Configurations and Troubleshooting for Linux
For Technology Coordinators
2019-2020

Published August 20, 2019

Prepared by the American Institutes for Research®

Descriptions of the operation of the Test Information Distribution Engine, Test Delivery System, and related systems are property of the American Institutes for Research (AIR) and are used with the permission of AIR.
# Table of Contents

**Introduction to Configurations and Troubleshooting for Linux** ......................................................... 3  
Organization of the Guide .......................................................................................................................... 3  

**Section I. Configuring Networks for Online Testing** ................................................................................. 4  
Which Resources to Whitelist for Online Testing .................................................................................. 4  
Which URLs for Non-Testing Sites to Whitelist .................................................................................... 4  
Which URLs for TA and Student Testing Sites to Whitelist .................................................................. 4  
Which URLs for Online Dictionary and Thesaurus to Whitelist .............................................................. 4  
Which Ports and Protocols are Required for Online Testing .................................................................. 5  
How to Configure Filtering Systems ....................................................................................................... 5  
How to Configure for Domain Name Resolution .................................................................................... 5  
How to Configure for Certificate Revocations ........................................................................................ 5  
How to Configure Network Settings for Online Testing ....................................................................... 6  
How to Configure the Secure Browser for Proxy Servers ..................................................................... 7  

**Section II. Uninstalling the Secure Browser on Linux** ......................................................................... 8  
How to Uninstall the Secure Browser on Linux ...................................................................................... 8  

**Section III. Configuring Linux Workstations for Online Testing** ...................................................... 9  
Which Libraries & Packages Are Required ............................................................................................ 9  
How to Add Verdana Font ....................................................................................................................... 9  
How to Disable the On-Screen Keyboard ............................................................................................... 10  

**Section IV. Troubleshooting Linux Workstations** .............................................................................. 11  
How to Reset Secure Browser Profiles on Linux .................................................................................. 11
Introduction to Configurations and Troubleshooting for Linux

This guide contains configurations and troubleshooting for your network and Linux workstations.

Organization of the Guide

This document is color-coded for ease of reference and includes the following sections:

- Section I. Configuring Networks for Online Testing
- Section II. Uninstalling the Secure Browser on Linux
- Section III. Configuring Linux Workstations for Online Testing
- Section IV. Troubleshooting Linux Workstations
Section I. Configuring Networks for Online Testing

This section contains additional configurations for your network.

Which Resources to Whitelist for Online Testing

This section presents information about the URLs that AIR provides. Ensure your network’s firewalls are open for these URLs. If your testing network includes devices that perform traffic shaping, packet prioritization, or Quality of Service, ensure these URLs have high priority.

### Which URLs for Non-Testing Sites to Whitelist

Table 1 lists URLs for non-testing sites, such as Test Information Distribution Engine and Online Reporting System.

<table>
<thead>
<tr>
<th>System</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portal and Secure Browser installation files</td>
<td><a href="https://wyoassessment.org/">https://wyoassessment.org/</a></td>
</tr>
<tr>
<td>Single Sign-On System</td>
<td>Single Sign-on URL</td>
</tr>
<tr>
<td>Test Information Distribution Engine</td>
<td><a href="https://wy.tide.airast.org">https://wy.tide.airast.org</a></td>
</tr>
<tr>
<td>Online Reporting System</td>
<td><a href="https://wy.reports.airast.org">https://wy.reports.airast.org</a></td>
</tr>
</tbody>
</table>

### Which URLs for TA and Student Testing Sites to Whitelist

Testing servers and satellites may be added or modified during the school year to ensure an optimal testing experience. As a result, AIR strongly encourages you to whitelist at the root level. This requires using a wildcard.

