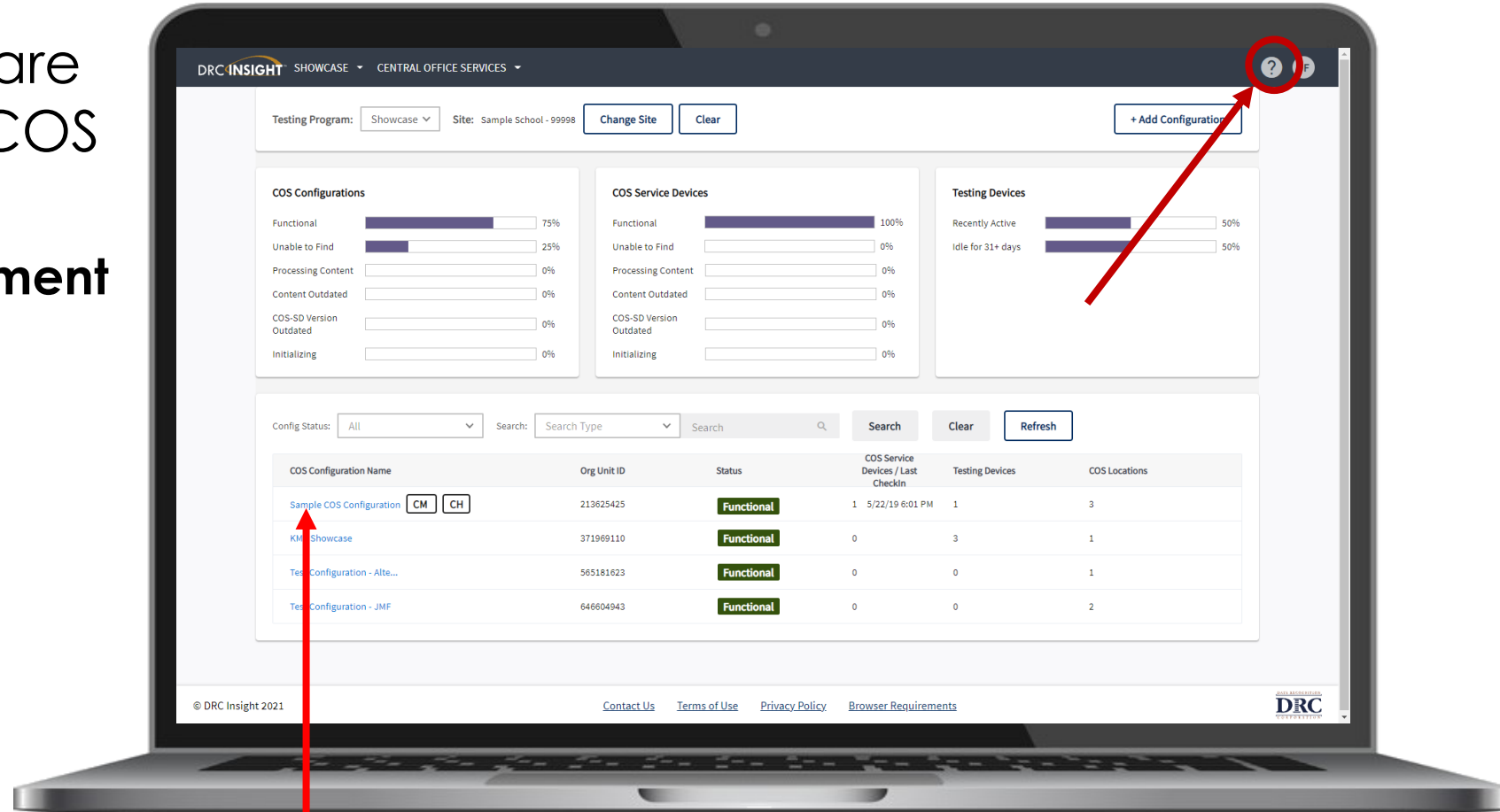
Managing COS Configurations

Activity 3



COS Configurations are managed from the COS Dashboard

- Use **Content Management** to manage content hosted by the COS Configurations
- Manage Devices in COS Configurations



Select COS Configuration name

Central Office Service Embedded Online Help

Activity 3



DRC INSIGHT™
ONLINE LEARNING SYSTEM

Central Office Services (COS) Online Help

Managing COS » Using the COS Dashboard

Using the COS Dashboard

From the COS interface, select a Testing Program and a Site to display the *COS Dashboard*.

COS Dashboard Charts

When the COS Dashboard appears, three charts—**COS Configurations**, **COS Service Devices**, and **Testing Devices**—display at the top of the COS Dashboard. The COS Dashboard charts display a color bar indicating the percentage of COS Configurations or devices that have a particular status. The grids below list the statuses that display in the COS Dashboard plus a brief description of each status.

Note: The percentage values displayed in each chart represent the percentage of devices within all the COS Configurations created for that testing program and site.

COS Configurations Chart

COS Configuration Status	The percentage of COS Configurations with...
Functional	...one or more COS – SDs that have an active heartbeat (i.e., are checking in to DRC).
Unable to Find	...at least one COS – SD that is not checking in.
Processing Content	...at least one COS – SD that is currently downloading or processing content.
Content Outdated	...at least one COS – SD with content that is out of date. Note: This content must be validated before the COS – SD can be used for testing.
COS - SD Version Outdated	...at least one COS – SD that has not been upgraded to the latest version of COS – SD software.

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-Search- [Search Icon]

Index Glossary

Overview

- About COS Online Help
- Audience and Topics
- Using the COS Online Help
- Navigating the COS Online Help
- Printing Topics

Managing COS

- The COS Dashboard
- < **Using the COS Dashboard**
- Starting and Stopping the COS Services
- COS Service Device System Requirements
- COS Service Devices and the Number of Students Testing

Configuration Information

- Testing Devices
- Service Devices
- Locations
- Content Management
- Content Hosting

