

VUE Testing System Quick Install Guide

See the [PVTC Technical Requirements guide](#) for additional technical information and requirements

See the [PVTC Installation Guide](#) for a complete overview of the test center configuration requirements

Tip: Virtual machines are strictly prohibited; Windows Home OS versions are not supported.

Configure the firewall

The following ports must be open:

- Apps.pearsonvue.com - port 443
- Gk6.pearsonvue.com - port 443
- crt.pearsonvue.com/pvca1.crl - port 80

Ports 80 and 443 must be open for full outbound traffic, with no packet filtering. Ports 443 and 2488 must also be open internally between the server and the deliveries for the site services agent to run.

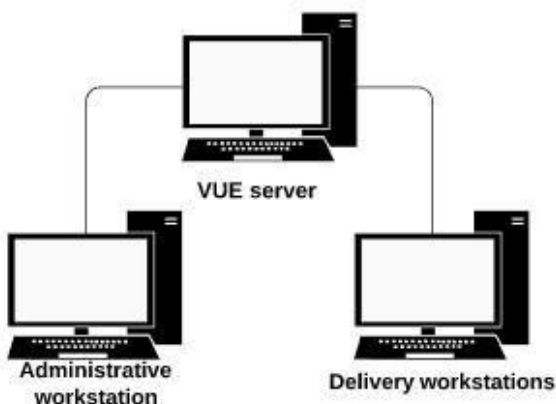
See [Required IBT Internet Firewall settings](#) topic for more details about internet based exams and additional firewall requirements.

Tip: Most networks allow ports 443 and 80 by default.

Choose your installation scenario

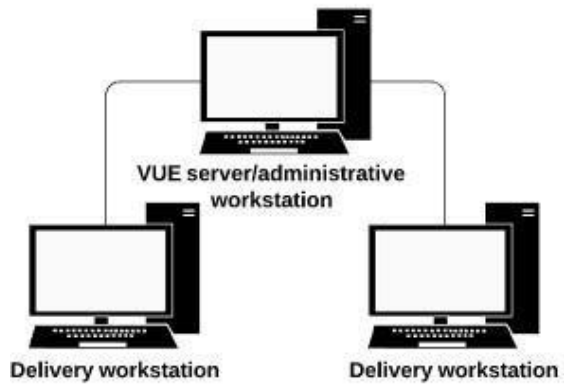
[Installing VTS - Server Scenario](#)

The sever scenario is used when the Pearson VUE Testing System will be installed on a separate workstation or server than the administrative workstation. If there will be more than 15 exam delivery workstations, you will be required to install on a Windows Server operating system.



Installing VTS - Workgroup Scenario

The workgroup scenario is used when the Pearson VUE Testing System Server role and administrative applications will be installed on the same workstation (*maximum 15 exam delivery workstations)



Installing VTS - Server Scenario

On the Pearson VUE Server

Setup local user account on the VUE server

1. On the workstation acting as the VUE server, create a local user account named VUEService (Run > lusrmgr.msc or Computer Management) with local Administrator rights. You will need the account password during installation.
2. Expand the Local User and Groups list.
3. Right-click on Users, select New User from the pop-up menu. Enter the following:
 - **User name:** VUEService
 - **Password:** any
 - **User must change password at next logon:** unselected
 - **User cannot change password:** selected
 - **Password never expires:** selected
4. Add the VUEService user to the **Administrators** group
5. In the **Local Security Policy** settings (Run > secpol.msc), go to Local Policies then User Rights Assignment. Add the VUEService user account to the following policies:
 - **Act as part of the operating system**
 - **Allow log on locally**
 - **Log on as a service**

Tip: The VUEService user is what the Pearson server role uses to function in the background, we recommend logging into Windows with a separate Admin user account.