<table>
<thead>
<tr>
<th>System</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>TA and Student Testing Sites</td>
<td>*.airast.org</td>
</tr>
<tr>
<td>Assessment Viewing Application</td>
<td>*.tds.airast.org</td>
</tr>
<tr>
<td></td>
<td>*.cloud1.tds.airast.org</td>
</tr>
<tr>
<td></td>
<td>*.cloud2.tds.airast.org</td>
</tr>
</tbody>
</table>

### Which URLs for Online Dictionary and Thesaurus to Whitelist

Some online assessments contain an embedded dictionary and thesaurus provided by Merriam-Webster. The Merriam-Webster URLs listed in Table 3 should be whitelisted to ensure that students can use them during testing.
Configurations and Troubleshooting for Linux

## Table 3. AIR URLs for Online Dictionaries and Thesauruses

<table>
<thead>
<tr>
<th>Domain Name</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>media.merriam-webster.com</td>
<td>64.124.231.250</td>
</tr>
<tr>
<td><a href="http://www.dictionaryapi.com">www.dictionaryapi.com</a></td>
<td>64.124.231.250</td>
</tr>
</tbody>
</table>

### Which Ports and Protocols are Required for Online Testing

Table 4 lists the ports and protocols used by the Test Delivery System. Ensure that all content filters, firewalls, and proxy servers are open accordingly.

## Table 4. Ports and Protocols for Test Delivery System

<table>
<thead>
<tr>
<th>Port/Protocol</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>80/TCP</td>
<td>HTTP (initial connection only)</td>
</tr>
<tr>
<td>443/TCP</td>
<td>HTTPS (secure connection)</td>
</tr>
</tbody>
</table>

### How to Configure Filtering Systems

If the school’s filtering system has both internal and external filtering, the URLs for the testing sites (see Table 1) must be whitelisted in both filters. Please see your vendor’s documentation for specific instructions. Also, be sure to whitelist these URLs in any multilayer filtering system (such as local and global layers).

### How to Configure for Domain Name Resolution

Table 1 and Table 2 list the domain names for AIR’s testing and non-testing applications. Ensure the testing machines have access to a server that can resolve those names.

### How to Configure for Certificate Revocations

AIR’s servers present certificates to the clients. The following sections discuss the methods used to check those certificates for revocation.

#### How to Use the Online Certificate Status Protocol

To use the Online Certificate Status Protocol (OCSP), ensure your firewalls allow the domain names listed in Table 5. The values in the Patterned column are preferred because they are more robust.
Configurations and Troubleshooting for Linux

Table 5. Domain Names for OCSP

<table>
<thead>
<tr>
<th>Patterned</th>
<th>Fully Qualified</th>
</tr>
</thead>
<tbody>
<tr>
<td>*.thawte.com</td>
<td>oscp.thawte.com</td>
</tr>
<tr>
<td>*.geotrust.com</td>
<td>oscp.geotrust.com</td>
</tr>
<tr>
<td>*.ws.symantec.com</td>
<td>oscp.ws.symantec.com</td>
</tr>
</tbody>
</table>

If your firewall is configured to check only IP addresses, do the following:


2. Add the retrieved IP addresses to your firewall’s whitelist. Do not replace any existing IP addresses.

**How to Configure Network Settings for Online Testing**

Local Area Network (LAN) settings on testing machines should be set to automatically detect network settings.

To set LAN settings to auto-detect on Linux machines:

1. Open System Settings.

2. Open Network.


4. From the Method dropdown, select None.

5. Click X to close Network window.
How to Configure the Secure Browser for Proxy Servers

By default, the Secure Browser attempts to detect the settings for your network’s web proxy server. However, users of web proxies should execute a proxy command once from the command prompt. This command does not need to be added to the Secure Browser shortcut. Table 6 lists the form of the command for different settings and operating systems. To execute these commands from the command line, change to the directory containing the Secure Browser’s executable file.

**Note: Domain names in commands** The commands in Table 6 use the domains foo.com and proxy.com. When configuring for a proxy server, use your actual testing domain names as listed in the section Which Resources to Whitelist for Online Testing.