Managing COS Configurations Configuration Information

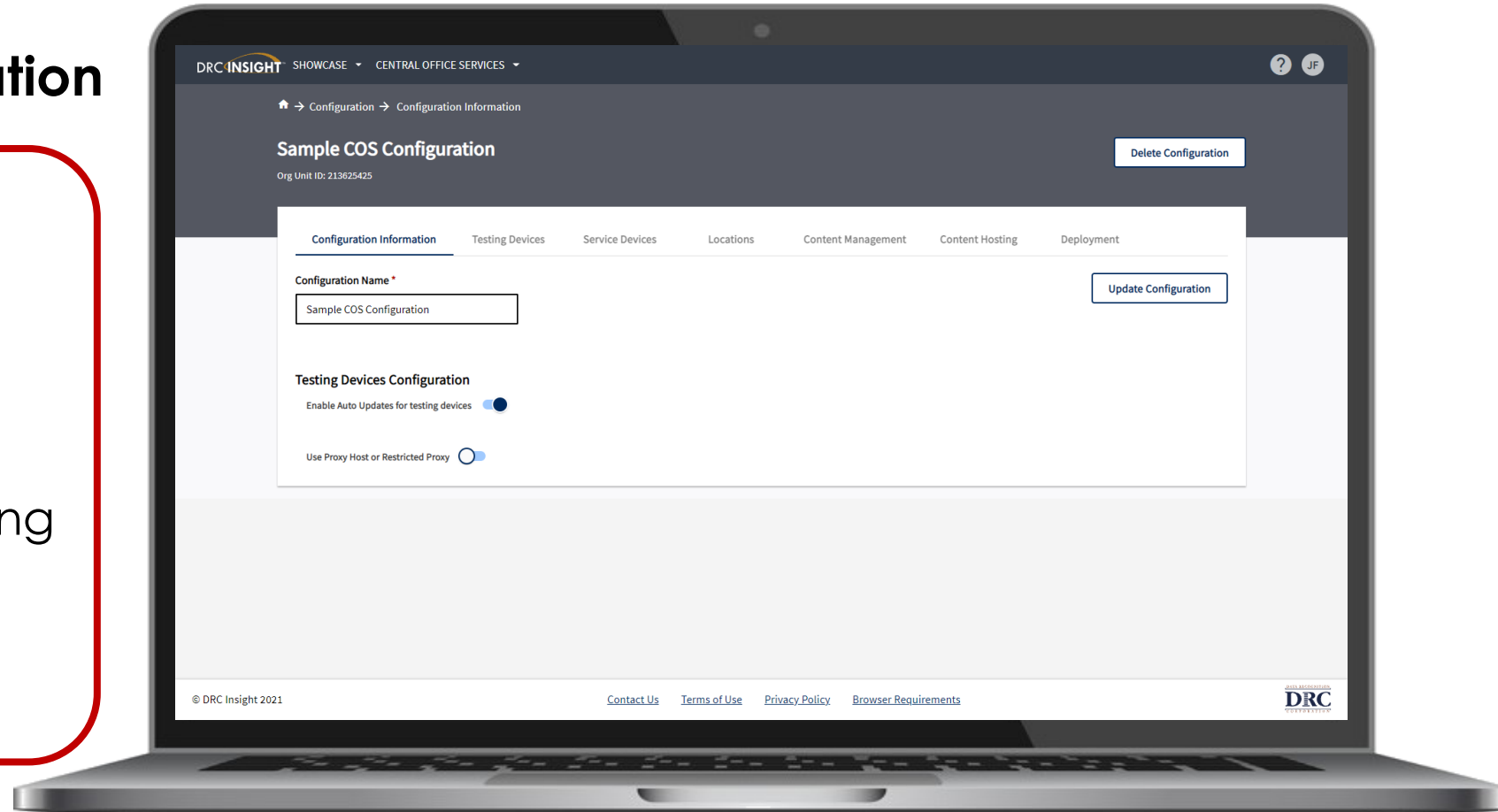
Activity 3



Configuration Information

Ability to:

- Update COS Configuration name
- Change Enable Auto Updates for Windows, macOS and Linux testing devices
- Change the use of a proxy host if required



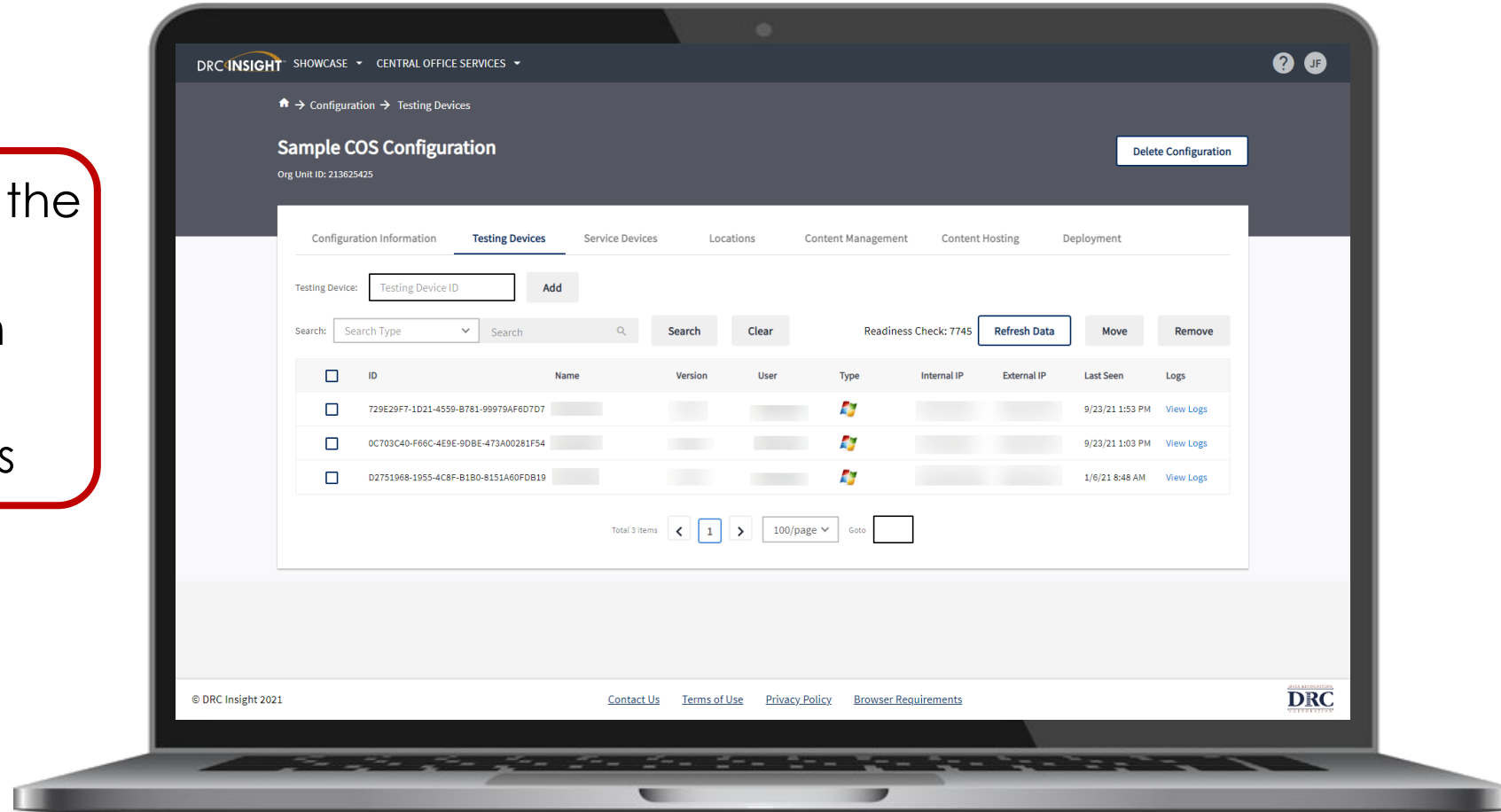
Managing COS Configurations – Testing Devices

Activity 3



Testing Devices

- Verify Devices' status in the COS Configuration
- Move devices between COS Configurations
- Remove Testing Devices



