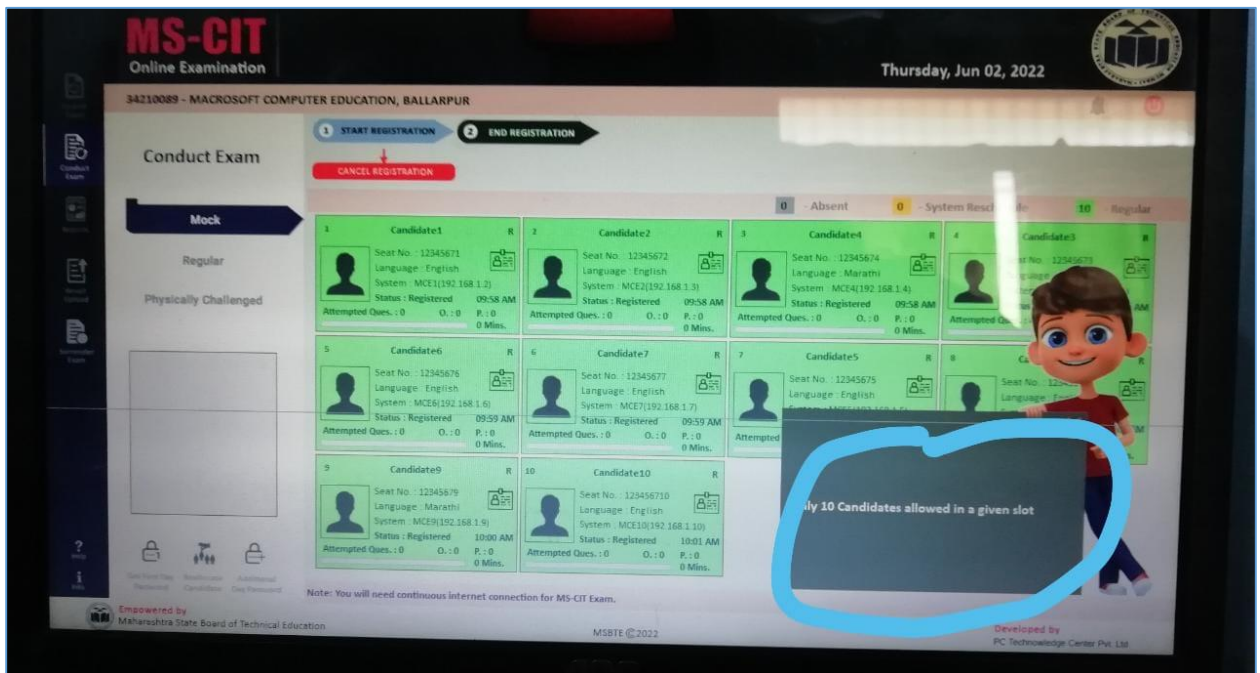# MS-CIT May-2022 Exam Event: Mock Exam

FAQ Document

1. **Problem:** For those ALCs who have NOT yet installed MSBTE Exam Software:

   a. **Solution:**
      - Please find herewith the link to download the revised MSBTE Exam Software (Final Online Examination).
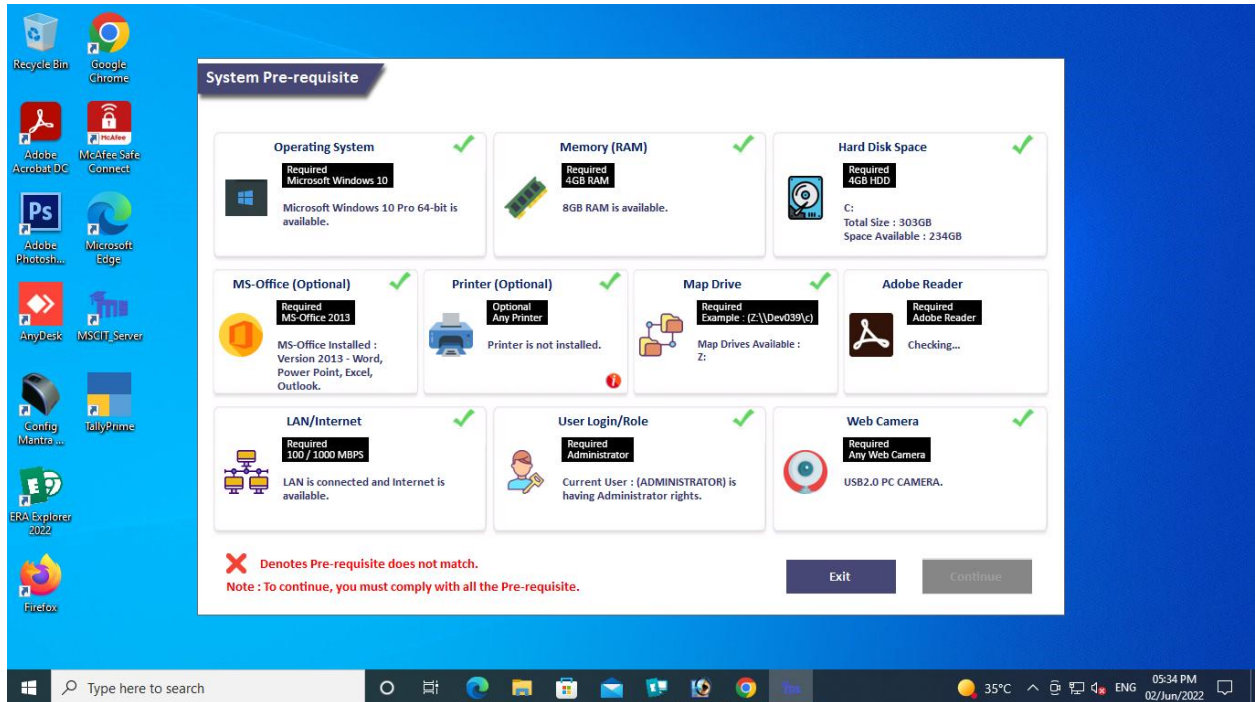   - Link: https://fileshare.mkcl.org/index.php/s/BsrNcs4ESjK6PTQ/download

2. **Problem:** For those ALCs who have already installed MSBTE Exam Software getting below issue.

