

ePEN SYSTEM REQUIREMENTS

When marking online it is important to have a suitable computer on which to install and run the ePEN programme. Below is a list of minimum and recommended requirements for your PC, together with an explanation of how to find this information. Please ensure that you have access to a suitable computer before agreeing to mark online.

Remember that computers generally perform better if they have faster processors and more memory.

PC Hardware

NB - Apple Macintosh computers are not supported.

- PC Compatible
- 1.0Ghz or faster compatible processor. (1.0 Ghz is the minimum for running Vista and Windows 7)

Memory

- 256Mb for Windows 2000
- 512Mb for Windows XP Home, Windows XP Professional, Windows Vista Home Basic
- 1 Gb For all other versions of Vista
- 1 Gb for Windows 7

Operating Systems

- **Windows XP Professional and Windows XP Home Edition** with Service Pack 1 or 2 (listed versions also supported with no service pack).
- **Windows 2000 Professional** Service Pack 3 or 4 (listed versions also supported with no service pack).
- **Windows Vista (All Versions)**

NB Windows 7 is not a supported operating system. We will try to answer any questions related to this operating system.

NB For security purposes, it is recommended that you install the latest updates from Microsoft. These can be installed by running Windows update.

Display

1024 x 768 Minimum resolution
(17" Monitor Recommended)

Web Browser

- Users must be using Internet Explorer 6 or 7.

NB Internet Explorer 8 is not a supported browser. We will try to answer any questions related to this operating system.

All other browsers (including Opera, Safari, Firefox, AOL browser, Symbian and Google Chrome) are currently not supported.

Disk Drives

- Free space required 200MB

Internet Connection

It is recommended that all users utilise a broadband (ADSL) connection to optimise their experience, dial up connections can be used, however it is not recommended.

Wireless may be used; however it is not recommended as a signal strength of less than 90% (or a fluctuation in signal strength) will result in a connection break in ePEN. This will terminate the session - usually providing the user with a generated xml error message. Unfortunately we are unable to support this type of connectivity.

NB Mobile Broadband is not supported at this time.

Network

School or office networks are not supported. Examiners using School or Office equipment should contact their own IT support, before calling AA Helpdesk.

Java

The ePEN marking system has been tested on the following version of Java. This is the minimum requirement in order to successfully access the marking environment.

Java [™] SE Runtime Environment 6 update 16

Please note, your computer must be located in a secure and private environment, such as your home or a private office and not in public. You should not access ePEN from a 'networked' computer as this may prevent the Technical Support team providing support.

A member of the Edexcel Technical Support team may be required to access your PC, during the marking process.