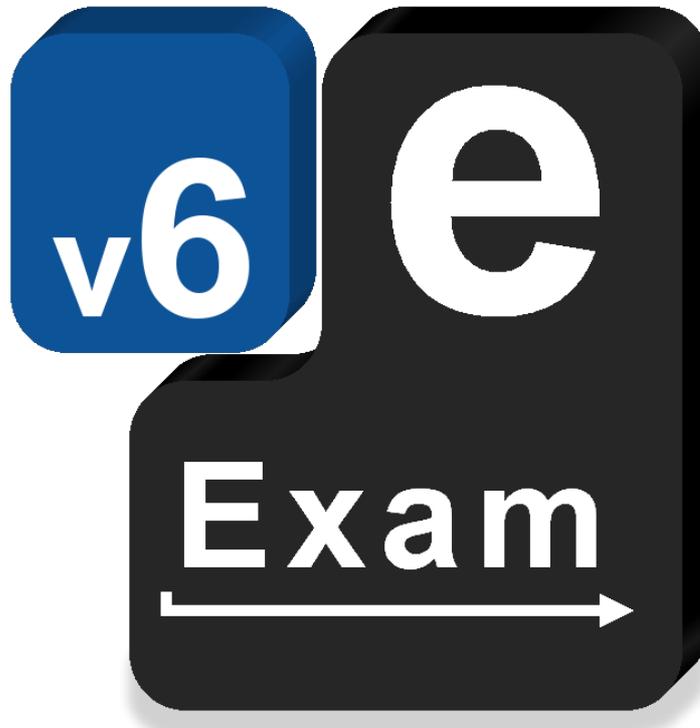


# Start-up Guide



## e-Exam System v6

This document provides:

- Set-up procedures for configuring a laptop to allow it to start-up from an e-Exam System v6 USB.
- Troubleshooting tips.

## Acknowledgements

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The views expressed in this document do not necessarily reflect the views of the Australian Government Office for Learning and Teaching or participating institutions.

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# Read this first

## First steps

You will need:

- A laptop that contains an Intel processor that is 64bit capable (this is the vast majority of computers in the last 10 years) and has two standard size USB ports (see the bottom half of page 7 for more information on laptop compatibility).
- We recommend the use of a wired mouse (*wireless* mice are not permitted in the exam room).

Obtain or create an e-Exam System v6 USB stick.

If you have borrowed it, please note that others may have used it before you.

If all is well, you can begin...

This booklet provides much more detail than you will need.

To short-cut the process follow these steps:

1. Start with the 'Set up' section to configure your laptop (this is a once only set and forget operation). See the flowchart on p2 to pick the correct Set-up guide for your laptop #.
2. Then, start your computer with the e-Exam System software USB\* (the Set-up guides also explain how to do this with your particular laptop).
3. Follow the Practice Guide(s):
  - a. As a minimum follow the 'Exam Room Procedure Card' (you will get this in the exam room) to familiarise yourself with what will happen on exam day.
  - b. An extend software features guide is available separately that provides a walk-through of the software with pictures.
  - c. Practice scenarios are optional. You can use these to practice standard procedures and what to do if you need to re-start the computer half way through an exam – these start on p8.
4. When you are done - re-set the USB to 'as-new' for the next user and return it (see 'Last steps' below).

Videos are available that show how to boot (start-up) and use the e-Exam System. See the 'guides' section of <http://transformingexams.com> for links.

# For some exceptions – see Troubleshooting and Problem reporting, p13.

\* If you find that after you have started the USB it shows the 'Existing Exam Detected' dialog then it means that the last user didn't reset it - you will need to re-set the USB stick to 'as new' condition and restart (see 'Last Steps' for the procedure).

## Last steps

If you borrowed the e-Exam USB - Just before you return it, please 'reset' the USB to 'as new' for the next user. This will wipe the practice details you have entered. To do this you need to:

From the e-Exam System desktop,

1. Click the big red 'Shut Down' button.
2. Click the 'Clear my data Shut down' button.
3. Confirm the shut down.

The system will run through the shutdown sequence and power off.

Additional resources including links to download the Demo version disk image for e-Exam System v6, how-tos and video links are available from <http://transformingexams.com>

# Set-up

It is highly recommended that you set-up and practice the start-up procedures well in advance of the exam! You will need a laptop with an Intel processor and regular USB ports. We highly recommend a wired mouse be used as well.

