EMAIL TEXT:

Greetings,

We have identified an issue in the current iTester Mac kiosk (version 3.28). This issue may impact schools who administer Cognia assessments on Apple Mac computers on MacOS version 12.1 and above. This issue prevents the kiosk from establishing a network connection with test servers when the kiosk is launched.

Background:
- As part of the new MacOS kiosk app for 2022-2023, we integrated Automatic Assessment Configuration (AAC) mode which is a new feature available on MacOS. AAC mode supports the secure administration of assessments by providing lock-down capabilities and other security measures built-in to the operating system. Our kiosk app already has security measures built-in, but the AAC mode provides a higher level of security.
- Based on recent reports, we observed that certain workstations in the field running MacOS 12.1 and above are experiencing network connectivity issues which make it not possible to connect to our application. After analyzing the issue, we concluded that AAC mode may be causing these disruptions on higher versions of MacOS. We do not have evidence that this is widespread, but at schools that are affected, it happens on numerous workstations.

Fix:
- To avoid this issue, we recommend any schools that test on Mac computers with MacOS version 12.1 and above who have currently installed iTester kiosk version 3.27.2, released on October 24, 2022, or 3.28, released on November 11, 2022, install an updated version of the Mac Kiosk, version 3.29, that will be made available on Monday, December 12, 2022, by the end of the day. Version 3.29 will have AAC disabled. The application will still run securely using the same methods which have been in place for years.
- ITCs can log into the NMPEDA (New Mexico PED Assessments) Portal, download the Mac kiosk installer 3.29 from the installer link, and deploy this version to any Mac with MacOS 12.1 or above that is being used for Cognia assessments and that has been previously updated to iTester version 3.27.2 or 3.28.
- If any schools need to test between now and the release of the new kiosk (on Monday, December 12, 2022), we have an interim solution available; please contact the Cognia Client Care Center for further instructions.
- iTester Mac kiosk versions 3.27.2, 3.28 and 3.29 can be used for the remainder of the 2022-2023 school year. We apologize for the inconvenience, and we are in contact with representatives from Apple to better understand and resolve these issues in the future.

If you have any additional questions or any concerns about this Mac kiosk installer, please contact the Cognia New Mexico Helpdesk/Client Care Center team at 1-877-676-6722 or nmtechsupport@cognia.org or use the live chat link on the Help and Support Site.

Thank you,