Table 6. Specifying proxy settings using the command line

<table>
<thead>
<tr>
<th>Description</th>
<th>System</th>
<th>Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the browser without any proxy</td>
<td>Linux</td>
<td>./WYSecureBrowser.sh -proxy 0 aHR0cHM6Ly93eS50ZHMuYWlyYXN0Lm9yZy9zdHVkZW50Lw==</td>
</tr>
<tr>
<td>Set the proxy for HTTP requests only</td>
<td>Linux</td>
<td>./WYSecureBrowser.sh -proxy 1:http:foo.com:80 aHR0cHM6Ly93eS50ZHMuYWlyYXN0Lm9yZy9zdHVkZW50Lw==</td>
</tr>
<tr>
<td>Set the proxy for all protocols to mimic the “Use this proxy server for all protocols” of Firefox</td>
<td>Linux</td>
<td>./WYSecureBrowser.sh -proxy 1:*:foo.com:80 aHR0cHM6Ly93eS50ZHMuYWlyYXN0Lm9yZy9zdHVkZW50Lw==</td>
</tr>
<tr>
<td>Specify the URL of the PAC file</td>
<td>Linux</td>
<td>./WYSecureBrowser.sh -proxy 2:proxy.com aHR0cHM6Ly93eS50ZHMuYWlyYXN0Lm9yZy9zdHVkZW50Lw==</td>
</tr>
<tr>
<td>Auto-detect proxy settings</td>
<td>Linux</td>
<td>./WYSecureBrowser.sh -proxy 4 aHR0cHM6Ly93eS50ZHMuYWlyYXN0Lm9yZy9zdHVkZW50Lw==</td>
</tr>
<tr>
<td>Use the system proxy setting (default)</td>
<td>Linux</td>
<td>./WYSecureBrowser.sh -proxy 5 aHR0cHM6Ly93eS50ZHMuYWlyYXN0Lm9yZy9zdHVkZW50Lw==</td>
</tr>
</tbody>
</table>
Section II. Uninstalling the Secure Browser on Linux

This section contains instructions to uninstall the Secure Browser for Linux

**How to Uninstall the Secure Browser on Linux**

To uninstall a Secure Browser, delete the folder from the installation directory.
Section III. Configuring Linux Workstations for Online Testing

This section contains additional configurations for Linux.

Which Libraries & Packages Are Required

The following libraries and packages are required to be installed on all 32-bit and 64-bit Linux workstations:

- GTK+ 2.18 or higher
- GLib 2.22 or higher
- Pango 1.14 or higher
- X.Org 1.0 or higher (1.7+ recommended)
- libstdc++ 4.3 or higher
- libreadline6:i386 (required for Ubuntu only)
- GNOME 2.16 or higher

The following libraries and packages are recommended to be installed on all 32-bit and 64-bit Linux workstations:

- NetworkManager 0.7 or higher
- DBus 1.0 or higher
- HAL 0.5.8 or higher

The following libraries and packages are required to be installed on all 64-bit Linux workstations:

- Sox
- Net-tools

How to Add Verdana Font

Some tests have content that requires the Verdana TrueType font. Therefore, ensure that Verdana is installed on Linux machines used for testing. The easiest way to do this is to install the Microsoft core fonts package for your distribution.

- Fedora—Follow the steps in the “How to Install” section of the following website: [http://corefonts.sourceforge.net/](http://corefonts.sourceforge.net/).
- Ubuntu—In a terminal window, enter the following command to install the msttcorefonts package:
How to Disable the On-Screen Keyboard

Fedora and Ubuntu feature an on-screen keyboard that should be disabled before online testing. This section describes how to disable the on-screen keyboard.

To disable the on-screen keyboard:

1. Open System Settings.

2. Select Universal Access.

3. In the Typing section, toggle Screen Keyboard to Off.
Section IV. Troubleshooting Linux Workstations

This section contains troubleshooting tips for Linux.

**How to Reset Secure Browser Profiles on Linux**

If the Help Desk advises you to reset the Secure Browser profile, use the instructions in this section.

1. Log on as a superuser or as the user who installed the Secure Browser, and close any open Secure Browsers.

2. Open a terminal, and delete the contents of the following directories:
   
   `/home/username/.air`
   
   `/home/username/.cache/air`

3. Where `username` is the user account where the Secure Browser is installed. (Keep the directories, just delete their contents.)

4. Restart the Secure Browser.