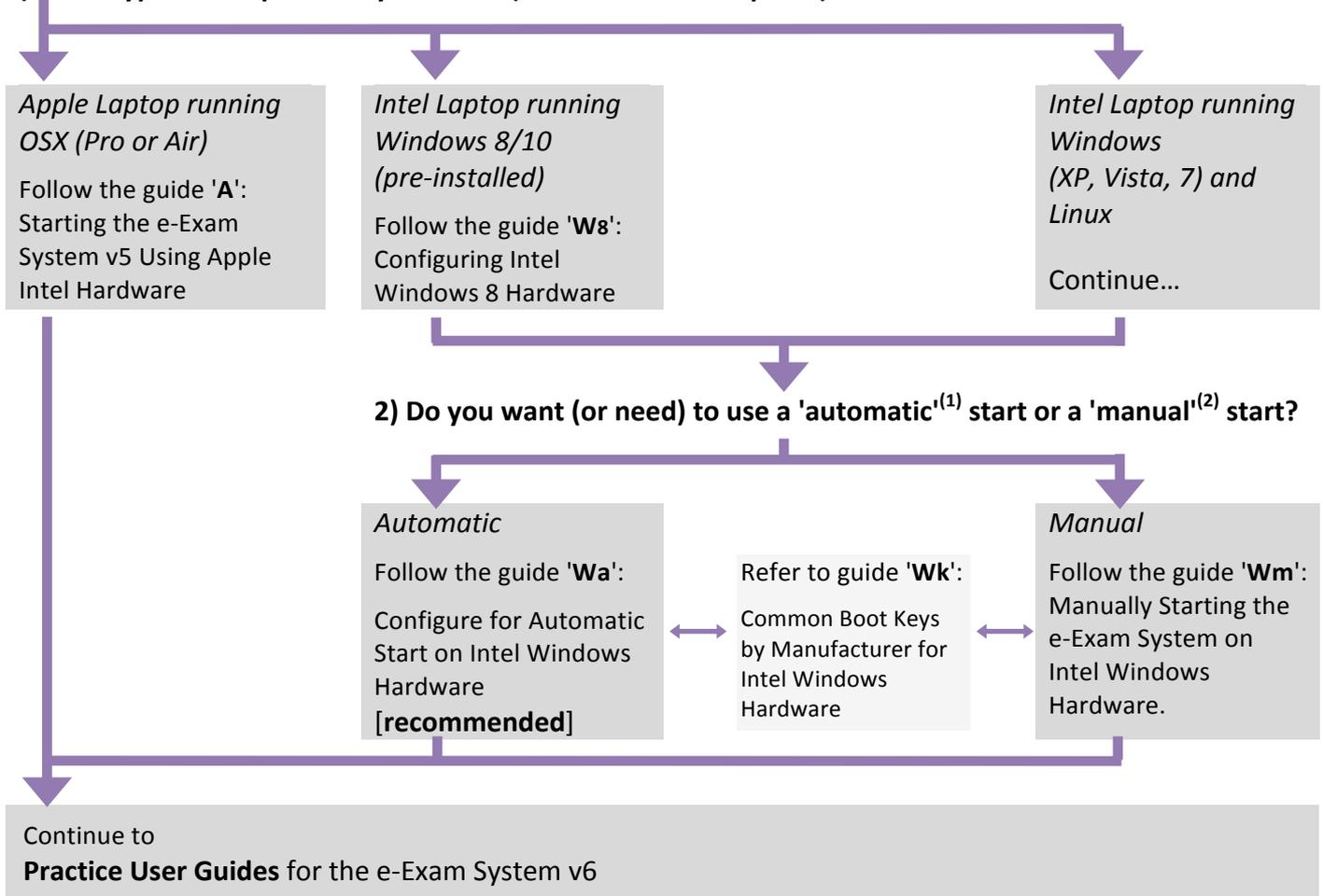
- For those with Windows 8/10 please ensure you fully shut down the system. By default Win 8/10 may be using a 'hybrid shutdown' that partly 'sleeps' your computer. To do a full shutdown: hold down the SHIFT key while selecting Shutdown from within Windows.
- The vast majority of non-Windows 8/10 machines can manually boot the e-Exam System USB directly, these include most Apple Mac laptops and Win 7, Vista, XP, Linux machines.
- The vast majority of those with Windows laptops also have the opportunity to allow 'automatic' start-up of the e-Exam System USB and this is recommended where available because it makes starting up on exam day very simple. Setting up for automatic start up is 'set and forget' so well worth doing. This involves changing the boot device priority in the BIOS/EFI settings.

The procedure to be used to get your laptop set up and running depends on the make, model and operating system you are currently running.

## Procedure Flowchart

Follow the flowchart to determine the matching set-up method for your laptop computer.

### 1) What type of computer do you have? (it must be 64bit capable)



Notes:

- 1) An automatic start is where the computer will recognise the e-Exam System USB stick and start it up automatically. If the USB is not present your normal operating system will start. This can be configured once as a 'set and forget'. This is the recommended approach. Some laptop brands/models (such as ASUS) do not permit an automatic start from a generic 'USB device' in which case you will need to use manual start. Apple Mac laptops must use a manual procedure each time.
- 2) A manual start is where you need to press the 'one time boot' key when you turn on the power in order to manually select the e-Exam system USB stick as the start up source. You will need to do this every time you want to start the e-Exam System USB stick so you will need to remember which key to press.

# [A] Starting the e-Exam System v6 Using Apple Intel Hardware

How to boot an Apple computer using the e-Exam System USB. You will need to do this each time.

## Before you begin

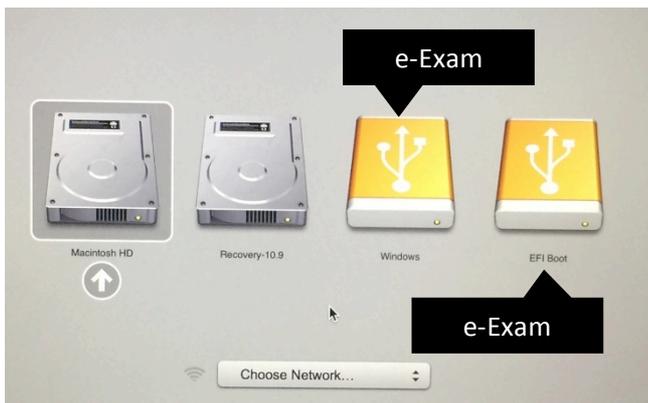
- You need an Apple computer with an 'Intel' processor with standard size USB A ports plus a wired mouse.
- The 12-inch Macbook with the single USB-C port is currently not compatible with e-Exam USBs.
- Some machines have incompatible graphics cards (this results in a blank screen). If this happens you will need to use another computer.

1) With your computer powered off, insert the e-Exam System USB stick. Hold down the alt/option key while pressing and releasing the power button. Keep holding the alt/option key ... [go to step 2]

2) When the boot screen appears.



Use the arrow keys to choose a yellow drive icon. *The correct choice varies between Mac models!* First try 'EFI boot', if available (then try 'Windows').



If all is well ... [go to step 3] ▶

2A) If 'Boot error' appears please try again.

Power down and start at step 1 again – be sure to choose the other yellow drive icon!



*If you tried both (or only have EFI) and it still failed with a blank screen, then unfortunately you will need to try another computer.*

3) What happens next will vary between Mac models.

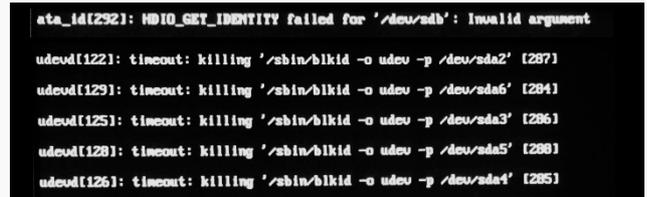
You may see the 'keyboard and person' icon which indicates the e-Exam system has initialised.



It may continue directly to [step 4]. ▼

or

3A) Messages in white text on a black background may appear. Some examples are shown below.