Managing COS Configurations – Service Devices

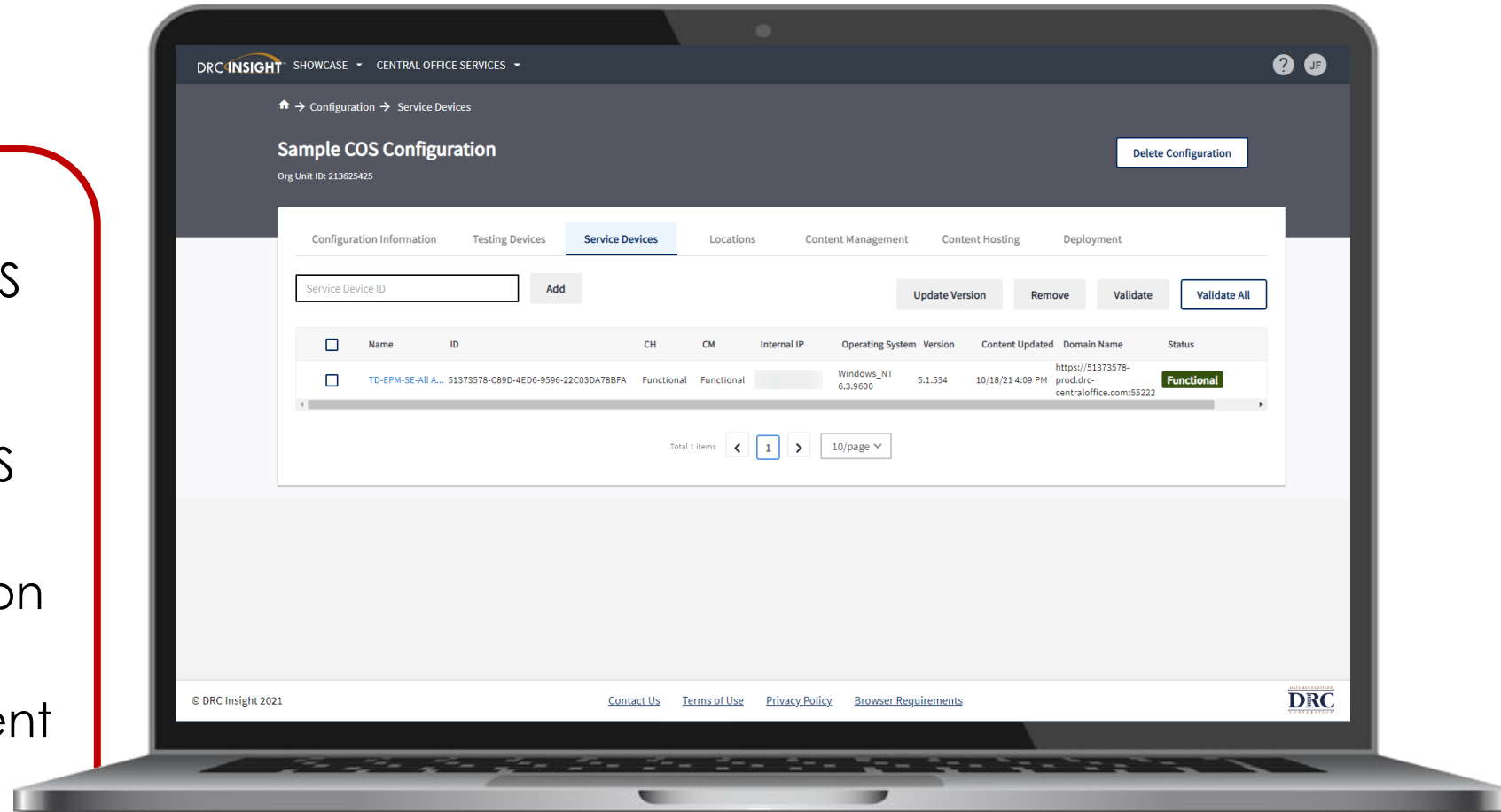
Activity 3



Service Devices

Ability to:

- Verify status of the COS Service Devices in the COS Configuration
- Add and Remove COS Service Devices
- Update software version of the device
- Validate device content
- Change the COS Service Device name



Managing COS Configurations - Locations

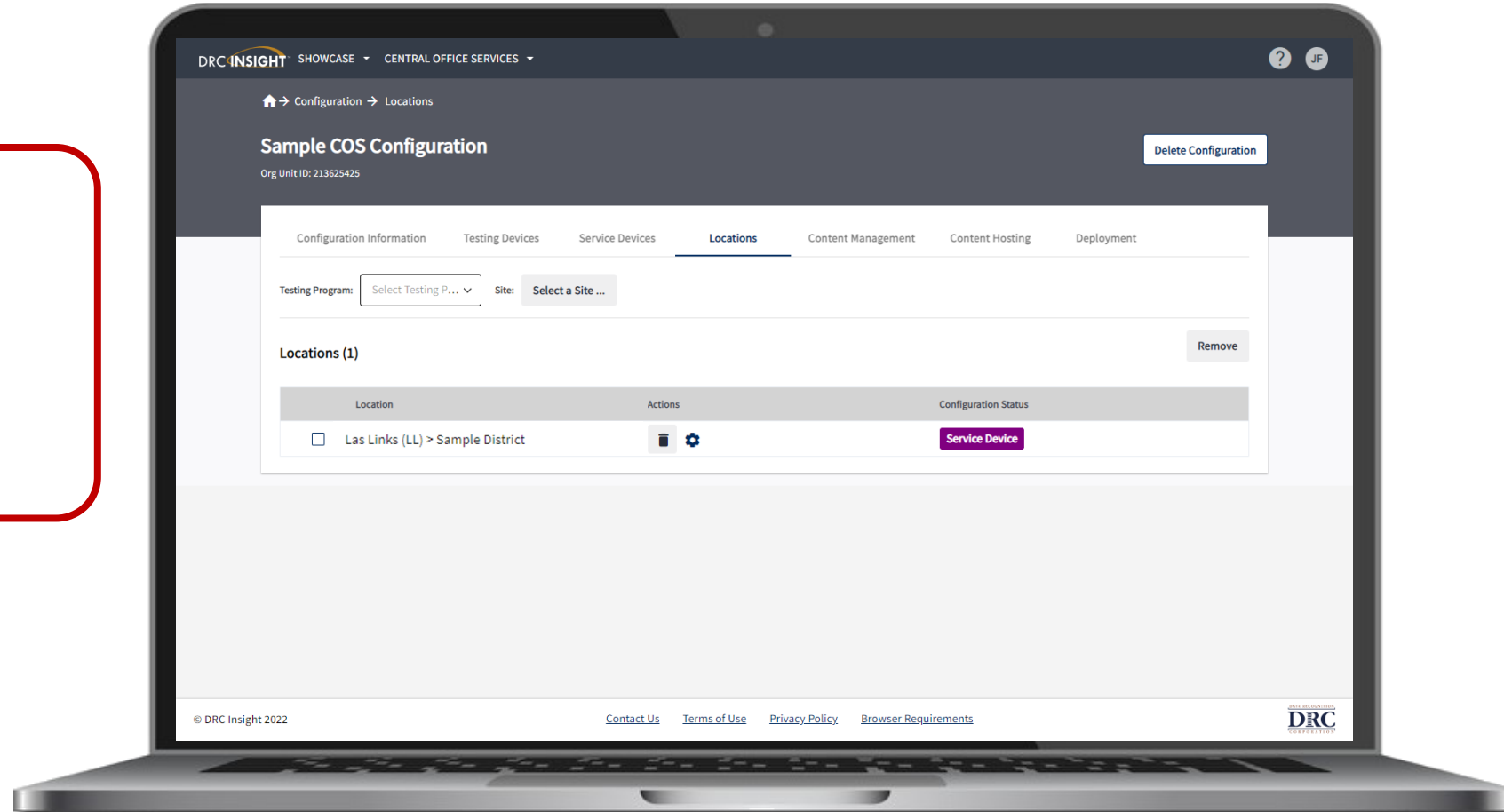
Activity 3



Locations

Ability to:

- Verify status of the testing programs in the COS Configuration
- Add and Remove testing programs



