

# PVTC Technical Requirements

## About the installation scenarios

This document describes the minimum hardware requirements to install the Pearson VUE Testing System (VTS) software in a Pearson VUE Authorized Test Center. The VTS software may be installed in one of two configurations: **Workgroup scenario** or **Server scenario**. Whichever scenario is installed, the hardware and software must meet Pearson VUE's minimum requirements as shown in the [System requirements](#) on page 4.



### Warning

If your site is installing in a **Workgroup scenario** you are limited to no more than 15 exam delivery workstations. If you are installing on more than 15 exam 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 exam delivery** workstations or as **Servers**.



### Note

Sites that will install Palm Vein admissions equipment must view the **“Install the Palm Vein Device”** topic in the Site Installation Guide for installation instructions.

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

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## Workgroup scenario installation

In a Workgroup scenario installation, exam 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.

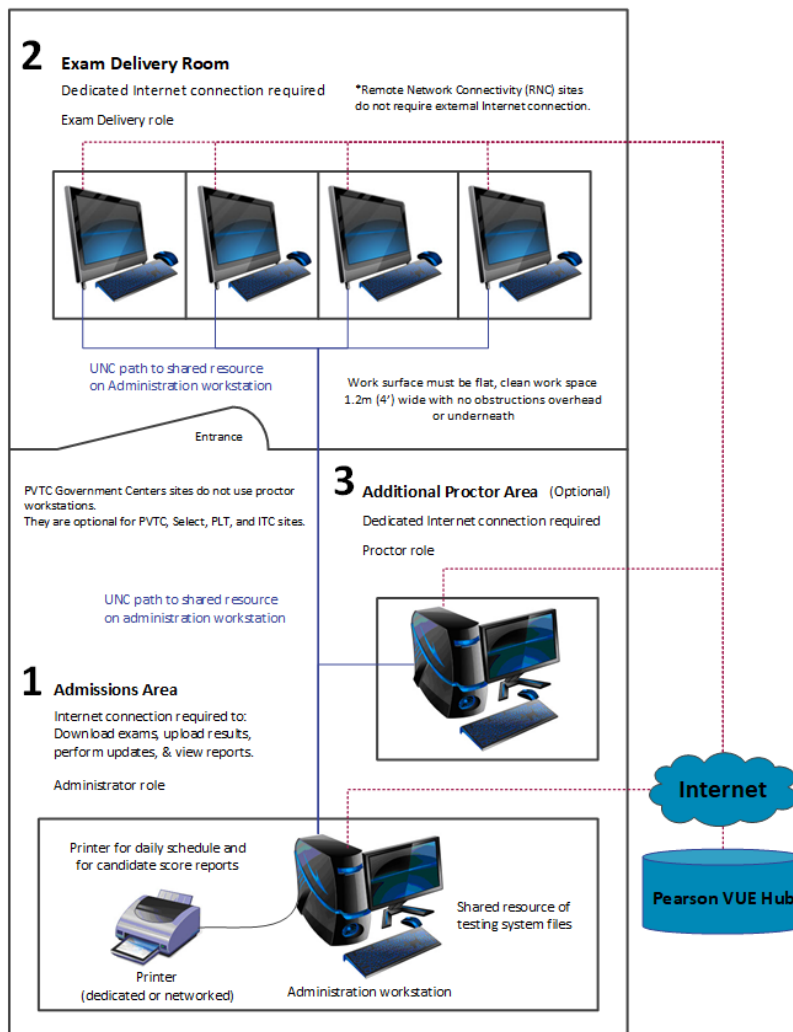


### Warning

**A Workgroup scenario may only use up to 15 exam 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



## Server scenario installation

In a Server scenario installation, all exam 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.)