If so, please wait a minute or two and it may resolve itself and continue loading ... [go to step 4] ▼

4) When you see the 'e-Exam' logo, the e-Exam System will start to load and you are on your way!



5) See 'Using Guide' for the e-Exam System.

## Have a Retina display?

Once inside the e-Exam System you may need to adjust the screen resolution to avoid tiny text on buttons and menus.

Click 'Dash Home'  (top left of the screen)

Then type "displays" into the search box and press the 'Enter' key.

Adjust the resolution to a smaller size of the same ratio (on MacPro this should be 16:10).

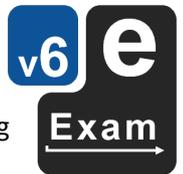
## Apple Laptop Keyboard and Scroll Differences

The e-Exam system maps Apple laptop keyboards differently to that of Apple OSX. In general the e-Exam system follows the 'Windows' conventions. To activate a common shortcut you must use the 'Control' key instead of the 'Command' key. E.g. In the e-Exam system the short cut for 'save' becomes Control+S instead of Command+S. The page up and page down short cuts (Fn+arrow up/down) should still work.

The touchpad two finger scrolling direction is reversed to that of OSX. E.g. you need to swipe down to move down.

If the touchpad is too sensitive or the cursor jumps around the screen then please use a wired mouse.

# [W8] Configuring Intel Windows 8/10 Hardware



How to configure a Windows 8 or 10 computer to enable the use of the e-Exam System USB stick. Do this well before the exam!

## Before you begin

- These instructions apply to computers with Windows 8 or 10 pre-installed that have an 'Intel' 64 bit processor and a standard USB Type-A port.
- If you performed an upgraded to Win 8/10 from Windows 7 these procedures may be also be unnecessary. Try guide 'Wa' or 'Wm' first.
- Be sure to write down menu, item and setting before making a change in BIOS. This will allow you to easily reverse things.
- You need to know the 'BIOS set-up key' for your computer. See the list of these in guide 'Wk' before starting at Step 1 below.

**Why?** Laptops sold with Windows 8/10 pre-installed may prevent you from booting to the e-Exam USB stick due to 'hybrid startup' settings. This may also apply if you installed Windows 8/10 yourself using UEFI.

e-Exam Version 6 is now 'secure boot' compatible so you should not need to disable it. But you may need to alter some BIOS/EFI settings such as disable 'fast boot', unlock the boot menu or enable external devices in order to enable the booting of alternative operating systems (the e-Exam System).

## Try this first!

Fully shut down the computer, from within Windows 8/10:

- Hold down a 'Shift' key while using 'Shutdown'.

Try booting from the USB.

If that doesn't work then you may need to adjust BIOS/EFI settings.

## Accessing BIOS/EFI settings

### 1) Boot into Windows 8/10

Now to gain access to the UEFI/BIOS settings.

*Option A* - At a 'Power' button (in Win 8 found in the Charms bar > Settings or login screen bottom right):

- Hold down a 'Shift' key while clicking 'Restart' [go to step 2] ▼

*Option B* - Command line:

- `Shutdown.exe /r /o` [go to step 2] ▼

### 2) At the Boot 'Choose an option' screen:

- Select 'Troubleshoot' then,
- Select 'Advanced Options' then,
- Select 'UEFI Firmware Settings' (or 'Start-up Settings' if UEFI isn't present) then,
- Click 'Restart'.

3) The computer should now restart. Depending upon the manufacturer it will do one of:

- If 'UEFI Firmware Settings' was available, then the computer may automatically boot directly to the UEFI firmware settings screen. [go to step 4] ▼
- Or you may be presented with a choice to enter the BIOS / UEFI set up area – if so choose it. [go to step 4] ▼
- Otherwise, the computer will restart somewhat normally - you will need to press the 'BIOS set-up key' early in this process (tap repeatedly if you are unsure of the timing). The specific key varies by manufacturer (see list in guide 'Wk'). A message such as "Press F2 for setup" may be displayed briefly after the power comes on. [go to step 4] ▼

Having trouble? Try a web search for the user manual for your computer make and model. Search for your computer brand / model along with key words such as 'boot menu', 'bios set up', 'UEFI set up', 'boot priority'.

4) Once inside the BIOS/ UEFI settings area look for menu items such as 'Boot', 'UEFI', 'Advanced'. Menus will vary between makes. *Remember to write down each affected setting and original value before making changes (or take a photo of the screen!).* First:

- a. Disable 'fast boot' or enable boot checks).
- b. Change the boot priority^ to place the USB device first (See guide 'Wa' for more help on this item).

Now tryout the settings by going to step 5 [go to step 5] ▼

4.1) One or more of the following BIOS/UEFI settings may also be required:

- Enable 'external' boot devices - i.e. USBs.
- Enable the 'boot menu' (one time boot key).
- Enable/switch to 'legacy boot' or disable 'UEFI boot'\* or set 'launch CSM' to enabled.

If you find options greyed out (unable to be changed), you may need to turn off a security setting or 'allow changes' or use a BIOS/UEFI administrator password.

### 5) Save the updated settings and Exit the BIOS/UEFI.

You should now be able to boot using the e-Exam USB:

- Insert the e-Exam USB, then turn on the power^.

If the e-Exam System fails start see 4.1 above and the notes below.

Notes:

^ Some computers will still require use of the 'one time boot' key - See guide 'Wm'.

\* *Be sure to check you can still boot to windows* - if not, you will need to switch back to 'UEFI' mode boot after you have finished with the e-Exam USB.

# Hybrid startup/shutdown blocks the booting of alternative operating systems/devices. This is a type of hibernation mode for your computer. While a hybrid shutdown will close your applications and documents, portions of the operating system are just sent to 'sleep' in order to allow a faster startup of Windows.

# [Wa] Configure for Automatic Start on Intel Windows Hardware (BIOS/UEFI settings)

How to make the computer automatically boot from a USB stick, so you won't need to remember the 'one time boot key' anymore! Do this well before the exam!

