

GOLA – Walled Garden Troubleshooting

Currently we have seen a number of bookings rejected with the following reasons that can be avoided by following the following guidance:

'Candidate already scheduled for another test at this date and time

This error occurs where you have not spaced test bookings for same Candidate taking into consideration the test durations. If sufficient time is given between tests for each Candidate this error will not occur. Remember GOLA tests can be sat at least 4 hours before and 4 hours after the scheduled time. Therefore a test can always be delivered earlier than scheduled if the Candidate finishes their previous test early.

Booking timescales

We advise that you schedule well in advance of the test time. The changeover to the Walled Garden now allows users to book tests via Walled Garden immediately after a Candidate has been registered by Cheynes Training HO. However, the booking process for an existing Candidate from a previous provider may take up to 2 hours to process from registration. Please be aware of this as you place your bookings.

Enterprise SiteManager/Administrator Upgrade

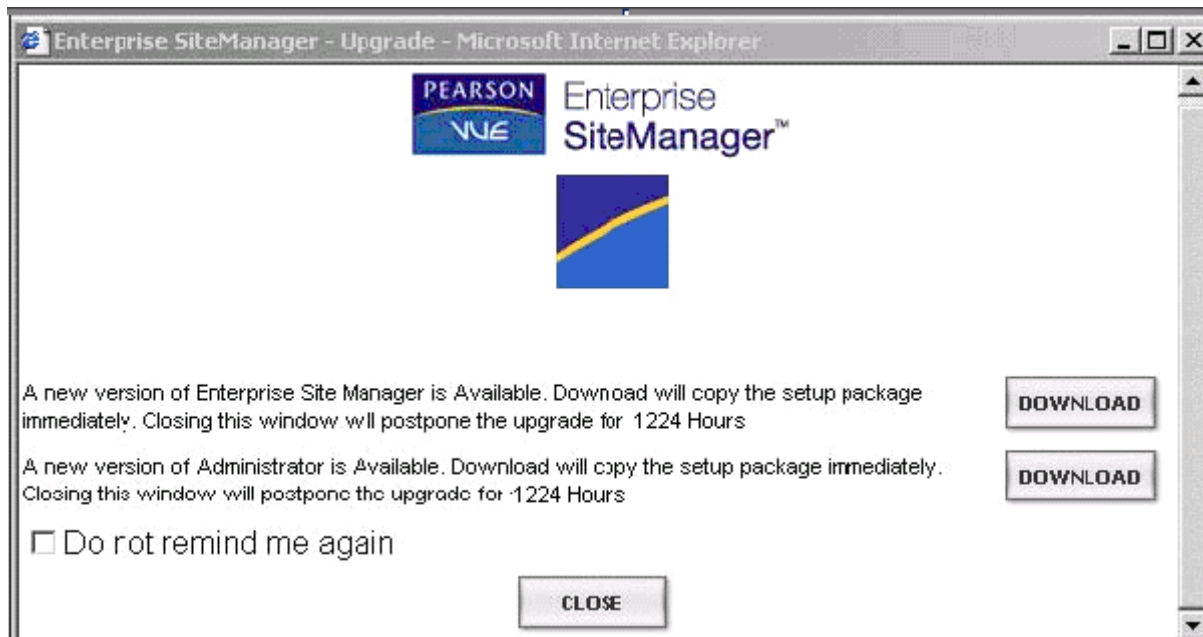
You must upgrade ESM, download Administrator, and upgrade the testing workstations during one session. Begin the upgrade no later than 1 hour before your first candidate arrives for the day to allow sufficient time for the upgrade. Otherwise, wait until the end of the day to begin the upgrade.

Important: The Administrator executable has been upgraded to run in a protected environment. Because of this change, all (potential) client-made shortcuts will stop working, which will result in a short informational message:



Please delete the icon on your desktop, you will have to create a new link when the full upgrade has been completed.

When an upgrade is due and you log on to the ESMServer, a splash screen will display to notify you of the ESM upgrade..



The ESM Upgrade screen opens.

You have two options: **Download** and **Close**.

Download: Downloads the files for ESM and Administrator used during the upgrade process.

Close: Exits the ESM Upgrade screen without downloading the upgrade files.

If you need to defer the upgrade until a later time, click **Close**.

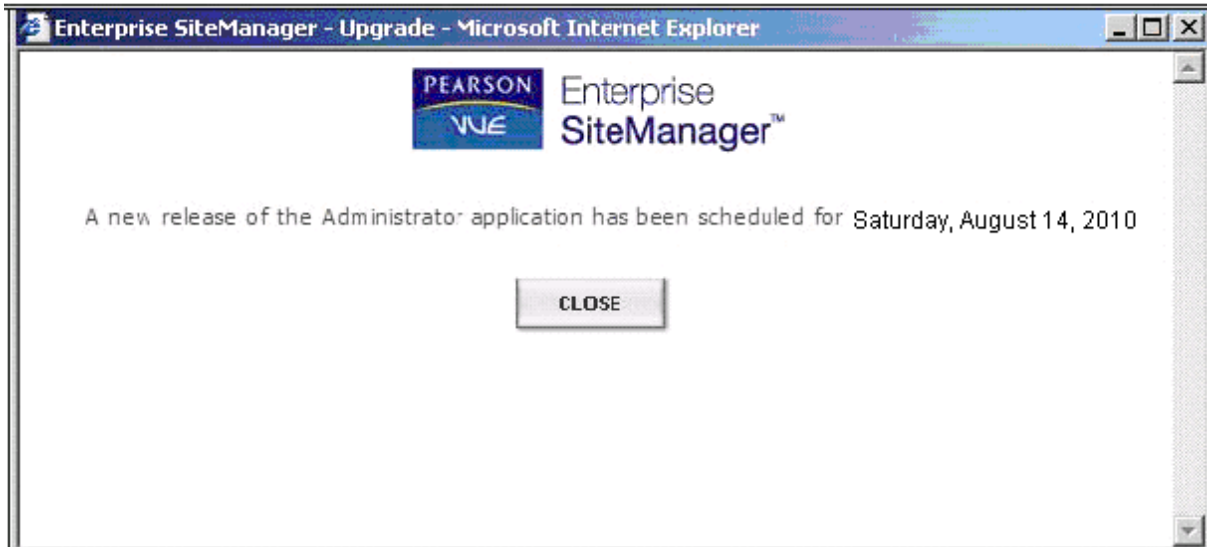
The ESM Upgrade Notification splash screen will display every time you log on to the system until you accept the upgrade.