Enable .NET 2.0 on all the workstations

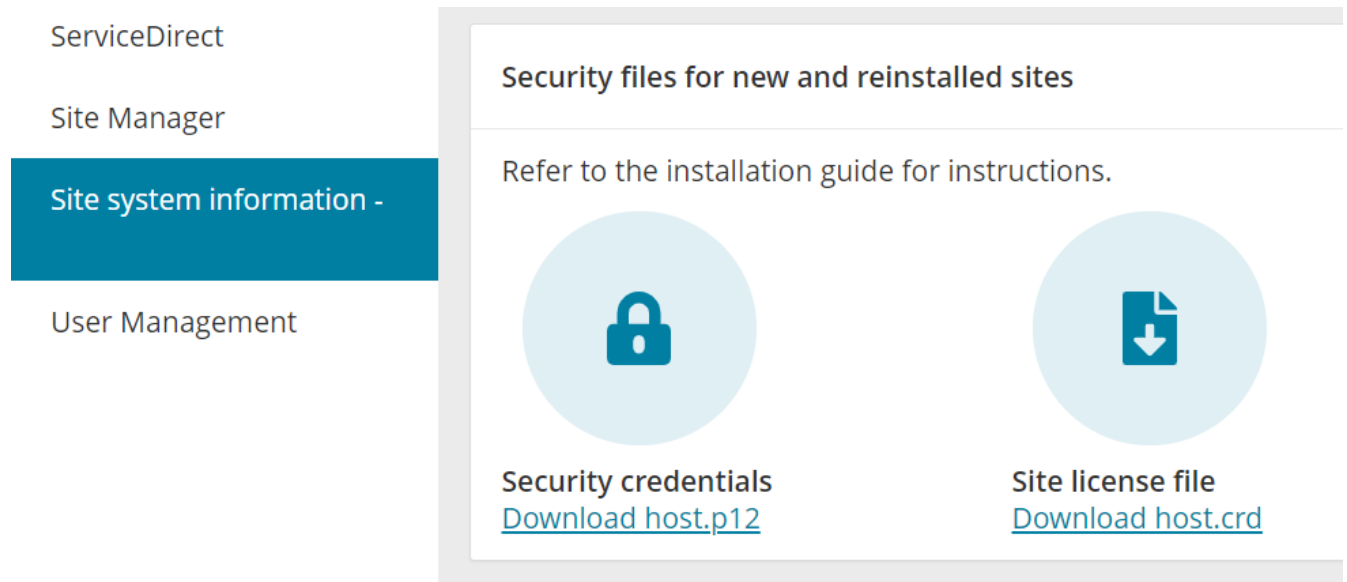
*This step needs to be completed for all workstations (server, admin and delivery)

1. Open Windows Programs and Features dialog box.
2. Click **Turn Windows features on or off** link.
3. Select .NET Framework 3.5 (includes .NET 2.0 and 3.0) and click OK.
4. Click Download files from Windows update link.
5. Close Programs and Features dialog box.

Download the security credentials files

Retrieve the two security files necessary for VTS to authenticate to the Pearson VUE hub.

1. Log into the [Connect.Pearsonvue.com](https://connect.pearsonvue.com) website.
2. Download and save the **Site License** file and **Security Credentials** file. If the links list below are not available to download, contact [VUE Support Services](#) to have the files reset. You will need these files during installation.



Install the VUE Testing System

1. Download and save the VTS 2.3.xxxx.exe installer from [Connect.PearsonVUE.com](https://connect.pearsonvue.com), the **Resources** section then **Support Materials** and **Testing System Applications and Support Files**.
2. Run the installer, choose Server scenario when prompted, and enter the password for the VUEService account you created in step 3 of the Setup local user account section.
3. When installation is complete, move the Security Credentials files (host.p12, host.crd) to the installation folder: C:\Pearson VUE\Vue Testing System\db
4. Restart the server.
5. Check the sharing and security permissions on the VUE share and set to full control for the Windows group or user account(s) that will be logged into Administrative and Delivery computers during testing.
 - a With **File Explorer**, navigate to the Pearson VUE folder.
 - b Right click and select **Properties**.

- c Select the **Sharing** tab.
 - i Select **Advanced Sharing**.
 - ii Select the **Permissions** button.
 - iii Add the Windows user that will be used on the test delivery machines and the administrative machine.
 - iv With the user highlighted, check the box for **Full Control**.
 - v Hit **ok**
 - d Select the **Security** tab.
 - i Add the Windows user that will be used on the test delivery machines and the administrative machine.
 - ii With the user highlighted, check the box for **Full Control**
 - iii Hit **ok**
6. In local computer services, ensure the VUE Application Wrapper Services is started and in Task Manager the **VRUN** Application, **VTSNativeLauncher** and **VUE Application Wrapper** processes are running.
 7. Check Windows Firewall allowed apps list for VTS Native launcher, add if not listed. (Control Panel\System and security\Windows Defender Firewall\Allowed Apps)
Change settings, allow another app, browse C:\Pearson Vue\Vue Testing System\bin
Select VTSNativeLauncher.exe and click Add button.

Tip: VTS 2.3.xxxx.exe Installer is only run on the computer with server role installed. All other roles are installed using the setup.exe file listed below.