## Before you begin

- These instructions apply to Intel Windows computers (those that normally run 'windows' or 'Linux')
- If your computer has a Windows 8/10 sticker (i.e. pre-installed), you must fully shut down the computer before trying to boot from the e-Exam USB or alter BIOS/EFI settings. From within Windows 8/10: Hold down a 'Shift' key while using 'Shutdown'.
- If that doesn't work please first see guide 'W8 Configuring Intel Windows 8/10 Hardware'.
- You need to know the 'BIOS Set-up key' for your computer. A notice such as "Press F2 for setup" may be displayed just after you power on the computer.

See the guide 'Wk' for a list of BIOS set-up keys.



- Some models (e.g. ASUS) do not allow the setting of automatic boot priority for an unknown (generic) USB device. Manually booting the USB will be necessary in this case; see guide 'Wm'.

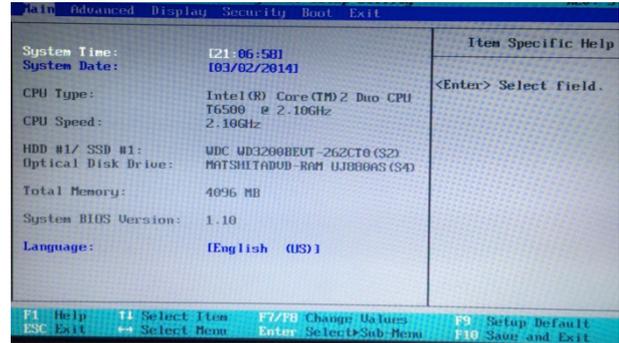
**Why?** On most Intel based 'Windows' machines, you can change the Boot Priority specified in the BIOS/UEFI (CMOS / Set up) settings on a more permanent (but reversible) basis.

This won't impact the normal operation of your computer because if no bootable USB stick is present it will still boot your regular operating system.

- 1) Gain access to the BIOS/UEFI settings area in the early stages of the boot process: Turn the power on while simultaneously and rapidly tapping the 'BIOS Set-up key'... [go to step 2] ▶

Note: For those running Windows - this is a different menu to that of the Windows 'Advanced Boot Options' screen available via F8.

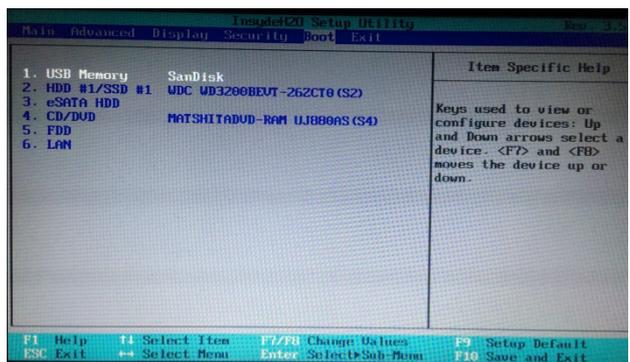
- 2) Until a message such as 'preparing boot menu' appears or the set-up menu itself appears.



Once inside the BIOS settings area you need to locate the 'Boot' (or 'Boot Priority', 'Boot Order' or 'Boot Sequence') menu. Notes:

- The actual menu, labels and sequence will vary between makes and models. If you are having trouble, try a web search for the user manual for your computer.
- Follow instructions on screen as to which keys to press for navigation, menu select, alter settings, save changes etc.
- You may also need to enable 'external devices' in order to boot from a USB.

- 3) Within the Boot Priority sub-menu you need to change the sequence of boot devices. Put the USB device(s) / Removable storage device(s) first in the list. If you are unsure which option is the correct USB device, try to identify the hard disk drive and place it last.



Save the updated settings and Exit.

- 4) You should now be able to boot automatically from the e-Exam USB stick.

- 5) From now on to boot using the e-Exam USB stick: With your computer powered off, insert the e-Exam System USB stick. Then turn the power on. The e-Exam system should now load automatically.

# [Wm] Manually Starting the e-Exam System on Intel Windows Hardware

How to manually start-up using the e-Exam System USB stick.

## Before you begin

- You need a computer with an 'Intel' 64bit processor and a USB port.
- If your computer has a Windows 8/10 sticker (i.e. pre-installed), you must fully shut down the computer before trying to boot from the e-Exam USB or alter BIOS/EFI settings. From within Windows 8/10: Hold down a 'Shift' key while using 'Shutdown'. If that doesn't work please first see guide 'W8 Configuring Intel Windows 8/10 Hardware'.
- You need to know the 'one time boot key' for your computer. See the list in guide 'Wk'.

1) With your computer powered off: Insert the e-Exam System USB stick. Turn the power on (press and release the power button) while rapidly tapping the 'one time boot key'. Keep tapping the boot key ...

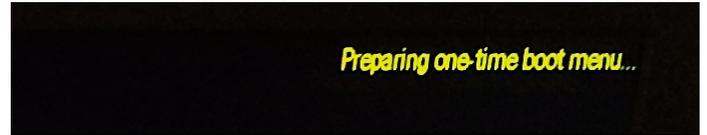
[go to step 2]



My computer is different! Where is my 'one time boot key'? See the list 'Common One Time Boot Keys by Manufacturer' - guide 'Wk'.

**Pro Tip!** Change the boot priority in your BIOS/UEFI settings to place the USB device first. You won't need to remember the 'one time boot key' anymore because the computer will automatically start the USB if it is present. See guide 'Wa'.

2) Until a message such as 'preparing boot menu' appears ...



...or the boot menu itself appears.



Use the arrow keys to move to the item related to a 'USB' device/memory.

Press the 'Enter' key to choose the item [go to step 3] ▼

3) You may see the 'keyboard and person' icon. It indicates the e-Exam system has initialised. The screen may flicker and/or briefly display messages.

### 3A)

Note: If your regular operating system loads instead please Shut Down and start at step 1 again.

If your computer has a Windows 8/10 sticker (i.e. pre-installed), hold down Shift while using Shutdown. Otherwise please see guide W8 'Configuring Intel Windows 8 Hardware'.

4) When you see the 'e-Exam' logo, the e-Exam System will start to load and you are on your way!



5) See separate document 'User Guide' for how to use the e-Exam System.

