

Questar Assessment Inc. 5550 Upper 147th Street West Minneapolis, MN 55124 www.questarai.com



Switching Application Error and Solutions

March, 2019



Contents

Overview	3
Disabling Background Process and Common Practices to Follow	4
Disable Sticky Keys and Filter Keys: Windows	4
Disable Sticky Keys	4
Disable Filter Keys	4
Disable Fast User Switching: Windows & Mac	5
Windows, Process 1	5
Windows, Process 2	5
Мас	5
Windows Touch Devices	6
Disable Edge Swipe	6
Disabling Three and Four Finger Actions	8
Firewall Pop-up Error Message	12
Battery Saver Message	12
Preventing Sleep Mode	15
Disabling Auto Updates	19

©2019 Questar Assessment Inc. Nextera® is a registered trademark of Questar Assessment Inc. All Rights Reserved.



Overview

The purpose of this document is to highlight potential causes of the Switching Application error and how to avoid its occurrence. This error message indicates that another application caused a loss of focus on the Secure Browser, and it only occurs on Windows and Mac Operating Systems. Below is a visual of what the error message looks like and the three possible reasons it may display.

Error Message	Potential Causes
Switching application caused end of your session!	 1) A pop-up is generated by the operating system or another application asking for permission to do something. 2) An application is activated that has an overlay (Example: OS accessibility features like Windows Sticky Keys, Virtual Keyboard, etc.). 3) The operating system login screen displayed and then the user logged back into the operating system.



Disabling Background Process and Common Practices to Follow

Common Background Processes to Disable	Common Practices to Follow
 Fast User Switching on Windows and Mac Sticky Keys on Windows Malware software Adobe background processes Workstation lockout application 	 Disable keyboard shortcuts Avoid software updates, patching, and data backups Remove bandwidth throttling on ports 80/443 Minimize and turn off network bandwidth intensive programs Plug headsets in prior to launching the Nextera Test Delivery System (TDS)

Disable Sticky Keys and Filter Keys: Windows

Disable Sticky Keys

Sticky Keys enables users to enter key combinations in sequence one at a time instead of simultaneously. This feature is available on Windows machines. Please disable Sticky Keys using the process below.

- 1) Open the *Control Panel*.
- 2) Open the *Ease of Access Center*.
- 3) Select Make the keyboard easier to use.
- 4) Uncheck the Turn on Sticky Keys check box.
- 5) Click Set up Sticky Keys.
- 6) Uncheck Turn on Sticky Keys when SHIFT is pressed five times.
- 7) Click OK.

Disable Filter Keys

Filter Keys tell the keyboard to ignore brief or repeated keystrokes. This feature is available on Windows machines. Please disable Filter Keys using the process below.

- 1) Open the *Control Panel*.
- 2) Open the *Ease of Access Center*.
- 3) Select Make the keyboard easier to use.
- 4) Uncheck the Turn on Filter Keys check box.
- 5) Click Set up Filter Keys.
- 6) Uncheck Turn on Filter Keys when right SHIFT is pressed for 8 seconds check box.
- 7) Click OK.



Disable Fast User Switching: Windows & Mac

Fast User Switching allows multiple users to be logged in to one device and switch between the user profiles quickly. This feature is available on Windows and Mac machines. Please disable Fast User Switching using one of the processes below.

Windows, Process 1

- 1) Open the *Control Panel*.
- 2) Select User Accounts.
- 3) Select Change the way users log on or off.
- 4) Uncheck the Use Fast User Switching check box.
- 5) Select **Apply Options**.

Windows, Process 2

- 1) From Start, type **gpedit.msc**.
- 2) Select **Apps** from the sidebar on the right.
- 3) Select **gpedit.msc** in the main window.
- 4) In the *Local Group Policy Editor* window, locate and select **Logon** in the left pane.
- 5) On the right, double-click Hide entry points for Fast User Switching.
- 6) In the Hide entry points for Fast User Switching dialogue box, select Enabled and select OK.
- 7) Close the *Local Group Policy Editor* and open the Run dialog box (Windows + R). Enter *qpupdate/force* and select **OK**.

Mac

- 1) From the Apple menu, select **System Preferences**.
- 2) From the View menu, select **Accounts**.
- 3) Select the **Login Options** button.
- 4) Deselect the *Enable fast user switching* option.

