



LIBF e-test Troubleshooting Guide

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About this Document

This document is designed to support your centre if you encounter any issues with the e-test software (Server, Administration and Client). We ask that you use this guide in the first instance to troubleshoot the problem that you are having, and then contact the Financial Education Support Team if the problem persists.

In order to use this document, we suggest searching for the error that you have been shown – to do this, press 'Ctrl+F' and then search all of or part of your error in the free text box – this should then show you the relevant section that covers your error.

Other documents which you may find helpful in relation to the e-test software can be found below:

[Teacher & Exam Officer Information](#) | [Financial Capability](#) | [LIBF](#)

Contact Information

T: +44(0) 1227 828234

E: fcexams@libf.ac.uk

If you have used this troubleshooting guide and your issue still persists or you are unable to find a solution to your specific problem, please email us on the details above – when emailing, please provide us with a screenshot of your error so that we can provide support as quickly as possible.



Frequently Asked Questions (FAQs)

1. How many students can we sit on one Administration system?

Each Administration system can hold up to 50 students – if your centre wishes to sit more than 50 students at a time, please ensure additional Administration systems are downloaded on different computers.

2. Can we install the server on a laptop?

Whilst we don't advise installation on a laptop device, it can be done – we would advise that the laptop is hardwired to the internet.

3. Can we use the LIBF e-test software on Chromebooks?

No - the software cannot be installed or used on Chromebooks.

4. What is my password for the Administration system?

You should have been provided with a username and password by the team responsible for downloading the LIBF e-test software at your centre. If this is the first time the system has been used since installation, the username will be 'administrator' and the password will be the password created by your IT team during installation. Information on resetting your password [can be found here](#).

5. What is my 'unlock password' for and where can I find it?

Should a student's computer become unresponsive, there is a key-combination that allows the Client system to be closed. Pressing Control+Alt+Shift+Q all at once will display a password box and this is when the password is needed. The password is case sensitive and when it is correctly entered, the Client software will confirm and quit.

The 'unlock password' was created when installing the Client software, and you should contact whoever was responsible for this in order to obtain it.

6. Where can I find details of my organisation's Serial Number and Key?

These details can be found in the 'Centre Status' section of the 'My details' page on your MyLIBF login

7. One of our students is partway through their examination and their status on the Invigilation screen is showing 'Invalid Access'. What should we do?

Suspend the examination via the 'Invigilation' screen on the Administration system – this will save the progress made so far. The student should then be able to log in to a different computer with the original login details and continue the examination from when it was suspended.

The 'Invalid Access' status appears when a piece of software has opened behind and shifted focus away from the LIBF e-test software



8. If re-installing or amending/changing the server/doing anything with the server logs, what do I need to check beforehand?

If the server needs to be reinstalled make sure to check if there are any outstanding results on OASIS. If there are, either:

- a. ensure that all results are uploaded prior to doing anything which could affect the e-test admin client
- b. move and save the sittings folder to be copied back when the server is re-installed. If they are unable to pick up the eligibilities after a reinstall send the folder to us and we can upload them.

Please be aware that if results are lost, they cannot be restored.

More information can be found on pages 7 and 8 of this document.

9. When loading the Client system, it displays a basic login page that states “This is the default login screen. Please update your system to update this to the newest version”. What is this and how do I resolve it?

This can sometimes happen following an update to the LIBF e-test system performed by your IT technicians. When you next download any examination (familiarisation, specimen or live), the login page will return back to normal.

10. I have registered a student, but I can't see their name to download their exam

This can happen when a student does not meet the search criteria that has been used in the 'Examination Download' screen. Most commonly, they are not allocated to the 'Student Group' which has been selected. Please change this to '(All Students)' and select the next button.

If this does not work, contact fcexams@libf.ac.uk who will review the student's registration to make sure it was requested correctly.

11. Our students completed a specimen exam, and I uploaded the results before downloading them. How can I get them back?

Unfortunately, you are unable to retrieve these, as we do not hold results for specimen examinations. You are able to see an overview of all results on your MyLIBF account. This can be found in 'Student Listing and Administration' (for the relevant subject) > 'Tutor Analysis Summary'.

