Hello Everyone!!

Here are a few ways to find out if your laptop is compatible with the NBME testing software. Please follow the steps below and let me know if you have any issues of concerns regarding your laptop for the NBME Subject exams.

**NBME is continuously monitoring/blocking new applications/processes. This will need to be done before EVERY exam using the NBME exam utility!!!***

Colleen Denniston
Testing Coordinator

1) Make sure you can connect to the Upstate wifi network. If you are using Upstate Guest or have forgotten your password, please contact Jeff Wessel (wesselj@upstate.edu) to have your password reset. Upstate Guest is not strong enough to support your laptop during the entire exam.

2) Complete the NBME Workstation Certification for Examinees with Personal Laptops (you do NOT need to be on Upstate Wifi to test this)
   a) Close out of ALL programs. (Doing this after a restart of your computer may give the best results)
   b) Turn off any antivirus programs that are running on your computer.
   c) Go to http://wbt.nbme.org/exam and follow the on-screen instructions to run the Secure Browser.
   d) Select the Workstation Certification icon.
   e) Select the Examinee Personal Laptop Certification link.
      a) The utility will test the laptop for compatibility with web based testing.
         i) If the test is successful, you will be prompted to “Launch Sample Exam” as the final step.
      ii) If the test is not successful, the system will provide feedback and/or may instruct you to contact your testing administrator/chief proctor (Colleen Denniston: dennistc@upstate.edu)
   f) Press CTRL-SHFT-Q or CMND-SHFT-Q to exit the NBME screens and return to your laptop home.

3) All examinees with personal laptops are advised to arrive early on test day to re-run the utility to detect any problems with anti-virus, firewalls, or other issues prior to exam launch.
TIPS AND TRICKS

MAC USERS

Yosemite or older:

If you are unsuccessful at reaching the “Launch Sample Exam”, you may need to install the Stackshot 3.23 script to shut down the Image Capture Extension and Secure Record processes that may be running in the background and are associated with the laptop camera. These processes may block the NBME exam utility from opening. Please contact me in order to receive a copy of this script if you do not have it already installed on your computer. This is often referred to as the before command and after commands by our IT and testing staff.

You can get a copy of this script from the Academic Computing Site:

http://upstate.edu/imt/intra/edcomm/student-computing/index.php (Called MAC Adjustment for Testing) It is a zip file. You will need to extract the files so you can use them. Extract the file to your desktop.

Double-click before.command. It will open a text window and ask for a password. This is the password you use to log into or make changes on your computer. Type your password and hit Enter. There will be no indication that you are typing, and, if everything is successful, you will be returned to a prompt. Close that window and proceed to the Exam website. Take the Exam (perform Workstation Certification).

Once you complete the exam (or Workstation Certification), double-click after.command. This will again prompt for your computer password.

El Capitan:

If you are unsuccessful at reaching the “Launch Sample Exam”, it is probably due to a process called Image Capture Extension. This process runs behind your WebCamera but cannot be shut down. The script that we wrote for Yosemite users will not work for those who have El Capitan.

Create a new user profile for testing only.

Add a user

1. Choose Apple menu > System Preferences, then click Users & Groups.
2. Click the lock icon 🗝 to unlock it, then enter an administrator name and password.
3. Click the Add button · below the list of users.
4. Give the Account a name (NBME, Test Account, etc.) An account name is generated automatically. To use a different account name, enter it now—you can’t change it later.
5. Enter a password for the user account, then enter it again to verify. Using a password hint is recommended to help the user remember his or her password.

6. Click Create User.

Only use this account for taking NBME exams.

Login to this account.

Set up your Wifi for this account. If you are not on the Upstate Campus, you will need to login to the Upstate wifi when you login to this the first time on Upstate’s network.

Run the Workstation Certification again. If you fail again, it is likely due to a secondary file call Core Capture. This is a process you can shut down.

1. Open Finder.
2. In Search bar, type activity.
3. Locate and open the activity monitor (you may want to put this on your desktop or toolbar for easy access).
4. In search bar, type core and click the magnifying glass.
5. Highlight each file with “Core” in it and then click the “x” to quit process. Select Ok.
6. Repeat for any and all files with “Core”.

Run Workstation Certification again. If you fail again, contact Colleen Denniston (dennistc@upstate.edu) or Academic Computing (wesselj@upstate.edu or morosem@upstate.edu).

PC Users

Windows 10 and older:

If you are unsuccessful at reaching the “Launch Sample Exam”, you may have an application called UCAM Monitor on your computer. This also is an application that runs in the background and is associated with the laptop camera. It is also a common application that blocks the NBME software from opening.

Right-click on the Windows toolbar, select Start Task Manager. Check the Process and/or Services for UCamTray.exe or UCamMonitor. When you find it, click End Process or Quit/End Service.

If you cannot locate, contact Colleen Denniston (dennistc@upstate.edu) or Academic Computing (wesselj@upstate.edu or morosem@upstate.edu) for assistance.