   a. **Solution:**
      - Installation of revised MSBTE Exam Software need not required
      - Please find herewith the link to download the Server EXE.
      - Link: https://drive.google.com/file/d/1xC9NYLJI50m8QzM7Ma5joakGeHxrAJKC/view?usp=sharing
      - Kindly rename the File "MSCIT_Server.txt" to "MSCIT_Server.exe" and copy and paste it the folder "C:\Program Files (x86)\MS-CIT Online Exam.
      - Please check that the Server is having Administrator Rights with full permissions.
      - Your User Access Control should be set to Never.
      - Please keep Firewall and Antivirus in disabled mode.
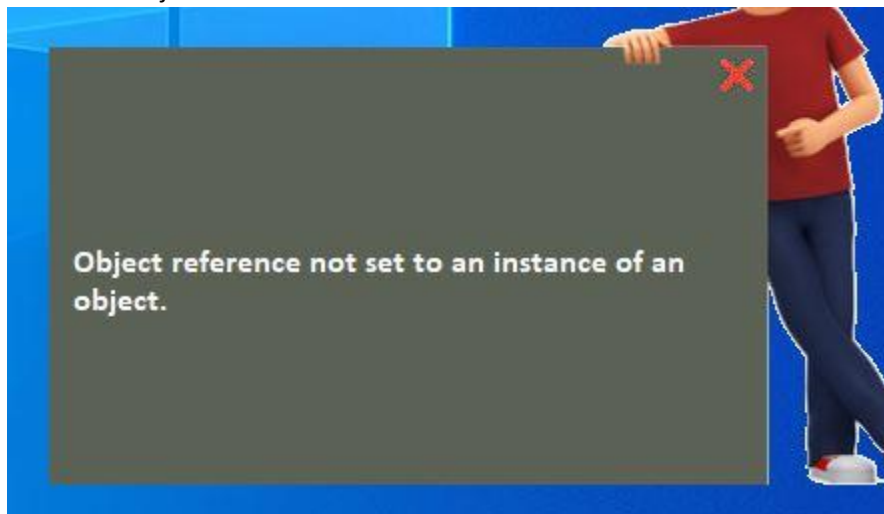
3. **Problem:** Adobe Reader Issue

a. **Solution:**

In the configuration screen, Adobe Reader is not installed. so the Configuration screen is not moving ahead.

Only after installation of **Adobe Reader 9.1** and above, the Welcome screen will move forward and you will be able to continue with the examination.
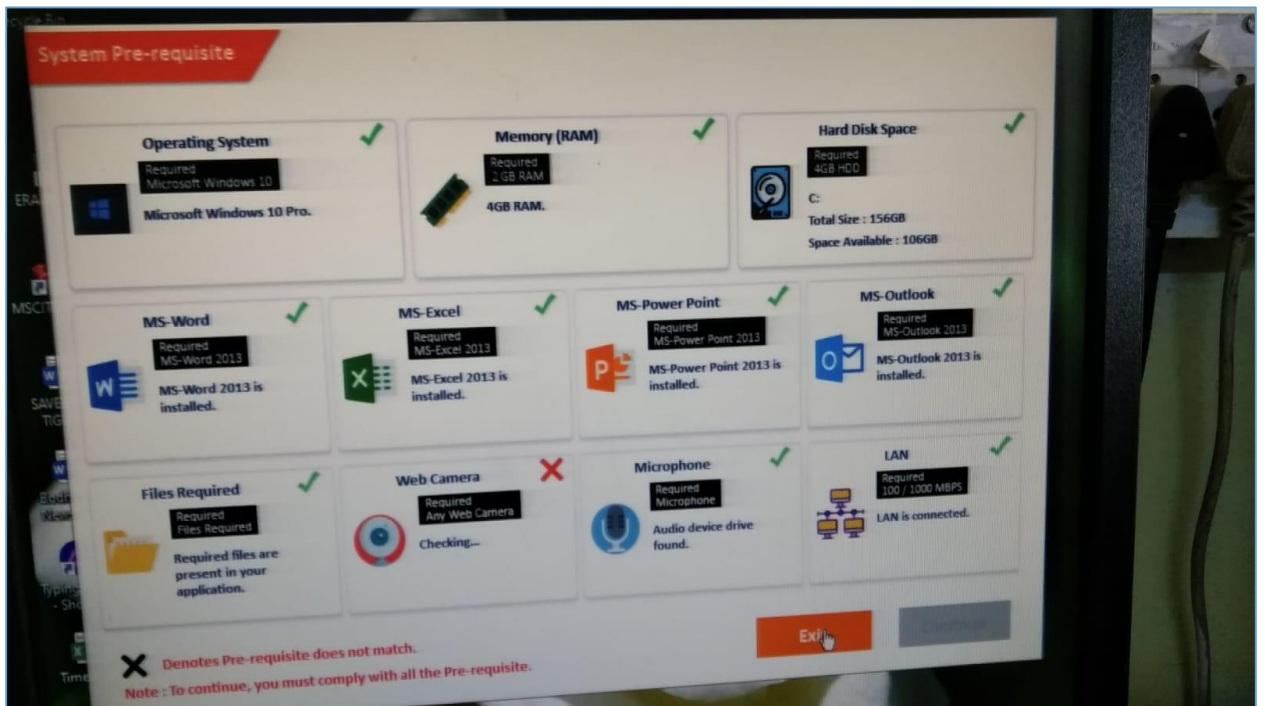
4. **Problem:** Object Reference Issue

a. **Solution:**

Kindly check the following
- Firewall is Off
- Antivirus is completely removed
- Your UAC User Access Control is set to Never

If the problem still persists, see that your Service of SQL server is Started and your Internet Connection is On.

5. **Problem:** Web Camera Not Detect Issue

a. **Solution:**
Step 1 :- Right Click on this PC icon

Step 2:- Go to Management

Step 3:- Click on Local Users and Groups

Step 4 :- Click on User Folder

Step 5:- Find Administrator Account and right click on go to properties and remove tick from this account is disabled.

Step 6:- Click on Apply/OK

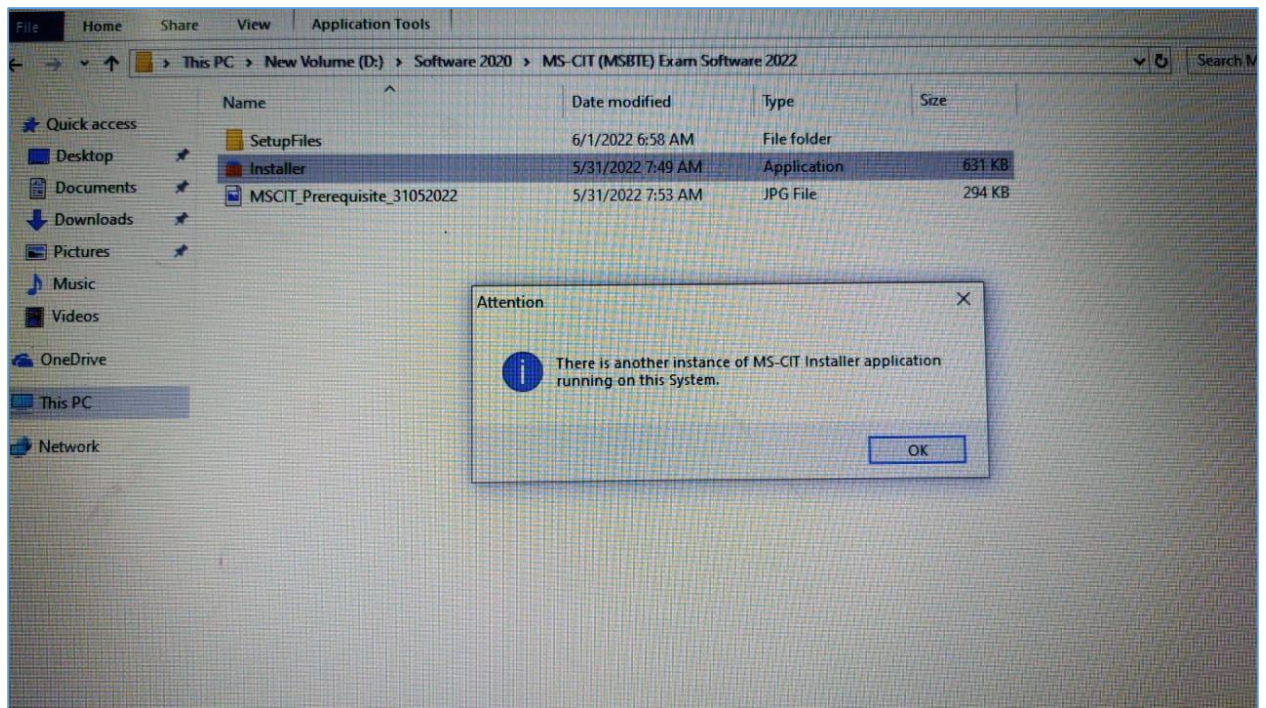Step 7 :- Login Through newly enabled Administrator Account