On the Administrative Workstation (candidate check in)

***Do not begin this process until VUE server installation has completed and rebooted**

1. Using File explorer navigate to the VUE share on the server and run **setup.exe** -
\\servername\VUE\Vue Testing System\app\setup\setup.exe
2. First Install prompt "Choose VueRoot Location" Ensure the path to the VUE Testing System folder is correct (\\servername\VUE\Vue Testing System\) and click Next
3. Second Install prompt "Select Role" choose Administrator Role > Administration Workstation.
4. Third Install prompt "Choose local Installation location" leave default (C:\Program Files (x86)\Pearson Vue).
5. Reboot workstation when prompted.
6. Install any necessary admissions equipment drivers from Connect.PearsonVUE.com, the **Resources** section then **Support Materials** and **Testing System Applications and Support Files**.
[Logitech camera](#) (Windows 10 drivers, Windows 11 does not require driver download)
[signature pad](#)

8. Run the Start Manual Update application (Start menu > Vue Applications folder).
 - Choose Override Version to update to the latest version of VTS. If the Override option is not available, contact [VUE Support Services](#) to resolve
 - After Start manual update updates the server role launch
 - Reboot when prompted
 - Log back into the workstation

On the Exam Delivery Workstations

***Do not begin this process until VUE server installation has completed and rebooted**

1. Using File explorer navigate to the VUE share on the server and run setup.exe -
\\servername\VUE\Vue Testing System\app\setup\setup.exe
2. First Install prompt "Choose VueRoot Location" Ensure the path to the VUE Testing System folder is correct (\\servername\VUE\Vue Testing System\) and click Next.
3. Second Install prompt "Select Role" choose Test Delivery workstation when prompted.
4. Third Install prompt "Choose local Installation location" leave default.
(C:\Program Files (x86)\Pearson Vue).
5. Reboot workstation when prompted.
6. In computer services (services.msc), set startup type to disabled for the following:
 - File History Service
 - Remote Desktop Services
7. Set a default printer for the workstation (Pearson applications print to windows default printer)

Testing the System

Register, admit and deliver the following exams to ensure the system is operational.

- TDFT-IBTVend-MinSpec (IBT-TDFT)
- Athena-Browser Edition readiness check (TDFT-A-BE)

Tip: Please visit [Test the Systems](#) for instructions or visit [PearsonHelp.com](#) for instructional videos on using the Pearson applications.

Installing VTS - Workgroup Scenario

On the Administrative workstation acting as the Pearson VUE server

Setup local user account on the VUE server

1. On the Administrative Workstation also acting as VUE server, create a local user account named VUEService (Run > lusrmgr.msc or Computer Management) with local Administrator rights. You will need the account password during installation.
2. Expand the Local User and Groups list.
3. Right-click on Users, select New User from the pop-up menu. Enter the following:
 - **User name:** VUEService
 - **Password:** any
 - **User must change password at next logon:** unselected
 - **User cannot change password:** selected
 - **Password never expires:** selected
4. Add the VUEService user to the **Administrators** group
5. In the **Local Security Policy settings** (Run > secpol.msc), go to Local Policies then User Rights Assignment. Add the VUEService user account to the following Local Security policies:
 - **Act as part of the operating system**
 - **Allow log on locally**
 - **Log on as a service**

Tip: The VUEService user is what the Pearson server role uses to function in the background, we recommend logging into windows with a separate Admin user account.

Enable .NET 2.0 on all the workstations

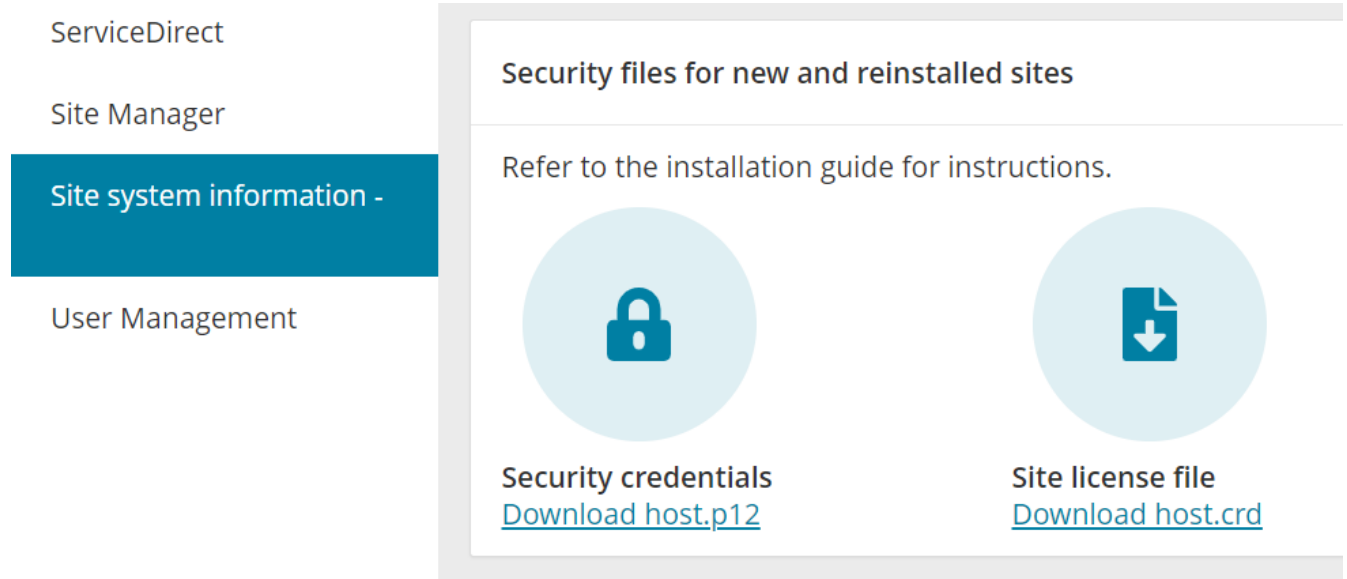
*This step needs to be completed for all workstations (server, admin and delivery)