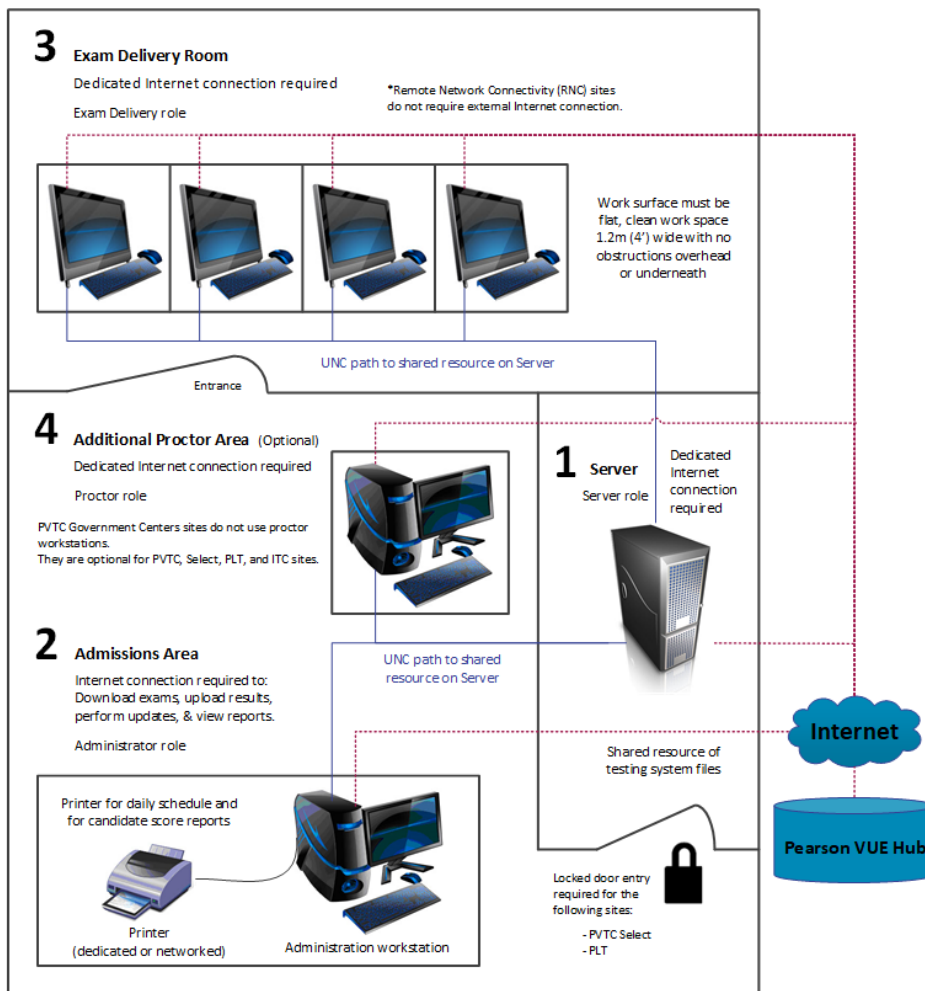


### Warning

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

#### Server Scenario

Multiple computers  
local area network (LAN)



# System requirements

Effective **October 1, 2024**, the following pages list the minimum system requirements for installing and running the Pearson VUE Testing System, and for operating as a test center. **Pearson recommends purchasing equipment that meets or exceeds the Recommended Specifications.** The minimum requirements will change periodically based on the needs of our exam sponsors.

## Hardware configuration

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

## Software licenses

All test centers must have Windows operating systems that have completed online activation. Application software installed on all exam 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 exam 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

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 exam 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.

| <b>NUMBER OF WORKSTATIONS</b>         | <b>BASE NETWORK BANDWIDTH + 512 Kbps FOR EACH EXAM DELIVERY WORKSTATION</b>               |
|---------------------------------------|---|
| <b>1 – 15 delivery workstations</b>   | <b>5.0 Mbps down/ 3.0 Mbps up</b> base and <b>512 Kbps up/down</b> for each workstation   |
| <b>16 – 50 delivery workstations</b>  | <b>10.0 Mbps down/ 5.0 Mbps up</b> base and <b>512 Kbps up/down</b> for each workstation  |
| <b>51 – 100 delivery workstations</b> | <b>20.0 Mbps down/ 10.0 Mbps up</b> base and <b>512 Kbps up/down</b> for each workstation |
| <b>All workstations</b>               | For IBT exam deliveries, latency should not exceed <b>150 ms</b>                          |