Managing COS Configurations – Content Management

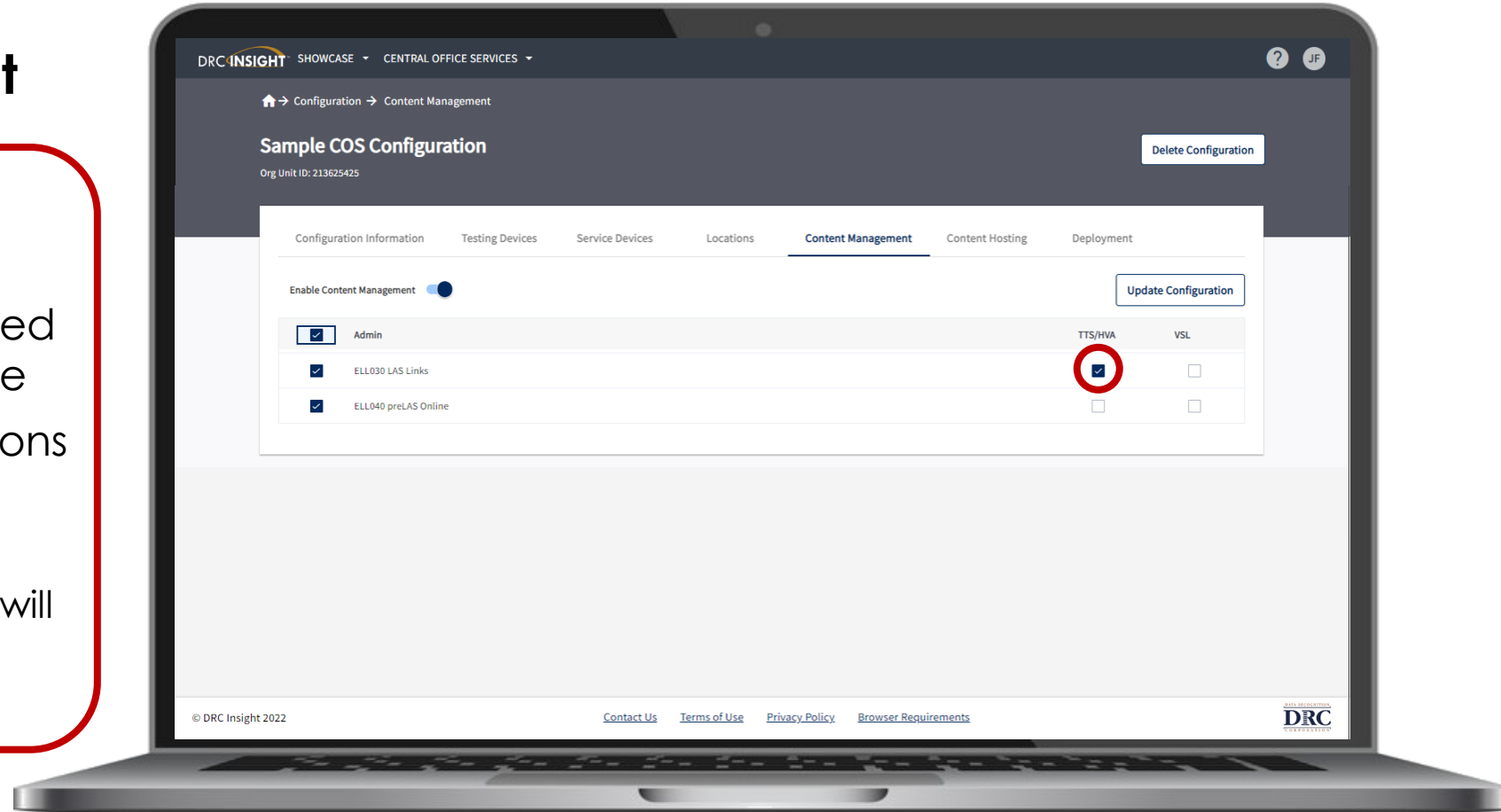
Activity 3



Content Management

Ability to:

- Select the appropriate testing content to be hosted on the COS Service Device
- Select any accommodations to be hosted on the COS Service Device
 - TTS/HVA accommodations will be "checked" if they were selected in the prior year



IMPORTANT – Before testing starts, verify active administration content and accommodations are selected and downloaded



Managing COS Configurations

Content Hosting

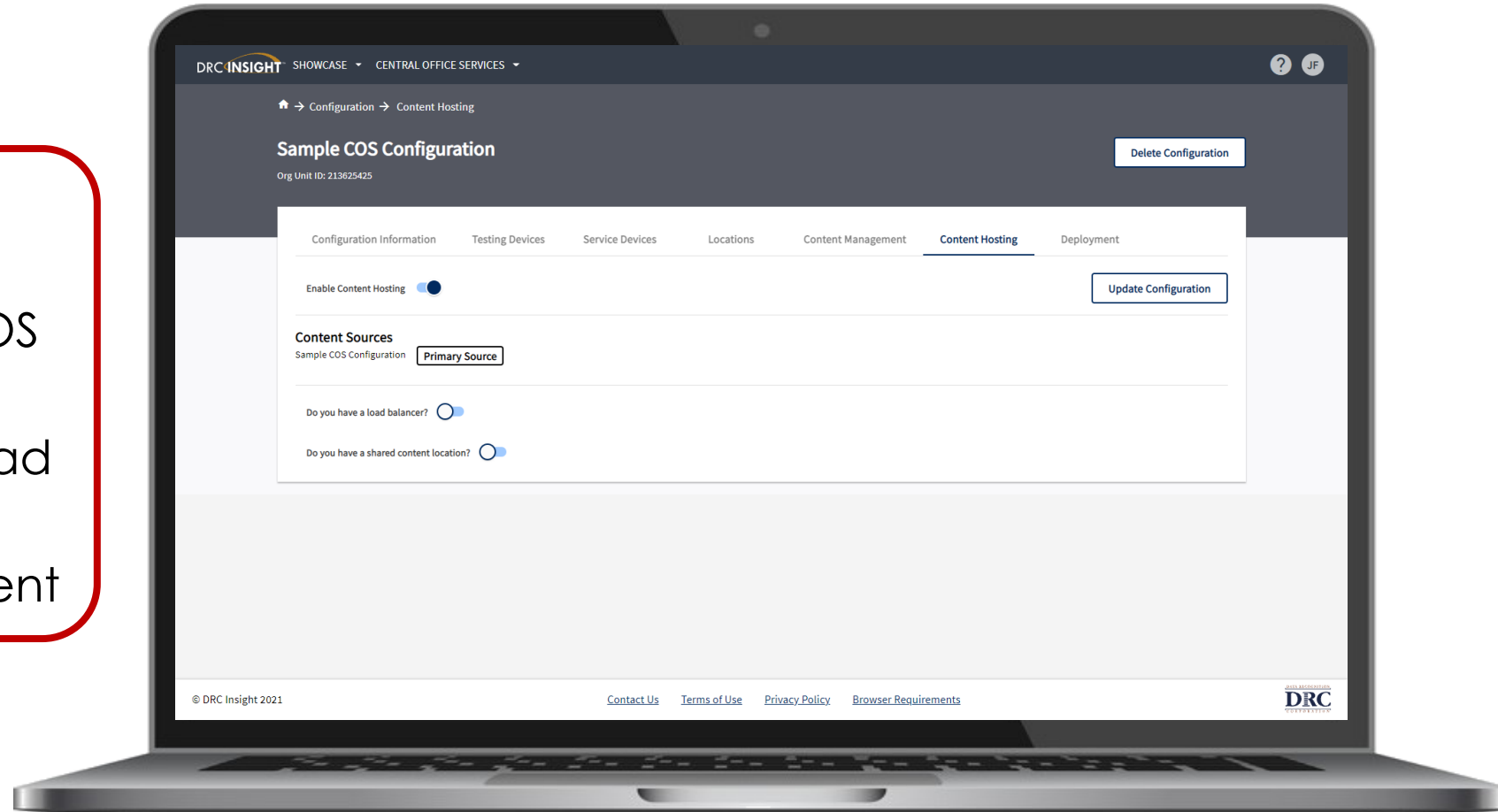
Activity 3



Content Hosting

Ability to:

- Enable or disable Content Hosting by COS Configuration
- Manage Hardware Load Balancers
- Manage Shared Content



Assign Testing Devices to a COS Configuration

Activity 3



Two methods to assign testing devices:

1. Manually assign COS ORG Unit ID to testing devices (Activity 2)
2. Within COS, create configuration script for deployment to testing devices



