

ITC (Independent Test Centre) Technical Requirements

About the installation scenarios

This document describes the minimum hardware requirements to install the Pearson VUE Testing System (VTS) software in an Internet Test Centre. The VTS software may be installed in one of three configurations: **Stand-alone**, **Workgroup**, or **Server** scenario. Whichever scenario is installed, the hardware and software must meet Pearson VUE's minimum requirements as shown in [System requirements](#) on page 7.



Warning

If your site is installing in a **Workgroup scenario** you are limited to no more than 15 test delivery workstations. If you are installing on more than 15 test delivery workstations you must use a **Server scenario**, which requires a **Windows server OS**.

The following items are strictly prohibited:

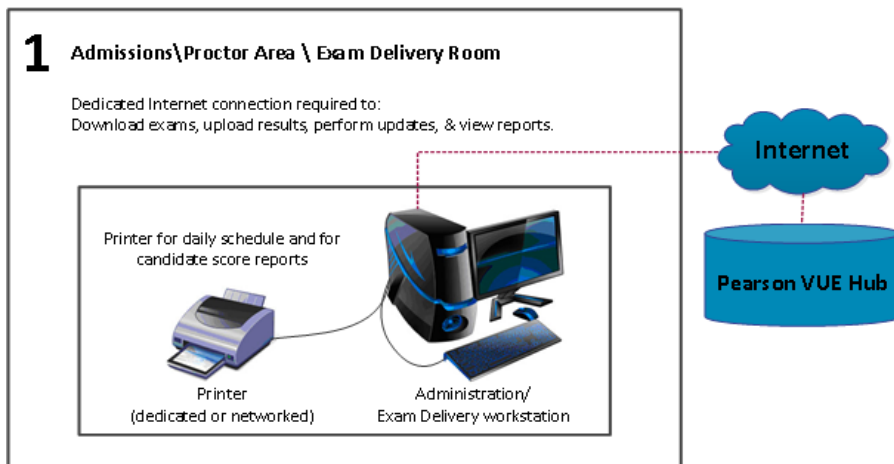
- **Mac** hardware running any operating system.
- **Virtual environments** in any form.
- **Laptops as test delivery** workstations or as **Servers**.

Any Windows user account that interacts with the VTS software on the **Server, Administration, Proctor, or test delivery workstation** is **required** to have **local administrator rights** on that workstation. This includes both installing and running the VTS software.

Stand-alone scenario installation

In a Stand-alone scenario installation, all the Pearson VUE Testing System software is installed on a single workstation. This workstation is used to register for tests, admit candidates, and deliver tests.

Stand-alone Scenario



1. The admissions\proctor area\exam delivery room must have a dedicated Internet connection required to:
 - a. download exams,
 - b. upload results,
 - c. perform updates, and
 - d. view reports.
2. The administration/exam delivery workstation must have a printer (either dedicated or networked) configured to print daily schedules and candidate score reports.

Workgroup scenario installation

In a Workgroup scenario installation, test delivery workstations are connected through a local area network (LAN) or workgroup to the Administration workstation which provides shared file storage. This is illustrated below.