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### 24" Monitors – exam delivery

All test centers are required to use 24" monitors.

| HARDWARE                        | REQUIREMENTS  |
|---------------------------------|---|
| <b>Monitor</b>                  | <ul style="list-style-type: none"><li>• Must allow for the following display resolution settings and be set to the highest resolution:<ul style="list-style-type: none"><li>○ <b>1920 x 1080 (set to this resolution)</b></li><li>○ <b>1280 x 1024</b></li><li>○ <b>1024 x 768</b></li></ul></li><li>• Monitor must be connected to the computer using <b>DVI, DisplayPort, or HDMI</b></li></ul> |
| <b>Desktop graphics adapter</b> | <ul style="list-style-type: none"><li>• Exam delivery workstations must have a graphics adapter that supports <b>GPU Scaling</b> (ability to Maintain Aspect Ratio).</li><li>• Exam delivery workstations must have the GPU Scaling feature enabled in the graphics adapter software.</li><li>• The latest version of graphics drivers must be installed.</li></ul>                               |

## Pearson VUE specific hardware

Some exams may require test center admissions equipment. Please consult with your Pearson VUE representative to determine if these components are required for your test center. If required, these components may be purchased from Pearson VUE or a third-party source.

| HARDWARE                | ADMINISTRATION WORKSTATION   |
|-------------------------|--|
| <b>Web camera</b>       | Logitech HD Webcam C615, or<br>Logitech Pro C920 Pro HD Webcam, or<br>Logitech C920e Business Webcam |
| <b>Signature device</b> | ePadLink: ePad Signature Pad – Model VP9801 or<br>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 exams until a replacement is in place.

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### Server: file storage


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

| REQUIREMENT      | REQUIRED SPECIFICATIONS   |
|------------------|---|
| Operating System | <p><b><u>Required for 1 – 15 exam delivery seats:</u></b></p> <ul style="list-style-type: none"><li><b>*Windows 10</b> Professional or Enterprise (<b>64-bit mandatory</b>)</li><li><b>*Windows 11</b> Professional or Enterprise 10<sup>th</sup> generation or higher (<b>64-bit mandatory</b>)</li><li><b>Windows Server 2022 (64-bit)</b></li><li><b>Windows Server 2019 (64-bit)</b></li><li><b>Windows Server 2016 (64-bit)</b></li></ul> <p><b><u>Required for 16 – 30 exam delivery seats:</u></b></p> <ul style="list-style-type: none"><li><b>Windows Server 2022 (64-bit)</b></li><li><b>Windows Server 2019 (64-bit)</b></li><li><b>Windows Server 2016 (64-bit)</b></li></ul> <p><b>(Windows Server Core is not currently supported)</b></p> <p>*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.</p> <p><b>**Windows 10 support ends October 2025.</b></p> <p> <b>Note:</b></p> <p>If you are an educational facility, i.e., University, <b>Windows 10 education</b> is currently supported.</p> |




| REQUIREMENT              | REQUIRED SPECIFICATIONS  |
|--------------------------|--|
| <p><b>Processor</b></p>  | <p><b><u>Required for 1 – 15 exam delivery seats:</u></b></p> <p>Intel: <b>i5</b> Generation 4 or higher<br/> <b>i3</b> Generation 8 or higher</p> <p>AMD: <b>Ryzen 3</b> Generation 5 or higher</p> <p><b><u>Required for 16 – 30 exam delivery seats:</u></b></p> <p>Intel: <b>i7</b> Generation 2 or higher</p> <p>AMD: <b>Ryzen 5</b> or higher</p> <p>*Please refer to the Microsoft website to ensure the i3/i5/i7 or Ryzen 3/5 processor is compatible with Windows 11.</p> |
| <p><b>RAM</b></p>        | <p><b><u>Required for 1 – 15 exam delivery seats:</u></b></p> <p><b>8 GB</b> of RAM</p> <p><b><u>Required for 16 – 30 exam delivery seats:</u></b></p> <p><b>16 GB</b> of RAM or more</p>  |
| <p><b>Hard drive</b></p> | <p>SATA II Interface Standard or faster Interface Standard.</p> <p><b>128 GB</b> available disk space.</p>   |

