TAMARACK SOFTWARE TESTGEN PLUG-IN v7.5.3T Support Reference Sheet   Rev 3-2016

System Requirement List/Compatibility Guide for TestGen® Plug-in		
	Windows®	**Macintosh®**
Current Release	**Plug-in Release v7.5.3T**	**Plug-in Release v7.5.3T**
Operating System	Microsoft® Windows XP, Windows Vista, Windows 7, Windows 8 & **Windows 10** (32 bit and 64 bit)	Mac OS X v10.6 - **v10.11 (El Capitan)** & later.
Web Browser Type	32 bit browser and 64 bit browser	32 bit browser and 64 bit browser
Web Browser	Internet Explorer v7 - v11, Firefox, or Chrome.	Safari or Firefox.

Notes:
1. The Win v7.5 Plug-in has an 'Universal Installer' which eliminates the need to select a specific browser - streamlining installation.
2. The Win v7.5 installer includes a Silent 'mode' allowing the Plug-in to be installed/upgraded on a single machine w/o prompts or dialogs. Users should be aware that a silent installation requires administrator rights just as a standard installation does.
3. The Plug-in will only work on IE/Win8 or Win10 if Internet Explorer is launched from the desktop. If Internet Explorer is launched from the start screen, it will not support Plug-ins.

TESTGEN PLUG-IN TROUBLESHOOTING SUPPORT TIPS AND TRICKS:

1. Did the user **restart** the browser before testing the Plug-in?
2. If issues continue with the TestGen Plug-In, then run the appropriate Windows or Mac **'TGCheck'** tool provided to
    a. **'TGCheck'** is a tool that gathers info. for troubleshooting a potentially difficult support issue with the TestGen **Plug-in or Application**.
    b. Both the **'TGCheck'** tool for Windows and Mac have been provided to the Support Team. **'TGCheck'** is a very simple tool to use.
    c. The Output from **'TGCheck'** tool should be pasted and sent to Tamarack to be analyzed.

FAQS - INSTALLATION OF THE TESTGEN PLUG-IN:

1. Should I close my web browser before installing the TestGen Plug-in?
The Plug-in may install correctly with a browser open, however, it is always best to close all browsers before installing.

2. When I try to install the TestGen Plug-in on my Windows computer, the installation fails. What do I do?
To install the TestGen Plug-in, you must log on as a user who has Administrator rights. Some schools only grant Administrator privilege to persons in the Information Technology (IT) group, thereby restricting this access for other users (for example, for those who may be using computers that are shared in a lab situation). If you think this may be the case, contact your local IT person to assist you.

3. I am using Microsoft® Internet Explorer and am having a problem viewing tests with the TestGen Plug-in. What can I do?
If you are using Internet Explorer, you may have to modify your browser settings to allow cookies (information that a website stores on your hard disk so that it can remember something about you at a later time). To check browser type & version, click 'About' from the Help menu.

To configure Internet Explorer browser settings select Internet Options from the Internet Explorer Tools menu:
    a. On the Security tab, click Custom Level. Click Enable under Run ActiveX controls and plug-ins.
    b. On the Advanced tab, click Enable third-party browser extensions under Browsing.
    c. On the Privacy tab, move the slider to Low or Accept All Cookies.

4. How do I install the TestGen Plug-in for Windows 8 or 10?
    a. Go to your Desktop (Start->Desktop App). Click the "File Explorer" icon.
    b. Locate your TestGen Plug-in installer (usually in your "Downloads" folder). Unzip the installer, if needed.
    c. Double-click to launch the installer from the Desktop. Select 'OK' when Windows asks if it should let it run. Follow the instructions.
    d. Launch IE (or go to an alternate browser) from the Desktop.

5. I am using the Chrome browser and am having a problem with the TestGen Plug-in installation. What can I do?
If the TestGen Plug-in installer detects that Chrome is the browser that is present, it should automatically bring up an extension installation page: http://www.tamarack-software.com/install_chrome_extension.html If you did not see this page, you can manually install the extension by typing/inserting the link above in the browser and clicking the button.

6. I am using the Firefox browser and am having a problem with the TestGen Plug-in installation. What can I do?
Every once in awhile a user may need to manually activate the TestGen Plug-in for it to be detected in Firefox. Click on either the address-bar Plug-in icon or the "Allow..." button on the blocked-content toolbar and select "Allow and Remember".