12. A student has finished their exam, but I haven't received their results, instead it says (e.g.) 'in exam' or 'on page 4'

Suspend the examination via the 'Invigilation' screen on the Administration system. The student should then be able to log in to a different computer with the original login details. You will need to check that they have selected 'Finish Examination'. If this problem persists, please [check here](#).



Installation of LIBF e-test

Common Error Messages

1. 'Can't find installation directory' – when trying to re-install

If the error message "Can't find installation directory" is displaying when trying to uninstall the server software, you will need to run the reg file (Suppteam\etest\regkey_for_uninstall), and then rerun the installer. Please contact us via fcexams@libf.ac.uk to request this file.

2. 'There is a problem connecting to the London Institute of Banking & Finance' – when trying to re-install on an updated server

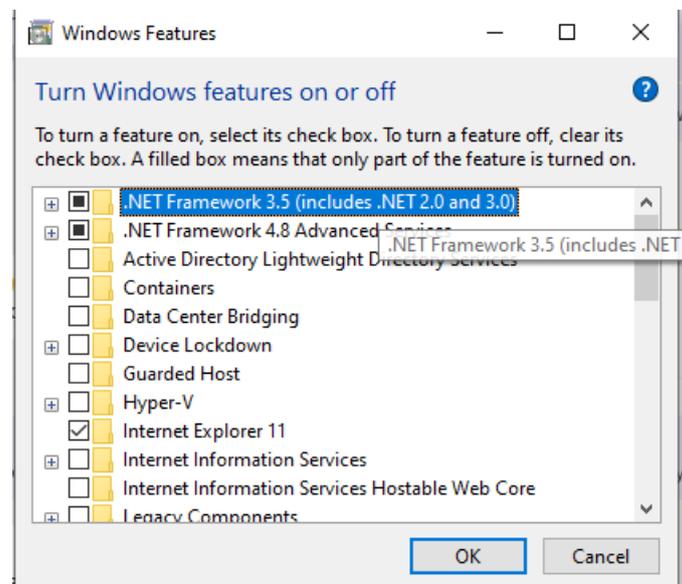
If files were copied across from the previous server, ensure that all firewall rules and ports advice have been followed on the new server:

If your details are correct, please make sure your external firewall allows access to 195.194.48.182 (etest.libf.ac.uk) on ports 80 and 443.

If the error message is still showing, please re-download the e-test installer from the LIBF website

3. '.netframework must be 3.5 or higher' – when trying to install

As per the image below, you will need to install Framework 3.5 (which includes 2.0) as well as Framework 4.8, as they are separate.





