TECH BULLETIN: EXTENDED RETRIES
Revision Date: May 28, 2020

DATA RECOGNITION
DRC
CORPORATION

Summary

This Tech Bulletin describes Extended Retries in DRC INSIGHT.

With the Extended Retries feature, if the connection necessary to transmit test responses is lost during testing, for the next five minutes DRC INSIGHT attempts to restore contact with the DRC servers.

How Does Extended Retries Work?

If DRC INSIGHT cannot send a test response to DRC due to connectivity issues, it displays the following error message.
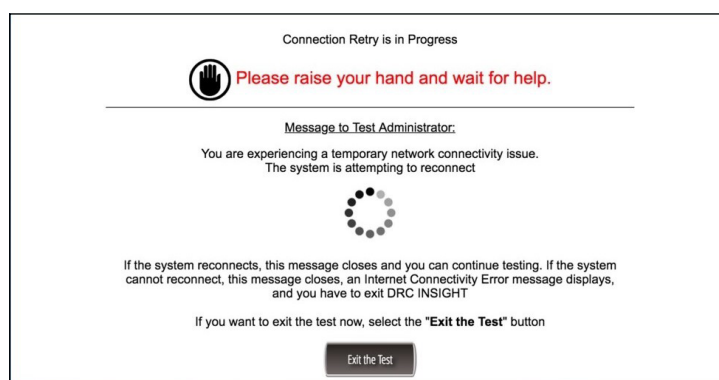
While this message is displayed, DRC INSIGHT attempts to send the test response to DRC for five minutes. During this time, the following scenarios may occur:

Scenario I: A connection is re-established quickly.

In this situation, the error message closes and the tester continues testing. Note that this situation could occur very quickly, even before a test proctor has had time to contact the tester.

Scenario II: The tester is directed to close the message (clicks Exit the Test).

In this situation, a test proctor directs the tester to click **Exit the Test**, DRC INSIGHT closes, and testing ends for the tester.

Note: In this scenario, all of the test information is saved and the tester can resume testing at the same point when they re-enter the test.

Scenario III: The tester is directed to wait and to leave the message displayed.

In this situation, one of two things occur:

- If a network connection is re-established within five minutes, the test response is sent to DRC, the message closes automatically, and the tester can continue testing.

- If a network connection is not re-established within five minutes, the message closes and an Internet Connection Error message displays (see below). In this case, the tester would exit DRC INSIGHT by clicking **OK** and can continue testing when the network connection is re-established on this or a different device.

Internet Connection Error

Message to Test Administrator:

There has been an interruption in Internet connection.
The student may be moved to another computer to continue testing.

If this error persists, contact your local IT staff to verify network and Internet connections are working. They can contact DRC
Customer Support if they need additional help to resolve the matter.

OK