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: <u>https://fileshare.mkcl.org/index.php/s/BsrNcs4ESjK6PTQ/download</u>
- 2. Problem: For those ALCs who have already installed MSBTE Exam Software getting below issue.



- Installation of revised MSBTE Exam Software need not required
- Please find herewith the link to download the Server EXE.
- Link: <u>https://drive.google.com/file/d/1xC9NYLJI50m8QzM7Ma5joakGeHxrAJKC/view?usp</u> <u>=sharing</u>
- 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

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Acceleration
Anderson Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows 10 Pro 64-bit is available. Microsoft Windows
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EXCLUSION and Comparison Exclusion Exclusion Exclusion
K Denotes Pre-requisite does not match. Note : To continue, you must comply with all the Pre-requisite.

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



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

Operating System Required Microsoft Windows 10 Microsoft Windows 10	Pro.	Memory (RA Required 2 GB RAM 4 GB RAM.	um) 🗸	Hard Require ddB HD C: Total Siz	Disk Space	
MS-Word Required MS-Word 2013 Installed.	MS.	Excel	MS-Power Point MS-Power Point MS-Power Point installed.	2013 at 2013 is	MS-Outlook Required MS-Outlook 2013 MS-Outlook 2013 installed.	-
Files Required Required Fies Required Required files are present in your application.	√ wet	Camera X Required Any Web Camera heeking	Microphone Regured Microphone Audio device d found.	hive	LAN Required 100 / 1000 MBPS	*

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

→ ~ ↑	This PC > New Volume (D:) > Software	e 2020 > M	IS-CIT (MSBTE) Exam Soft	ware 2022		+ 0
	Name		Date modified	Туре	Size	
Quick access	SetupFiles		6/1/2022 6:58 AM	File folder		
Desktop 🖈	installer		5/31/2022 7:49 AM	Application	631 KB	
Documents Downloads Pictures	MSCIT_Prerequisite_31052022		5/31/2022 7:53 AM	JPG File	294 KB	
Music						
Videos		Attention			×	
Videos OneDrive This PC		Attention	There is another instance running on this System.	of MS-CIT Installer ap	X	
Videos OneDrive This PC Network		Attention	There is another instance running on this System.	of MS-CIT Installer ap	X optication	
Videos OneDrive This PC Network		Attention	There is another instance running on this System.	of MS-CIT Installer ap	X optication	
Videos OneDrive This PC Network		Attention	There is another instance running on this System.	of MS-CIT Installer ap	X pplication OK	
Videos OneDrive This PC Network		Attention	There is another instance running on this System.	of MS-CIT Installer ap	X pplication OK	
Videos DneDrive Chis PC Vetwork		Attention	There is another instance running on this System.	of MS-CIT Installer ap	X pplication OK	

- 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



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

Lunguuge		
므		@
Windows display English (United States)	Apps & websites English (United States)	Regional format English (India)
	<u> </u>	
Keyboard	Speech	
Windows display	language	
Windows display English (United States) Windows features like S	language	vill appear in this
Windows display English (United States) Windows features like Sc language. Preferred languag Apps and websites will a support.	language ettings and File Explorer v ges appear in the first languag	will appear in this
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- 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

Operating System Required Microsoft Windows 10 Microsoft Windows 10 available.	Pro 64-bit is	Memory (RAM) Required 4GB RAM 7GB RAM is available		Hard Disk Space Required Ace HDD C: Total Size : 223G8	~
MS-Office (Optional)	Printer (Op Option Printer Printer	tional)	Map Drive Required Example : (2\\Dev03 No Map Drive availab	Adobe Reader	r er 11.0 is
LAN/Internet Required 100/1000 MBPS LAN is connected and Is available.	nternet is	User Login/Role Required Administrator Current User : (ADM having Administrato	NINISTRATOR) is	Web Camera Required Any Web Camera USB2.0 PC CAMERA.	~

- 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

Candidate Registration	Language Selection	Candidate Details	Exam Topic	Exam Details	Candidate Instructions	Start Exam	Feedback Form	Exam Result
Server Configuration	on							
		MS-CIT Exa	m Server Name :	192.168.0.100				
				Example: Server02/Server	P(192.168.1.58)			
		-						
Point to Note :								/
1) Check Server Syste	em Name/IP is Correct.							X
2) Disable Firewall o	n both Client and Server	Systems.						
 Check your Antivir Check UAC (User) 	rus (If possible Disable).	Navar						
5) Give Client System	n Admin Rights.	never.						1000
6) Click on Language	Preference and then Ad	ld Language				Please Select Va	id MS-CIT EXAM Server	(ALC)
Marathi for Font ir	nstallation on Client Mac	:hine.				Name. or IP		100
NOTE : Please ensure	a that MS-CIT Exam Serv	ver is already Installed	and Activated.					
Maharashtra	by State Board of Techn	ical Education		MSBTE @ 20	22		Developeduay	