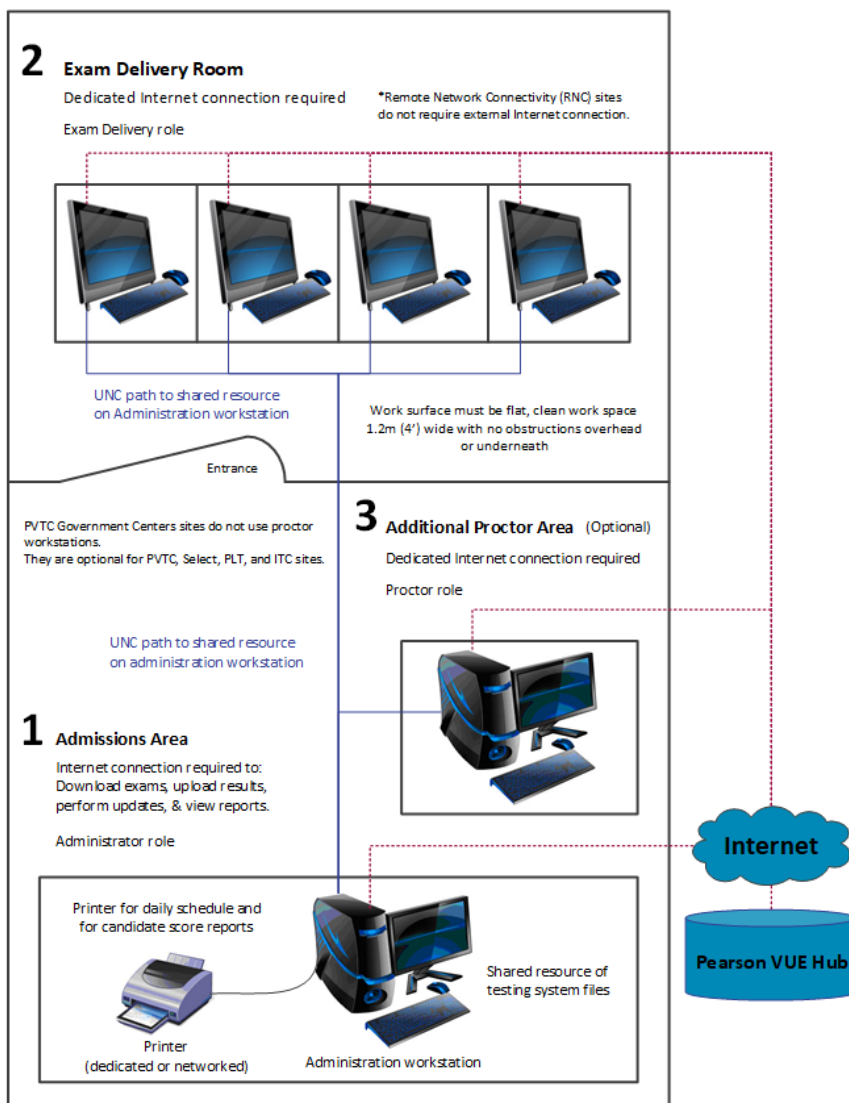


Warning

A Workgroup scenario may only use up to 15 test delivery workstations. If you will be installing more than 15 workstations, you must use a Server scenario shown on the following page.

Workgroup Scenario

Multiple computers workgroup/network



ITC Technical Requirements

1. **Admissions area**

- a. An Internet connection is required to:
 - i. download exams,
 - ii. upload results,
 - iii. perform updates, and
 - iv. view reports.
- b. The server and administrator role are installed on the administration workstation.
- c. The administration workstation contains the shared resource of testing files.
- d. A printer (either dedicated or networked) must be configured to print daily schedules and candidate score reports.

2. **Exam delivery room**

- a. A dedicated Internet connection is required. * Remote Network Connectivity (RNC) sites do not require external Internet connection.
- b. The candidate work surface must be a flat clean workspace 1.2m (4') wide with no obstructions overhead or underneath.
- c. A UNC path from each exam delivery workstation to shared resources on the server/administration workstation is required.

3. **Additional proctor area (optional)**

- a. A dedicated internet connection is required.
- b. The proctor role is installed on the proctor workstation.
- c. A UNC path from the proctor workstation to shared resources on the server/administration workstation is required.

Server scenario Installation

In a Server scenario installation, all test delivery workstations are connected through a LAN, and a file server provides shared file storage. This is illustrated below. (Server scenario refers to a setup type and is not related to an Operating System.)