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| REQUIREMENT                | REQUIRED SPECIFICATIONS  |
|----------------------------|--|
| <b>Network connection</b>  | <p><b><u>Required for 1 – 15 exam delivery seats:</u></b></p> <p><b>100 Mbps</b> Full Duplex WIRED connection to the network switch.</p> <p><b><u>Required for 16 – 40 exam delivery seats:</u></b></p> <p><b>1 Gbps</b> Full Duplex WIRED connection to the network switch.</p> <p><b>Pearson VUE strongly recommends</b> that the server be dedicated to the VTS software, to ensure the highest quality experience for candidates during exam delivery.</p> <p>Pearson VUE strongly discourages that the server provides additional services such as: domain controller, DHCP, SQL Server, WINS, etc.</p> <p> <b>Warning:</b></p> <p>Wireless Networks are strictly prohibited. 3G/4G/5G connections are prohibited.</p> |
| <b>Power</b>               | UPS is recommended.  |
| <b>Internet connection</b> | See <a href="#">Internet bandwidth</a> requirements above.   |
| <b>Internet browser</b>    | Latest version of <b>Edge, Chrome, or Firefox</b>  |
| <b>Additional software</b> | Server must have <b>Anti-Virus software</b> installed with a current update.<br><b>.NET 3.5</b> framework must be enabled.   |
| <b>Additional notes</b>    | The Windows account used to <b>install</b> the VUE Testing System Platform must have <b>full local Administrative rights</b> to install properly.<br>Candidates should never have free access to the Server machine at any time.   |

## Administration and proctor workstations

| REQUIREMENT                    | REQUIRED SPECIFICATIONS   |
|--------------------------------|---|
| <p><b>Operating System</b></p> | <p><b>*Windows 10</b> Professional or Enterprise (<b>64-bit mandatory</b>)</p> <p><b>**Windows 11</b> Professional or Enterprise 10<sup>th</sup> generation or higher (<b>64-bit mandatory</b>)</p> <p>*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.</p> <p><b>**Windows 10 support ends October 2025.</b></p> <div style="display: flex; align-items: center; margin-top: 10px;">  <p><b>Note:</b></p> </div> <p>If you are an educational facility, i.e., University, <b>Windows 10 education</b> is currently supported.</p> |
| <p><b>Processor</b></p>        | <p><b><u>Minimum required:</u></b></p> <p>Intel: <b>i5</b> Generation 4 or higher<br/><b>i3</b> Generation 8 or higher</p> <p>AMD: <b>Ryzen 3</b> Generation 5 or higher</p> <p><b><u>Recommended specifications:</u></b></p> <p>Intel: <b>i7</b> Generation 2 or higher</p> <p>AMD: <b>Ryzen 5</b> or higher</p> <p><b>**Please refer to the Microsoft website to ensure the i3/i5/i7 or Ryzen 3/5 processor is compatible with Windows 11.</b></p>  |
| <p><b>RAM</b></p>              | <p><b><u>Minimum required:</u></b>                      <b>8 GB</b> of RAM</p> <p><b><u>Recommended specification:</u></b>    <b>16 GB</b> of RAM or more</p>   |
| <p><b>Hard drive</b></p>       | <p><b>128 GB</b> free disk space</p>  |