# [Wk] Common 'Boot Keys' by Manufacturer for Intel Windows Hardware

The following list covers Intel based hardware from a number manufacturers i.e. the most common machines that normally run 'Windows' or Linux. Starting all brands (unless noted): 1. Start with power off (for a full shut down for Win8/10 hold down 'Shift' while selecting 'Shutdown'). 2. Insert USB stick. 3. Then power on while tapping the boot key until the relevant menu appears.

Brand	Model	One Time Boot Key	BIOS Set-up Key
Acer	All	F12 (note some need 'external devices' enabled in the BIOS)	Del, F2
ASUS	EEE-PC Eee PC 1025c, 7021, 900, 1000H,X43T	Esc (*must boot manually)	F9 or F2
ASUS	R503C	F8	Del or F2
Dell	Mini 9	0	2
Dell	<b>Most</b> others, including Alienware	F12	F2
Dell	Venue 11 tablet PCs (note venue 7 and 8 tablets use micro USB and need an adapter)	Hold 'Volume down' then power on.	-
eMachines		F12	Tab, Del
Fujitsu		F12	F2
HP/Compaq	Older models	ESC	F10
HP/Compaq	Newer	F9	
HP	2000, Pavilion, ENVY, dv6 and dv7 PC, dv9700	ESC > F9	ESC > F10
Lenovo	All	F12	F1, F2
Microsoft	Surface (*not yet working on e-Exam System)	Hold 'Volume down' then power on.	Hold Vol up then power on.
NEC		F5	F2
Packard Bell		F8	F1, Del
Samsung		F12	
Samsung	NC10, Series 5 Ultra, Series 7 Chronos	Esc	F2
Sharp		F2	F2
Sony	VAIO	Esc	
Sony	VAIO, PCG, VGN	F11	F1, F2, F3
Sony	VGN	Esc, F10	F2
Sony	VAIO e series	F12	ASSIST (while off)
Toshiba	All	F12	F1, Esc or F2

*Note for Apple machines – insert USB, hold down alt-option, then power on, then keep holding alt until boot menu.*

## Still can't find it or cant make it work?

If your computer is not listed or the key doesn't work, try a web search for the user manual for your computer make and model. Also note:

- In some cases the computer may have the 'boot menu' locked out. You can probably enable the one time boot menu by altering the BIOS (Set up) settings - see the BIOS Set-up Key column.
- If you have a recently purchased laptop with a Windows 8 sticker on it - i.e. Windows 8+ pre-installed, please see the guide W8 'Configuring Intel Windows 8 Hardware' to enable booting by USB.
- Some models with a mix of USB3 and USB2 ports won't boot from USB3 ports (these normally have blue inside the port). Put the e-Exam USB stick into a USB2 port and try again.

## The following won't work (or are not recommended for use) with e-Exam v6 USBs

- Older Intel 32bit only hardware: e-Exam v6 required a 64 bit processor – most modern computers.
- Hardware containing AMD or ARM processors (phones, tablet iOS or Android, Raspberry pie etc).
- Microsoft Surface tablet / book computers: May boot but are likely to crash or input devices may not work.
- Some older hardware (pre 2004): May not boot from USB due to BIOS limitations.
- Chromebooks: Requires a switch to developer mode to enable USB boot. The switch to developer mode *\*deletes\** existing user data stored on the machine.
- PowerPC based Apple Macs (now quite old): Not compatible.
- Apple 'Macbook' 12 inch laptop with the single USB-C Port: These don't boot.

# DIY Practice Scenarios: e-Exam System v6

Use these scenarios to practice using the e-Exam System software and to practice what to do in event of technical issues.

The demo version is configured for UQ Trial exam conditions. This contains a sample exam question document which will allow you to practice typing answers. The questions in this document are not related to the topic of your course so are 'content free'.

This document assumes you have set-up your computer to automatically start from the e-Exam System v5 USB or that you are already familiar with how to start up manually (Windows users please refer to the relevant guides W8, Wa, Wm, Wk and Apple users refer to guide A).

## Demo USB stick reset step

The demo versions available in the practice/set-up sessions or if borrowed may be configured to invoke an extra 're-set' step when you go to use the big red 'Shut Down' button.

Note! This choice wont appear in a real exam!

In this case an extra dialog box appears on which you have three choices:

- 'Cancel'
  - To leave the dialog.
- 'Clear my data Shut down'
  - This re-sets the stick to an 'as new' state. Use this to wipe your data and answers file.
  - **Please use this before you return the USB stick.**
- 'Keep my data Shut down'
  - Use this when you want to continue practicing. It will retain your data and answers file so you can practice recovery and loss of power style scenarios.

The regular shut down confirmation dialog will still appear and you need to confirm it as normal.

Note – During the real exam you will not see the 'reset' dialog. This is also the case if you created the e-Exam System USB yourself. See the section 'Manually Resetting a USB' in the 'Demo Setup Guide' available from <http://transformingexams.com/>

## Scenario 1. Regular exam procedure with the automated e-Exam Starter

This will be so in 99% of cases (see the 'Exam Room Procedures Card' for more detail).

To start the exam:

- 1) After the e-Exam System has started you will see the desktop.
- 2) The 'e-Exam Starter' dialog should be visible in the centre of the screen.
- 3) Enter your student information and click the 'Start Exam' button (don't be tempted to click other buttons!)
- 4) The exam file will be opened ready for you to begin your exam.
 

Note: In the background, the original question file will be copied to the 'Answers' area and the file name prefixed with your student ID (You can check this is so by clicking the 'A' Answers button on the side bar).
- 5) Please read the instructions on the cover page.
- 6) Please fill in the information in the upper portion of the cover page (e.g. name, student ID number, and USB stick number)
- 7) Next you can begin responding to the example questions. Be sure to type into the spaces indicated under each question.
- 8) It is best to get into the habit of using **CTRL+S** ('File > Save') every couple of minutes.
 

Note: while an auto recovery save occurs every **2** minutes this is only used in case of a 'crash'. This is not the same as manually saving the file. You must use File > Save to ensure the file to be submitted contains all your responses!

When you are finished writing

- 1) Use **CTRL+S** ('File > Save') one last time and then
- 2) Exit the word processor using 'File > Exit'.  
(if applicable, Exit all other open programs you have running)

- 3) Shut down the computer properly using the big red 'Shut Down' button on the left side bar.
 