Note: Please make sure to complete all iCloud or other configuration tasks prior to testing to ensure that prompts or pop-ups do not interfere with testing.



Windows Touch Devices

With Windows Touch Devices two and three finger actions need to be disabled. Also, swiping from the edge of the screen to the center is an embedded action within Windows touch devices that can be used to bring up different applications. This action can be detected in the Secure Browser, which will trigger the- "Switching Application"-error and cause the testing session to end to maintain testing security.

Disable Edge Swipe

- 1. Select the **Start Menu** and select **edit Group Policy**.
- 2. Select User Configuration.



3. Select the Administrative Templates folder.

I Local Group Policy Edito	r		_	П	×
Eile Action View Helr					
Local Computer Policy Computer Configura Software Settings Administrative Te Windows Setting Software Setting Administrative Te Administrative Te	B User Configuration Select an item to view its description.	Name Software Settings Windows Settings Administrative Templates			
< >	Extended Standard				



4. Select the **Windows Components** folder.

Local Group Policy Editor		_	×
File Action View Help			
🗢 🔿 🔯 💽 🔒 🛛 🖬 🛛 🍸			
 Local Computer Policy Computer Configure Software Settings Administrative Te Software Settings Software Settings Windows Setting Administrative Te 	Setting Configuration Manager Control Panel Desktop Network Shared Folders Start Menu and Taskbar System System All Settings	•	
	<		>
< > Extended Standard			

5. Select the **Edge UI** folder.

File Action View Help				
 Local Computer Policy Computer Configuration Software Settings Windows Settings Administrative Te User Configuration Software Settings Windows Setting Control Panel Control Panel Desktop Shared Folder Start Menu ar System Mindows Cor All Settings 	Windows Components Select an item to view its description.	Setting Add features to Windows 10 App runtime Application Compatibility Attachment Manager AutoPlay Policies Cloud Content Credential User Interface Data Collection and Preview Builds Desktop Window Manager Desktop Window Manager Digital Locker Edge UI File Explorer File Revocation Internet Explorer Instant Search Internet Explorer		
< >	Extended / Standard /		- 1	



6. Double click on Allow edge swipe. A pop-up window displays. Select **Disabled** and select **OK**.



Disabling Three and Four Finger Actions

1. Click on the Windows Start Menu.





2. Select Settings.



3. Select **Devices**.

	1	ind a setting	9	٩	/
	System Display, sound, notifications, power		Devices Bluetooth, printers, mouse		Phone Link your Android, iPhone
	Network & Internet Wi-Fi, airplane mode, VPN	4	Personalization Background, lock screen, colors		Apps Uninstall, defaults, optional features
8	Accounts Your accounts, email, sync, work, family	。 A字	Time & Language Speech, region, date	8	Gaming Game bar, DVR, broadcastin Game Mode
Ģ	Ease of Access Narrator, magnifier, high contrast	0	Cortana Cortana language, permissions, notifications	A	Privacy Location, camera
C	Update & Security Windows Update, recovery,				



4. Select **Touchpad** from the left side menu.



5. Scroll down the right side options until the *Three-finger gestures* menu is visible. From the Swipes drop-down menu, select **Nothing**.

命 Home	Touchpad
Find a setting	Three-finger gestures
Devices	Swipes
合 Printers & scanners	↑ Nothing
() Mouse	↓ Nothing
Touchpad	
Typing	→ Nothing
c Pen & Windows Ink	Taps
🕞 AutoPlay	Search with Cortana \lor
🖞 USB	Four-finger gestures
	Switch desktops and show desktop \checkmark
	↑ Multitasking view
	☐ ↓ Show desktop



6. Scroll down further and repeat the selection process. Using the drop-down menus select **Nothing** for all available options.