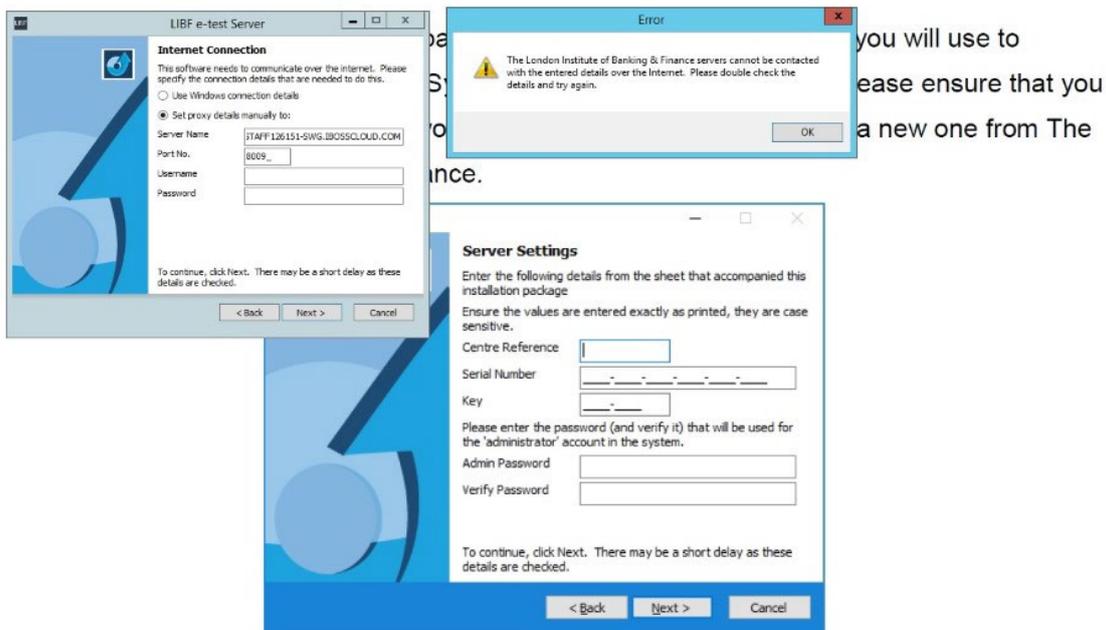
General Errors

1. I am unable to communicate to the internet when using proxy settings

If the proxy settings are set on the admin account, they may differ from the settings on the local account, which is what e-test will use by default. As the proxy settings are account based, you will need to check with which account you are attempting to log in to check the proxy settings.

If you have the proxy settings on internet explorer where the server is installed, try ticking 'use windows connection details' when installing the server rather than selecting proxy and entering details in.

8. Enter your Centre Reference, Serial Number and Key.



2. Can the client image be installed in multiple instances on VDI (VMWare)

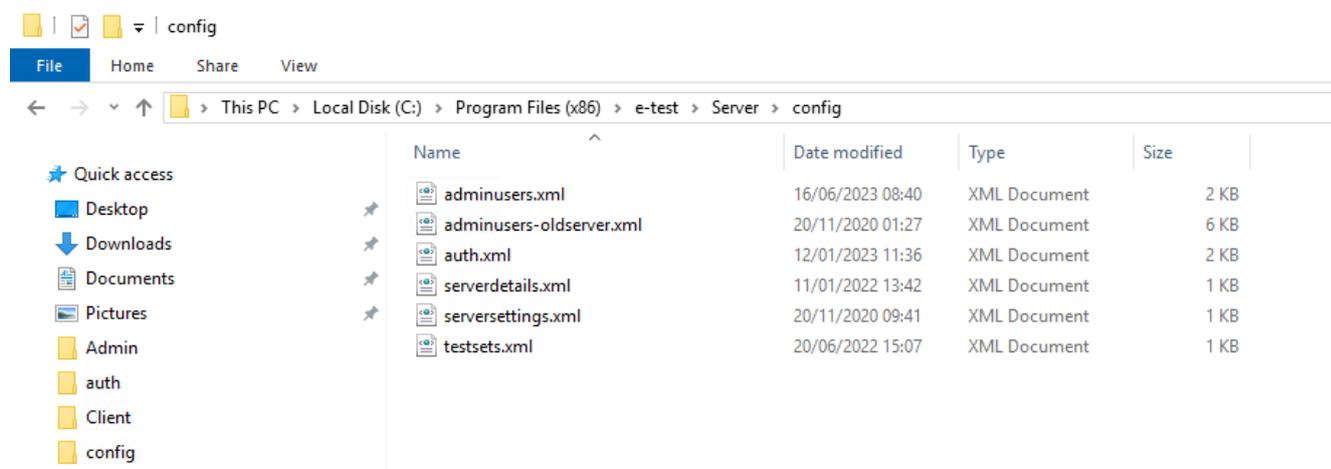
If you are not rolling out an invisible install (where the client name can be passed in, which creates a proper system.xml) then you should be able to edit the system.xml file. This will be located in the folder where the Client is installed. When you edit the file there is a field call 'machinename' which can be edited.



