



DEPARTMENT OF THE NAVY
NAVAL UNDERSEA WARFARE CENTER DIVISION
610 DOWELL STREET
KEYPORT, WASHINGTON 98345-7610

1500
Ser 41/202-09

QuestionMark Computing Ltd.
4th Floor, Hill House, Highgate Hill
London N19 SNA - UK

Dear Mr. Kleeman,

SUBJECT: AVAITION INDUSTRY CBT COMMITTEE (AICC) TESTING

Thank you for requesting Aviation Industry CBT Committee (AICC) Web-based CMI Certification of your Courseware Generation/Assessment System, Perception, Version 5.1. We have conducted the testing required by AICC/CMI Certification Testing Procedures, Document Number CMI008, Version 1.5 of November 22, 2000.

We are pleased to inform you that AICC certification testing has been successful. Enclosed is the Independent Test Laboratory Report that is in accordance with Appendix D of CMI008. We note that there were no errors or warnings observed during the final conduct of this test. Also enclosed are the test error logs and relevant correspondence.

All other test files can be e-mailed to you if requested.

A Vendor Consent form is enclosed that will allow us to release the test results to the AICC Training Committee for publication.

Point of contact is Mr. Fred Horne, Code 413, at (360) 315-7719.

Sincerely,

A handwritten signature in black ink that reads "M.A. Schuler".

M. A. SCHULER
Department Head,
In Service Engineering Department
By direction of the Commander

Enclosures: 1. Appendix D Test Lab Report Form (AGR-010)
2. Vendor Instructions and Correspondence
3. AICC Independent Test Laboratory Error Logs

Appendix D Test Lab Report Form (AGR-010)

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[] Preliminary Report [] Final Report

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AICC Independent Test Lab Location: NUWC Division, Keyport

Name & Version of product tested: QuestionMark Perception version 5.1

Product vendor organization: QuestionMark

AICC/CMI Test Suite Version: 1.5

CMI001 Version: 2.2

Product Type: CMI System
 CMI Sytem/Application Service Provider (ASP)
 CBT Course – (Attach a list of AU's tested)
 Individual CBT Assignable Unit(s) – (Attach a list of AU's tested)
 Courseware Generation/Assessment System
 Authoring System

Test Workstaion Configuration

Operating System/Version:	Windows XP Professional
CPU:	1.10 GHz
RAM:	512K MByte
Display:	Toshiba 1024X768 Internal

Test Results

Did the product tested meet minimum requirements for CMI001 Appendix-A and AGR-010? YES NO

AICC Independent Test Lab Report – Individual AU Test Results

Individual AU Launch/ Communication Test:	
<i>Comments and/or Reason for Failure:</i>	<p>We received QuestionMark Perception version 5.1 for testing, along with a set of basic instructions (4 pages) and 120 page manual that covered installation on multiple systems.</p> <p>We proceeded by setting up a Windows 2003 Server with the necessary software to allow Perception 5 to run. We ran into several problems during the installation, in that the instructions were not clear on setting up all of the background services related to the various software installed.</p> <p>After several e-mails back and forth between QuestionMark in England, we received an e-mail from a local QuestionMark representative that worked with us over the telephone to resolve the installatoin issues.</p> <p>We set up our server with an IP address of 192.168.163.35 and a workstation with the test suite with an IP address of 192.168.163.2.</p> <p>We were finally successful in installing Perception 5. We then developed questions and assessments to use in the AICC testing. Both assessments had a total of three questions (true/false, multiple choice, and yes/no).</p> <p>We then attempted to reach Perception 5 assessments via the browser connection on the machines. We were unsuccessful in these attempts and worked with the local representative to resolve these issues. The local representative guided us through a method of publishing the assessments and then using the information in the .au file to copy the address into the test suite to make sure we were not making mistakes in entering the correct information into the test suite.</p> <p>At this point we started receiving error screens stating that Perception did not recognize the customer. After viewing the .au files we noticed that Perception was identifying itself as IP Address 192.168.163.3. We then entered into the Perception administration and located where the Perception Server was identified as 192.168.163.3. We changed the address to 192.168.163.35.</p> <p>At this point the assessments tested successfully and the testing was completed.</p> <p>One observation we made regarding the QuestionMark Perception Version 5 manual provided with the product is that it would be much easier to understand if each type of installations was separated with a tab. It made it very difficult to use the manual without prior knowledge of Perception 5.</p>