Step 8 :- Go to C:\Program Files\ MSCIT online Exam \ Find Client.exe and right click on it

Step 9:- Go to properties/ Compatibility

Step 10 :- Tick on Run this program as an administrator
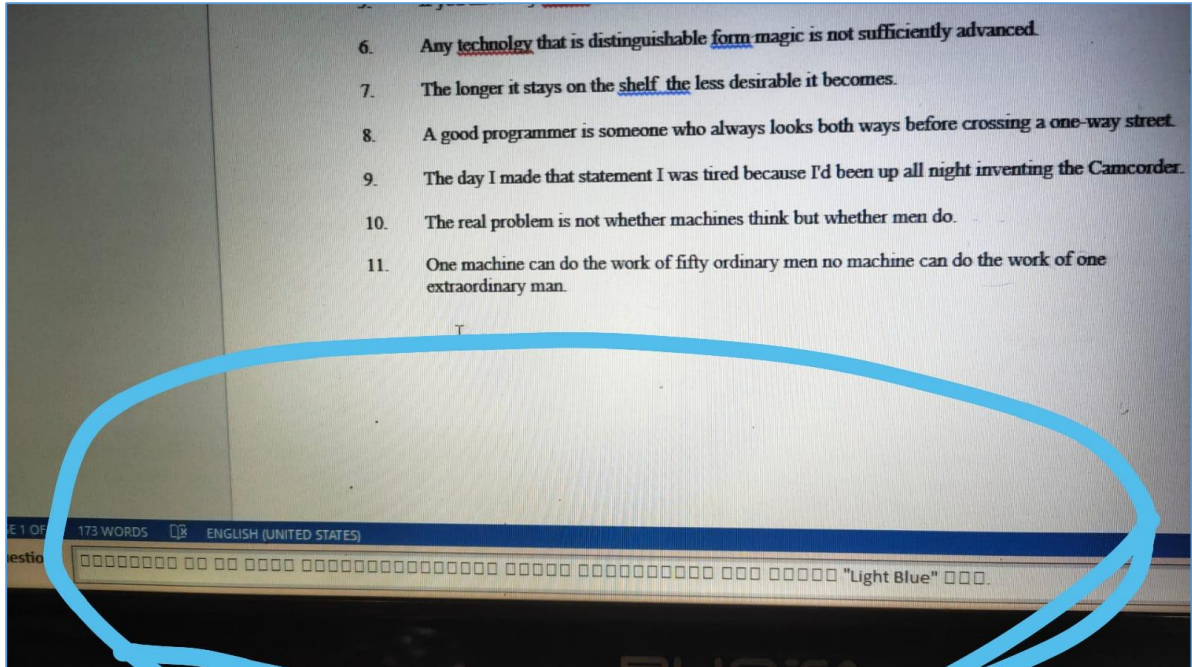
Step 11 :- Click on Ok / Apply