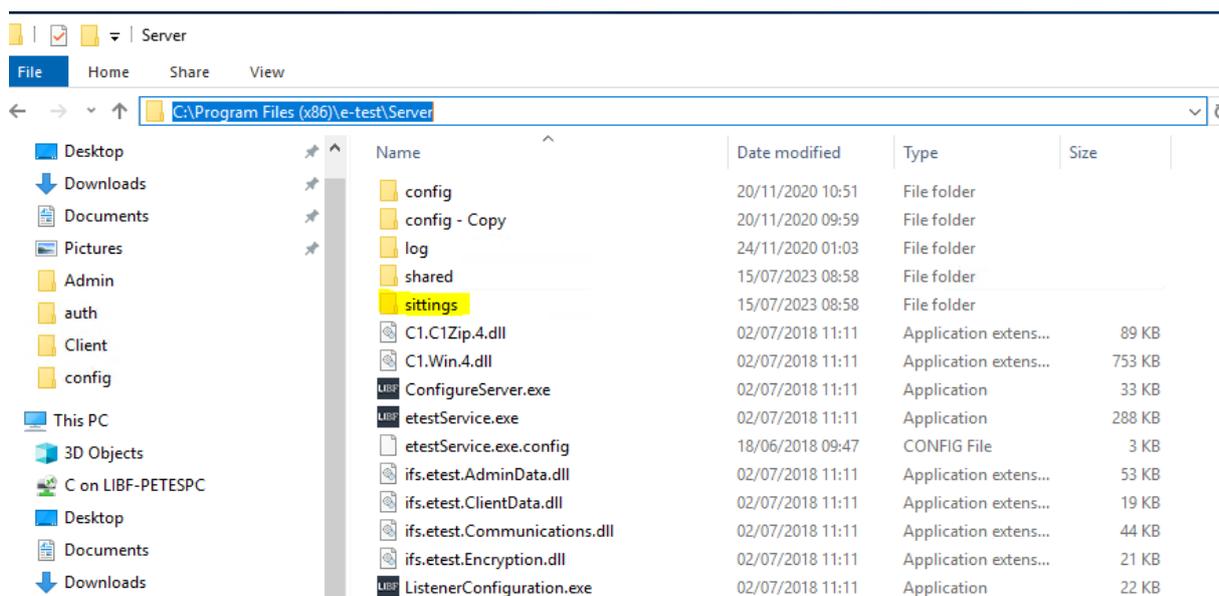
Reinstallation of the LIBF e-test Software

If you need to reinstall the LIBF e-test software, then follow the below instructions:

All of the server settings, test sets, user logins etc for the Admin software (if you have created additional accounts for exams officers) are stored in the 'config' folder, where the server is installed. If you wish to save any of this data, you can take a copy of this folder before uninstalling to paste over the config folder of the new installation. Default location below:



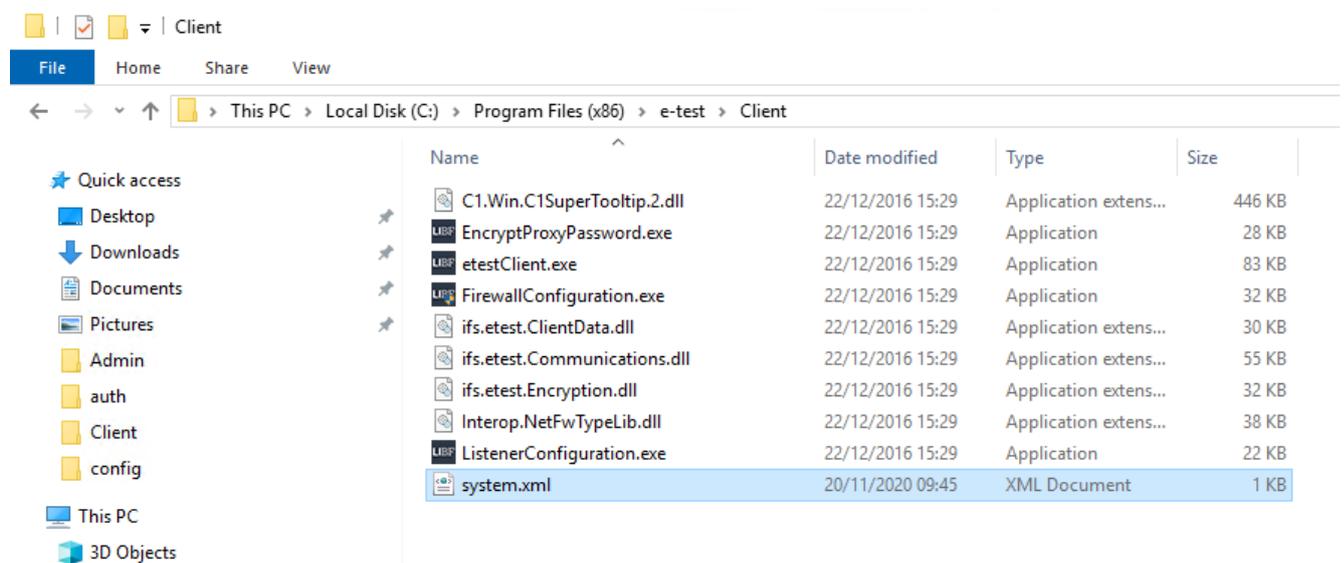
You should also ensure that any outstanding results for exams that have been sat are already uploaded but can copy the 'sittings' folder as well (if it contains any files) which stores all downloaded exams and paste over the same folder for the new install (default location show in screenshot):