AICC Independent Test Lab Report

Vendor Instructions

Instructions for installing Perception for AICC certification testing

Chris Gollop / John Kleeman

July 2009

1. Overview

Questionmark Perception is a testing and assessment engine that allows teachers and trainers to create tests, deliver them over the web or an intranet, and score and analyze the results. With its AICC link, it's possible to call tests from other programs, e.g. learning management systems.

Perception is being recertified in Summer 2009, these instructions update and replace the instructions provided two years ago for its last recertification.

This document gives some notes on setting up and running Perception with the AICC test suite. In the event of any queries, please contact John Kleeman (john@questionmark.co.uk) for administrative issues or Chris Gollop (chris.gollop@questionmark.co.uk) for technical issues. If you don't get help from these routes, please email v5beta@questionmark.com.

2. Installing Perception

Perception consists of two components, authoring and server software. The server software includes a basic browser based authoring element, so you don't need to install the full authoring component unless you want to author more complex things (probably not needed for AICC certification testing).

- (1) The CD attached with these instructions contains
 - Server_5.1.0.42_EN_4.exe (the server installer, password "perception5")
 - Server_Prerequisites_5.1.0.42_EN.exe (installer for PHP)
 - Author_5.1.0.42_EN_2.exe (the author installer, not needed)
- (2) These instructions also assume that you are using SQL Express 2005, but you can use another version of SQL Server
- (3) The software will run for 7 days without a license, but use for a longer period requires a license. A license can be provided to allow extended use, please contact chris.gollop@questionmark.co.uk.
- (4) You need a PC running Windows 2003 Server or Windows 2008 to install Perception. It can also run on a Windows XP PC for demo/trial use.
- (5) Full install instructions are printed out and included but it may be possible simply to run the program and it will install itself without you needing to read the manual. The simplest route would be to
 - Install the Server Prerequisites (PHP)
 - Install the Perception Server software
 - Install SQL Express

- Run Shared Repository Manager to create an SQL Express repository and configure to the server
- Your system is then live and you can run Enterprise Manager (the admin part of Perception) and the delivery software (which can be called via AICC).

Perception needs to be installed on a machine running IIS. Since the AICC test suite requires Apache running we did this on 2 separate machines, with Apache on a machine, with a network address of 192.168.1.2 and Perception and IIS running on a machine, network address 192.168.1.3. If you are using different network addresses, substitute them below.

You can check the Perception installation is working by calling Enterprise Manager, for example <http://192.168.1.3/em5/login.asp> (login with Manager/Secret) or the open access program, open.php, for example, <http://192.168.1.3/perception5/open.php>, put any name in the login screen and continue, you should then see that there are no assessments available (you need to make them).

3. Creating assignable units

Perception, an Assignable Unit corresponds to an assessment, and so these instructions describe how to make two assessments. These instructions cover the creating of the assessments – see below for how to set up Perception to call these assessments via AICC HACP from the AICC test suite.

- (1) Run Enterprise Manager by logging into the software from <http://192.168.1.3/em5/login.asp> (login with Manager/Secret)
- (2) Choose Browser Based Authoring, Question Manager and create some questions
- (3) Choose Browser Based Authoring, Assessment Manager and create an assessment
- (4) This is an Assignable Unit. You need to know the assessment ID from within Perception to be able to reference the assessment in the CMI test suite. [Users usually pass this to the LMS via a content package, but you can adopt a simpler route.] You can see this (and copy/paste) at the top right of one of the assessment editing screens, for instance in the screenshot below, it is **4085235344380610**

Home > Authoring > Assessment Manager > Assessments > Edit Assessment

Created by: Manager ID: 4085235344380610

Assessment name: Assessment type: Unset

Message given at the start of the assessment

Assessment password

Confirm password

<< Back Next >> Cancel Finish ?