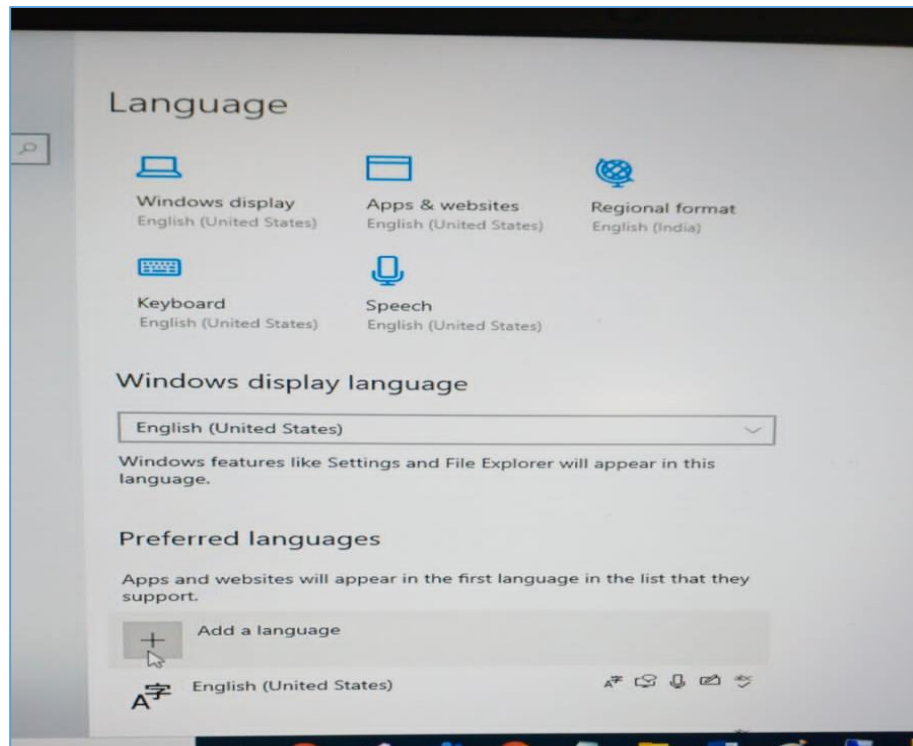6. **Problem:** Instance Issue

a. **Solution:**
   - Do not click on the EXE more than once. After 1st click, wait for some time.
   - When you click the Executable, more than once, then this Alert is popped up. Click the executable only once and wait.
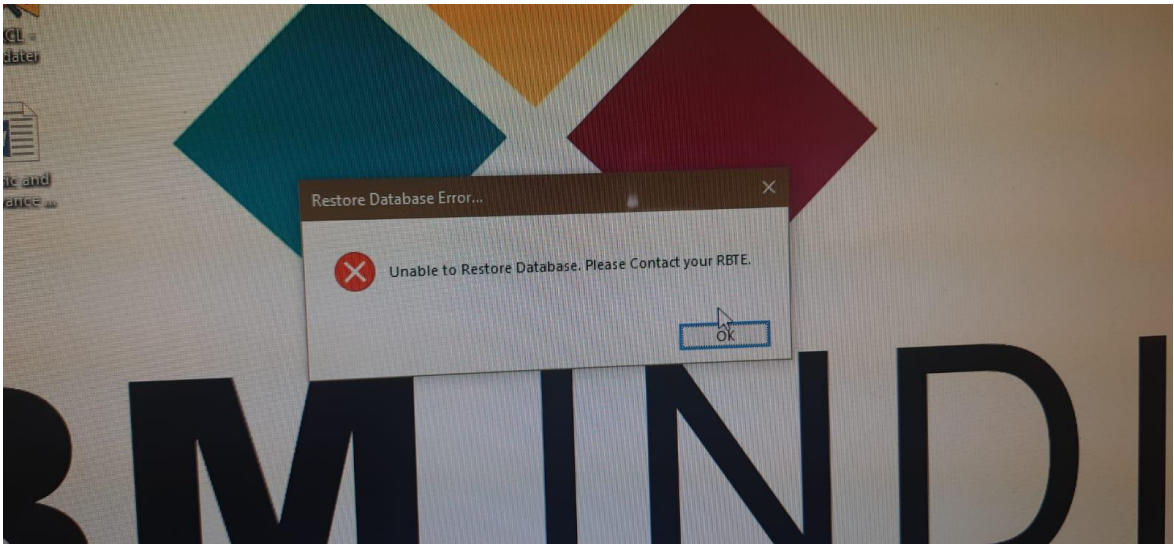
7. **Problem:** Language Problem

6. Any technology that is distinguishable form magic is not sufficiently advanced.

7. The longer it stays on the shelf the less desirable it becomes.

8. A good programmer is someone who always looks both ways before crossing a one-way street.

9. The day I made that statement I was tired because I'd been up all night inventing the Camcorder.

10. The real problem is not whether machines think but whether men do.

11. One machine can do the work of fifty ordinary men no machine can do the work of one extraordinary man.

a. **Solution:**

- Refer below screenshot, use the option 'Add a language' and install Marathi language.

- In the Task bar, click on "ENG" , then click on "Language Preference", then Click on "Add Language", then type "Marathi" and then click on "Next" It will then install Marathi Font.
- When you start again the Client exe, then Marathi/Hindi font will get displayed on your screen.

8. **Problem:** Unable to restore database

a. **Solution:**
- Please find herewith the link to download the Server EXE.
- Link: https://drive.google.com/file/d/1xC9NYLJI50m8QzM7Ma5joakGeHxrAJKC/view?usp=sharing
- Kindly rename the File "MSCIT_Server.txt" to "MSCIT_Server.exe" and copy and paste it the folder "C:\Program Files (x86)\MS-CIT Online Exam.
- Please check that the Server is having Administrator Rights with full permissions.
- Your User Access Control should be set to Never.
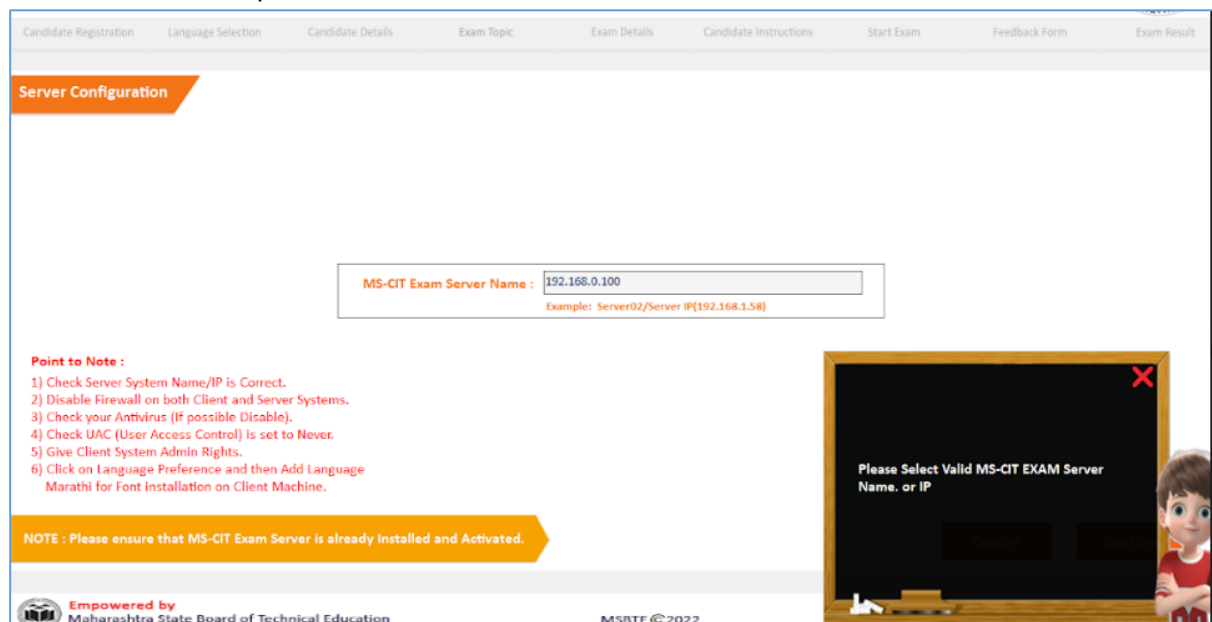- Please keep Firewall and Antivirus in disabled mode.

9. **Problem:** No Map Drive Available

a. **Solution:**
- Please give administrator rights. Even the mapped drive should require administrator rights.
- It requires static IP on both the client and server. It will not work with dynamic IP.
- **If you go through the Welcome screen, you will see an Information Icon in red color which states how to Add a Map drive to your application software.**
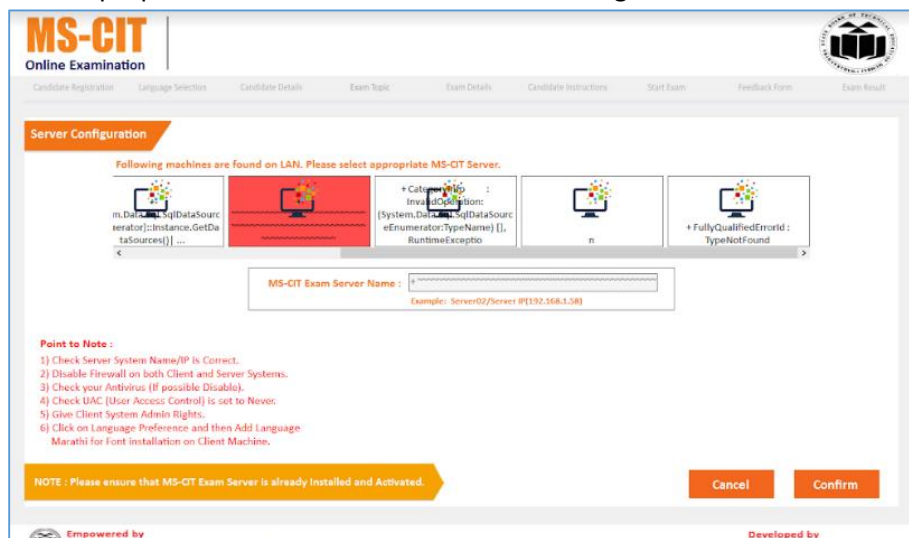
10. **Problem:** Cannot Map MS-CIT Server on Client