Create Configuration Script for Deployment to Testing Devices

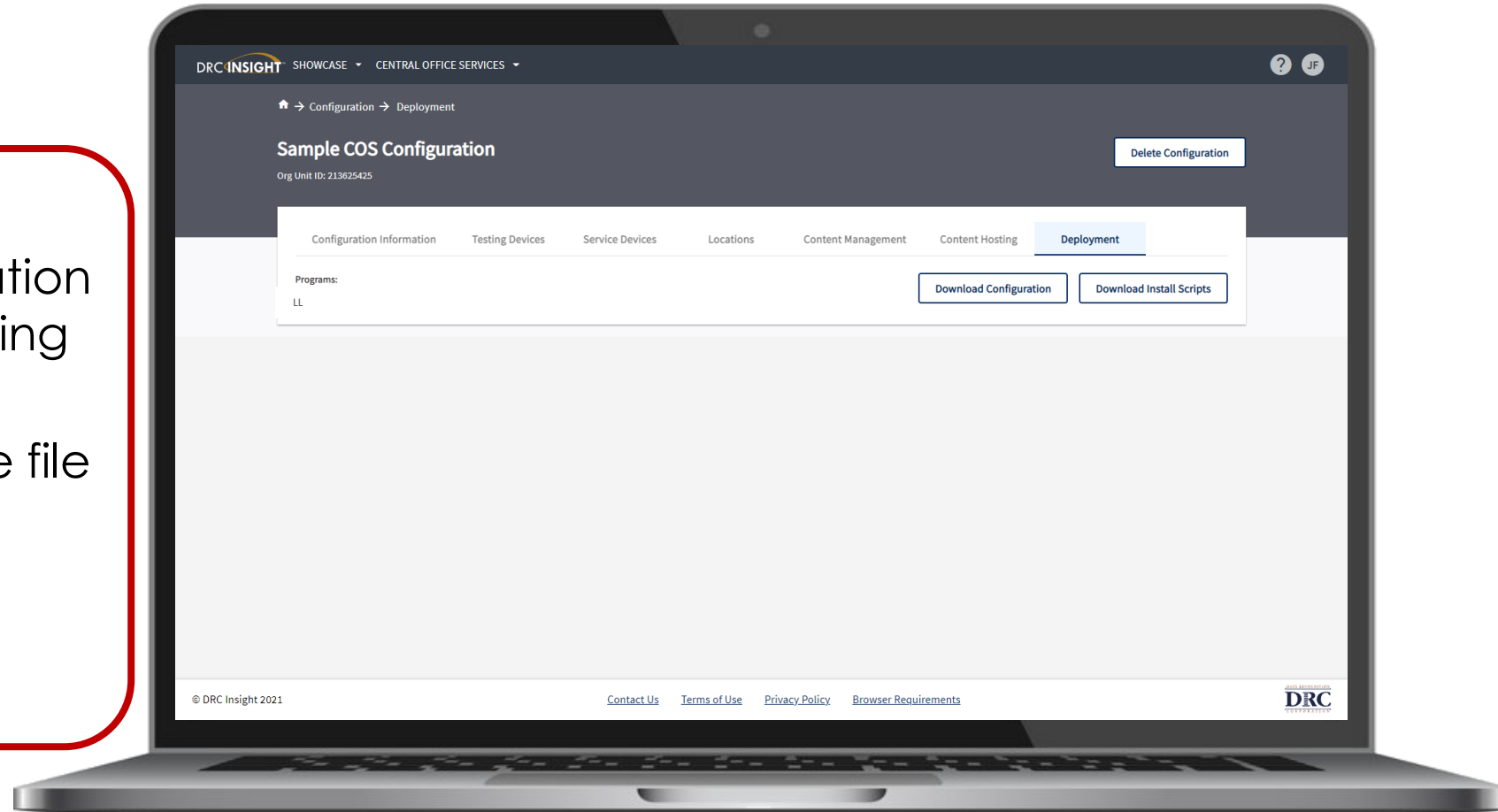
Activity 3



Deployment

Ability to:

- Create COS Configuration distribution files for Testing Devices
- Save and distribute the file to testing devices
(See Technology User Guide Volume III: DRC INSIGHT)



Testing Device Preparation Recommendations



Testing with One-to-One Computers



Test security considerations:

- COS Configurations should have a COS Service Device(s) that can only be accessed from the school/district network
 - Prevents students accessing tests when not on site
- Consider adding the DRC INSIGHT Secure Application immediately before the testing session, and remove immediately after the testing session
 - Chrome Device Management Console and other software distribution tools support background installs and uninstall
- Ensure that test tickets are secured at all times



Device Preparation Recommendations



- DRC INSIGHT software does not change device settings or turn off background processes
- **Local Responsibility and Best Practices:**
 - **For Device Performance, Test Security, and Test Reliability**, DRC recommends that sites **review processes** and **software** running in the background and **have a procedure for disabling them** before the assessment and enabling them after the assessment.
 - Temporarily disable automatic updates on Operating Systems and other Software updates
 - Software and/or processes running in the background





Device Software and Background Processes

- Testing devices used during classroom instruction may have software that could compromise student responses and/or affect the device's performance during the assessment. Examples include:
- **Typing assistant and grammar checking** (*Grammarly, Ginger Software, ProWritingAid*)
- **Classroom monitoring tools** (*Linewize Classwize, Wellbeing, GoGuardian, Securly*)
- **Remote access/remote control** (*TeamViewer, AnyDesk, Remote PC, LogMeIn*)
- **Intelligent Personal Assistant (IPA)** (*Siri, Cortana*)
- **Collaboration tools** (*Teams, Zoom, Google Chat and Meet, Webex*)
- **Screen Capture Software** (*OBS Studio, Microsoft Game Bar, Snagit, Camtasia, Loom*)
- **Any native accessibility features in use**
 - *Windows and Mac include features like magnification, contrast adjustments, closed captions, narration, and keyboard and mouse options*
- **Note: these are commonly used examples of each category and are NOT a complete list.**

Chrome OS Device Settings



Chrome OS Device **Display Size** should be set to **100%**

- Use Ctrl + Shift + 0 (Number zero not the letter O)
- If the size does not change use Ctrl + Shift + - (minus key)
- Or go to Settings, Device, Displays, under Built-in Display set Display Size to 100%

Chrome OS Devices **must** be set to **US English Keyboard**

- Required to display quotation marks and apostrophes
- To allow prior keyboard settings to be cleared from cache at least a week prior to testing either:
 - 1) Set device to “US English Keyboard”
Using Ctrl + Shift + Spacebar, toggle through the keyboard types until US English Keyboard displays
 - 2) Consider removing all keyboards but US English Keyboard



Support and Troubleshooting Resources

TROUBLESHOOTING

Troubleshooting Common Issues



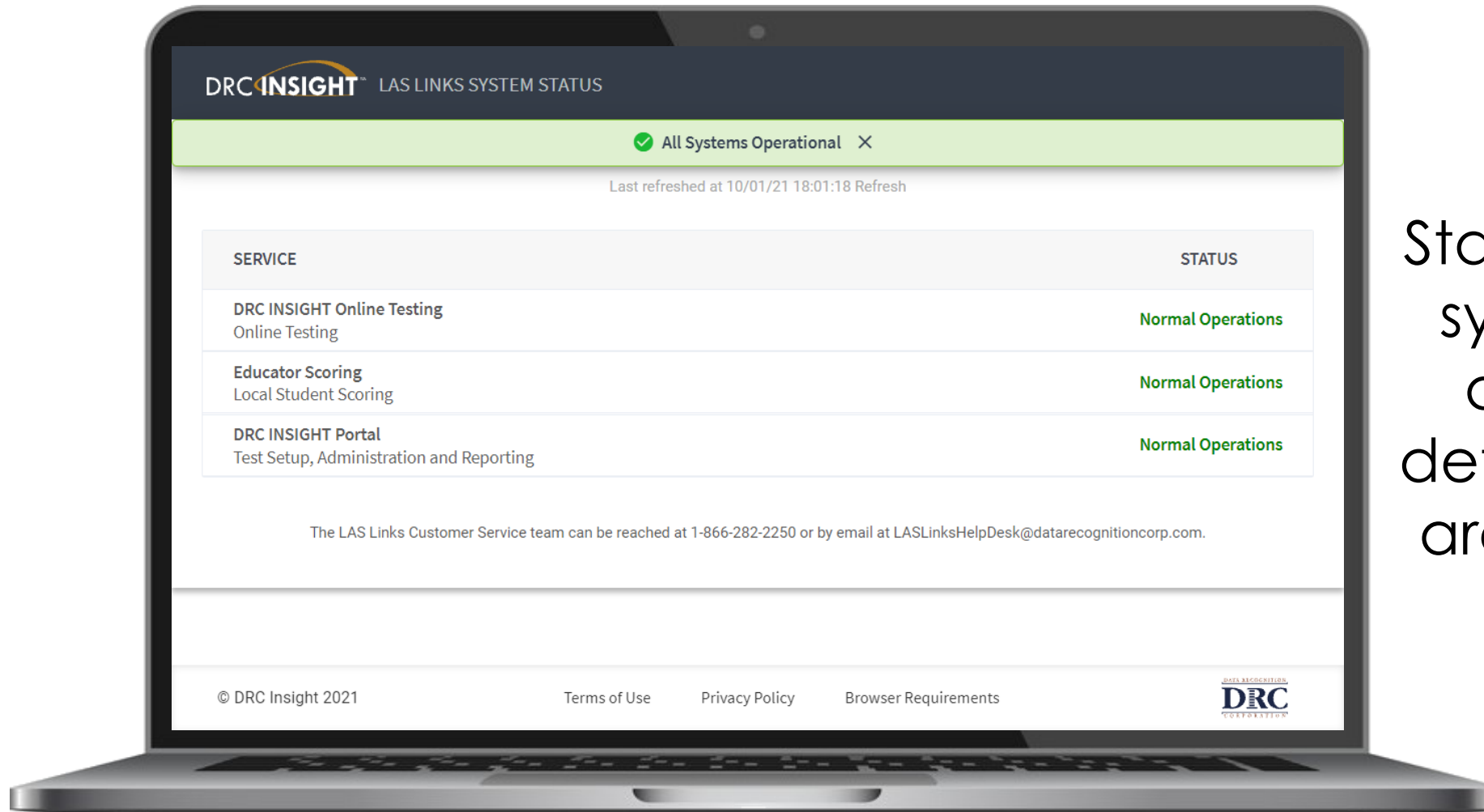
Sites should have a plan for remedying issues during testing and escalating issues when necessary.