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| REQUIREMENT                 | REQUIRED SPECIFICATIONS  |
|-----------------------------|--|
| <b>Graphics adapter</b>     | <p>Video Adapter must support <b>DirectX 12</b> or later with <b>WDDM 2.0 driver</b> or higher. Latest drivers installed.</p> <p><b>128 MB</b> of dedicated Video RAM or the ability to increase the dedicated video memory to 128 MB via bios change.</p> <p>All computers and monitors must be connected via <b>DVI, DisplayPort, or HDMI.</b></p>   |
| <b>Display</b>              | 24" monitor  |
| <b>Mouse &amp; keyboard</b> | <ul style="list-style-type: none"> <li>• English QWERTY Keyboard</li> <li>• 2 Button Wheel Mouse</li> </ul>  |
| <b>USB ports</b>            | <p><b><u>Minimum required:</u></b></p> <p>4 available USB 2.0 ports for:</p> <ul style="list-style-type: none"> <li>• English QWERTY Keyboard</li> <li>• 2 Button Wheel Mouse</li> <li>• Signature Pad admissions equipment</li> <li>• Camera admissions equipment</li> </ul> <p><b><u>Recommended specifications:</u></b></p> <p>6 available USB 2.0 ports for:</p> <ul style="list-style-type: none"> <li>• English QWERTY Keyboard</li> <li>• 2 Button Wheel Mouse</li> <li>• Signature Pad admissions equipment</li> <li>• Camera admissions equipment</li> <li>• 2 spare ports</li> </ul> |

| REQUIREMENT                       | REQUIRED SPECIFICATIONS  |
|-----------------------------------|--|
| <p><b>Network connection</b></p>  | <p><b><u>Minimum required:</u></b></p> <p><b>100 Mbps</b> Full Duplex WIRED connection to the network switch.</p> <p><b><u>Recommended specification:</u></b></p> <p><b>1 Gbps</b> Full Duplex WIRED connection to the network switch.</p> <p><b><u>Strongly Recommended:</u></b></p> <p>All machines with VTS software installed should remain in the same domain or workgroup, VLAN, and subnet.</p> <p> <b>Warning:</b></p> <p>Wireless Networks are strictly prohibited. 3G/4G/5G connections are prohibited.</p> |
| <p><b>Internet connection</b></p> | <p>See <a href="#">Internet bandwidth</a> requirement above.</p>   |
| <p><b>Internet browser</b></p>    | <p>Latest version of <b>Edge, Chrome, or Firefox</b></p>   |
| <p><b>Printer</b></p>             | <p><b>600 DPI</b> Laser Printer</p>  |
| <p><b>Additional software</b></p> | <p><b>.NET 4.0</b> is installed with the VTS software.</p> <p>If installing on <b>Windows 10</b>, <b>.NET 3.5</b> must be enabled on the Administration/Proctor workstation to complete the VTS installation.</p> <p>All workstations must have <b>Anti-Virus software</b> installed with a current update.</p>  |

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| REQUIREMENT             | REQUIRED SPECIFICATIONS  |
|-------------------------|--|
| <b>Additional notes</b> | <p><b>Windows 11 and 10</b> allows for up to <b>15</b> simultaneous exam deliveries.</p> <p>Candidates must not have free access to the Administration or Proctor workstations at any time.</p> <p>The Windows account used to <b>install</b> the VUE Testing System Platform must have <b>full local Administrative rights</b> to properly install and update the software.</p> |

### Exam delivery workstation

| REQUIREMENT             | REQUIRED SPECIFICATIONS  |
|-------------------------|--|
| <b>Operating System</b> | <p><b>*Windows 10</b> Professional or Enterprise (<b>64-bit mandatory</b>)</p> <p><b>**Windows 11</b> Professional or Enterprise 10<sup>th</sup> generation or higher (<b>64-bit mandatory</b>)</p> <p>*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.</p> <p><b>**Windows 10 support ends October 2025.</b></p> <p> <b>Note:</b></p> <p>If you are an educational facility, i.e., University, <b>Windows 10 education</b> is currently supported.</p> |