Note: The shut down procedure runs checks and clean-up processes so please shut down properly. Don't remove the USB stick until the system has powered down as this may result in corrupted data on the USB stick.
- 4) Wait until the shut down animation has stopped and the screen has gone dark – then remove the USB stick.
 

Note: On the rare occasion you may need to 'hard' switch the power at the very end. If so, hold down the power button on your laptop until the power goes off.

## Scenario 2. Manual procedure

If the automatic e-Exam Starter script were to fail this is what to do to manually begin and save your exam answers (note this has yet to happen, but it is good to know just in case!)

After the e-Exam System has started you will see the desktop.

If the 'e-Exam Starter' dialog is not visible you can try to manually retrieve it:

1. Click the Dash Home button (located at the top of the left side launcher bar).
2. A search box will appear,
3. Type in "starter" and
4. Press the 'Enter' key.
5. The 'e-Exam Starter' dialog will appear.
6. Type your student information into the boxes and click the 'Start Exam' button (don't be tempted to click other buttons!).

If this is successful the exam file will open.

If nothing happens then try the manual access procedure below:

1. Click the Q – 'Questions and Materials' button on the side bar. The file manger should open with the original question file visible.
2. Double click it to open it.
3. Once the file is open (you will notice that you cannot type into the document),
4. Next use 'File > Save as'
5. On the 'Save As' dialog, direct the save location to the 'Answers' drive.
6. Name the file by prefixing your student ID number to the beginning of the file name. e.g 12345678\_practice\_exam.doc
7. Press the 'Save' button.

You should now be able to begin typing answers into the document.

1. Please read the instructions on the cover page.
2. Please fill in the information in the upper portion of the cover page (e.g. name, student ID number, and USB stick number)
3. Next you can begin responding to the example questions. Be sure to type into the spaces indicated under each question.
4. It is best to get into the habit of using **CTRL+S** ('File > Save') every couple of minutes.
5. Note: while an auto recovery save occurs every **2 minutes** this is only used in case of a 'crash'. This is not the same as manually saving the file. You must use File > Save to ensure the file to be submitted contains all your responses!
6. When you are finished writing use CTRL+S ('File > Save') one last time and then exit the word processor using 'File > Exit'.
7. Shut down the computer properly using the big red 'Shut Down' button on the left side bar.

Note: The shut down procedure runs a number of checks and clean-up processes so please do NOT be tempted to use a 'hard' power down (i.e. holding down the power button) and don't just remove the USB stick as this may result in corrupted data/answers file on the USB stick.

8. Wait until the shut down animation has stopped and the screen has gone dark.
9. On the rare occasion you may need to 'hard' switch the power. If so, hold down the power button on your laptop until the power goes off.

You can now remove the USB stick.

### Scenario 3. Recovering from a technical fault or loss of power (troubleshooting)

This is what to do if your laptop freezes, crashes or runs out of battery power.

#### Application Freeze

If a single application, such as the word processor crashes but the rest of the system continues to work you can re-open the software to continue where you left off. The auto recovery save should have been occurring every 2 minutes – remember to use CTRL+S (File > Save) often!

To re-open your answers file:

1. Click the A – Answers button on the side bar.
2. The answer file should be visible (i.e. it should have your student ID number prefixed to the file name).
3. Double click it to open it.
4. You may encounter a 'Recovery' dialog, in which case read the onscreen instructions carefully and follow the prompts to recover the last saved version - see 'Auto Recovery Procedure' for more details (Alternatively the answer file may open directly).

You will now be able to continue from the point of the last auto save (or full save).

#### Whole system Freeze

If the whole computer becomes unresponsive, wait a minute to see if it unfreezes itself. If not, you will need to 'hard' power off.

1. Hold down the power button on your laptop until the power goes off.
2. Wait for 10 seconds or so.
3. Ensuring the USB stick is properly inserted, power on the computer as normal.
4. Follow the process you would normally when starting the e-Exam System (e.g. if you set-up automatic start then it should do so, otherwise or you will need to manually start using the one time boot key).
5. When you arrive back at the desktop. The 'Existing Exam Detected' dialog box should appear indicating it has detected a previously started exam.
6. Click the 'Continue existing exam' button to return to the exam where you left off.
7. You may encounter a 'Recovery' dialog, in which case read the onscreen instructions carefully and follow the prompts to recover the last saved version - see 'Auto Recovery Procedure' for more details (Alternatively the answer file may open directly).

You will now be able to continue from the point of the last auto save (or full save).

#### Change or re-start computer

If you need to re-start or change computers mid way through an exam (for example the battery is becoming low and you are not able to re-charge it)

1. If possible, use 'File > Save' one last time and then exit the word processor using 'File > Exit'.
2. Shut down the computer properly using the big red 'Shut Down' button on the left side bar.

Note: The shut down procedure runs a number of checks and clean-up processes so please do NOT be tempted to use a 'hard' power down (i.e. holding down the power button) or to just remove the USB stick as this may result in corrupted data/answers file on the USB stick.

3. Wait until the shut down animation has stopped and the screen has gone dark.
4. On the rare occasion you may need to 'hard' cycle the power. If so, hold down the power button on your laptop until the power goes off.

You can now remove the USB stick (i.e. if you need to change computers).

When you are ready to re-start follow the normal start-up procedure.

1. If re-starting the same computer, wait for 10 seconds or so before pressing the power button again.
2. Ensuring the USB stick is properly inserted power on the computer as normal.
3. Follow the process you would normally when starting the e-Exam System (e.g. if you set-up automatic start then it should do so, otherwise or you will need to manually start using the one time boot key).

4. When you arrive back at the desktop. The 'Existing Exam Detected' dialog box should appear indicating it has detected a previously started exam.
5. Click the 'Continue existing exam' button to return to the exam where you left off.
6. You may encounter a 'Recovery' dialog, in which case read the onscreen instructions carefully and follow the prompts to recover the last saved version - see 'Auto Recovery Procedure' for more details (Alternatively the answer file may open directly).

You will now be able to continue from the point of the last auto save (or full save).

### Change incorrectly entered student details (re-start with a new exam file)

If you accidentally typed your details incorrectly when starting the exam and you noticed before you have started answering questions, can just begin again with a new file.