- (5) Questionmark can also provide a Qpack (zipped file) that contains assessments if you'd like to use an alternative assessment.

If you encounter problems with any of the above, please contact Questionmark technical support or your contacts in the Questionmark development team.

4. Notes on using the CMI test suite

All assessments use the same commencing and concluding procedure to provide AICC support, so there should be no need to create alternative assessments.

In our internal testing at Question Mark, these were the settings used for the CMI Test suite setup:

1. Test Suite Directory: C:\Cmi_tst
2. File_based (AGR-006): selected
3. URL to HTTP Proxy launcher: <http://127.0.0.1/aicc/lttest.html>
4. URL to CGI catcher (i.e. aicc_url): <http://192.168.1.2/cgi-bin/wrapper.exe>

These were the settings we used for the first Launch Individual AU test, to call the simple example assessment. For the Individual AU setup screen we used the following settings:

1. Full URL to Assignable Unit : <http://192.168.1.3/perception5/session.php>
2. Vendor specific web launch parameters : CALL=aicc
3. Lesson (AU) Title : Perception AICC test
4. [CORE VENDOR] data :
Lesson_ID=4117626686784785

(You should replace this ID with the ID of your assessment)

E-MAIL COMMUNICATIONS

From: Chris Gollop [chris.gollop@questionmark.co.uk]
Sent: Tuesday, August 18, 2009 4:06 AM
To: Horne, Fredrick C CIV NAVSEA KPWA
Subject: RE: QuestionMark Testing

Attachments: Perception AICC 2009.doc

Hi Fred

I should be available 12-2pm this afternoon BST (GMT+1) or 5-6pm which is probably better for you?

I have had a look through the attached which was originally sent to you and though it is the quick install there are full install instructions referred to within that I am not sure if they were sent with this?

In short I'll try and summarise some of the steps that you could need to try (having not seen the issue it's a little hard to diagnose):

1. Ensure .NET 2.0 is installed
2. Ensure ASP Service is running
3. Ensure Questionmark Service is running
4. In IIS Ensure .NET 2.0 is enabled
5. In IIS Ensure unknown ISAPI and CGI is enabled
6. In IIS Allow Active Server Pages
6. Ensure the Questionmark webshares use .NET 2.0
7. Ensure the default web site has "allow parent paths" enabled in Properties/Home/Configuration

Hope this helps, and let me know about which time works for you for a call.

Thanks,

-----Original Message-----

From: Horne, Fredrick C CIV NAVSEA KPWA [mailto:fredrick.horne@navy.mil]

Sent: 17 August 2009 14:06

To: Chris Gollop

Subject: RE: QuestionMark Testing

Chris,

Give me some times you are available to communicate with. I am in Keyport, Washington on the West Coast.

/r Fred

-----Original Message-----

From: Chris Gollop [mailto:chris.gollop@questionmark.co.uk]
Sent: Monday, August 17, 2009 4:21
To: Horne, Fredrick C CIV NAVSEA KPWA
Cc: John Kleeman
Subject: RE: QuestionMark Testing

Hi Fred,

My name is Chris and I headed up the QA of version 5 here at Questionmark and would be happy to take you through the installation on LiveMeeting. Then if any issues are incurred we can work through them.

If you can let me know some times which are suitable for you (please note I work from the UK) I shall arrange this - it should take no longer than an hour.

Many thanks,

-----Original Message-----

From: John Kleeman
Sent: 17 August 2009 06:49
To: Chris Gollop
Subject: FW: QuestionMark Testing

Can I offer you to call and Live meeting him?