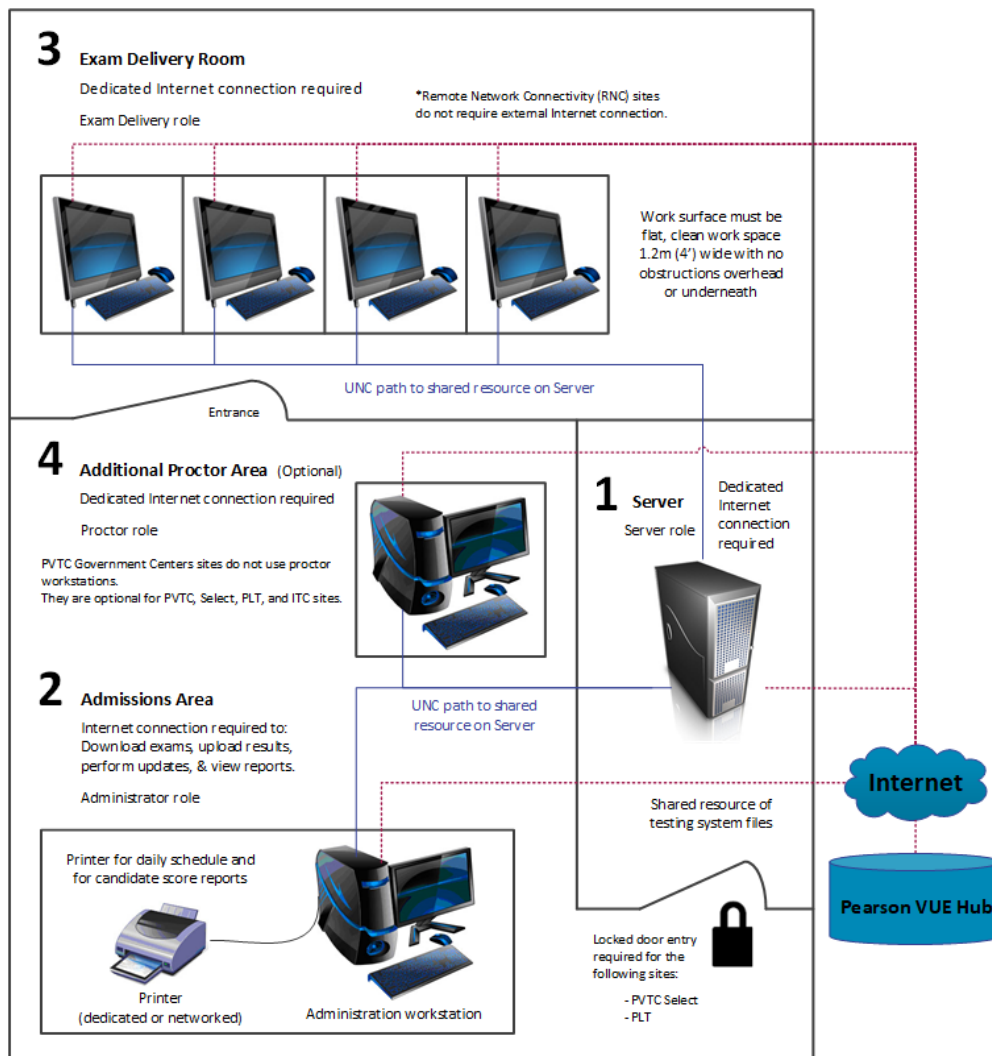


Warning

You must use a **Server scenario** if you have more than **15 test delivery workstations**. A server operating system, such as Windows Server 2022, 2019 or 2016, is required for more than 15 test delivery workstations.

Server Scenario

Multiple computers
local area network (LAN)



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1. **Server**

- a. The VTS server must be in a locked server room for PVTC Select and PLT test centers.
- b. The server role is installed on the server.
- c. A dedicated Internet connection for the server is required.

2. **Admissions area**

- a. An internet connection is required to:
 - i. download exams,
 - ii. upload results,
 - iii. perform updates, and
 - iv. view reports.
- b. The administrator role is installed on the administration workstation.
- c. A UNC path from the administration workstation to shared resources on the server is required.
- d. A printer (either dedicated or networked) must be configured to print daily schedules and candidate score reports.

3. **Exam delivery room**

- a. A dedicated Internet connection is required.
*Remote Network Connectivity (RNC) sites do not require external Internet connection.
- b. The candidate work surface must be a flat clean workspace 1.2m (4') wide with no obstructions overhead or underneath.
- c. A UNC path from each exam delivery workstation to shared resources on the Server is required.

