

BULATS

Test Day Trouble Shooting Guide

This Test Day Trouble Shooting Guide is designed to help you quickly solve common issues you may encounter during a test day. Sections 1 – 4 detail steps you can take before the test to prevent common issues from happening, you can refer to this section too when the test is in progress, for instance if you need to check your Internet connectivity. Sections 4 and 5 help resolve issues you may experience during the test.

User Guide

If you are unsure how a particular part of BULATS works, please make sure that you refer to the BULATS support articles which is available on our [Support Site](#).

There is also a troubleshooting section in the User Guide.

Support Number

If you are running a test today and you're unable to find the solution to an issue – either in this guide or on the [support site](#) you can call +44 (0)1223 553 997 to speak to the Helpdesk.

So that we can investigate the issue promptly and provide a solution as soon as possible it would be very helpful if the following information was supplied at the same time: -

- The candidate tokens affected
- The browser name and version being used
- The date and ideally the time when the issue was experienced
- The speed of your internet connection – See Section 2) Internet Connectivity
- A screenshot of the error

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1) Browser Choice

The BULATS Test should be run using Microsoft's Internet Explorer web browser. Specifically, version 11 is recommended although BULATS will work on previous versions back to 8. Internet Explorer is available on Windows 10 even though the Edge browser is the default. Just click Start and search for Internet Explorer and you will see the browser icon.

Do not let candidates take their BULATS test using either Firefox or Google Chrome browsers. Although these browsers may appear to work correctly they do not present all the test content, that is to say the questions and images the candidate sees, correctly which can cause the test to fail.

2) Internet Connectivity

The BULATS Test is entirely web based and so is very dependent on a reliable Internet connection. Especially where large numbers of candidates are being tested we recommend that each candidate should have unrestricted internet access at speeds of 5Mbps or greater to successfully complete the test although 512Kbps will allow a single candidate to sit the test without problems.

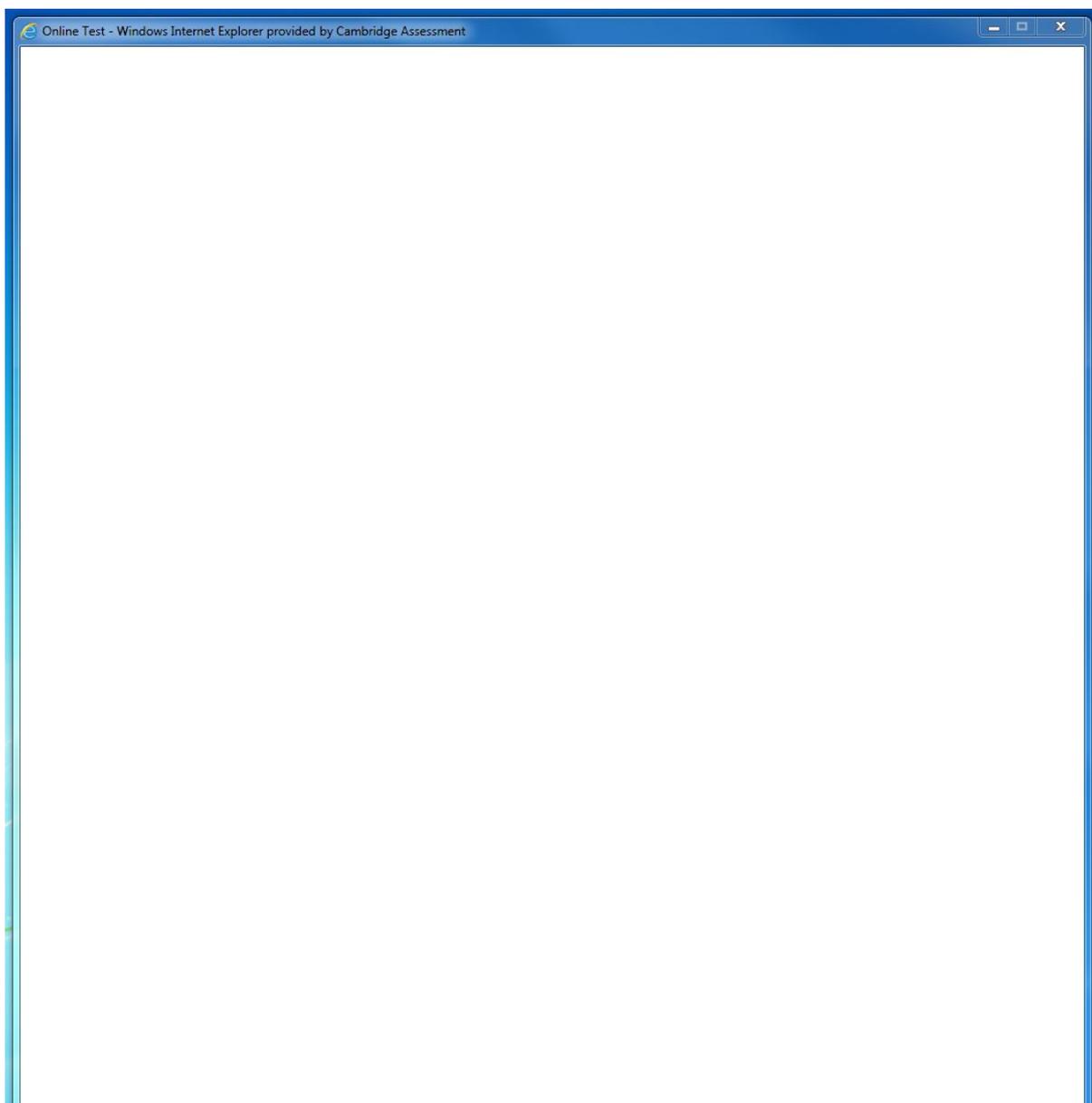
In order to test the speed of connection rather than using popular speed test websites we ask that you use: -