-----Original Message-----

From: Horne, Fredrick C CIV NAVSEA KPWA [mailto:fredrick.horne@navy.mil]

Sent: 15 August 2009 16:04
To: John Kleeman
Cc: McDonald, William
Subject: QuestionMark Testing

John,

I have spent the last few days trying to set up the system for testing but am not having much luck.

I read over the notes on testing your previous system a few years ago and appear to be having similar problems in getting the right setup.

I am using Windows 2003 Server and SQL Express. I have installed the software you provided in the package using your instructions. The instructions are basically the same as provided with you last package and I noticed the previous tester is having similar problems. My workstation running the Test Suite is Windows 2000. Have used this test set for several other tests and it appears to work fine. Will there be a problem using it to test your product?

Do you have any more detailed instructions on how you ran your self testing?

/r Fred Horne

From: Chris Gollop [chris.gollop@questionmark.co.uk]
Sent: Tuesday, August 25, 2009 9:31 AM
To: Horne, Fredrick C CIV NAVSEA KPWA
Subject: RE: QuestionMark Testing

Hi Fred,

Thanks for this.

Have you created a repository in SRM and configured it (Step 2(5) in the original instructions) as it should be at this point the CustomerID is completed?

If you have done this then please check the serversettings.config file in the program files/Questionmark/perception5 folder and search for customerid - and complete the placeholder to match the name of your repository as created in SRM.

I'd be surprised if it was a license issue but if you have the new license file you can copy it into the same folder as above and try again.

Please let me know how it goes.

Thanks,

-----Original Message-----

From: Horne, Fredrick C CIV NAVSEA KPWA [mailto:fredrick.horne@navy.mil]

Sent: 21 August 2009 15:02

To: Chris Gollop

Subject: RE: QuestionMark Testing

Chris,

Your last instructions worked well we finally got the Web Site to start to run but came up with the following error. I am attaching a PDF file with the error message. Not sure what the ID is, believe the problem is that the license expired that came with the CDROM. Never had a chance to install new license.

Please help.

/r Fred

-----Original Message-----

From: Chris Gollop [mailto:chris.gollop@questionmark.co.uk]

Sent: Friday, August 21, 2009 2:30

To: Horne, Fredrick C CIV NAVSEA KPWA

Subject: RE: QuestionMark Testing

Hi Fred,

Have you managed to look through my suggestions below to progress this or is there anything I can do right now to assist?

If you have descriptions/screenshots of any errors I can try and diagnose that way as a livemeeting is not possible due to your security restrictions.

Thanks,

-----Original Message-----

From: Horne, Fredrick C CIV NAVSEA KPWA [mailto:fredrick.horne@navy.mil]

Sent: 18 August 2009 13:24

To: Chris Gollop

Subject: RE: QuestionMark Testing

The attached instructions is what I followed and they didn't work. They are very detailed though.

I will keep trying.

My schedule is being changed almost hourly right now due to unplanned problems with a project.

I will get back to you soon.

/r Fred

-----Original Message-----

From: Chris Gollop [mailto:chris.gollop@questionmark.co.uk]

Sent: Tuesday, August 18, 2009 4:06

To: Horne, Fredrick C CIV NAVSEA KPWA

Subject: RE: QuestionMark Testing

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Thanks,

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Cc: John Kleeman

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Do you have any more detailed instructions on how you ran your self testing?

/r Fred Horne

From: Horne, Fredrick C CIV NAVSEA KPWA
Sent: Friday, September 11, 2009 6:18 AM
To: 'Tom King'; 'Chris Gollop'
Cc: william.a.mcdonald@alteontraining.com
Subject: RE: My VoIP phone rebooted and I lost your number
Signed By: fredrick.horne@navy.mil

Tom,

Good news, I resolved the problems and the tests ran fine.