1. Use 'File > Exit' to close the word processor.
2. Click the Dash Home button. A search box will appear, type in 'starter' and press the 'Enter' key.
3. The 'Existing Exam Detected' dialog box should appear indicating it has detected a previously started exam.
4. Click the 'Start new exam' button.
5. The 'e-Exam Starter' dialog will then appear.
6. Enter your correct student information and click the 'Start Exam' button (don't be tempted to click other buttons!)

A new copy of the exam file will be opened ready for you to begin your exam.

If you accidentally typed your details incorrectly when starting the exam but you did not notice until much later.

1. Please continue until the end of the exam, be sure to use 'File > Save' regularly.
2. However at the end of the exam, before you exit the word processor, use 'File > Save As' (instead of File > Save)
3. On the 'Save As' dialog, direct the save location to the 'Answers' drive.
4. Re-name the file by prefixing your correct student ID number to the beginning of the file name.  
e.g. 12345678\_practice\_exam.doc
5. Press the 'Save' button.
6. Now exit as normal, use 'File > Exit' to exit the word processor.
7. Shut down the computer properly using the big red 'Shut Down' button on the left side bar.  
Note: The shut down procedure runs a number of checks and clean-up processes so please do NOT be tempted to use a 'hard' power down (i.e. holding down the power button) or to just remove the USB stick as this may result in corrupted data/answers file on the USB stick.
8. Wait until the shut down animation has stopped and the screen has gone dark.
9. On the rare occasion you may need to 'hard' switch the power. If so, hold down the power button on your laptop until the power goes off.

You can now remove the USB stick.

### Optional - Delete unwanted files from the Answers Area

Be extra careful using the delete function! If you are unsure, just leave the unwanted files in place.

1. Click the A – Answers button on the side bar.
2. Multiple answer files should be visible. If you only see one file then leave it alone! Be doubly sure of which file you want to keep and those you want to delete (i.e. the file to keep should have your correct student ID number prefixed to the file name; you can open it again to check!)
3. When you are sure of the file(s) you want to delete, drag the file(s) to the trash icon. The files(s) will be removed from the 'Answers' area.
4. Next click on the trash icon.
5. The unwanted file(s) should be visible.
6. Click the 'Empty Trash' button to permanently remove it.

## The Auto Recovery Procedure

The Auto Recovery procedure may be activated when a restart has occurred or a crash has occurred.

1. When the 'Recovery' dialog appears carefully read information presented on the dialog.
2. The dialog will list the files available for recovery. If there is more than one, click the file you want to recover.
3. Press the 'Start Recovery' Button.
4. The dialog will then display the results.
5. If successful, you can press the 'Finish' button.
6. The recovered file should open.

The recovered file should contain your work up to the point of the last successful auto save or full save.

### *How to practice the recovery process*

Starting from an answers file that has been saved into the Answers area i.e. follow the standard exam procedure as per Scenario 1.

Having typed and waited for at least 4 minutes...(this ensures autosave has occurred at least once).

1. Click on the 'Shut Down' button directly (or if you want to try 'sudden loss of power' - just hold down the power button on your laptop until the power goes off and jump to 5!).
2. Let the system close the word processor (you may click 'save' on the way through – note if you click 'discard' then all changes will be lost!).
3. Click on 'Keep my data Shutdown' if prompted.
4. Confirm the shutdown.
5. Restart the system.

Follow the scenarios in the earlier part of this section. The recovery system will be enacted at the appropriate time.

# Troubleshooting & Problem Reports

If you encounter a problem please read the list of issues below to see if it has already been solved. If not please report the issue (see the 'Reporting a problem' section).

## Trouble Shooting

The following are some possible issues and some possible answers – try these first and if you still cant resolve it, please see 'report a problem'.

- I can't make my Laptop automatically start from the USB stick.
  - *Be sure you have done a full shut down before starting the boot sequence e.g in Win 8/10 hold down 'Shift' while selecting 'Shutdown'. If the computer was sent to 'sleep' or 'hibernate' then it will restart directly to windows without going through the boot process.*
  - *Apple MacBook Pro/Air must be manually booted to the USB each time. See guide A. Note – you need to start with the power off. Then insert the USB stick. Then hold down the alt key while pressing and releasing the power button. Keep holding just the alt key until the boot choice screen appears. (But! Macbook with a single USB-C port will not work with e-Exam).*
  - *Most ASUS brand laptops can't be set to automatically boot from a generic/unknown USB device. You will need to manually start up by pressing the one time boot key each time you want to use the e-Exam system – see guide 'Wm' and guide 'Wk' for a list of boot keys.*
  - *Check to see if 'external devices' are disabled in the UEFI/BIOS settings – some laptops have a setting such that 'external devices' or 'USB devices' need to be set to 'enabled'.*
  - *See the next two items, as those points may also be relevant.*
- I can't make my laptop boot manually via the one time boot key.
  - *Check you are using the correct key! Windows users see the guide 'Wk', Apple users see guide A.*
  - *Be sure you have done a full shut down before starting the boot sequence. If the computer was sent to 'sleep' or 'hibernate' then it will restart directly to windows without going through the boot process.*
  - *Check to see if 'external devices' are disabled in the UEFI/BIOS settings – some laptops have a setting such that 'external devices' or 'USB devices' need to be enabled to allow booting.*
  - *Check that the 'boot menu' is enabled in the UEFI/BIOS settings i.e. it should not be set to 'disabled' as this will prevent the use of the one time boot key.*
  - *Check the previous and next items, as those points may also be relevant.*
- I have windows 8/10: I have read guide W8. I have disabled 'secure boot' as well as enabled 'legacy boot'/'BIOS mode'/'CSM boot' but I still cant boot from the USB stick – it simply goes to windows. I have done a full shut down of windows each time i.e. I held down Shift when choosing Shutdown (not just sent it to sleep or hibernate).
  - *Note! e-Exam Version 6 is 'secure boot' compatible so you should not need to disable 'Secure boot'. Try re-enabling secure boot and UEFI – the e-Exam system USB may boot via the EFI process.*
  - *HP brand laptops with Windows 8/10 may need to keep 'UEFI' enabled while also enabling 'legacy/BIOS boot' (both enabled). The USB stick will probably boot via the UEFI sequence. Messages may appear on the screen and it could pause and take a bit longer to boot.*
  - *See also the previous two items, as those points may be relevant.*
- It gets as far as a 'booting however' message and then stops (this means it is using EFI).
  - *You may need to wait for longer. If after waiting for a full 3 minutes the screen is still blank then it may mean that you have an incompatible graphics card. In this case you will need to use another computer for the exam. Be sure to 'report a problem' to tell us the details.*
- It gets as far as the 'e-Exam' logo and then the screen goes blank after that.
  - *You may need to wait for longer. If after waiting for a full 3 minutes the screen is still blank then it may mean that you have an incompatible graphics card. In this case you will need to use another computer for the exam. Be sure to 'report a problem' to tell us the details.*