4. **Additional proctor area (optional)**

- a. A dedicated internet connection is required.
- b. The proctor role is installed on the proctor workstation.
- c. A UNC path from the proctor workstation to shared resources on the server is required.

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System requirements

Effective **September 1, 2025**, the following pages list the minimum system requirements for installing and running the Pearson VUE Testing System, and for operating as a test centre. **Pearson recommends purchasing equipment that meets or exceeds the Recommended Specifications.** The minimum requirements will change periodically based on the needs of our test sponsors.

Hardware configuration

All-in-one PC's are permitted as long they meet the minimum Technical Specification. Pearson VUE highly recommends that All-in-one PC's meet the Recommended Technical Specifications.

Software licenses

All test centres must have Windows operating systems that have completed online activation. Application software installed on all test delivery workstations must also have current licensing. Windows Operating Systems must pass Genuine Windows Validation. Evaluation copies are not supported.

Network configuration

Pearson VUE **strongly recommends** that all machines with VTS Software installed remain in the same domain or workgroup, VLAN, and subnet. Network configurations that do not follow this guideline may experience decreased test delivery performance. You may be asked to make changes to your network configuration to comply with these guidelines as part of problem resolution.

The following ports/URLs are also required to be open for the software to function properly:

80, TCP - HTTP
443, TCP - HTTPS

ITC Technical Requirements

If your test center uses a firewall or web filter, please ensure that the following URL's and IP Ranges are on the allowlist to ensure that you can connect to Pearson VUE.

- Unrestricted access to **http://*.pearsonvue.com** and **https://*.pearsonvue.com**
- IP range 13.89.111.144/28 (13.89.111.144 - 13.89.111.159) / ports 80 and 443
- IP range 52.177.91.16/28 (52.177.91.16 - 52.177.91.31) / ports 80 and 443

Internet bandwidth

The minimum connection speed (Base Network) requirement of 5.0 Mbps down/ 3.0 Mbps up is required for all test centers. Some test deliveries will require an internet connection. For Internet Based Tests (IBT), internet requirements depend on the number of delivery workstations. See the table below for details.

Base network bandwidth + 256 Kbps for each test delivery workstation/laptop

1 – 15 delivery workstations

- **5.0 Mbps down/ 3.0 Mbps up** base and **512 Kbps** for each workstation.

16 – 50 delivery workstations

- **10.0 Mbps down / 5.0 Mbps up** base and **512 Kbps** for each workstation.

51 – 100 delivery workstations

- **20.0 Mbps down / 10.0 Mbps up** base and **512 Kbps** for each workstation.

All workstations

- For IBT test deliveries, latency should not exceed **150 ms**.

24-inch Monitors – test delivery

All test centers are required to use 24-inch monitors.

Monitor

- Must allow for the following display resolution settings and be set to the highest resolution:
 - **1920 x 1080 (set to this resolution)**
 - **1280 x 1024**
 - **1024 x 768**
- Monitor must be connected to the computer using **DVI**, **DisplayPort**, or **HDMI**.

Desktop graphics adapter

- Test delivery workstations must have a graphics adapter that supports **GPU Scaling** (ability to Maintain Aspect Ratio).
- Test delivery workstations must have the GPU Scaling feature enabled in the graphics adapter software.
- The latest version of graphics drivers must be installed.

Pearson VUE specific hardware

CITB tests require test centre admissions equipment. These components may be purchased from Pearson VUE or a third-party source.

Web camera

Logitech HD Webcam C615, or
Logitech Pro C920 Pro HD Webcam, or
Logitech C920e Business Webcam

Signature device

ePadLink: ePad Signature Pad – Model VP9801 or
ePadLink: ePad II Signature Pad – Model VP9851



Warning

Pearson VUE strongly recommends purchasing 2 web cameras. If the first camera breaks down, you will not be able to deliver any more tests until a replacement is in place.

Server: file storage

The file storage server must be accessible to the Administration workstation, Proctor workstation, and all test delivery workstations. These requirements apply to Administration workstations with 1 – 15 test delivery workstations, and to Servers with 16 – 30 test delivery workstations.