a. **Solution:**

- Kindly check the following:
  - o (a) Firewall is Off
  - o (b) Antivirus is completely removed
  - o (c) your UAC User Access Control is set to Never.
  - o (d) Your MSCIT Server and MSCIT Client machines are in LAN and in the same Workgroup
  - o (e) Please check that you have logged in as Administrator
  - o (F) Check that your Drive C: is having Full Read and Write Rights
  - o (g) Then open the Folder C:\Program Files (x86)\MS-CIT Online Exam and Right Click on the file "MSCIT_Server.exe" and click on "Run as Administrator"
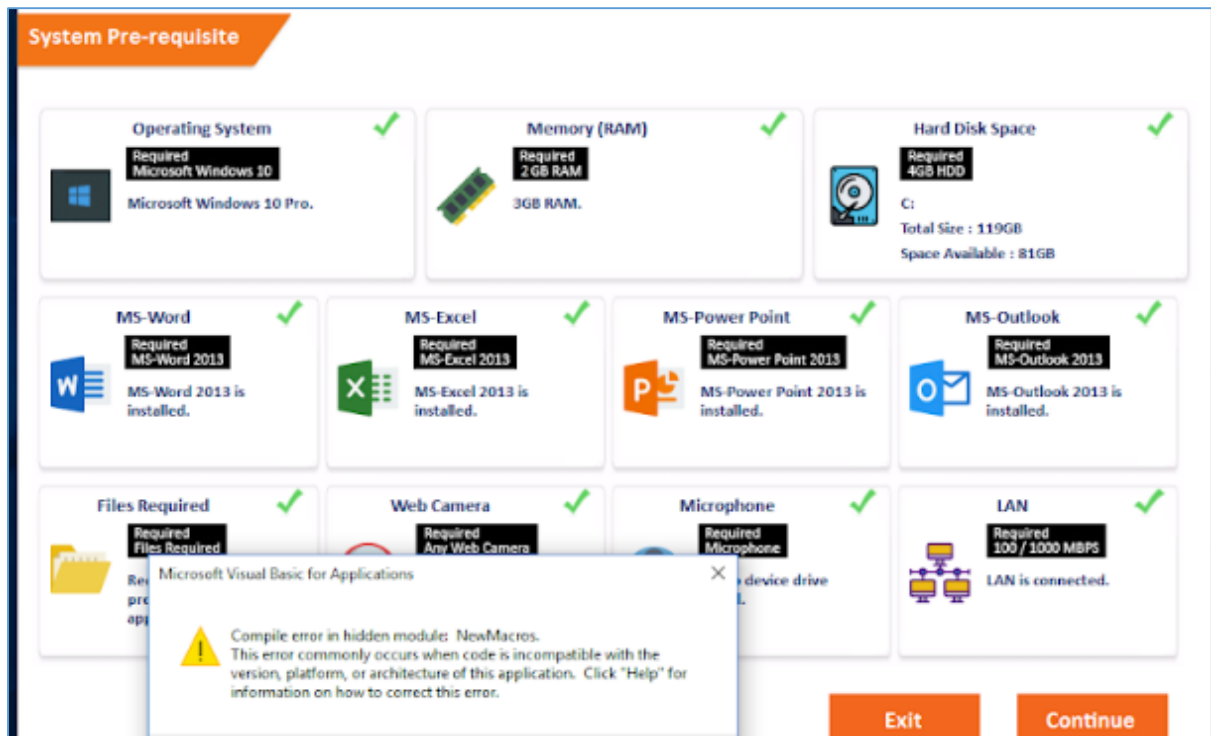
11. **Problem:** Improper Server Names in LAN when accessing Client terminal

  a. **Solution:**
     - Please check if All your Machines in LAN are having proper PC Names and valid Static IP and set your Screen Resolution to the Screen resolution mentioned in Prerequisites (1366 X 768)
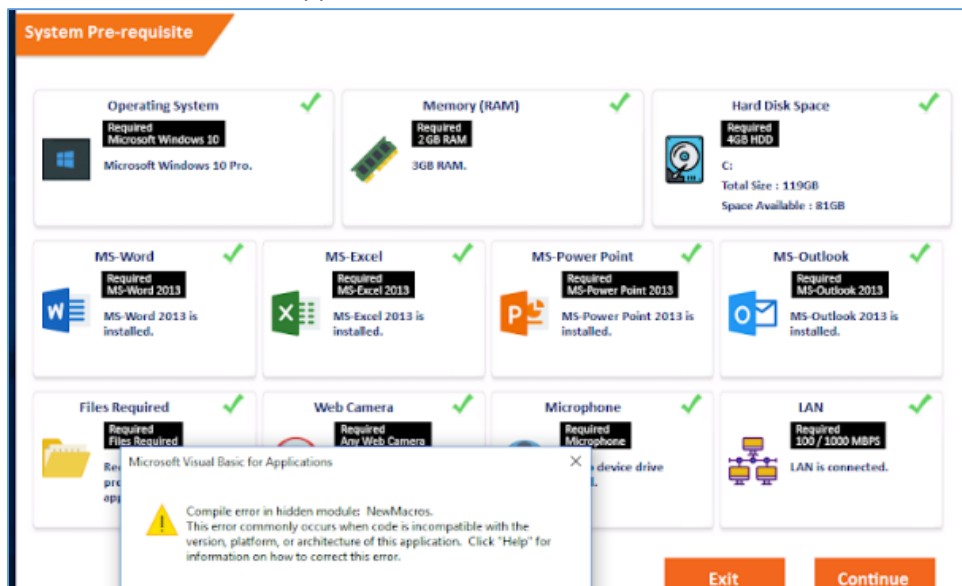
12. **Problem:** Alert of VBA for application