After reinstalling the new server, all of the Admin and Client installations will all still be pointing towards the old server hostname. If the server name remains the same you can ignore the below. If the hostname is different when the new server is installed, this can be resolved one of 2 ways.

Within the Client or Admin installation location, there will be a system.xml file. You can edit the servers hostname details if needed (highlighted below) to the new server.



```

system.xml - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="UTF-8"?>
<system>
  <server>CANET</server>
  <port>5656</port>
  <machinename />
  <proxyreq>N</proxyreq>
  <proxyie>N</proxyie>
  <proxyservername />
  <proxyportno>0</proxyportno>
  <proxyusername />
  <proxypassword />
  <unlock>cGFzc3dvcmQ=</unlock>
</system>

```

The alternative is reinstalling the Admin and Client software as the server hostname is entered in the install wizard to ensure all components can communicate properly. Once everything is set up I would advise testing the connections with a familiarisation exam. Any information for setting this up is within the guidance PDF documents on the web page where the installer are downloaded.



Accessing LIBF e-test

Common Error Messages

1. **'There has been a problem communicating with the server.'**

We would recommend that this error be looking into by your IT Department where possible, as it is caused when the Administration system cannot contact the server where the LIBF *e-test* Server software installed.

The most common cause of this problem is that the windows firewall is turned on. If this is the case, you will need to add the following rules inbound and outbound on both the Server and Administration machines.

Inbound: TCP port range 5656 - 5676

Outbound: TCP port range 5656 - 5676

If you've added the above rules or the windows firewall is turned off and you're still getting the same error message, check to make sure the LIBF *e-test* service is running on the server. To do this RDP to the server you've installed the LIBF *e-test* Server software on and check that the service "LIBF e-test Service" is running, if it isn't please start it.

If you're still getting the same error, please try and open a simple file share (\\servername\) to the server you've installed the LIBF *e-test* Server software on. The LIBF *e-test* software will need to be able communicate using the PC/Server name.

If you're able to create a simple file share using the server name and you're still getting the same error, please can you finally check the system.xml file which can be found at the default location [c:\Program Files \(x86\)\e-test\Admin](#). Within this file is an xml tag called <server> please check the server name within this tag corresponds correctly with your server.

2. **'The server encountered an error when contacting this administration system' in red on the home page**

We would recommend that this error be looking into by your IT Department where possible, as it is caused when the Administration system cannot contact the server where the LIBF *e-test* Server software installed.



The most common cause of this problem is that the windows firewall is turned on. If this is the case, you will need to add the following rules inbound and outbound on both the Server and Administration machines.

Inbound: TCP port range 5656 - 5676
Outbound: TCP port range 5656 - 5676

If you've added the above rules or the windows firewall is turned off and you're still getting the same error message, please RDP to the server with the LIBF *e-test* Server software installed and try and open a simple file share (\\adminmachine\) to the machine you've installed the LIBF *e-test* Administration software on. The LIBF *e-test* software will need to be able to communicate using the PC/Server name.

3. **'The Underlying connection was closed: An unexpected error occurred on a send.'**

We would recommend that this error be looking into by your IT Department where possible, as it is caused when the server you've install the LIBF *e-test* Server software on cannot contact our servers at The London Institute of Banking & Finance.

To rectify this problem please check to the internet connection details are correct under the "Server Settings" section on the administration console.

If your details are correct, please make sure your external firewall allows access to 195.194.48.182 (etest.libf.ac.uk) on ports 80 and 443.

4. **The Client system is stuck on "Please Wait" and after a while an error pops up saying: 'The server has been unable to contact the examination. Please contact your Invigilator for assistance.'**

We would recommend that this error be looking into by your IT Department where possible, as it is caused when the server cannot contact the machine onto which the LIBF *e-test* Client software is installed.