Operating System

Required for 1 – 15 test delivery seats:

****Windows 10** Professional or Enterprise (**64-bit mandatory**)

***Windows 11** Professional or Enterprise 10th generation or higher (**64-bit mandatory**)

***Windows 11** Education Edition (**64-bit mandatory**)

Windows Server 2022 (64-bit)

Windows Server 2019 (64-bit)

Windows Server 2016 (64-bit)

Required for 16 – 30 test delivery seats:

Windows Server 2022 (64-bit)

Windows Server 2019 (64-bit)

Windows Server 2016 (64-bit)

(Windows Server Core is not currently supported)

*You must have the latest version of Windows 10 or 11 with all current patches installed. You should run monthly updates for any OS updates.

****Windows 10 support ends October 2025.**



Note:

If you are an educational facility, i.e., University, **Windows 10 education** is currently supported.

ITC Technical Requirements

Processor

Required for 1 – 15 test delivery seats:

Intel: **i5** Generation 4 or higher
i3 Generation 8 or higher

AMD: **Ryzen 3** Generation 5 or higher

Required for 16 – 30 test delivery seats:

Intel: **i7** Generation 2 or higher

AMD: **Ryzen 5** or higher



Note:

CPU must have a minimum of two cores (dual-core).

*Please refer to the Microsoft website to ensure the i3/i5/i7 or Ryzen 3/5 processor is compatible with Windows 11.

RAM

Required for 1 – 15 test delivery seats:

8 GB of RAM

Required for 16 – 30 test delivery seats:

16 GB of RAM or more

Hard drive

SATA II Interface Standard or faster Interface Standard.

128 GB available disk space.

Network connection

Required for 1 – 15 test delivery seats:

100 Mbps Full Duplex WIRED connection to the network switch.

Required for 16 – 30 test delivery seats:

1 Gbps Full Duplex WIRED connection to the network switch.

Strongly recommended:

The server must be dedicated to the VTS software to ensure the highest quality experience for candidates during test delivery.

Pearson VUE strongly discourages that the server provides additional services such as: domain controller, DHCP, SQL Server, WINS, etc.



Warning:

Wireless Networks are strictly prohibited. 3G/4G/5G connections are prohibited.

Power

UPS is recommended.

Internet connection

See [Internet bandwidth](#) requirements above.

Internet browser

Latest version of **Edge**, **Chrome**, or **Firefox**.

Additional software

- Server must have **Anti-Virus software** installed with a current update.
- **.NET 3.5** framework must be enabled.

Additional notes

- The Windows account used to **install** the VUE Testing System Platform must have **full local Administrative rights** to install properly.
- Candidates should never have free access to the Server machine at any time.

Administration and proctor workstation

Operating System

****Windows 10** Professional or Enterprise (**64-bit mandatory**)

***Windows 11** Professional or Enterprise 10th generation or higher (**64-bit mandatory**)

***Windows 11** Education Edition (**64-bit mandatory**)

*You must have the latest version of Windows 10 or 11 with all current patches installed. You should run monthly updates for any OS updates.

****Windows 10 support ends October 2025.**



Note:

If you are an educational facility, i.e., University, **Windows 10 education** is currently supported.

Processor

Minimum required:

Intel: **i5** Generation 4 or higher
i3 Generation 8 or higher

AMD: **Ryzen 3** Generation 5 or higher

Recommended specifications:

Intel: **i7** Generation 2 or higher

AMD: **Ryzen 5** or higher

*Please refer to the Microsoft website to ensure the i3/i5/i7 or Ryzen 3/5 processor is compatible with Windows 11.

ITC Technical Requirements

RAM

<u>Minimum required:</u>	8 GB of RAM
<u>Recommended specification:</u>	16 GB of RAM or more

Hard drive

128 GB free disk space, but **256 GB** is preferred.

Graphics adapter

- Video Adapter must support **DirectX 12** or higher and **OpenGL 2.0** or higher. Latest drivers installed.
- The **WDDM Driver** version must be **2.0** or higher.
- **128 MB** of dedicated Video RAM or the ability to increase the dedicated video memory to 128 MB via bios change.



