

If you have installed and configured Compass correctly and have installed and configured the locally installed Adobe applications correctly but are still experiencing issues, use this guide to track down the solution. It is possible to encounter a known issue that we are currently trying to address, or issues with settings in the software preferences on workstations where the Adobe software is used for more than just certification exam testing.

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The live-in-the application exams have the following sections, and the guide is broken down into the same categories. The Express exam does not have a Task Section.

Survey	Three questions about the candidate and their experience.	No
Question Tutorial	A tutorial that explains the functionality of the Question Section.	No
Question Section	Includes multiple choice, drag and drop, drop down, radio button and area selection question types.	Exam time
Section Summary	Allows candidates to navigate back through the Question Section. After candidates click Submit Section, they cannot return to the Question Section of the exam.	Exam time
Task Tutorial	Explains the features of the Task Section and interaction with the Adobe application.	No

Application Launch

Item Feedback	Allows the candidate to give feedback on individual questions and tasks. The candidate will see questions and tasks, but this section does not affect their exam results.	Comment time
Exam Feedback	Allows the candidate to give feedback on the overall testing experience.	No
Score Report	Shows the percentage of points awarded to the candidate by skill group.	No

<p>A message reporting a security violation occurs</p>	<p>The candidate pressed Ctrl+Alt+Delete. Caution the candidate against pressing Ctrl+Alt+Delete. An application is running that is blocked by Compass. Close the application reported by the dialog and resume the exam. If you are unable to close the application, contact Technical Support.</p>
<p>A file download error or script error occurs during file download.</p>	<p>If the exam was not pre-downloaded, files download at the beginning of the Task section. If you lose the connection to the Internet or if there is latency, the download will fail.</p> <ol style="list-style-type: none"> <li>a. Quit the exam.</li> <li>b. Download the exam files from the Compass administration page.</li> </ol>
<p>A spinning cursor appears, and the starter document does not load.</p>	<p>Wait a few minutes. Some applications are slow to load. The app requires permissions that have not been granted.</p> <ol style="list-style-type: none"> <li>1. Force quit the exam.</li> <li>2. You might need to reboot the Mac.</li> <li>3. Grant the necessary permissions (see the <a href="#">Exam Readiness Guide</a>).</li> </ol> <ol style="list-style-type: none"> <li>1. Maximize the application.</li> </ol>

The application launches, but the Certification Test panel does not display.

<p>The application launches, but the starter document doesn't load, and the Certification Test panel is dark gray.</p>	<p>We suspect this is related to Display settings, the inability to install exam preferences, or interference with Creative Cloud sync.</p> <ol style="list-style-type: none"> <li>1. Use Ctrl+Shift+Q to close Compass. You might need to also close the application or use Ctrl+Shift+Q again.</li> <li>2. In Display settings, change Scale and layout to 200%.</li> <li>3. Pause Syncing in Creative Cloud. Profile &gt; Preferences. Select Syncing. Click Pause Syncing.</li> <li>4. Resume the exam.</li> </ol>
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The Certification Test panel is minimized.  
Scale and Layout is not set to 100%.

1. Maximize the application window.
2. Click Certification Test.
3. Verify that the Certification Test workspace is selected and have the candidate7 >>BDCTT3 (c)-5(a)3.1 (n)-4.8 (dida)-2.9(t)-2.3 (e7 >>E




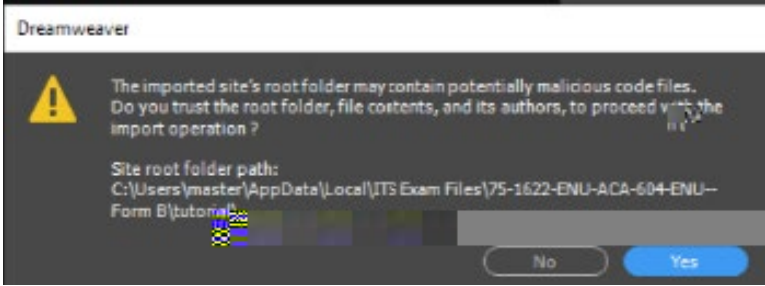




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<p>Photoshop launches but does not open the starter document for the tutorial or show the panel.</p>	<p>Macs with the Apple Silicon M2 processor do not come with Rosetta installed by default. Photoshop Common Extension Platform (CEP) requires Rosetta. The Photoshop exam uses CEP.</p> <p>Outside of the exam:</p> <ol style="list-style-type: none"> <li>1. Display the Info window for Photoshop.</li> <li>2. Select Open using Rosetta.</li> <li>3. Launch Photoshop.</li> <li>4. When you are prompted to install Rosetta, install it.</li> </ol> <p><a href="https://support.apple.com/en-us/HT211861">https://support.apple.com/en-us/HT211861</a></p>
<p>Setting up exam environment failed or Premiere Pro crashes when the LITA section starts</p>	<p>Two graphics adapters are installed. Disable the onboard graphics adapter.</p>

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The application quit  
unexpectedly



<p>A warning appears when opening a site</p>	<p>Tell the candidate to click . If the candidate clicks , the site will not load. The candidate can load the site by clicking Reset Site and clicking  when the dialog appears.</p> 
<p>Exam becomes unresponsive when the candidate saves a file.</p>	<p>The following message might also display:</p> <p>Dreamweaver requires access to the Desktop folder.</p> <ol style="list-style-type: none"> <li>Force quit the exam or restart the computer if necessary.</li> <li>Grant the Full Disk Access permission to Dreamweaver. See the FAQ in the <a href="#">Exam Readiness Guide</a> for instructions.</li> </ol> 
<p>The tutorial site is displayed, but the first task is shown in the Certification Test panel.</p>	<p>Have the candidate click  and then .</p>
<p>The Adobe Tour window displays.</p>	<p>Have the candidate close the window or choose 'skip tour'.</p>
<p>A message about color management settings being different is displayed.</p>	<p>This is a known issue we are trying to resolve, but it does not affect the exam.</p> <ol style="list-style-type: none"> <li>Have the candidate click OK or Cancel. If the user cannot control the mouse, have them press the  key.</li> </ol>
<p>A prompt displays asking you to allow access to Contacts or Calendar. The application hangs.</p>	<p>We have seen this issue in Mojave. Although we have not seen it in later Mac operating systems, Adobe's support article indicates that it might happen.</p> <ol style="list-style-type: none"> <li>Force quit the exam or restart the computer if necessary.</li> <li>Launch Illustrator outside the exam. Change a preference. If you are prompted to allow access to the Contacts or Calendar, either Allow or Disallow.</li> </ol> <p>Read more about the issue on Adobe's <a href="#">website</a>.</p>





The exam becomes unresponsive after adding a swatch to the Library.

Configurations that do not allow access to the Library sometimes cause a hang when you attempt to access it.

- a. Have the Test Candidate clear the Add to my library checkbox when creating a swatch.

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The video assets are green and pink instead of the normal colors.