a. **Solution:**
   - Close the executable.
   - See that the Client application is run on Windows 10 pc only.
   - Run the exe again and check
   - If the issue still persists, uninstall MSCIT Client application and delete the MS-CIT Online exam folder. Reinstall Client application again.
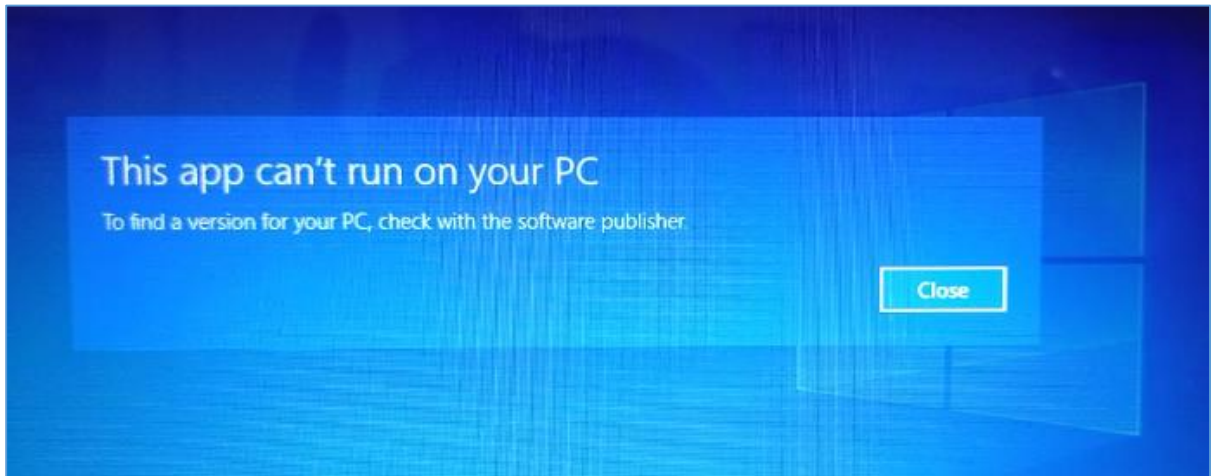
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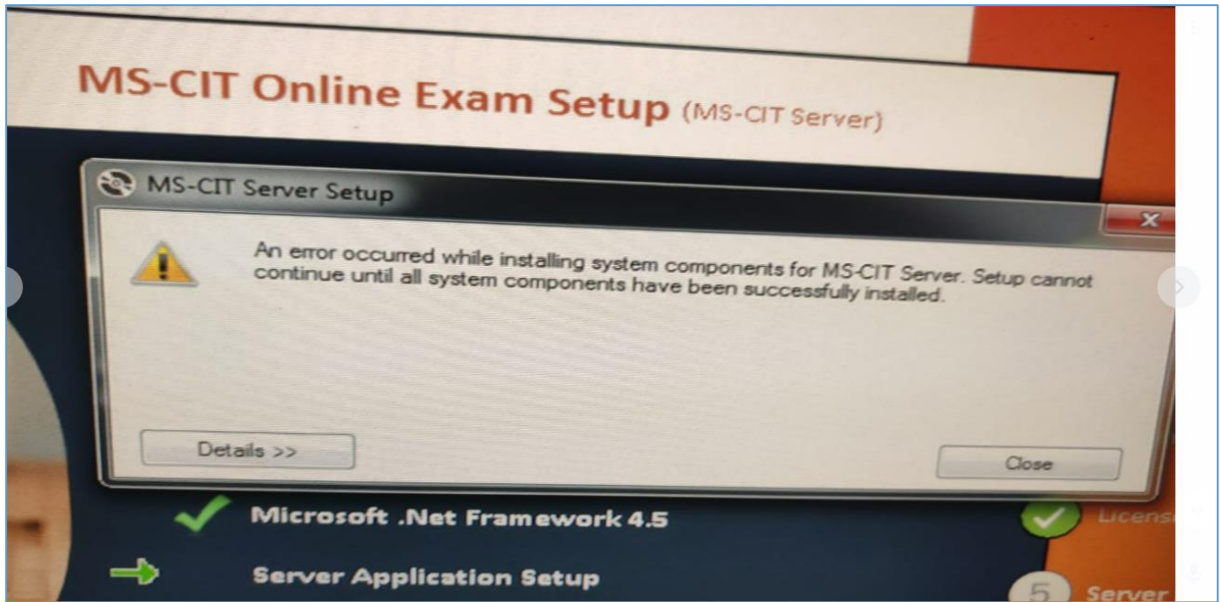
14. **Problem:** Executable not showing any way to move further

a. Solution:

- Kindly check the following
  - (a) Firewall is Off
  - (b) Antivirus is completely removed
  - (c) your UAC User Access Control is set to Never.
  - (d) Please check that you have logged in as Administrator
  - (e) Check that your Drive C: is having Full Read and Write Rights
  - (f) Then open the Folder C:\Program Files (x86)\MS-CIT Online Exam and Right Click on the file "MSCIT_Server.exe" and click on "Run as Administrator"
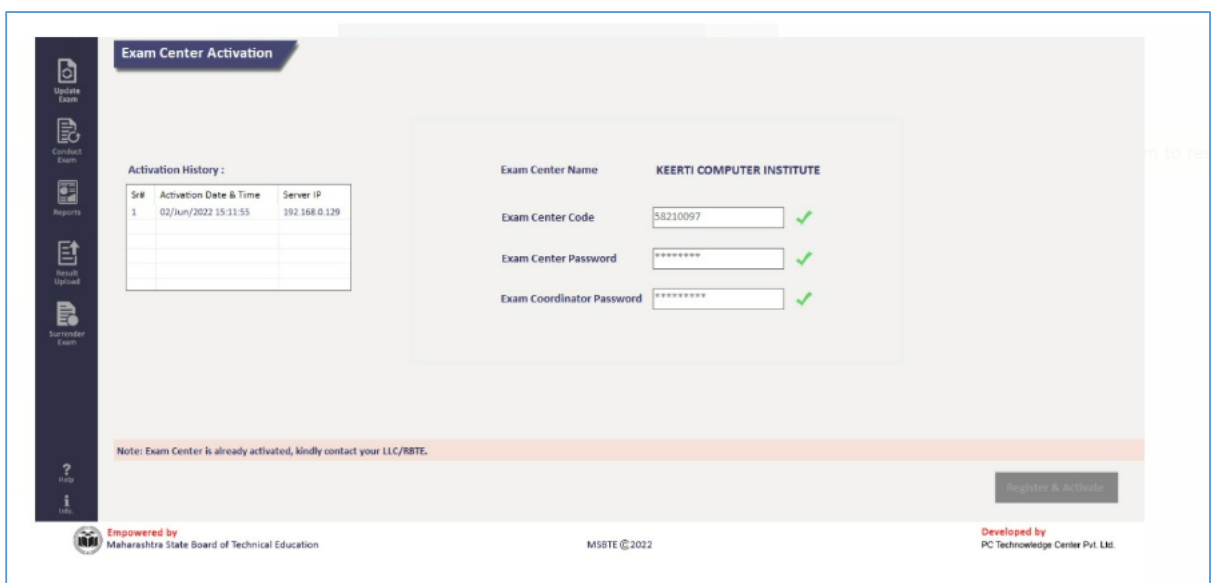
15. **Problem:** Installation of Server Setup from Installer

a. Solution:
- Kindly check the following
    - (a) Firewall is Off
    - (b) Antivirus is completely removed
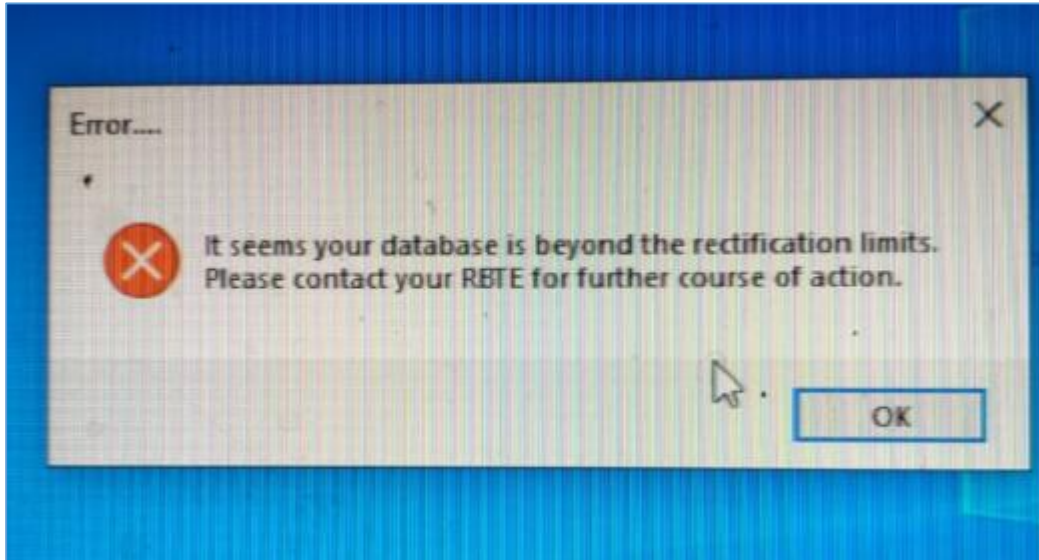   - (c) your UAC User Access Control is set to Never.