1. Open Windows Programs and Features dialog box.
2. Click **Turn Windows features on or off** link.
3. Select .NET Framework 3.5 (includes .NET 2.0 and 3.0) and click OK.
4. Click Download files from Windows update link.
5. Close Programs and Features dialog box.

Download the security credentials files

Retrieve the two security files necessary for VTS to authenticate to the Pearson VUE hub.

1. Log into the <https://connect.pearsonvue.com/> website.
2. Download and save the **Site License** file and **Security Credentials** files. If the download links are not available, contact [VUE Support Services](#) to have the files reset. You will need these files during installation.



The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes 'ServiceDirect', 'Site Manager', 'Site system information -' (highlighted in a blue bar), and 'User Management'. The main content area is titled 'Security files for new and reinstalled sites' and contains the text 'Refer to the installation guide for instructions.' Below this text are two circular icons: a padlock icon for 'Security credentials' with a download link '[Download host.p12](#)', and a document icon with a download arrow for 'Site license file' with a download link '[Download host.crd](#)'.

Install the VUE Testing System

1. Download and save the VTS 2.3.xxxx.exe installer from [Connect.PearsonVUE.com](https://connect.pearsonvue.com/), the **Resources** section then **Support Materials** and **Testing System Applications and Support Files**.
2. Run the installer, choose Workgroup scenario when prompted, and enter the password for the VUEService account.
3. When installation is complete, move the Security Credentials files (host.p12, host.crd) to the installation folder: C:\Pearson VUE\Vue Testing System\db
4. Restart the workstation.
5. Check the sharing and security permissions on the VUE share and set to full control for the Windows group or user account(s) that will be logged into Administrative and Delivery computers during testing.
 - a With **File Explorer**, navigate to the Pearson VUE folder.
 - b Right click and select **Properties**.
 - c Select the **Sharing** tab.

- i Select **Advanced Sharing**.
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- 6. In local computer services, ensure the **VUE Application Wrapper** is started and the **VRUN**, **VTSNativeLauncher** and **VUE Application Wrapper** processes are running in Task Manager.
- 7. Check Windows Firewall allowed apps list for VTS Native launcher, add if not listed. (Control Panel\System and security\Windows Defender Firewall\Allowed Apps) Change settings, allow another app, browse C:\Pearson Vue\Vue Testing System\bin Select VTSNativeLauncher.exe and click Add button
- 8. Install any necessary admissions equipment drivers from Connect.PearsonVUE.com, the **Resources** section then **Support Materials** and **Testing System Applications and Support Files**.
 - a [Logitech camera](#) (Windows 10 drivers, Windows 11 does not require driver download)
 - b [Signature pad](#)
- 9. Run the Start Manual Update application (Start menu > Vue Applications folder).
 - Choose Override Version to update to the latest version of VTS. If the Override option is not available, contact [VUE Support Services](#) to resolve
 - Reboot if prompted
 - Log back into the workstation

On the Exam Delivery Workstations

***Do not begin this process until VUE server has completed the update and rebooted**

1. Navigate to the VUE share on the server(admin workstation) and run **setup.exe** - \\servername\VUE\Vue Testing System\app\setup\setup.exe
2. Ensure the path to the VUE Testing System folder is correct, choose Delivery workstation when prompted, next until setup begins.
3. Reboot workstation when prompted.
4. In computer services (services.msc), Remote Desktop Services, set startup type to disabled for the following:
 - File History Service

- Remote Desktop Services
5. Set a default printer for the workstation (Pearson applications print to windows default printer)

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