The .au file we built for the assessments listed the perception server as <http://192.168.1.3>, this must have been set at QuestionMark. I went into the Perception Server administrator and changed the IP address to the server address of <http://192.168.163.35>. I re-published the assessments and the correct IP address was placed in the .au file. I then ran the tests on the test suite and both assessments past the test.

I couldn't get the long address to work right, so I typed in the first three lines as before and copied and pasted the assessment numbers in the Lesson_ID location. Then the tests ran okay.

Thanks again for the assistance.

/r Fred

-----Original Message-----

From: Tom King [mailto:tom.king@questionmark.com]
Sent: Thursday, September 10, 2009 13:05
To: Horne, Fredrick C CIV NAVSEA KPWA
Subject: Re: My VoIP phone rebooted and I lost your number

Thanks for the update. I have meetings 8am to 10am on Fridays, but you can call or email anytime. My cell number is listed below too.

Tom

--

Tom King
Mobile: +1-206-953-3681
Office: 203-299-4586
sent from iPhone

On Sep 10, 2009, at 12:01 PM, "Horne, Fredrick C CIV NAVSEA KPWA"
<fredrick.horne@navy.mil>
> wrote:

> Tom,
>
> Thank you for the help. I think were getting closer, but it still
> isn't working.
>
> I think that the .au file that it developed is wrong. It placed the
> wrong IP address in the .au.
>

> I am stuck in meetings now the rest of the day. Will have to call
> you tomorrow AM time frame if possible.

>

> /r Fred

> 360-315-7719

>

> -----Original Message-----

> From: Tom King [mailto:tom.king@questionmark.com]

> Sent: Thursday, September 10, 2009 10:21

> To: Horne, Fredrick C CIV NAVSEA KPWA

> Subject: My VoIP phone rebooted and I lost your number

> Importance: High

>

> Can you send it or call me at 203-229-4588?

>

> --

> Tom King

> Office: +1-203-299-4586 Mobile: +1-206-953-3681

> twitter: @mobilemind

>

>

AICC Independent Test Lab Report
Error Logs

AICC/CMI Test Suite - Ver 1.5

Disclaimer: Test results are not valid unless tests are conducted
in an AICC authorized Independent Test Lab

<< AICC Individual Web-based AU Launch and Communication Tests >>

Sep 11 2009 06:21:37 < Launching AU (AU0000) ... >
Sep 11 2009 06:21:37 < Reading HACP Message ... >
Sep 11 2009 06:21:37 < HACP Command: GETPARAM S#:001 M#:001 >
Sep 11 2009 06:21:54 < Reading HACP Message ... >
Sep 11 2009 06:21:54 < HACP Command: PUTPARAM S#:001 M#:002 >
Sep 11 2009 06:21:54 < PutParam() AICC_Data - OK >
Sep 11 2009 06:21:55 < Reading HACP Message ... >
Sep 11 2009 06:21:55 < HACP Command: EXITAU S#:001 M#:003 >
Sep 11 2009 06:21:55 < ... HACP Session Closed >
Sep 11 2009 06:23:17 < Launching AU (AU0001) ... >
Sep 11 2009 06:23:17 < Reading HACP Message ... >
Sep 11 2009 06:23:17 < HACP Command: GETPARAM S#:001 M#:001 >
Sep 11 2009 06:23:30 < Reading HACP Message ... >
Sep 11 2009 06:23:30 < HACP Command: PUTPARAM S#:001 M#:002 >
Sep 11 2009 06:23:30 < PutParam() AICC_Data - OK >
Sep 11 2009 06:23:32 < Reading HACP Message ... >
Sep 11 2009 06:23:32 < HACP Command: EXITAU S#:001 M#:003 >
Sep 11 2009 06:23:32 < ... HACP Session Closed >
Sep 11 2009 06:24:08 < ==> Total AUs Tested = 2 >
Sep 11 2009 06:24:08 < ==> Total AUs Failed = 0 >
Sep 11 2009 06:24:08 < ==> Total AU Communication Errors = 0 >