A message will appear to say upgrade completed, please close the ESM server application down completely and re-open. Click **start** then **upgrade** this will upgrade ESM with the downloaded file.

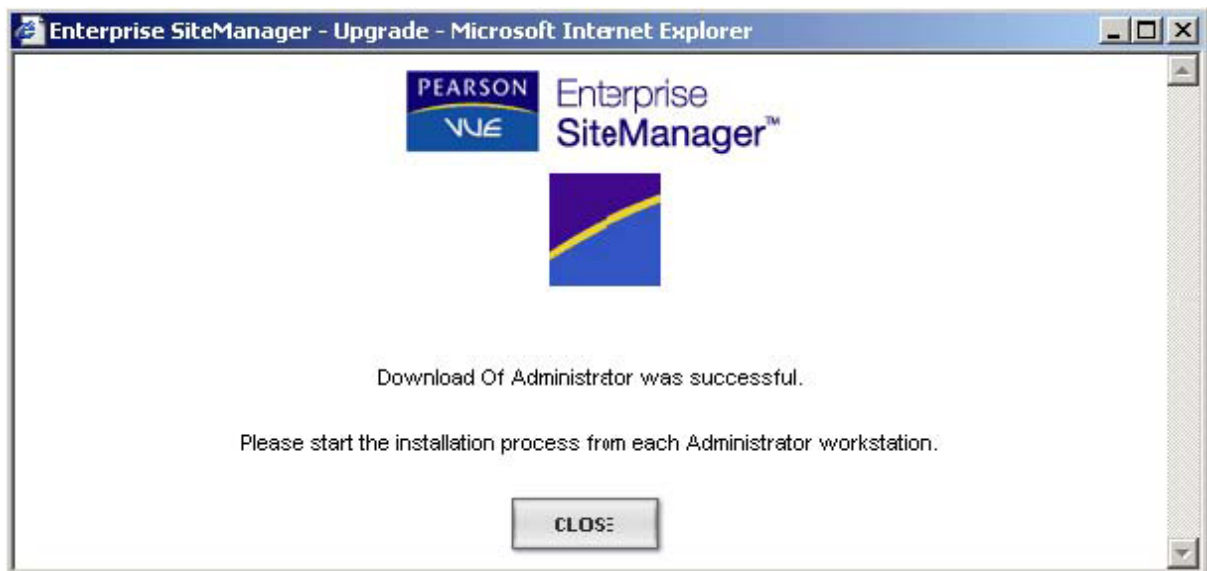
Upgrading Administrator

After you complete the ESM upgrade and restart the Administrator, you may begin to download Administrator.

1. Launch the ESMServer again and log on. A splash screen will again display to notify you of the Administrator upgrade. Click **Close**.



2. Click the Download button to the right of the text about Administrator.
Important: You must complete the Administrator download directly after you upgrade ESM. Do not select **Close** or check the **Do not remind me again** box.
3. A confirmation screen appears once the Administrator download is complete. Click Close. The Administrator upgrade is complete. You are still logged into ESM.



4. You will then need to update the Administrator – **right** hand mouse click on the start button, click on explore. Select the C drive and locate the folder **ESM_Test_Centre** folder, double click to open. Click on the folder **Updates** and double click the file AdmSetup.exe and follow the wizard installation prompts.

5. Once completed click on **Start, All Programmes**, and look for **Prommisor**. **Right** hand mouse click **Administrator** and again on **Send to** and select Desktop. This will create a new shortcut to the desktop.

Assuming that the desired DATAPATH value is H:\test_center, the following command lines should be used:

```
msiexec.exe /qb /I "C:\New MSI's\ESM.msi " DATAPATH=H:\test_center
```

```
msiexec.exe /qb /I "C:\New MSI's\Administrator.msi" DATAPATH=H:\test_center
```

Click **OK** to run the MSI files.

All GOLA scheduling queries should be directed to City & Guilds Customer Relations team on **Tel: +44 (0) 844 5430000 +44 (0) 844 5430000 - option 2 GOLA query.**

To reduce the time spent scheduling you will be able to:

- Search for Candidates easily, including by cohort.
- Schedule multiple combinations of exams, dates, times, and GOLA accounts in a single order/transaction.
- Use City & Guilds Candidate enrolment numbers for GOLA Candidate IDs.
- Run enhanced GOLA related reports in Walled Garden.
- Reduce the re-keying of orders via the Walled Garden Shopping Basket with a File upload (EDI) facility.
- The new scheduling screens have been designed with a great deal of input from GOLA users. Training materials will be provided well in advance.