





the next-generation of digital
skills assessment and training

Sophia Technical guidelines

1) Installation

- No server installation is required
- Sophia is a Windows application: Sophia.exe (approx. 38 MB)
- Drive P: will be installed automatically. This drive contains the folder containing the workfiles (if drive P: already is occupied, Sophia will use Q: or R: etc.)
- Sophia has to be saved locally on the test client- PC or alternatively on an USB-stick
- Network drives are not supported.
- Start the sophia application by double-click
- Sophia_Logs:
Sophia will generate a folder called Sophia_Logs in the same place where the .exe is stored. This folder always contains 2 files per test.
 - a) local copy of test results (filename: *Date_Module_ECDDL ID.tsi*)
 - b) Logfile with information concerning the test (filename: *Date_Module_ECDDLID.log*)

 20130427_M1_AT000204219.log	27.04.2013 23:40	Textdokument	49 KB
 20130427_M1_AT000204219.tsi	27.04.2013 23:39	TSI-Datei	1 KB

Files from Sophia_Logs should be stored for 6 months to cover complaints or inquiries. To define the archive on a network drive, get a config.ini file from support@sophiateesting.com

- Automated updates
If an update is available on the server, Sophia will run an automated update when started. Prerequisite is Internet connection, Protocols http (port 80) and https (port 443) In case the update fails, the test is run with the locally installed version of Sophia.
- Proxyserver:
If a Proxy server is used, IP Address und Port have to be made available to Sophia – Start Sophia application and click on menu “settings...”
- Administrator privileges:
Sophia does NOT require administrator privileges. It can be run under quite strict restrictions, but Sophia requires write access to the folder where it is installed.

2) Technical requirements for client PCs

- Supported Operating Systems: (32 and 64 Bit Version)
 - Microsoft Windows Vista, Windows 7, Windows 8, Windows 10
- Microsoft .NET Framework
 - Version 2.0 oder higher is required.
 - If you run Sophia under Windows 8, you need to activate .net framework 3.5: Control panel/Programs and Features/Turn Windows features on or off
- Supported Office Suites Versions (32 and 64 Bit Version)
 - Microsoft Office 2007, Office 2010, Office 2013, Office 2016
- Supported Web-Browser (up to latest version)
 - MS Internet Explorer, Mozilla Firefox , Google Chrome

- Office suite
 - There should just one version of Office Suite be installed on the client PCs (eg. MS Office Version 2007 or 2010). Parallel installation of more than one version might lead to technical issues (eg. different libraries in Microsoft Access). Virtualisation might be a solution if different Office Suites are required on a single client PC.
 - Office should be started once before running a test with Sophia Otherwise dialogue boxes, notifications etc. could occur and disturb the test start.
- Microsoft Outlook
 - An E-Mail-account in Outlook (Exchange oder POP3) is required. Without sending the messages the test will not be evaluated correctly.
 - The account can also be a fake account, if the E-Mails are actually delivered is irrelevant for the evaluation of the tests.
 - If no account is installed, Sophia will generate an account automatically.
 - If there exists more than one E-Mail-account, Sophia uses the Standard-E-Mail-account.
- Outlook Express is not supported.

3) Continue Test after system crash on client PC

If technical problems occur on the client PC, Sophia tests can be continued from the point where the test was interrupted. The test can be restarted on the some day or later, if there have been no other Sophia test conducted on this client PC in the meanwhile.

After system crash, start the PC again, then start Sophia.

The following notice will be displayed: "Sophia is running again after a system crash. Do you want to continue with the interrupted test?"

- Login of candidate has to be repeated.
The option „Continue Test“ is activated automatically.
Step 3 containing information for candidates will be displayed again. The test continues with the specific question where the test was interrupted.

4) Internet connection gets lost during test

If Internet connection is interrupted, the test continues normally for the candidates. The questions are evaluated correctly. When test time is running out, Sophia tries to deliver the complete results again to the server. If this is not working as Internet connection is still not available, a notice will be displayed:

“Please contact your examiner!

Information for Examiners: The results could not be uploaded automatically.

Please save the .tsi file and upload the results manually.”

The Examiner has to save the local .tsi file (*Date_Module_SCNr.tsi*) and to upload it in Sophia Admin or to send it to Sophia support support@sophiatesting.com per E-Mail.

Technical Support:

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