Common issues include:

- Network connection issues
- Configuration not found
- Peripherals not setup before testing
- No Audio



Online System Status



Status of each system, with additional details, if issues are identified

<https://status.drcedirect.com/LL>



Response Processing – Extended Retry Logic



If DRC INSIGHT cannot send a response due to network connection issues, this error message is displayed



A connection is re-established quickly

or

Tester is directed to select "Exit the Test"

or

Tester is directed to wait on Connection Retry page

Connection is re-established

Retries timeout after 5 minutes – tester sees "Connection Error"

[Tech Bulletin: Extended Retries](#)

DRC Online Readiness Documents and Tools



SITE READINESS OVERVIEW

Comprehensive overview of the approach to site readiness to deliver online testing

SYSTEM REQUIREMENTS

Detailed information on supported devices and operating systems

TECHNOLOGY USER GUIDE

Comprehensive, user-friendly set of manuals for school and district users

SITE TECHNOLOGY READINESS CHECKLIST

Reference checklist and planning tool for sites administering assessments online

SITE CAPACITY ESTIMATOR

Estimates response times based on site-specific factors

ONLINE TESTING NETWORK EVALUATION CHECKLIST

Reference checklist and planning tool for sites to assess the site's network readiness

COS SERVICE DEVICE DECISION GUIDE

Guide to help determine the best configuration for site content management

ALL-IN-ONE QUICK REFERENCE GUIDES – WINDOWS AND macOS

Install and configure COS Service Device and DRC INSIGHT on a single testing device

TECH BULLETIN: EXTENDED RETRIES

Describes Extended Retries feature to address testing device connection issues

Accessing DRC Online Readiness Documents and Tools



Connecticut DRC LAS Links Website -

<https://laslinks.com/connecticut-information/>

TECHNOLOGY RESOURCES



These technology resources are specific to LAS Links testing and are supports for LAS Links information Technology personnel to maintain systems for the test administration.

For **Technology Installation**, in the DRC INSIGHT Portal select:

- My Applications
- General Information
- Downloads

To access the following downloads

- Technology Software Downloads
- System Requirements
- Testing Site Capacity Estimator

Technology Documentation

For **Technology Documents**, in the DRC INSIGHT Portal select:

- My Applications
- General Information
- Documents
- LAS Links Portal User Guide 
- Headset Recommendations 



DRC LAS Links Website

Overview

The [Connecticut State Department of Education \(CSDE\)](#) will be using the LAS Links Assessment for the ELP Assessments for eligible students in Grades K-12 for the 2025-26 test administration. The CSDE believes that high-quality, comprehensive, and effective English as a Second Language (ESL) and bilingual education programs are essential to acquire English language proficiency and academic proficiency for students who are English learners/multilingual learners (ELs/MLs). The CSDE believes that research-based instructional practices that support ELs/MLs in general education classrooms are essential while they are acquiring English and well after they have exited the intensive programs.

2025-26 LAS Links Testing Window January 5-March 6, 2026

DRC INSIGHT Portal – <https://ll.drccedirect.com/>

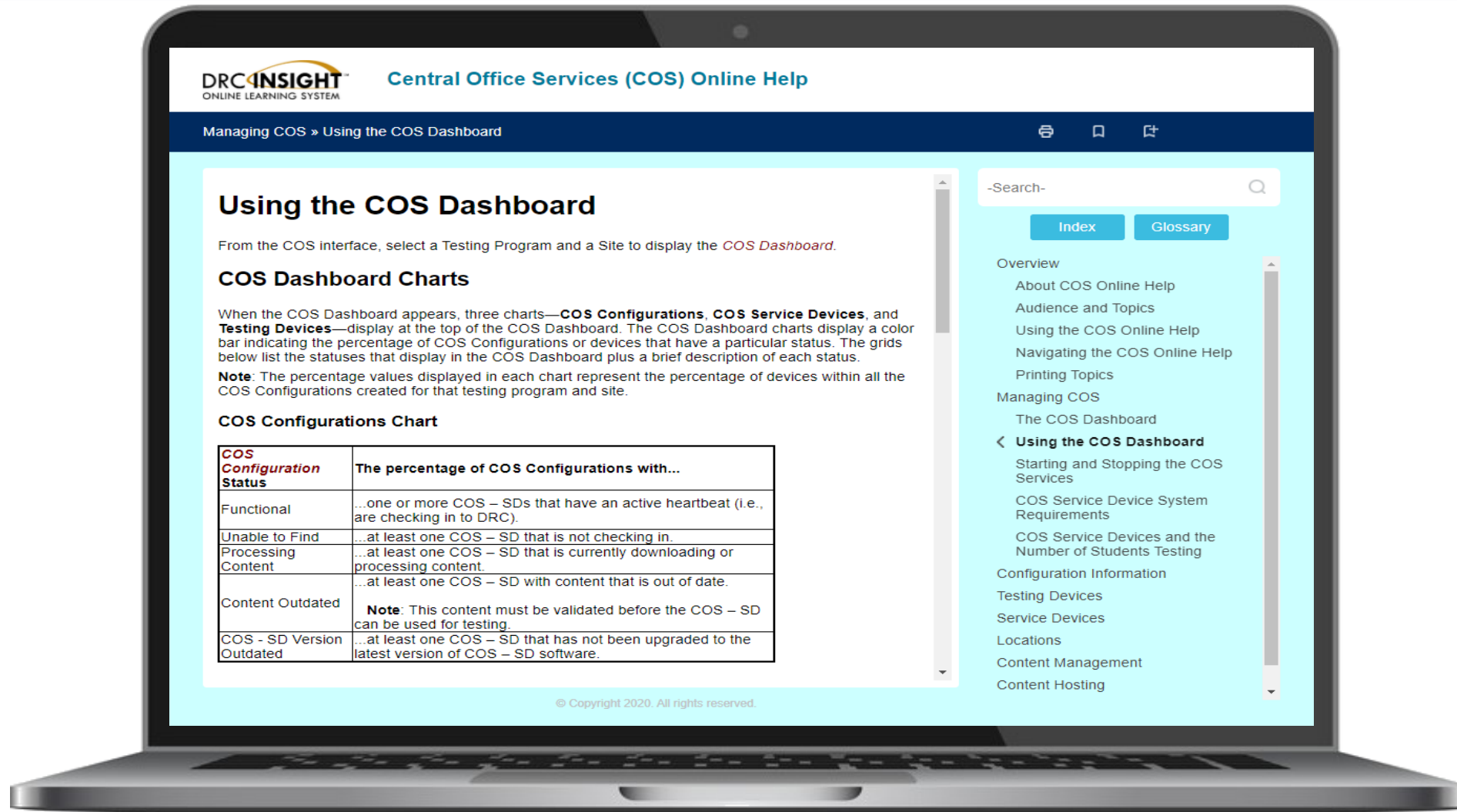


Technology User Guide



Title	Content Summary
Volume I: Introduction to Online Testing	Provides overview of the DRC INSIGHT technical components
Volume II: Central Office Services (COS)	Details on Central Office System, including the COS Service Device
Volume III: DRC INSIGHT	Detailed instructions for installing and using DRC INSIGHT
Volume IV: Troubleshooting	Solutions for most common issues

Central Office Service Embedded Online Help



Site Technology Readiness Checklist



Site Technology Readiness Checklist
Deploying LAS Links Online



CHECKLIST INTRODUCTION

This document is a guide for sites implementing LAS Links Online assessments. Technology Coordinators and other educators within schools and districts are responsible for ensuring the success of the LAS Links Online.