| REQUIREMENT                        | REQUIRED SPECIFICATIONS  |
|------------------------------------|--|
| <p><b>Processor</b></p>            | <p><b><u>Minimum required:</u></b></p> <p>Intel: <b>i5</b> Generation 4 or higher<br/><b>i3</b> Generation 8 or higher</p> <p>AMD: <b>Ryzen 3</b> Generation 5 or higher</p> <p><b><u>Recommended specifications:</u></b></p> <p>Intel: <b>i7</b> Generation 4 or higher</p> <p>AMD: <b>Ryzen 5</b> or higher</p> <p>**Please refer to the Microsoft website to ensure the i3/i5/i7 or Ryzen 3/5 processor is compatible with Windows 11.</p>  |
| <p><b>RAM</b></p>                  | <p><b><u>Minimum required:</u></b>                      <b>8 GB</b> of RAM</p> <p><b><u>Recommended specification:</u></b>    <b>16 GB</b> of RAM or more</p>  |
| <p><b>Hard drive</b></p>           | <p><b>128 GB</b> free disk space</p>   |
| <p><b>Graphics adapter</b></p>     | <p>Video Adapter must support <b>DirectX 12</b> or later with <b>WDDM 2.0 driver</b> or higher. Latest drivers installed.</p> <p><b>128 MB</b> of dedicated Video RAM or the ability to increase the dedicated video memory to 128MB via bios change.</p> <p>All exam delivery workstations must have a Graphics Adapter that supports GPU Scaling (sometimes called Maintaining Aspect Ratio).</p> <p>All exam delivery workstations <b>must have the GPU Scaling feature enabled.</b></p> <p><b>All computers and monitors</b> must be connected via <b>DVI, DisplayPort, or HDMI.</b></p> |
| <p><b>Display</b></p>              | <p>See <a href="#">24" Monitors</a> requirements above.</p>  |
| <p><b>Audio</b></p>                | <p>Windows compatible audio playback capability.</p>   |
| <p><b>Mouse &amp; keyboard</b></p> | <ul style="list-style-type: none"> <li>• English QWERTY Keyboard</li> <li>• 2 Button Wheel Mouse</li> </ul>  |


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| REQUIREMENT                | REQUIRED SPECIFICATIONS  |
|----------------------------|--|
| <b>USB ports</b>           | <p><b><u>Minimum required:</u></b></p> <p>2 available USB 2.0 ports for:</p> <ul style="list-style-type: none"><li>• English QWERTY Keyboard</li><li>• 2 Button Wheel Mouse</li></ul> <p><b><u>Recommended specifications:</u></b></p> <p>4 available USB 2.0 ports for:</p> <ul style="list-style-type: none"><li>• English QWERTY Keyboard</li><li>• 2 Button Wheel Mouse</li><li>• 2 spare ports</li></ul>  |
| <b>Network connection</b>  | <p><b><u>Minimum required:</u></b></p> <p><b>100 Mbps</b> Full Duplex WIRED connection to the network switch.</p> <p><b><u>Recommended specification:</u></b></p> <p><b>1 Gbps</b> Full Duplex WIRED connection to the network switch.</p> <p><b><u>Strongly Recommended:</u></b></p> <p>All machines with VTS software installed should remain in the same domain or workgroup, VLAN, and subnet.</p> <p> <b>Warning:</b></p> <p>Wireless Networks are strictly prohibited. 3G/4G/5G connections are prohibited.</p> |
| <b>Internet connection</b> | See <a href="#">Internet bandwidth</a> requirements above.   |
| <b>Internet browser</b>    | Latest version of <b>Microsoft Edge, Chrome, or Firefox</b>  |
| <b>Printer</b>             | <b>600 DPI</b> Laser Printer   |



| REQUIREMENT                       | REQUIRED SPECIFICATIONS   |
|-----------------------------------|---|
| <p><b>Additional software</b></p> | <p><b>.NET 4.0</b> is installed with the VTS software.</p> <p>If installing on <b>Windows 10</b>, <b>.NET 3.5</b> must be enabled on exam delivery workstation to complete the VTS installation.</p> <p>All workstations must have <b>Anti-Virus software</b> installed with a current update.</p>  |
| <p><b>Additional notes</b></p>    | <p>The Windows account used to <b>install</b> the VUE Testing System Platform must have <b>Administrative rights</b> to install properly.</p> <p>The Windows account profile logged into the <b>exam delivery workstation</b> must have <b>full local Administrative rights</b> to launch the Delivery Manager software.</p> <p>If there is an approved accommodation for <b>Assistive Technology</b> (such as <b>JAWS</b> software) the exam delivery workstation requires more advanced technical requirements, such as <b>16 GBs of RAM</b>. A Pearson representative will confirm with test center staff prior to scheduling this type of Assistive Technology.</p> |