Note:

OpenGL 2.0 or higher is required regardless of whether it is an “integrated chipset” or a machine with a dedicated video card.

- All computers and monitors must be connected via **DVI**, **DisplayPort**, or **HDMI**.

Display

24-inch monitor.

Mouse and keyboard

- English QWERTY Keyboard
- 2 Button Wheel Mouse

USB ports

Minimum required:

4 available USB 2.0 ports for:

- English QWERTY Keyboard
- 2 Button Wheel Mouse
- Signature Pad admissions equipment
- Camera admissions equipment

Recommended specifications:

6 available USB 2.0 ports for:

- English QWERTY Keyboard
- 2 Button Wheel Mouse
- Signature Pad admissions equipment
- Camera admissions equipment
- 2 spare ports

Network connection

Minimum required:

100 Mbps Full Duplex WIRED connection to the network switch.

Recommended specification:

1 Gbps Full Duplex WIRED connection to the network switch.

Strongly Recommended:

All machines with VTS software installed should remain in the same domain or workgroup, VLAN, and subnet.



Warning:

Wireless Networks are strictly prohibited. 3G/4G/5G connections are prohibited.

ITC Technical Requirements

Optical drive

Sites are required to install large media files via DVD. Therefore, the administration and proctor workstations must have an **ab Optical drive**.

Internet connection

See [Internet bandwidth](#) requirement above.

Internet browser

Latest version of **Edge, Chrome, or Firefox**.

Printer

600 DPI Laser Printer.

Additional software

- **.NET 4.0** is installed with the VTS software.
- If installing on **Windows 10**, **.NET 3.5** must be enabled on the Administration/Proctor workstation to complete the VTS installation.
- All workstations must have **Anti-Virus software** installed with a current update.

Additional notes

- **Windows 11 and 10** allows for up to **15** simultaneous test deliveries.
- Candidates must not have free access to the Administration or Proctor workstations at any time.
- The Windows account used to **install** the VUE Testing System Platform must have **full local Administrative rights** to properly install and update the software.

Test delivery workstation

Operating System

****Windows 10** Professional or Enterprise (**64-bit mandatory**)

***Windows 11** Professional or Enterprise 10th generation or higher (**64-bit mandatory**)

***Windows 11** Education Edition (**64-bit mandatory**)

*You must have the latest version of Windows 10 or 11 with all current patches installed. You should run monthly updates for any OS updates.

****Windows 10 support ends October 2025.**



Note:

If you are an educational facility, i.e., University, **Windows 10 education** is currently supported.

ITC Technical Requirements

Processor

Minimum required:

Intel: **i5** Generation 4 or higher
i3 Generation 8 or higher

AMD: **Ryzen 3** Generation 5 or higher

Recommended specifications:

Intel: **i7** Generation 2 or higher

AMD: **Ryzen 5** or higher

*Please refer to the Microsoft website to ensure the i3/i5/i7 or Ryzen 3/5 processor is compatible with Windows 11.

RAM

Minimum required:

8 GB of RAM

Recommended specification:

16 GB of RAM or more

Hard drive

128 GB free disk space, but **256 GB** is preferred.

Graphics adapter

- Video Adapter must support **DirectX 12** or higher and **OpenGL 2.0** or higher. Latest drivers installed.
- The **WDDM Driver** version must be **2.0** or higher.
- **128 MB** of dedicated **Video RAM** or the ability to increase the dedicated video memory to 128 MB via bios change.



Note:

OpenGL 2.0 or higher is required regardless of whether it is an “integrated chipset” or a machine with a dedicated video card.

- All exam delivery workstations must have a **Graphics Adapter** that supports **GPU Scaling** (sometimes called Maintaining Aspect Ratio).
- All exam delivery workstations **must have the GPU Scaling feature enabled**.
- **All computers and monitors** must be connected via **DVI, DisplayPort, or HDMI**.

Display

See [24-inch monitors](#) requirements above.

Audio

Windows compatible audio playback capability.