- Kindly check the following:
 - o (a) Firewall is Off
 - (b) Antivirus is completely removed
 - (c) your UAC User Access Control is set to Never.
 - (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
 - (F) Check that your Drive C: is having Full Read and Write Rights
 - (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

		Candidate Details	Esem Topic	Exam Details	Candidate Instructions	StatElsam	Feedback Form	Estarte Nerval
and the first								
rver connge	nation							
	Following machines are t	ound on LAN. Pleas	e select appropriat	e MS-CIT Server.	-247		447	
			Inv	dOpenation:				
	rerator]::Instance.GetDa		eEnumer	ator:TypeName) [],	-	+ Ful	yQualifiedErrorId :	
	taSources()]		Rur	timeExceptio	n	0.00	ypeNotFound >	
		MS-CIT Exam	Server Name : +*					
		ing off same	Exa	mple: Server02/Server II	(192.168.1.58)			
oint to Note :								
) Check Server) Disable Fires	System Name/IP is Correct rall on both Client and Same	ar Suchama						
) Check your A	ntivirus (If possible Disable).						
) Check UAC (I) Give Client S	User Access Control) is set ystem Admin Rights.	to Never.						
total and	uage Preference and then	Add Language						
Click on Lang		achine.						
Marathi for F	ont installation on Client M							

- 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



- 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.

13. Problem: Alert of VBA for application

Operating System Required Microsoft Windows 10	- Í	Memory (RAM) Equired GB RAM	1		lard Disk Space squired iB HDD	
Microsoft Windows 10 Pro.	* 3	JE IVAN.		Tol Sp	al Size : 119GB ace Available : 81GB	
MS-Word Required MS-Word 2013 MS-Word 2013 is instellicd.	MS-Excel MS-Excel MS-Excel 2013 MS-Excel 2013 is installed.	м Р	S-Power Point Required MS-Power Point 2 MS-Power Point installed.	013 2013 is	MS-Outlook Required MS-Outlook 201 MS-Outlook 201 installed.	13 13 is
Files Required	Web Camera Required	1	Microphone	~	LAN Reguired	~
Rei Microsoft Visual Basic for pre app	Applications	75.	× device driv L.	~ Ę	LAN is connects	s ed.

- 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.

14. Problem: Executable not showing any way to move further



- 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) 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

-	MS-CIT Online Exam Setup (MS-CIT Server)	
1	MS-CIT Server Setup	
	An error occurred while installing system components for MS-CIT Server. Setup cannot continue until all system components have been successfully installed.	
	Details >> Close	
-	V Licens Viceosoft .Net Framework 4.5	
	-> Server Application Setup	3

- 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

	Exam Center Activation				
ere a	Activation History :		Exam Center Name	KEERTI COMPUTER INSTITUTE	
	Srill Activation Date & Time 1 02/Jun/2022 15:11:55	Server IP 192.168.0.129	Exam Center Code	58210097	
			Exam Center Password	······	
der			Exam Coordinator Password	d 🗸	
N	iote: Exam Center is already activa	ated, kindly contact your LLC/RBTE.			
					Register & Activate
	powered by				Developed by

- 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

-		×
Error		
•		
8	It seems your database is beyond the rectification limits. Please contact your RBTE for further course of action.	
	С. ок	ב

- Please follow the given steps
 - o a) Uninstall SQL Server R2 and it components from Control Panel
 - o b) Uninstall MSCIT_Server from Control Panel
 - o c) Remove the Folder C:\Program Files (x86)\MS-CIT Online Exam
 - o 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



- 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

Unine Examinatio	in			SALLSE LUDI		1000000	-	2		
Candidate Registration	language Selection	Conditioner Details	Exam Taple	Exam Details	Candidation Britty and Tamas		Mock Exam			
Candidate Registrat	tion						Annellinck Auron	Tran Beast		
							03 05	09:30 AM 10:30 AM		
								1000		
			Enter Your M	MKCL Learner	ID			1000		
			123456710]					
								-		
								×		-
						Candidate 123456	71 from this Client			
Concernation of the local division of the	RAN DI NAME DI MANA					Register again.	y registered. You cannot	63		
Note : Pldase enter MXC	L'Learner ID batween	12340673 to 123459730	28				×.	K		_
Empowered by Maharashtra Sta	te Board of Technic	al Education		M58TE (\$2022		1		- nh		-
						-				
and the second se				and the owner where the owner w			100 C	Contract of the second	and the second second second	

- 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



- 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



- 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



 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

Tue Tue	8	
	Map Drive Alert	×
	No map drive was attached. Try again.	

- 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.