

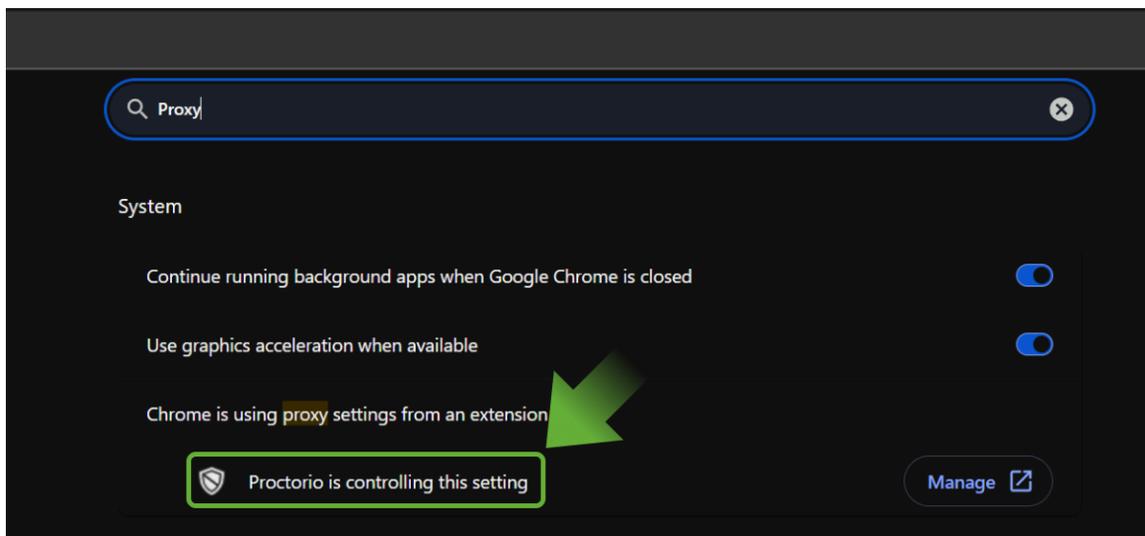
iboss Troubleshooting

Public-Restricted

Background

As part of Proctorio's commitment to data privacy and security, we require an uninterrupted connection between the test-taker's device and our servers. By default, Proctorio will not allow a test-taker to start an exam while connected to a cloud-based or physical proxy server. Our intention is not to circumvent institution security systems but to prevent the interception of test-taker data by potentially malicious entities.

[iboss](#) is a cloud-based proxy service used by private and public institutions to securely manage network access and traffic. Consequently, Proctorio disables the iboss proxy setting in Chrome so that test-takers can access their exams. Opening Chrome's Proxy Settings reveals that "Proctorio is controlling this setting."



At present, Proctorio is unable to restore the original iboss proxy setting in Chrome once the exam session has ended, though we are actively investigating this option.