Please note: To exit an examination at the "Please Wait" stage you will need to press *Ctrl+Alt+Shift+Q* and then enter the unlock password when prompted. The examination will also need to be reset before you can login again using the same details.

The most common cause of this error message is that the windows firewall is turned on. If this is the case, you will need to add the following rules inbound and outbound on both the Server and Client system machines.

Inbound: TCP port range 5656 - 5676
Outbound: TCP port range 5656 - 5676

If you've added the above rules or the windows firewall is turned off and you're still getting the same error message, please RDP to the server with the libf *e-test* server software



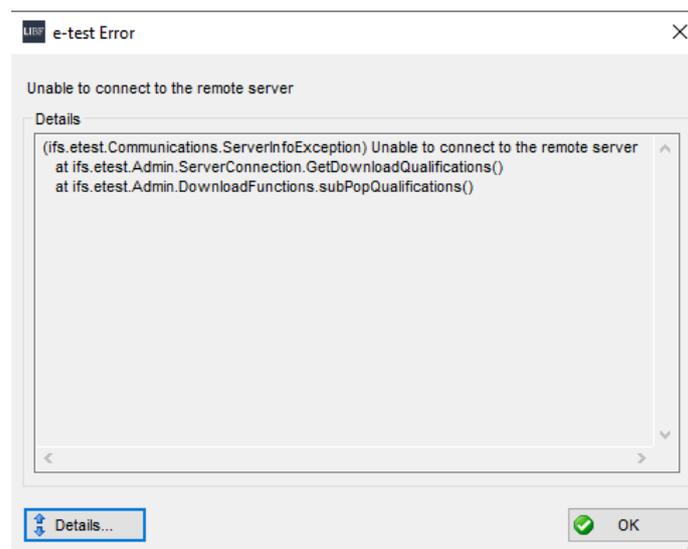
installed and try and open a simple file share (\\clientmachine\) to the machine you've installed the libf *e-test* Client software on. The libf *e-test* software will need to be able to communicate using the PC/Server name.

5. 'Unable to connect to the remote server'

If this error is displayed, this means that your server is unable to communicate with ours. In the first instance you should consult whoever is responsible for your external firewall.

Text in the error:

```
'(ifs.etest.Communications.ServerInfoException) Unable to connect to the remote server  
at ifs.etest.Admin.ServerConnection.GetDownloadQualifications()  
at ifs.etest.Admin.DownloadFunctions.subPopQualifications()'
```



General Errors

1. Forgotten administration password for the e-test Administration system

If this is the first time the system has been used since installation, the username will be 'administrator' and the password will be the password created by your IT team during installation. The username and password are case sensitive.

If your attempt to log in is unsuccessful or you cannot remember your password, you will need to contact the person in your organisation who has access to maintain Users within the Administration System. This should be the holder of the Administrator account created during installation.



If they are unable to provide you with the correct password, or your attempts with the given password remain unsuccessful, please email us at fcexams@libf.ac.uk and we will provide further instructions.

2. 'The server has encountered an error whilst starting' – after entering credentials

The likely cause of this is that there are corrupt files in the sittings folder. If you have not downloaded anything in the last couple of weeks, then this can be cleared. If this doesn't work, please try re-installing the server.



e-test Administration System

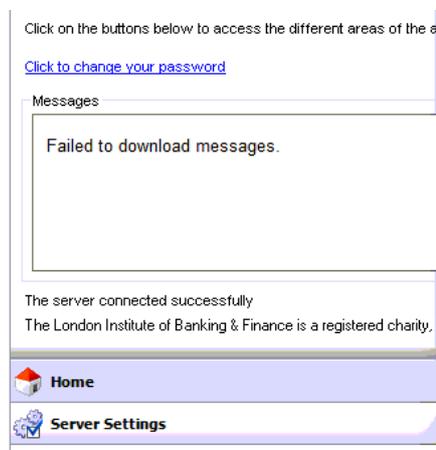
Common Error Messages

1. “Failed to Download messages on home screen” or “Request failed with empty responses”

If the Administration home page messages have failed to download it means your server can't communicate with us. To rectify this problem please check the internet connection details are correct under the “Server Settings” section on the administration console.