7. You have now configured the Microsoft Precision Touchpad and may continue using the device for testing at this time.



Firewall Pop-up Error Message

- Confirm the network bandwidth is flowing without impediment.
 - Try opening a website on another device on your network. If you experience latency accessing the Internet on another device, you may be experiencing a broader network issue.
- Confirm the Questar domain name (*.questarai.com) is whitelisted in your firewall. If your firewall or Web content filter supports SSL inspection, ensure that function is turned off in the firewall and/or content filter.
- If the error occurs intermittently, it may be that the firewall or Web content filter is prioritizing traffic and causing some requests to fail. If the firewall or Web content filter allows it, add a rule to allow traffic to the Questar domain *.questarai.com to be top priority in the firewall or content filter.
- Add *.questarai.com to the ignore list/blanket bypass if one is in use.
- Right-click, select quit secure browser, and log in again. This issue may be a result of firewall or content filter inspecting the connection; this resolution may create a new connection that is unlocked.
- If using an iPad, close out of the secure browser then turn on and off Airplane mode under Settings. This will reset all radios, allowing the device to create a clean network connection.

Battery Saver Message

1. Select **Start**.





2. Select Settings.



3. Select System.



4. Select Notifications & actions.

Home	Display
Find a setting	Select and rearrange displays
System	Select a display below to charge its settings. Some settings are applied to all displays.
C1 Display	
Notifications & actions	
O Power & sleep	
Battery	
Storage	
Tablet mode	identify Detect
Multitasking	
Projecting to this PC	Brightness and color Crange prightness
X Shared experiences	
O About	Night light on
	Night light settings



5. Scroll down to **Battery saver**. Turn the *on/off toggle* to **Off**.

🛞 Home	Notifications & actions
Find a setting	
System	Notifications
🖵 Display	Get notifications from apps and other senders On
Notifications & actions	Show notifications on the lock screen
() Power & sleep	On On
🗀 Battery	Show reminders and incoming VoIP calls on the lock screen On
📼 Storage	Hide notifications when I'm duplicating my screen
- Tablet mode	
D Multitasking	On
₽ Projecting to this PC	Show me the Windows welcome experience after updates and occasionally when I sign in to highlight what's new and suggested
% Shared experiences	On On
① About	Get notifications from these senders
	Select a sender to see more settings. Some senders might also have their own notification settings. If so, open the sender to change them.
	On: Banners, Sounds
	Cisco AnyConnect Secure Mobility Client On On: Banners, Sounds



Preventing Sleep Mode

1. Select Start.



2. Select Settings.





3. Select **Personalization**.



4. Click/tap Lock screen.

Ø Home	Background
Find a setting	
Personalization	
Background	
Golors Colors Col	
🕞 Lock screen	
😰 Themes	Background V
器 Start	Choose your picture
🖵 Taskbar	Browse
	Choose a fit Fill \checkmark



5. Click/tap Screen saver settings.



6. Click/tap **Change power settings**.





7. Click/tap Change when the computer sleeps.



8. Select **Never** under the Plugged in column for **Turn off the display**, and **Put the computer to sleep**. Click/tap **Save changes**.

Change settings for the plan: Balanced	
Choose the sleep and display settings that you want you computer to use.	
🕑 Turn off the display: 10 minutes 🗸 Never 🗸	
9 Put the computer to sleep: 15 minutes Vever Vever	
🔆 Adjust plan brightness: 🔍 🚽 💥 🖉 🚽 🐺	
Change advanced power settings Restore default settings for this plan	
Save changes	Cancel

Please note: Adjust Screen Saver timeout so it doesn't display during testing.



Disabling Auto Updates

It's important that the computer does not auto update during testing hours. To avoid automatic updates, please follow the steps below.

1. Select Start.



2. Select Settings.





3. Select Update & Security.



4. Select Advanced Options.

🔅 Home	Windows Update
Find a setting	Update status
Update & security	Your device is at risk because it's out of date and missing important security and quality updates. Let's get you back on track so Windows can run more securely. Select this button to get going:
	Check for updates
Windows Defender	Check online for updates from Microsoft Update.
→ Backup	Update history
P Troubleshoot	Update settings
S Recovery	*We'll automatically download and install updates, except on metered connections (where charges may apply). In that
⊘ Activation	case, we'll automatically download only those updates required to keep Windows running smoothly. Change active hours
A Find My Device	Restart options
If For developers	Advanced options
$\mathcal{P}_{\mathbf{g}}$ Windows Insider Program	Looking for info on the latest updates? Learn more





5. Select **Pause Updates** using the on/off toggle or select **Choose how updates are delivered**. Choose the best of these two options for your school or district.