Mouse and keyboard

- English QWERTY Keyboard
- 2 Button Wheel Mouse

ITC Technical Requirements

USB ports

Minimum required:

2 available USB 2.0 ports for:

- English QWERTY Keyboard
- 2 Button Wheel Mouse

Recommended specifications:

4 available USB 2.0 ports for:

- English QWERTY Keyboard
- 2 Button Wheel Mouse
- 2 spare ports

Network connection

Minimum required:

100 Mbps Full Duplex WIRED connection to the network switch.

Recommended specification:

1 Gbps Full Duplex WIRED connection to the network switch.

Strongly Recommended:

All machines with VTS software installed should remain in the same domain or workgroup, VLAN, and subnet.



Warning:

Wireless Networks are strictly prohibited. 3G/4G/5G connections are prohibited.

Internet connection

See [Internet bandwidth](#) requirements above.

Internet browser

Latest version of **Edge**, **Chrome**, or **Firefox**.

ITC Technical Requirements

Printer

600 DPI Laser Printer.

Additional software

- **.NET 4.0** is installed with the VTS software.
- If installing on **Windows 10**, **.NET 3.5** must be enabled on the Administration/Proctor workstation to complete the VTS installation.
- All workstations must have **Anti-Virus software** installed with a current update.

Additional notes

- The Windows account used to **install** the VUE Testing System Platform must have **Administrative rights** to install properly.
- The Windows account profile logged into the **test delivery workstation** must have **full local Administrative rights** to launch the Delivery Manager software.
- If there is an approved accommodation for **Assistive Technology** (such as **JAWS** software) the test delivery workstation requires more advanced technical requirements, such as **16 GBs** of **RAM**. A Pearson representative will confirm with test center staff prior to scheduling this type of Assistive Technology.

Prohibited on all workstations and servers

All server, administration, and test delivery workstations must adhere to the following restrictions:

Portable computing devices

Smartphones are strictly prohibited.

Tablet devices are strictly prohibited (e.g., **iOS**, **Android**, and **Windows 8**).

Netbooks and **Chromebooks** are strictly prohibited.



Warning:

Laptops are strictly prohibited as test delivery workstations or as Servers.

Processor

Devices running Ultra Mobile Processors are strictly prohibited. This includes but is not limited to **Intel Atom**, **AMD NEO CPU** lines, and **ARM** CPUs.

RAM

Less than **8 GB** on any workstation.

Hard drive

FAT32 File System.

Operating system

- **Evaluation versions** of operating systems are not allowed.
- **Windows 8.1, 8, 7, XP & Vista** are strictly prohibited.
- **Windows Server 2012** and **2008** (all versions).
- **Windows Server Operating System** strictly prohibited on the test delivery workstations and not supported on Administration workstations.
- **Virtual environments** are strictly prohibited (e.g., VMWare, Virtual PC, Citrix, Parallels, VirtualBox, etc.)
- **Mac OSX** is strictly prohibited.
- **Mac hardware** running any Operating System is strictly prohibited.
- **All Linux/Unix** based Operating Systems are strictly prohibited.

Graphics adapter

Any Graphics Adapter that does not support **DirectX 12** or later with **WDDM 2.0 driver** or higher.

Monitor display

- **Monitors smaller than 24 inches** are strictly prohibited on test delivery workstations.
- **Dual monitors** are strictly prohibited on test delivery workstations.
- **KVM switches** are strictly prohibited on test delivery workstations.

USB

Portable computing devices such as, but not limited to, smartphones and tablets are strictly prohibited from being connected to the test delivery workstation during test deliveries.

USB Hubs are strictly prohibited on test delivery workstations.

ITC Technical Requirements

Network

Wireless Networks of any kind are strictly prohibited.

IPv6 is not currently supported.

Novell Netware is not supported.

Network Hubs are strictly prohibited.

Internet connection

SSL VPNs are strictly prohibited. (e.g., Hotspot Shield).

Additional software

Software that can be used to remotely access the delivery workstations during test delivery is strictly prohibited.

Additional notes

It is strictly prohibited to install the VUE Testing System Platform on any computer that does not have Anti-Virus software installed on it.