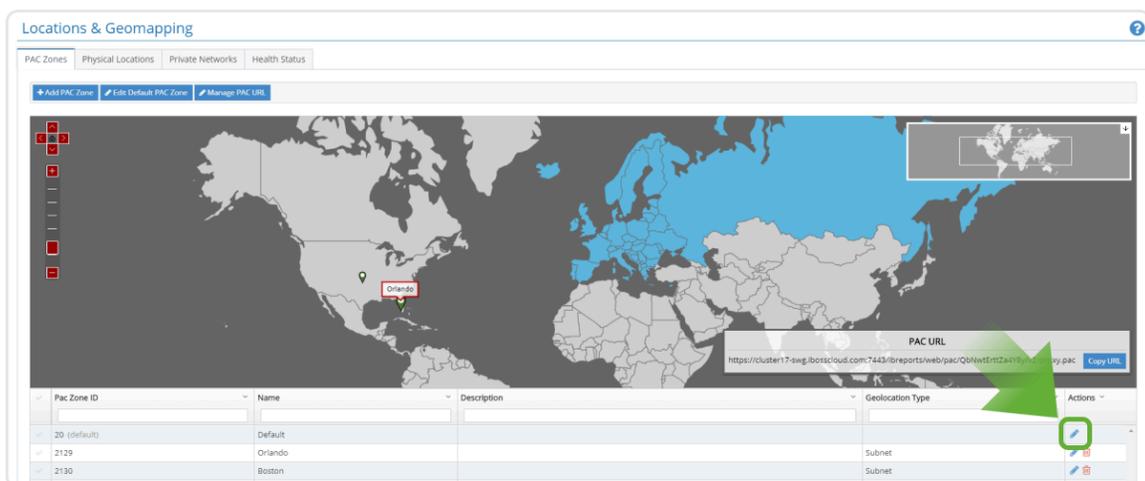
Troubleshooting Steps

To resolve any connection issues, administrators must add a Proctorio bypass function to their iBoss proxy auto-configuration (PAC) settings. The following changes to your PAC settings will not permit test-takers to access any sites or services outside of Proctorio.

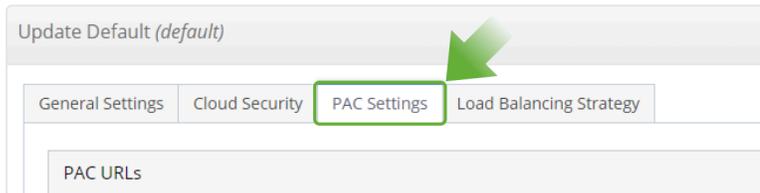
1. Open the iBoss admin console.
2. Select **Locations & Geomapping**.



3. Select the **Edit** option for the applicable location(s): in most instances, this will be the **Default** location.



4. Select the **PAC Settings** tab.

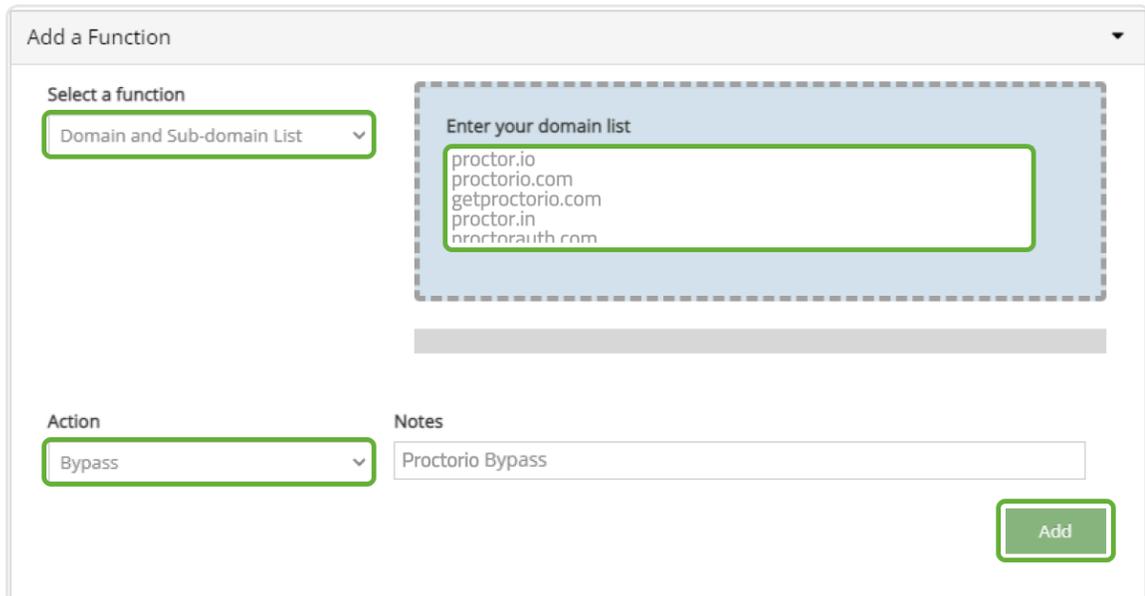


Update Default (default)

General Settings Cloud Security **PAC Settings** Load Balancing Strategy

PAC URLs

5. Scroll down to the **Add a Function** area; create a new **Domain and Sub-Domain List** function (or edit an existing one).