If your details are correct, please make sure your external firewall allows access to 195.194.48.182 (etest.libf.ac.uk) on ports 80 and 443.

If the message below states ‘The Server connected successfully’, it means your Admin and Server can communicate internally.



2. 'The remote server returned an error: (403) Forbidden'

This is likely to be a firewall or proxy settings error, perhaps if something has been changed. If proxy has been changed open Administration system and check the server settings -> proxy. Close and open the Administration system. If there is a firewall make sure the correct ports are still open from installation guide.

General Errors



1. When trying to log in to Client system with details, the screen freezes

If this error is present only when attempting to log in as a student, but not with a domain administration account, then it is likely to be due to the 'scripting of java applets' setting being disabled for the users in internet explorer. Please enable this setting and then re-attempt logging in with student details.

Downloading Examinations

Common Error Messages

1. 'Index was out of range. Must be non-negative and less than the size of the collection. Parameter name: index'

This issue usually arises when trying to download multiple specimen papers. You are only able to download one type of specimen paper at a time, as they are created using the same code. You will need to let your students complete the specimen paper you have already downloaded, before attempting to download the next.



Running Examinations

Common Error Messages

1. **“The client is stuck on “Please Wait” and after a while an error pops up saying: The server has been unable to contact the examination. Please contact your Invigilator for assistance.**

We would recommend that this error be looking into by your IT Department where possible, as it is caused when the server cannot contact the machine onto which the LIBF *e-test* Client software is installed.

Please note: To exit an examination at the “Please Wait” stage you will need to press Ctrl+Alt+Shift+Q and then enter the unlock password when prompted. The examination will also need to be reset before you can login again using the same details.

The most common cause of this error message is that the windows firewall is turned on. If this is the case, you will need to add the following rules inbound and outbound on both the Server and Client system machines.

Inbound: TCP port range 5656 - 5676
Outbound: TCP port range 5656 – 5676

If you’ve added the above rules or the windows firewall is turned off and you’re still getting the same error message, please RDP to the server with the libf *e-test* server software installed and try and open a simple file share (\\clientmachine\) to the machine you’ve installed the libf *e-test* Client software on. The libf *e-test* software will need to be able to communicate using the PC/Server name.

General Errors

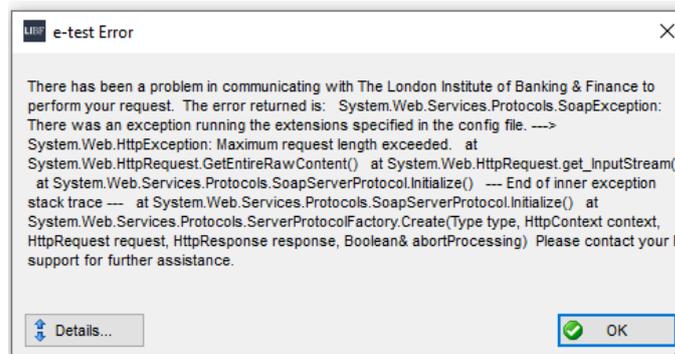
1. **Unable to finish exam or upload result**

If you are unable to finish the exam for a candidate, (possibly due to closing the client down too early) try suspending and re-logging in on the Client system. If the exam gets stuck and is unable to continue or clear from the invigilator screen on the Administration system, request the files from the particular exam in question to be sent to us. These can be found where the Server is installed. The default location for this is:

C:\Program Files (x86)\e-test\Server\sittings



2. System.Web.Services.Protocols.SoapException: There was an exception running the extensions specified in the config file.



The above error usually occurs when a centre is trying to upload too many results to LIBF at once. Try to upload around 40 results at a time, to see if these are uploaded successfully.

3. The Client Systems are experiencing a problem with lagging. Why is this happening and how can we fix it?

A lot of the processes that occur when using the client system are in an environment out of our control. There are a number of different things that could cause the system to lag, and so the centre needs to look at the client machine, the network, and the server.