The checklist is designed to identify various factors that a site should address to ensure a successful online testing experience.

The checklist is organized by the recommended timeframes and categories.

Timeframes

- 2-3 Months Before Testing
- 1-2 Months Before Testing
- 2-4 Weeks Before Testing
- 1-2 Weeks Before Testing
- Day of Testing

Categories

- Communication
- Site Planning, Scheduling and Logistics
- Technology – Device Setup
- Technology – Network Configuration
- Technology – COS Setup
- Training

Coordinators, Technology Coordinators, District Assessment Coordinators, Directors, and others to work together as a site planning team. This site plan should be completed at least three months before the start of testing.

As you use this checklist, remember to update it regularly to ensure that it reflects the current technological resources at your site.

LAS Links Site Technology Readiness Checklist, 2017-2018

Day of Testing

Communication

- ☐ Send a reminder email to staff to avoid using the network (LAN, WAN, and Internet) for bandwidth-intensive projects during testing.

Site Planning, Scheduling and Logistics

- ☐ Check with building administration regarding the timing of building bells, alarms, or announcements that may go off during the test session.

Technology – COS Service Device Setup

- ☐ On the Service Device tab of Central Office Services application, ensure that the COS Service Device status is "Functional".
- ☐ On the Content Management tab of Central Office Services application, confirm the testing content for the necessary test administrations are checked and that the correct content has been downloaded to the COS Service Devices.

Technology – Testing Device Setup

- ☐ Test each device at the beginning of the day (including charging equipment as applicable).
 - ☐ Perform a System Readiness Check on at least one testing device.
 - ☐ Verify that no background processes are running on testing devices during testing.
 - ☐ If testing device accept automatic operating system updates, verify that it has the most current version of the operating system before the test session starts to avoid any software updates occurring during a test.
 - ☐ Ensure that testing devices are far enough apart to avoid interference or distractions.
 - ☐ Chrome devices launch very quickly. Direct students to wait for the device to successfully connect to the network before launching the DRC INSIGHT Secure App. If DRC INSIGHT is launched before the device connects to the network, the student will receive an Internet Connection Error (ICE). If this occurs, relaunch DRC INSIGHT after the connection is established.
 - ☐ If a portable device will be used on battery power, verify that the charge will last for the duration of the test.
- Note:** It is recommended that all devices be plugged in to power during the test.

Technology – Network Configuration

- ☐ Technology staff should verify that the wireless access points are fully operational.
- ☐ Require anyone in the testing room(s) and anyone sharing the testing room's wireless access point to turn off any wireless devices not used for testing.
- ☐ Stagger the logins to the testing system. For example, have 10 to 15 students per room log in to the system over 20-30 second intervals.
- ☐ If a room is having difficulties testing, verify the connection speed from a device in the testing rooms, ideally when the other devices are using the network. Run a Speed Test using www.speedtest.net to a server in Minnesota. Results of less than 3 Mbps download and 3 Mbps upload per testing device indicate there may be insufficient available bandwidth.



DRC INSIGHT Headset Guidance



DRC INSIGHT Headset Guidance

The following audio guidelines are to help maximize the potential for testing success:

- Make sure the headset is set as the preferred playback device.
- Students will not be able to adjust the volume on their device once the DRC INSIGHT Secure Application is launched. Make sure the audio is not muted and the volume is turned up before launching the application.
- If headsets are shared between students, be sure to properly sanitize the devices between use.
- To optimize the testing experience for all students, it is suggested the testing environment allows for ample space between students. Even with headsets, audio from the assessment may still be audible a few feet away from the student.

The following chart outlines guidance on headset features for use with DRC INSIGHT.

Configuration	Suitability	Pros and Cons
Over the ear headset	Ideal	Comfortable when worn for a longer time period by students of different ages. Weight and size of headsets can be selected based on students' age. Portable headsets are smaller and lighter and hence may be suitable for younger students. Deluxe headsets are larger and heavier but have the advantage of reducing more noise.
Noise canceling headphones	Acceptable	Noise cancellation often does not cancel out the sound of human voices, so this feature provides less benefit. Many headsets with a noise cancellation feature require a power source (e.g., batteries or USB connection).
Ear buds or ear headphones	Acceptable	Sound volume can vary based on the positioning of the buds in the ear, resulting in inconsistent audio playback.
Device speakers	Marginal	Audio playback built into devices generally do not offer very high fidelity, which can lead to poor audio quality. Device speakers do not offer privacy during the test.
Bluetooth or wireless headsets	Not recommended	To ensure test security, students should not use Bluetooth or wireless headsets. Some Bluetooth devices can be connected to multiple devices at once. This creates the possibility for students to connect them to their testing device and their smartphones. Test Administrators need to be aware that smartphones are turned off and/or not present and not connected to any peripherals a student is using during the assessment.
Play Back Mode: Stereo	Optional	The sound files of the assessment are recorded and played back in stereo.
Connector Plug: • USB • Single 3.5 mm plug (TRRS) • Dual 3.5 mm plugs (TRS)	Optional	Many USB-connected headsets require driver installation and need to be manually enabled as the preferred playback device. Some computers have two ports for connecting audio-out and audio-in separately, while others have one port for both. Make sure to check your specific equipment before purchasing headsets. Adapters for both types are widely available.
Volume Control: Inline	Optional	This is a nice optional feature as headsets that do not have an inline volume control will need to be tested for volume prior to launching DRC INSIGHT Secure Application.

Guidance for delivering assessments with audio to help maximize the potential for testing success

Testing Site Capacity Estimator for ELL Assessment



DRC INSIGHT™
ONLINE LEARNING SYSTEM

ELL Testing Site Capacity Estimator

Content Management Information

Using COS Service Device for Content Hosting:

Testing Region:

Testing Volume Information

Students Testing Reading Domain at the Same Time:

Students Testing Listening Domain at the Same Time:

Students Testing Writing Domain at the Same Time:

Students Testing Speaking Domain at the Same Time:

Total Students Testing at the Same Time:

Estimated % of Students Starting the Test at Nearly the Same Time:

Estimated % of Students Responding at Nearly the Same Time:

Network Information

Internet Service Provider Connection Capacity: (Mbps)

Wide Area Network (WAN) Connection Capacity: (Mbps)

Local Area Network (LAN) Connection Capacity: (Mbps)

Testing Devices Average Connection Speed: (Mbps)

Percent of Bandwidth Available for Testing:

Type of Internet Connection:

Launch of DRC INSIGHT

Average Time to Download Test Engine: Seconds (Good)

Start of Test

Average Time to Download a Reading Domain Testing Form: Seconds (Good)

Average Time to Download a Listening Domain Testing Form: Seconds (Good)

Average Time to Download a Writing Domain Testing Form: Seconds (Good)

Average Time to Download a Speaking Domain Testing Form: Seconds (Good)

During the Test

Average Wait Time Between Reading Items: Seconds (Good)

Average Wait Time Between Listening Items: Seconds (Good)

Average Wait Time Between Writing Items: Seconds (Good)

Average Wait Time Between Speaking Items: Seconds (Good)

Good Performance Acceptable Performance Poor Performance

	Average Form Size per Test	Average Size of Each Response	Average Size of Next Item
Reading Domain	1.0 MB	5.0 KB	2.5 MB
Listening Domain	1.0 MB	5.0 KB	2.5 MB
Writing Domain	1.0 MB	25.0 KB	2.5 MB
Speaking Domain*	1.0 MB	1.2 MB	2.5 MB
Test Engine	3.6 MB	*80 KB slices/sec for 15 secs	

Important: The Testing Site Capacity Estimator can only provide an estimate—it cannot factor in all possible variables and possible network traffic that can impact performance.