16. **Problem:** Exam Center stating already activated

    a. **Solution:**
- Exam Center needs to inform RBTE for Re-activation
- After reactivation, only then the Application will move ahead and then you can proceed further.
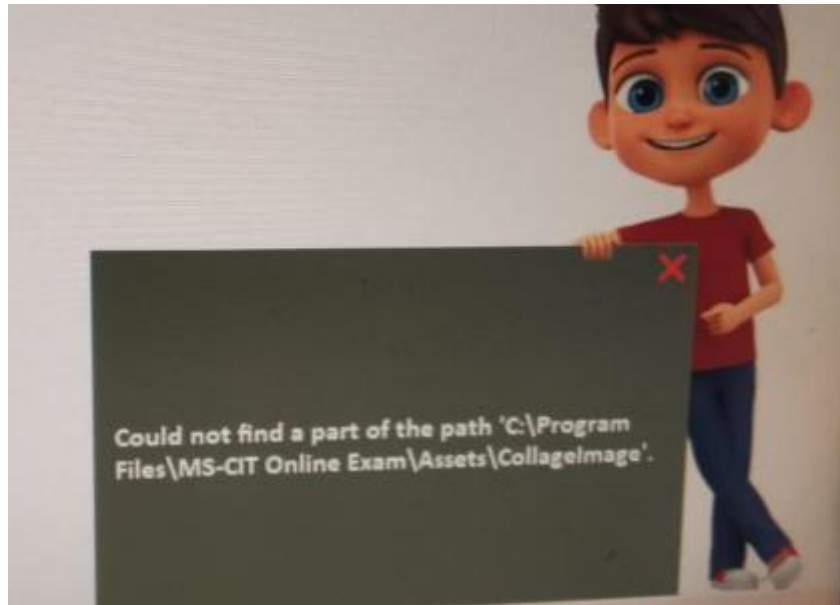
17. **Problem:** Database is beyond Rectification limit

    a. **Solution:**
- Please follow the given steps
  - a) Uninstall SQL Server R2 and it components from Control Panel
  - b) Uninstall MSCIT_Server from Control Panel
  - c) Remove the Folder C:\Program Files (x86)\MS-CIT Online Exam
  - d) Run the MSCIT Installer "Installer.exe" and check the same
- Please check that the Server is have Administrator Rights with full permissions. Your User Access Control should be set to Never and Firewall should be Off and no Antivirus.
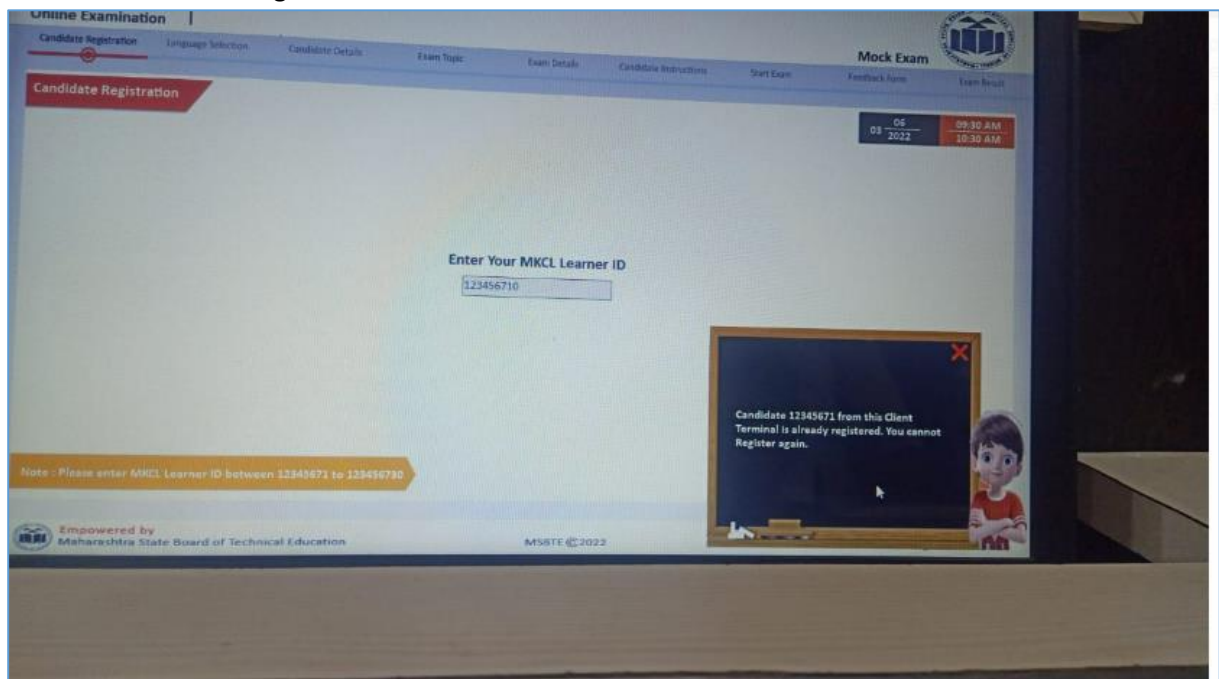
18. **Problem:** Cannot find a path of C:\Program files\MSCIT online exam when Uploading Collage from Server

    a. **Solution:**
- See that your MSCIT Server is having Administrator rights with Full Read and Write Rights.
- When Collage is being Uploaded, a process is run in Windows background to create a folder and File. When there are no rights on Server then this process halts and alerts with the above message.
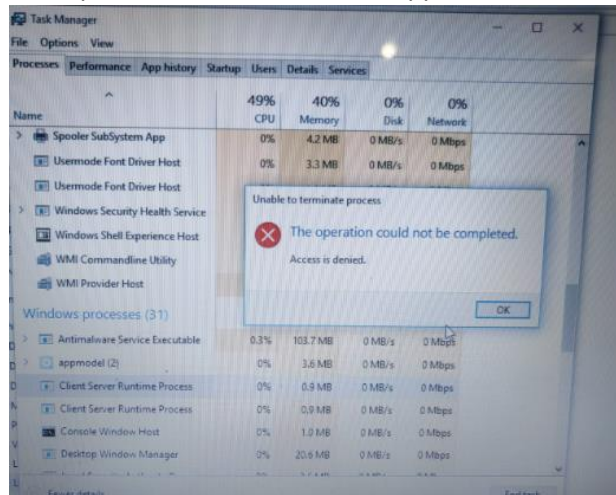
19. **Problem:** Candidate login on Client screen

