

Data Recognition Corporation

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Dear TASC Test Center Administrator,

** Please share this notice with your IT personnel. **

It has come to our attention that the following email was not received by some TASC Test customers. The email below describes an update to DRC INSIGHT Central Office Services Devices for centers that provide TASC Test online testing. If your center only offers TASC Paper-Based Testing (PBT) or if you have already received this notice and updated your devices, please disregard this email.

On June 24, DRC released updated versions of the software used for onsite testing. The software, version 5.0 for Central Office Service Devices and version 12.0 for Test Devices, is available in the DRC INSIGHT Portal under "General Information > Downloads". COS-Service Devices must be using version 5.0, and Test Devices must be using version 12.0, by July 29, 2021. After July 29, 2021, only updated devices will have access to DRC tests.

Central Office Services (COS) Service Devices - Version 5.0 – Must be updated by July 29, 2021

COS Service Devices will begin receiving updates on June 25. Auto updates will be attempted each night between Midnight and 5:00 am local time until July 29 or until the device has been updated. To receive the update, Service Devices must be left on and connected to the internet overnight. No other action is required.

If your Service Device has not auto updated by July 29, you will need to manually update it. To manually update the Service Device, go into your Central Office Services configuration in the DRC INSIGHT Portal, and click the Update Version button.

We recommend updating Service Devices and Test Machines during a period of testing inactivity between June 25 and July 29, so that both are using updated versions of the software when testing begins. Version 4 of the COS Service Device software will no longer be available after June 24.

Service Devices are optional but are required for the Text-to-Speech accommodation and recommended for low bandwidth environments.

DRC INSIGHT Secure Application - Version 12.0 (Test Devices) – Must be updated by July 29, 2021

Updated software for Test Devices will be available in the DRC INSIGHT Portal, or in the appropriate app store, on June 25. You can begin manually updating Test Devices as soon as the software is available. After July 29, test devices that have not been updated will notify testers that they do not have the latest version of the software and will not let them continue into the test.

If you are using the 64-bit version of the DRC INSIGHT Secure Application, and your COS Configuration is set to "Enable Auto Updates for testing devices", the software will check the version of the software when the application is launched and provide the option to install any updates. If you do not have this option enabled, you can enable it now.

If the "Enable Auto Updates for testing devices" is not set, you will need to manually download and install the latest version of the software on your test devices.

DRC no longer supports 32-bit versions of the DRC INSIGHT Secure Application. If your Windows Test Device is currently using a 32-bit version, you will need to uninstall the 32-bit version, and manually install the 64-bit version. The system readiness check will alert you if you currently have the 32-bit version.

If you receive a message stating "Your version of Windows 10 is not supported", please contact the **TASC Test Help Desk for additional support.**

If you have test devices on iPadOS v14 and are using them to test multiple DRC assessment products, **please contact the TASC Test Help Desk for additional support.**

If you have any questions, please contact:

TASC Test Customer Support

TASCTestHelpdesk@datarecognitioncorp.com