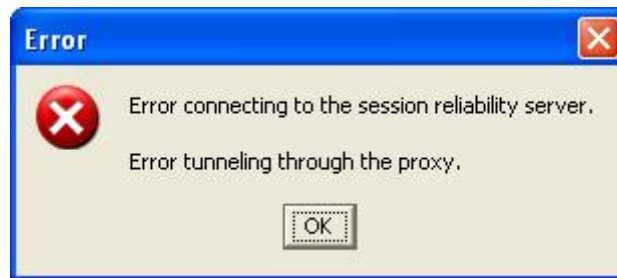




## TechTip #29 - Proxy Servers (All online users)

Many employers and other organizations may have a “Proxy Server” in their network configuration to add another level of security.

If the examinee reports an error message such as “...error tunneling through the proxy server...” or similar, it is imperative the IT Manager of the employer or organization contact us for instructions to enable the examinee to commence the testing session.



The minimum requirement to overcome “proxy server” issues is to have the following changes made by the IT Manager;

HTTP Port (80) and SSL Port (443) must be open and allow connections to the following IP addresses:

66.150.197.5  
66.150.197.11  
66.150.197.16  
66.150.197.20  
66.150.197.21

**NOTE:** It is strongly suggested the following IP address range be open: **66.150.197.5** ==> **66.150.197.29** inclusive.

**NOTE:** If WebMarshal is being used in the browser configuration, it is recommended it be disabled as some users have found that the settings in this product cannot be adjusted to meet access requirements.

**NOTE:** If CA (VET) Firewall is being used in the browser configuration, it is recommended it be disabled as some users have found that the settings in this product cannot be adjusted to meet access requirements.

Discretion is advised if issuing an eTicket to be completed at an examinee’s workplace as doing so may compromise their existing employment.

Therefore, it may be prudent to issue the eTicket to the examinee’s home e-mail address to be completed at home after work... or request them to come to your office to do necessary skill testing.

See TechTip #16 “Minimizing Cheating” for those doing un-proctored testing.