ver. 6.2

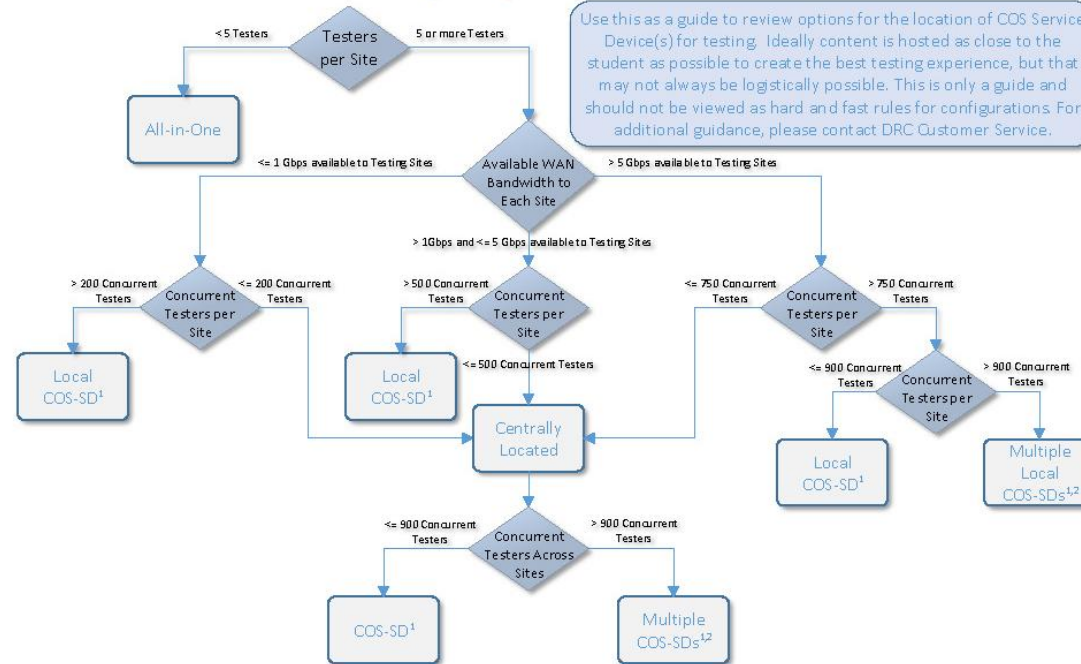
Assists site planning by factoring in site variables and showing how they may impact performance and student's testing experience



COS Service Device Decision Guide



Central Office Services (COS) Service Device Decision Guide



¹ The number of concurrent Testers the COS Service Device can support will vary depending upon the hardware configuration. See Supported System Requirements for details.

² Multiple COS Service Devices can be configured using the default COS round robin load balancing or can be configured behind a locally supported hardware load balancer.

Helps answer:

“Where should the COS Service Device be located?”

Location guidance based on testing population and available network capacity.

Online Tools Training (OTT)



<https://wbte.drcedirect.com/LL/portals//>

(Requires Google Chrome Browser or Safari on iPads)



LAS Links
TEST SIGN-IN

preLAS Links
TEST SIGN-IN

PRACTICE TEST

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LAS Links

English

- Speaking - Forms A or B
- Listening - Forms A or B
- Reading - Forms A or B
- Writing - Forms A or B
- Speaking - Forms C or D
- Listening - Forms C or D

Kindergarten to Grade 1

Grades 2 to 3

Grades 4 to 5

Grades 6 to 12

Reading - Forms C or D

Writing - Forms C or D

Español

LAS Links

Sign in with the following Username and Password.

Username: LISTENINGCD612

Password: TEST1234

Username:

Password:

Sign In

Back

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Grades 6 to 12 Training Student

Question 5 / 7

Listen for Information

Practice A

Directions: Click or tap the "Question" button to hear a conversation. Listen carefully. Then you will answer a question.

Question:

0:00 / 0:37

☐ A He thought it was really easy.

☐ B He thought it was a little difficult.

☐ C He thought he did pretty well on it.

Check Your Answer:

0:00 / 0:46

Pause **Options** **Next**

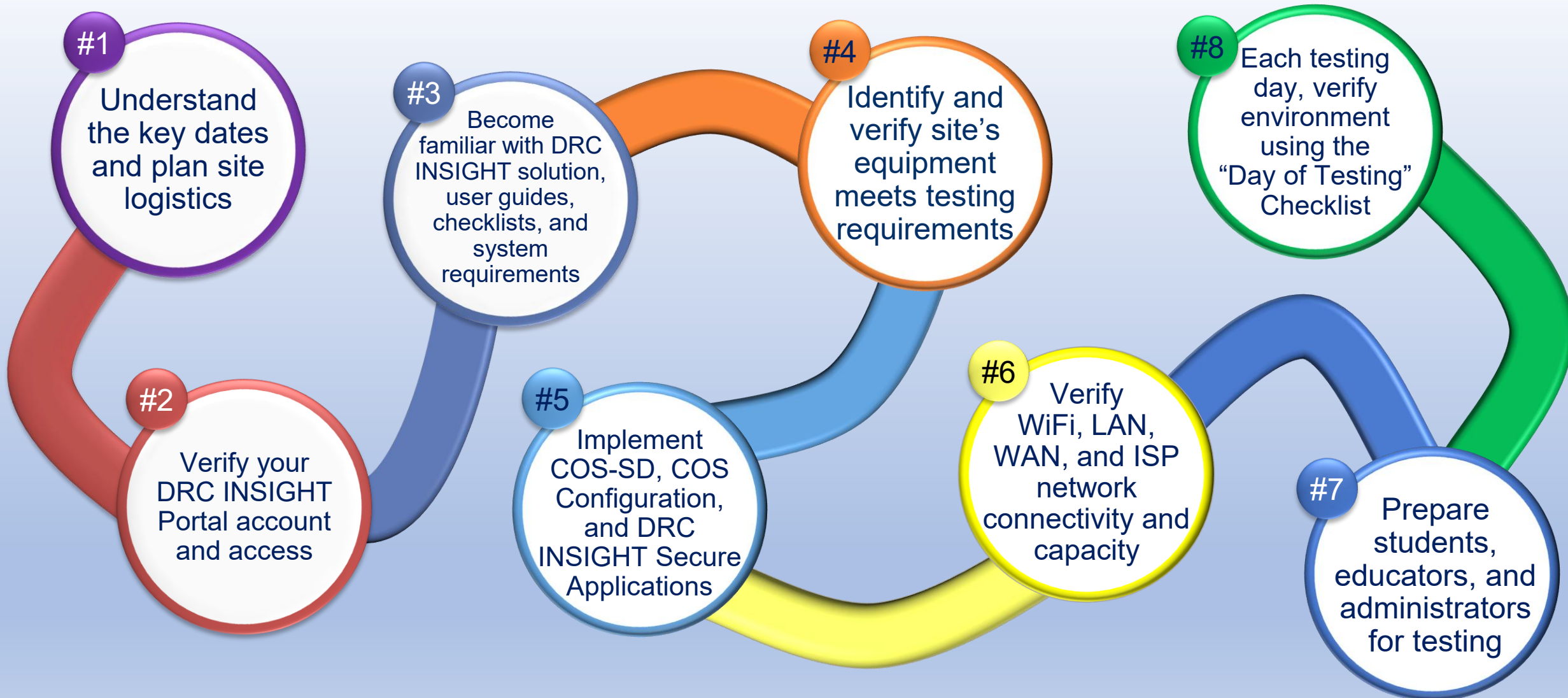
Customer Service



- Dedicated toll-free number and email address automatically directed to certified agents
 - LASLinksHelpDesk@DataRecognitionCorp.com
 - 855-839-1181 Option 2 (9:00 a.m. - 5:30 p.m. ET)
- DRC Customer Service assists in areas such as:
 - Testing device and COS Service Device setup and configuration
 - Troubleshooting
 - Accessing secure documents and materials
 - Providing Username and Password resets
 - Tips for navigating the user interface



Path to Successful Testing



Accessing This Presentation



These slides and a recording of this session will be posted on:

- Connecticut DRC LAS Links Website <https://laslinks.com/connecticut-information/>

**CONNECTICUT**
Education

DRC LAS Links Website

Overview

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2025-26 LAS Links Testing Window January 5-March 6, 2026





Questions?

Thank You