- The message 'boot error' appears on my Macbook screen after selecting a yellow drive icon. I tried both 'windows' and 'EFI boot' (on some Macbooks only 'EFI boot' appears).
  - *The USB stick may be broken or your Macbook may not be compatible. To narrow down the problem try another e-Exam USB stick or try the USB stick on a different computer. If it still won't work then 'report a problem' to tell us the details.*
- A lot of error messages appear scrolling down the screen on my Macbook Air.
  - *This can occur when loading on a Mac Air. Wait for several minutes. It may resolve itself and go to the e-Exam desktop anyway. If the screen just goes blank you may have an incompatible graphics card. If the latter occurs you will need to use another computer for the exam. Be sure to 'report a problem' to let us know the details.*
- The size of the text and buttons within the e-Exam system software are tiny.
  - *If you have a 'Retina' display or 'Hi resolution' or 'Hi-definition' display. You may need to manually adjust the screen resolution. This can be fixed by clicking the 'Dash Home' (circle and three dots) button. Then type "displays" (without the quotes) and press the 'enter' key. Then adjust the resolution to a smaller size of the same ratio.*
- My battery goes flat much quicker than it normally does. E.g. normally it lasts 3 hours from full but it only lasted 30 minutes. Or the battery is old and it normally lasts 1 hour but it went flat in 10 minutes.
  - *Some laptops may run down their battery quickly when using the e-Exam system. If this happens to you, please 'report a problem' so we have the chance to investigate. However, for now you will need to use a power plug for the exam.*
- The touchpad is much too sensitive or the cursor is jumping wildly around the screen.
  - *Some laptop touchpads are not fully compatible with the drivers in the e-Exam System. In this case we recommend you use a wired mouse.*
- My Apple laptop touchpad 'two finger scrolling' is going in the opposite direction.
  - *The e-Exam system maps the 'two finger' according to the typical 'Windows' behaviour. You will need to swipe your fingers up to move up the page and swipe down to move down. To minimise confusion we recommend you use a wired mouse.*
- My Apple laptop keyboard short cut keys no longer work.
  - *The e-Exam system maps the keyboard according to a typical 'Windows' layout. You will need to use the 'Control' key instead of the Command key to initiate shortcuts. For example in OSX the shortcut to save a file is Command+S. In the e-Exam system you will need to use Control+S. Note the page up / page down short cuts (Fn+arrow up/down) should still work.*
  - *Note in some editions of e-Exam version 6 this has been fixed so that the Control and Command keys work as expected on your Apple keyboard. Please report a problem if you think something is still not right.*
- My keyboard cannot type numbers but it is usually fine.
  - *Try the On-screen keyboard within the e-Exam System. Click the 'Dash Home' (circle and three dots) button. Then type "onboard" (without the quotes) and press the 'enter' key. The on-screen keyboard will appear. If your keyboard works fine in your normal operating system then please see 'report a problem' to let us know the details.*
- My laptop doesn't have a USB type A port (i.e. Rectangle USB port). I only have USB-C. Can I use an adapter?
  - *Some new computers that only come with USB-C ports will not work with the e-Exam System. The Apple Macbook 12 inch will not work with the e-Exam System. This may change in the future.*
  - *You may try an 'USB-C' to 'USB A' adapter and plug the USB stick into the USB A end. However even if the computer boots you may experience issues with input devices or system stability. As we have yet to conduct testing on USB-C equipped laptops we currently do not recommend using such computers for an exam.*

## Reporting a problem

If you encounter a problem you cannot solve through best efforts, please report it. This helps us improve future versions of the system.

Email details to the project contact:

mathew.hillier[at]monash.edu -> replace [at] with @

Please provide:

A) Details of the computer on which you are experiencing the issue. Computer specification information can be compiled manually or automatically.

A.1. Manual process:

1. Operating system you are running – e.g. Apple OSX, Microsoft Windows 8, 8.1, 7, Vista, XP or Linux.
2. Make/Brand of the laptop, e.g. Apple, Acer, ASUS, Dell, HP, Lenovo, Toshiba, Sony, etc.
3. Model designation:
  - For 'Windows' laptops - examples are: E6230, EeePc Sea Shell Series, Satellite P70-A07T, G750, Pavilion 15-N045TX, VAIO E Series SVE14A27CGH, Flex 14 i3-4010U. This is often printed near the keyboard or around the edge of the screen. This might also be on the bottom of the machine. A recent trend has been to hide this information inside the battery compartment.  
(Note, do not confuse this with the serial for Microsoft windows – we don't need the windows key).
  - For Apple Macbooks look for the 'Serial' printed on the bottom – these look similar to this: C02K30T6DKQ4.  
(Note, don't provide the 'Model No' e.g. A1398 - because a given model number may have several iterations containing different hardware).

A2. Automatic - Recent builds of e-Exam version 6 have an automatic specification audit file created on the Answers partition each time the system boots.

1. Mount the e-Exam USB stick in another operating system (i.e. within Windows, OSX or Linux). You may need to change a setting to allow you to view hidden files.
2. Look for a hidden file starting with ".PC\_....." on the Answers drive.
3. This file contains a comprehensive audit and logs of the last boot process.
4. Email this file along with the other information requested in part B to us.

B) A description of the problem that includes:

1. The steps you took / settings you changed.
2. What happened (or didn't happen).
3. Any error messages that appeared on the screen (take a photo if possible).

Thank you for your assistance!



Good luck :-)