<http://speedtest.cambridgeassessment.org.uk/>

Which more accurately measures your connection to our Cambridge servers. This site also has the benefit of ensuring Adobe Flash is set up on the candidate's browser which we will look at in the next section.

3) White screens and Adobe Flash Media

Once a candidate has logged into BULATS and entered their personal details the test questions are displayed. The test content is made using Adobe Flash Media and so Flash needs to be enabled in Internet Explorer. One of the most common symptoms of Flash not being configured correctly is a blank white screen where candidates were expecting questions and images as shown below...



If you experience problems like this on the test day a quick way to see if you have Flash enabled correctly is to navigate to the following site: -

<https://helpx.adobe.com/flash-player.html>

and click on "**Check now**". If you see the following message: -

Check Now



Sorry, Flash Player is either not installed or not enabled.
Please go to step 2.

YOUR SYSTEM INFORMATION	
Your Flash Version	Not installed
Your browser name	Internet Explorer
Your Operating System (OS)	Windows (Windows 7)

Flash is either not installed or not Enabled on the candidate's computer and BULATS will not work. Please ask your IT Staff to install the latest version and enable Flash so the candidate can continue. Once they have done this clicking on "Check now" should display the following message: -

Check Now



Congratulations, your computer has the latest Flash Player installed.
Start playing games, listening to music, and watching videos!

YOUR SYSTEM INFORMATION	
Your Flash Version	27.0.0.187
Your browser name	Internet Explorer (ActiveX)
Your Operating System (OS)	Windows (Windows 7)

and the BULATS test will then work without problems.

4) The Demonstration (Demo) Test

A great way of checking the candidate's computer is ready for them to take the BULATS test and troubleshoot any problems, for instance with Flash, is to run a free sample test available via the demo site that can be accessed here: -

<http://www.cambridgeenglish.org/exams-and-tests/bulats/preparation/>

Under **Free: online sample tests**

If the demo test works it's highly likely that the real test will work too. Please do be careful though not to mix up the demo test with the actual test, for instance: -

Demo Test URL: <https://bulatsdt.bulatsonline.org>

Actual Test URL: <https://www.bulatsonline.org>

If the candidate's token doesn't seem to work check their browser hasn't defaulted to the demo site.

5) Restarting a candidate's test (Reactivating a token)

The BULATS test is designed to be completed by the candidate in one sitting. This gives the best test experience and most accurate assessment of the candidate's ability. If there are problems on the test day such as a power cut or loss of Internet once the token is entered the candidate still has 8 hours to complete the test. During this time they can re-enter the token and carry on the test from the question they last answered. After this 8 hours has elapsed the candidate will see a message when logging in that "an error has occurred".



BULATS Online Reading and Listening
An error has occurred.

Enter your token number here

[Click here to read the Terms and Conditions for BULATS Online.](#)

To allow the candidate to access their test again the token will need to be reactivated before the candidate can proceed. To reactivate a token, you'll need to log in to the BULATS Online Admin Portal using your Agent/Direct Customer details and select **Reactivate Token**. On the new screen, enter the token number and click Search. Details of the token will then appear and the token can be reactivated. The candidate will then be able to log in again and the test will be open for another 8 hours.

6) FMS Connection error message and Firewall problems

We looked at Flash in Section 3 however although it may have been installed and enabled properly candidates may see the message: -



FMS stands for Flash Media Services and the message indicates that the BULATS test has attempted to download test content (questions and images) but has been unable to. This is probably a Firewall issue. In order to solve this problem please consult with your IT staff and advise them: -

- Port 1935 must be assigned to the RTMP protocol.
- Port 80 must be assigned to the HTTP protocol.
- Port 443 must be assigned to HTTPS protocol.

All three ports must also be open for both outgoing and incoming traffic on all firewalls.

Once the firewall changes have been made, you should be able to run the test successfully.

Issues like this will become apparent if you run a demo test (see section 4) before the test day. If you see this error while tests are taking place and a quick resolution is needed so the tests can continue try changing to a different network if one is available such as a local WiFi hotspot. If it is appropriate changing to a network where you have permission to temporarily turn off the Firewall should resolve this issue so the tests can continue immediately.