the **next-generation** of digital
skills assessment and training

Sophia

Technical guidelines
for offline environments

1) Installation

- No server installation is required, just download the app and save it anywhere locally
- Sophia offline app is a Windows/macOS application (approx. 38 MB size)
- Virtual drive will be created automatically with relevant work files when starting assessment/training. On Windows, this will be drive P: (Q:, R: etc. if former not available)
- Sophia has to be saved locally on the test client- PCs or alternatively on an USB-stick
- Network drives are not supported.
- Sophia app is started by double-click
- Sophia logs
  Sophia will generate a folder called Sophia_Logs in the same place where the app is stored. This folder always contains 2 files per test.
    a) local copy of test results (filename: *Date_Module_ID.tsi)*
    b) Log file with information concerning the test (filename: *Date_Module_ID.log*

📄 20130427_M1_AT000204219.log	27.04.2013 23:40	Text document	49 KB
📄 20130427_M1_AT000204219.tsi	27.04.2013 23:39	TSI-file	1 KB

  Files from Sophia_Logs should be stored for 6 months to cover complaints or inquiries. To define the archive on a network drive, request a config.ini file from support@sophiatesting.com

- Automated updates (can be turned off)
  If an update is available on the server, Sophia will run an automated update when started. Prerequisite is Internet connection, Protocols http (port 80) and https (port 443) In case the update fails, the test is run with the current version of Sophia.
- Proxy server / Firewall
  If a Proxy / Firewall is used,Sophia has to be allowed through them.
  Start Sophia application and click on menu "Settings..."
- Administrator or other privileges
  Sophia does NOT require any special privileges. She can be run under strict restrictions and requires at least write access to the folder where she is stored.

2) Technical requirements for client PCs

- Supported Operating Systems:
    - Microsoft Windows Vista, Windows 7, 8, 10 and all macOS since Sierra

- Microsoft .NET Framework (relevant for Windows)
    - Version 2.0 or higher is required.
    - If you run Sophia under Windows >8, please activate .net framework 3.5: Control panel/Programs and Features/Turn Windows features on or off

- Supported Office Suites Versions (32 and 64 Bit Version)
    - Windows: Microsoft Office 2007, 2010, 2013, 2016 and
    - Mac: Office 2011, 2016 and 2019

- Supported Web-Browsers (up to latest version)
    - MS Internet Explorer, Mozilla Firefox, Google Chrome, Safari

- Office suite
    - There should just one version of Office Suite be installed on the client PCs (eg. MS Office Version 2007 or 2010). Parallel installation of more than one version might lead to technical issues (eg. different libraries in Microsoft Access). Virtualization can be used in case different Office Suites are required on a single client PC.
    - Office should be started once before running a test with Sophia Otherwise dialogue boxes, notifications etc. could occur and disturb the candidate.
- Microsoft Outlook (relevant for Windows)
    - An E-Mail-account in Outlook (Exchange or POP3) is required. Without sending the messages the test will not be evaluated correctly.
    - The account can also be a fake account, if the E-Mails are actually delivered is irrelevant for the evaluation of the tests.
    - If no account is installed, Sophia will generate an account automatically.
    - If there are more than one E-Mail accounts, Sophia will use the default one.
- Outlook Express is not supported.

3) Continue Test after system crash on client computer

If technical problems occur on the client PC, Sophia tests can be continued from the point where the test was interrupted. The test can be restarted on the some day or later, if there have been no other Sophia test conducted on this client PC in the meanwhile.

After system crash, start the PC again, then start Sophia.
The following notice will be displayed: *"Sophia is running again after a system crash. Doyou want to continue with the interrupted test?"*

- Login of candidate has to be repeated.
  The recovery is activated automatically.
  The assessment / training continues with the last active task before interrupt.

4) Internet connection gets lost during assessment / training

If the internet connection is interrupted, Sophia continues to operate normally. When test is finished, Sophia will try to synchronize the results with the server. If this is not working as Internet connection still not available, a notice will be displayed:

"Please contact your examiner!
Information for Examiners: The results could not be uploaded automatically.
Please save the .tsi file and upload the results manually."

The Examiner has to save the local .tsi file and upload it in Sophia Administration or send it to Sophia support support@sophiatesting.com.

Technical Support:

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