**Prohibited on all workstations and servers**

| REQUIREMENT                      | SERVER/ADMINISTRATION/EXAM DELIVERY WORKSTATIONS  |
|----------------------------------|---|
| <p><b>Portable computers</b></p> | <p><b>Smartphones</b> are strictly prohibited.</p> <p><b>Tablet</b> devices are strictly prohibited (e.g., <b>iOS, Android</b>, and <b>Windows 8</b>).</p> <p><b>Netbooks</b> and <b>Chromebooks</b> are strictly prohibited.</p> <p> <b>Warning:</b></p> <p><b>Laptops</b> are strictly prohibited as exam delivery workstations or as Servers.</p> |

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| REQUIREMENT             | SERVER/ADMINISTRATION/EXAM DELIVERY WORKSTATIONS   |
|-------------------------|--|
| <b>Processor</b>        | Devices running Ultra Mobile Processors are strictly prohibited. This includes, but is not limited to <b>Intel Atom, AMD NEO CPU</b> lines, and <b>ARM</b> CPUs.   |
| <b>RAM</b>              | Less than <b>8 GB</b> on any workstation   |
| <b>Hard drive</b>       | <b>FAT32</b> File System   |
| <b>Operating System</b> | <ul style="list-style-type: none"> <li>• <b>Evaluation versions</b> of operating systems are not allowed.</li> <li>• <b>Windows XP, Vista, and Windows 7/8/8.1</b> (all versions) are strictly prohibited.</li> <li>• <b>Windows Server 2012 and 2008</b> (all versions).</li> <li>• <b>Windows Server Operating System</b> is strictly prohibited on the exam delivery workstations and not supported on Administration workstations.</li> <li>• <b>Virtual environments</b> are strictly prohibited (e.g., VMWare, Virtual PC, Citrix, Parallels, VirtualBox, etc.)</li> <li>• <b>Mac OSX</b> is strictly prohibited.</li> <li>• <b>Mac hardware</b> running any Operating System is strictly prohibited.</li> <li>• <b>All Linux/Unix</b> based Operating Systems are strictly prohibited.</li> </ul> |
| <b>Graphics adapter</b> | Any Graphics Adapter that does not support <b>DirectX 12</b> or later with <b>WDDM 2.0 driver</b> or higher.   |

| REQUIREMENT                | SERVER/ADMINISTRATION/EXAM DELIVERY WORKSTATIONS  |
|----------------------------|---|
| <b>Monitor display</b>     | <p><b>Monitors smaller than 24"</b> are strictly prohibited on exam delivery workstations.</p> <p><b>Dual monitors</b> are strictly prohibited on exam delivery workstations.</p> <p><b>KVM switches</b> are strictly prohibited on exam delivery workstations.</p> <p><b>Touch Screen monitors</b> must be disabled on all workstations.</p> |
| <b>USB</b>                 | <p>Portable computing devices such as, but not limited to, smartphones and tablets are strictly prohibited from being connected to the exam delivery workstation during exam deliveries.</p> <p><b>USB Hubs</b> are strictly prohibited on exam delivery workstations.</p>  |
| <b>Network</b>             | <p><b>Wireless Networks</b> of any kind are strictly prohibited.</p> <p><b>IPv6</b> is not currently supported.</p> <p><b>Novell Netware</b> is not supported.</p> <p><b>Network Hubs</b> are strictly prohibited.</p>  |
| <b>Internet connection</b> | <p><b>SSL VPNs</b> are strictly prohibited. (e.g., Hotspot Shield)</p>  |
| <b>Additional software</b> | <p>Software that can be used to remotely access the delivery workstations during exam delivery is strictly prohibited.</p>  |
| <b>Additional notes</b>    | <p>It is strictly prohibited to install the VUE Testing System Platform on any computer that does not have Anti-Virus software installed on it.</p>   |