1. Client machines – the requirements on the client machine are minimal. However, there are things that can have an impact, for instance if a virus scanner started scanning the machine in the middle of an exam. That would slow down the client machine and potentially cause e-test to lag. This is particularly likely if some students are having lagging issues, but the majority of the class is fine. Look at the Windows Event Log to see if the machine was doing anything else during the exam, such as running virus scanners, installing patches or any other background tasks.
2. Network – E-test doesn't generate much network traffic, but all the messages are going from/to a central place – the server. What if all the network traffic from all the student and admin machines was going through one small network switch? What if someone in a different department started off a big file transfer/file search? What if an entire classroom started watching a YouTube video each all at the same time while the exam was going on? Overloading the network and causing network traffic to be slow or timeout would cause e-test to lag. This happens more often on wi-fi networks as the capacity is lower which is why we recommend a wired network connection. Make sure it wasn't overloaded or any bottlenecks during the exam. There are network monitoring solutions you can look into.



3. Server/virtual server – Ideally the server would be purely dedicated to e-test. However, we understand that the server may be handling more than just e-test. What if other applications on the server suddenly started using a lot of the resources of the server? E-test could be demoted in priority by the server operating system which would cause it to lag. Servers can be ‘virtual’ in that they share hardware with other virtual servers. So even if it appears that you have provisioned a server purely for e-test, it is likely to share hardware with other servers and if those other servers start taking up resource on the hardware, that could cause a lag. Again, look at the Windows Event Log to see what was happening at the time of the lag. If possible, while the lagging is happening, look at task manager on the server to see what is happening – is the CPU at 100%, or is the hard disk at 100% capacity? What process is taking the most resources on that machine?
4. Server hardware – in a virtual environment, investigate the resources being used on the actual hardware. Is there a particular virtual server that’s grabbing too much of the hardware resources during the exam? Again, there are tools for monitoring this depending on the type of virtual environment being used.
5. Corrupt Data - there could be some corrupt data in the e-test installation. Between exams – while you have no downloaded exams – you can try to uninstall/re-install e-test which may help.
6. Log Files - sometimes the log files get very big, which might slow the e-test software down, so moving that file elsewhere, causing e-test to create a new smaller version, might help too.

Generally, if it’s individual students affected, it’s likely to be the client or the network the client is on. If it’s the entire exam, it’s more likely to be the network or the server.

General Troubleshooting Information

There are a number of common causes for issues within the Administration and Client Systems.

1. Check if the windows firewall is turned on. If this is the case, you will need to add the following rules inbound and outbound on both the Server and Client system machines.

Inbound: TCP port range 5656 - 5676

Outbound: TCP port range 5656 – 5676



2. If you've added the above rules or the windows firewall is turned off and you're still getting the same error message, please RDP to the server with the libf e-test server software installed and try and open a simple file share (\\clientmachine\) to the machine you've installed the libf e-test Client or Admin software on. The libf e-test software will need to be able to communicate using the PC/Server name.
3. Check that the Admin (or client) is pointing to the correct server name where the server client is installed. This can be checked in the system.xml file, within the folder where it was installed. The default location for this system file would be in C:\Program Files (x86)\e-test\Admin

If you open the system.xml file it should look like this (server name example highlighted). If the server is incorrect the file can be edited.

```
<?xml version="1.0" encoding="UTF-8"?>
- <system>
  <server>EATEST10X64</server>
  <port>5656</port>
  <machinename>EATEST10X64</machinename>
  <proxyreq>N</proxyreq>
  <proxyie>N</proxyie>
  <proxyservname/>
  <proxyportno>0</proxyportno>
  <proxyusername/>
  <proxypassword/>
</system>
```

4. If this doesn't resolve it check the DNS. On the Administration or Client computer run cmd and following commands - hostname and ipconfig.

```
C:\Users\progers>hostname
etest7x64
C:\Users\progers>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . . : ifslearning.com
    Link-local IPv6 Address . . . . . : fe80::d09f:736b:6fb7:7d78%11
    IPv4 Address. . . . . : 10.0.1.47
    Subnet Mask . . . . . : 255.255.252.0
    Default Gateway . . . . . : 10.0.0.200
```

5. On the server where the server client is installed run cmd and the command - nslookup *insert hostname*. Check that the ip address matches.

```
> nslookup etest7x64
Server: etest7x64.ifslearning.com
Address: 10.0.1.47
```