a. **Solution:**
  ▪ When a Candidate is registered from Terminal A, the details of the candidate along with its Terminal IP is stored in the Database. As such if the Exe is closed and again from the same terminal, another person tries to Register with a another MKCL ID, the process checks if any candidate is registered with this Terminal ID. IF any such candidate was registered previously with the same IP, then it does not allow another candidate to register from that same terminal. Hence this message above.
  ▪ In such case, Cancel the Registration from the Server. Close the Server exe, closer all the Client Exe and then start a fresh and check the same again.
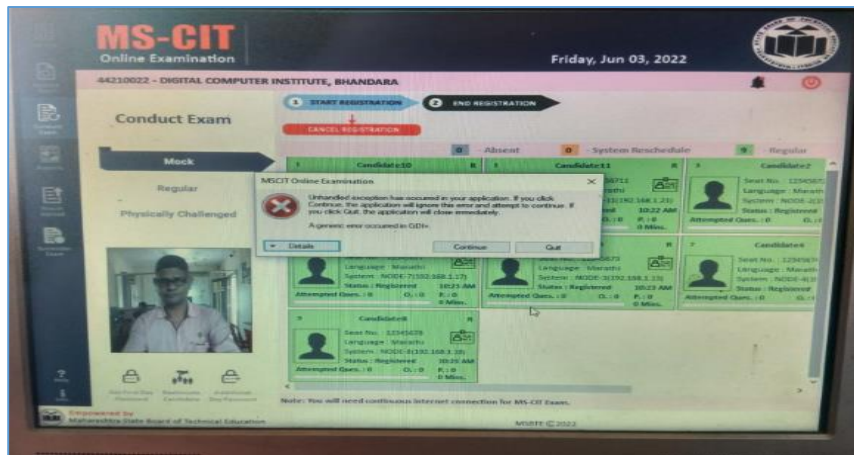
20. **Problem:** End Tasking other process other than MSCIT applications

a. **Solution:**
  ▪ This process is not a part of MSCIT Applications.

21. **Problem:** Runtime Alerts of GDI +

a. **Solution:**
- You are requested to click "Continue" and go ahead with the exam process.
- If the problem picks up again and again, you are requested to Reschedule the batch.
- However, please check that the Camera is detected using Administrator login and the Examination process is logged on with Administrator user having full READ and Write Rights.
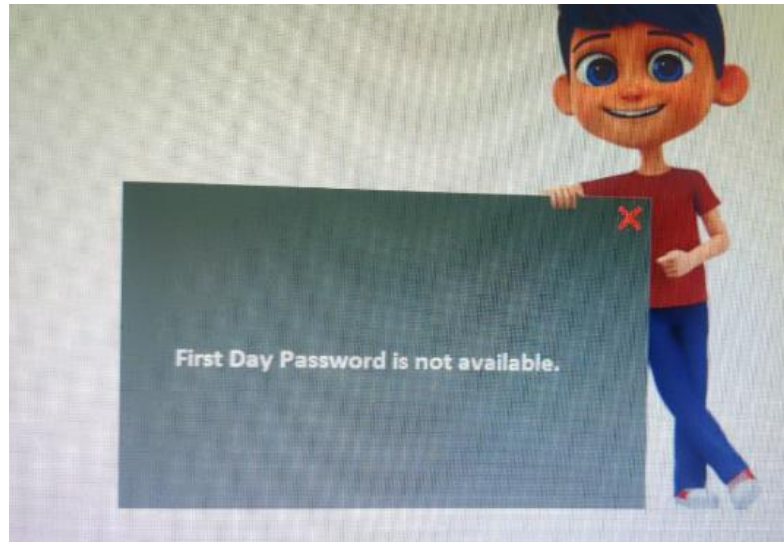
22. **Problem:** In Welcome screen, Administrator is showing as a Non Administrator user

a. **Solution:**
- Please check that you have logged in as Administrator
- Check that your Drive C: is having Full Read and Write Rights
- Then open the Folder C:\Program Files (x86)\MS-CIT Online Exam and Right Click on the file "MSCIT_Server.exe" and click on "Run as Administrator" .Check the exam screen.
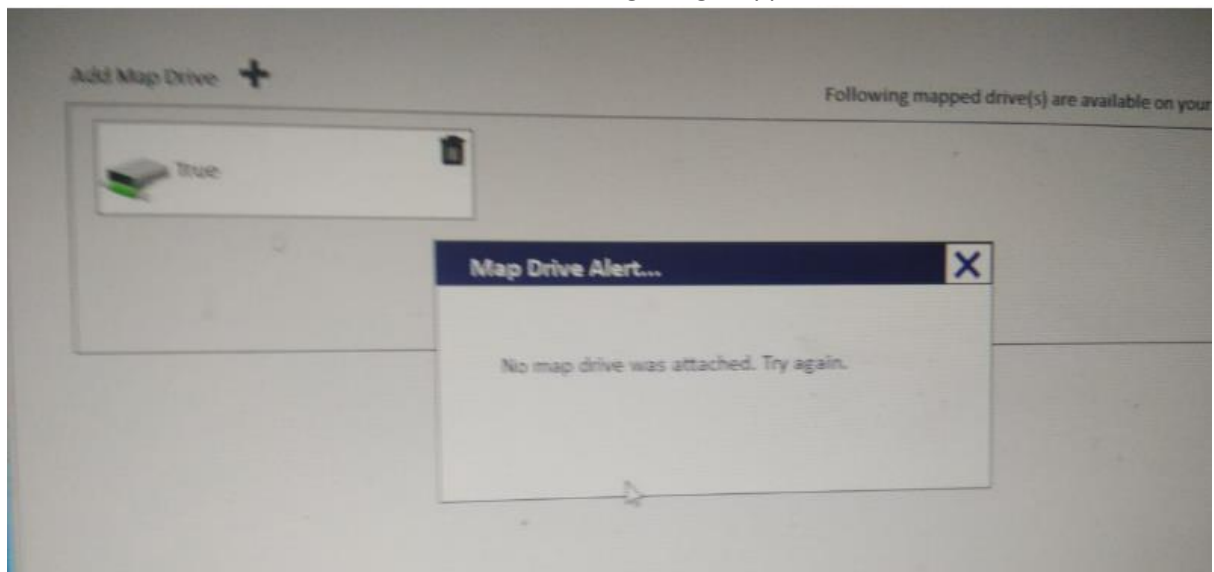
23. **Problem:** First day password is not generated

First Day Password is not available.

a. **Solution:**
   - As Exam schedule is not finalized or not available to be downloaded, hence this message that First day password is not available.

24. **Problem:** External Drive of another PC in LAN is not getting mapped

a. **Solution:**
   - Please check that you have logged in as Administrator on MSCIT Server
   - You have logged in as Administrator on MSCIT Client.
   - The External Drive which you wish to Map, should also be having Administrator rights and be in the same workgroup to be mapped.