Add a Function

Select a function

Domain and Sub-domain List

Enter your domain list

proctor.io
proctorio.com
getproctorio.com
proctor.in
nroctorauth.com

Action

Bypass

Notes

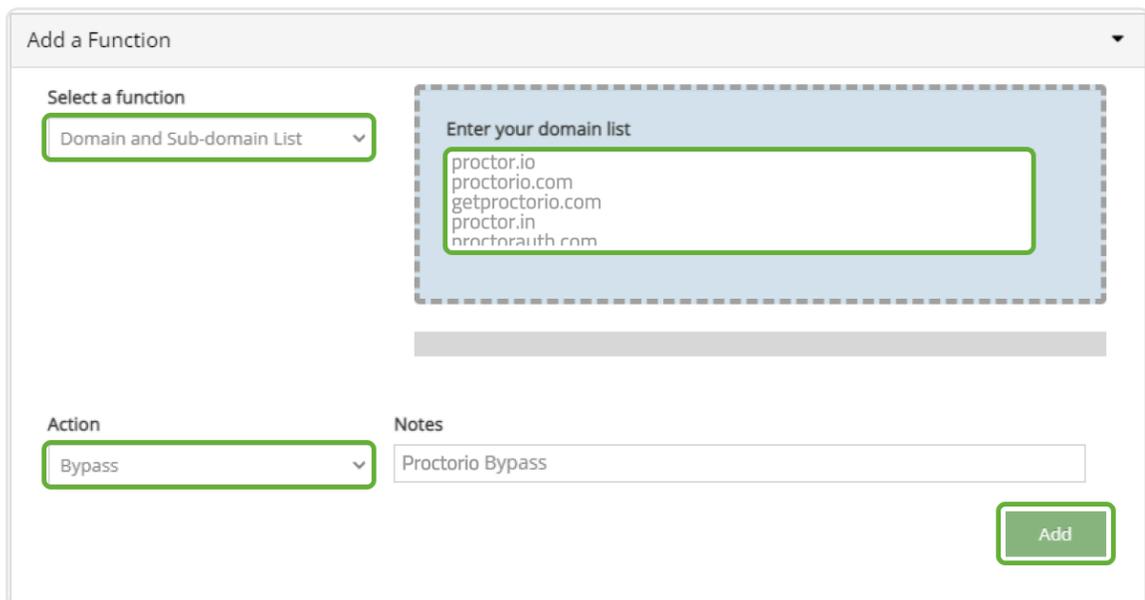
Proctorio Bypass

Add

6. Add the following Proctorio domains.

- proctor.io
- proctorio.com
- getproctorio.com
- proctor.in
- proctorauth.com
- proctorcollect.com
- proctordata.com

7. Set the **Action to Bypass**; click **Add**.



Add a Function

Select a function
Domain and Sub-domain List

Enter your domain list
proctor.io
proctorio.com
getproctorio.com
proctor.in
proctorauth.com

Action
Bypass

Notes
Proctorio Bypass

Add

8. Publish the updated PAC and force reboot all devices. If the iboss proxy setting is not restored on all or some devices, you may need to perform these additional steps:

1. Revoke the Proctorio extension from all users via the Google Workspace Console.
2. Republish the updated PAC, force reboot all devices.
3. Force reboot all devices; allow 24 hours for all devices to come back online and receive the PAC file.
4. Push the Proctorio extension for all users via the Google Workspace Console.

Additional Considerations

You may need to update other policies and filters employed by your institution, including any inline filters. Please refer to the listed DNSs and IP addresses in the table below to configure additional exceptions or rules.

DNS Allowlist	IP Allowlist
<ul style="list-style-type: none"> ● proctorio.com ● getproctorio.com ● proctoriosupport.com ● *.proctor.io ● *.proctorauth.com ● *.proctorcollect.com ● *.proctordata.com ● *.proctor.in <p>*Wildcard: allow domain and all subdomains</p>	<ul style="list-style-type: none"> ● 162.159.128.12 ● 162.159.129.12 ● 2606:4700:7::a29f:800c ● 2606:4700:7::a29f:810c ● 40.119.4.115 ● 23.100.227.52 ● 13.64.27.60 ● 104.45.186.184 ● 104.45.227.206 ● 191.237.23.31 ● 138.91.92.10 ● 168.61.70.170 ● 13.64.251.253 ● 138.91.90.16 ● 168.61.68.174