

【First of all】

This is troubleshooting guide related to the TOEFL ITP®TEST(Digital). This is written in the order of work procedures including the particular troubles for some of PC model. Please refer to this guide after having confirmed your computer model.

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1. OS/Web Browser

Please verify that your computer meets the requirements described below as a prerequisite.

Windows OS Type	
OS	Windows 8.1 and higher ※Your computer should be up to date.
Web Browser	Use Chrome or Microsoft Edge ※If you are using Windows 10 and higher, Microsoft Edge is the default setting.
Mac OS Type	
OS	MacOS X10.11 and higher※Your computer should be up to date.
Web Browser	Use Chrome or Safari ※If you are using a Mac, Safari is the default setting.

2. Related to System Check

- ① **If the “Not Secure” website warning appears when you try to connect to the site,** →You need to temporarily accept the connection to the site.
→Click “Details” and click “Go to the website” to connect the site again.



This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

[Go to your Start page](#)

[Details](#)



This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

[Go to your Start page](#)

Details

The hostname in the website's security certificate differs from the website you are trying to visit.

Error Code: DLG_FLAGS_SEC_CERT_CN_INVALID

[Go on to the website](#) (not recommended)

② The error message appears

- Yellow Warning

If you can download and launch the TOEFL Secure Browser, you can take the test.

Please recheck if your computer meets the system requirements (OS/ the web browser) and proceed to set up your computer.



This device meets all site requirements, but may need attention. A Secure Browser may be required for delivery of the operational test. If needed, be sure to install the Secure Browser on the device prior to the test.

- Red warning

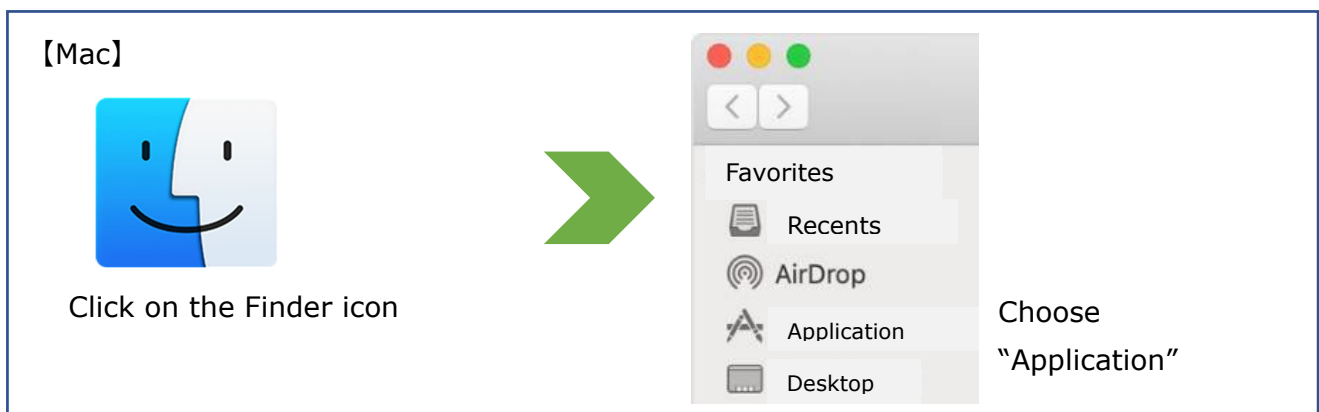
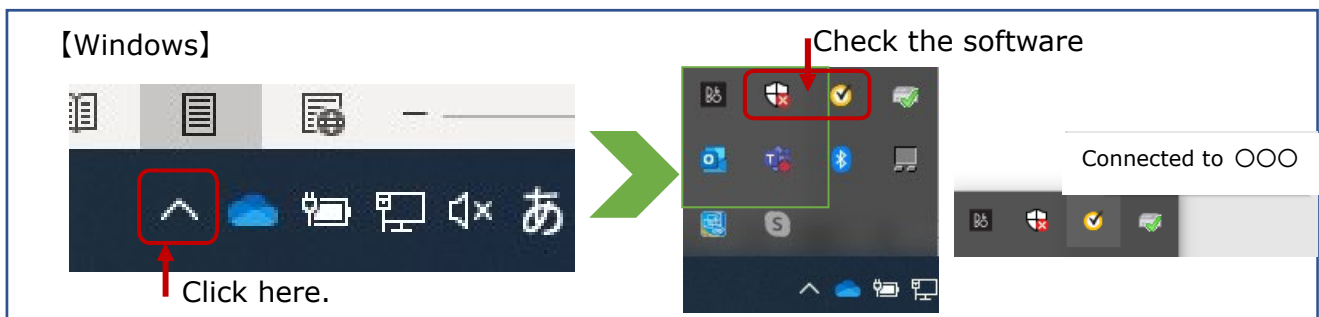
You are less likely to take the test properly. This might be caused by the internet environment. Check your network connection status. Try to reboot the router and reconnect your computer when using Wi-Fi. Alternatively, try another way such as connecting with a wired LAN.

3. Trouble in launching the TOEFL Secure (Audio) Browser

① When the warning message by the security software appears,

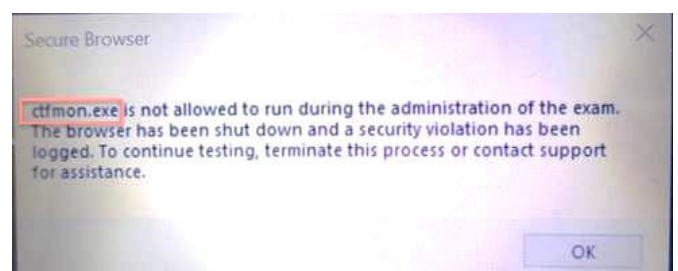
Temporarily, you need to disable your security software which prevents the TOEFL Secure Browser from starting. Please look into how to temporarily disable the security software on your own due to differ depending on the security software you are using. We do not force you to temporarily disable the security software. Please do it under your own judgement. After you disable it, try to reboot the TOEFL Secure Browser again.

How to check the security software you are using.

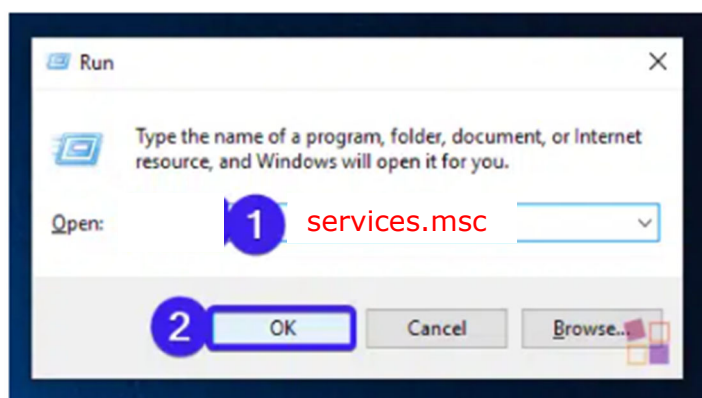


② When the message related to the ctfmon.exe process appears (only for Windows),

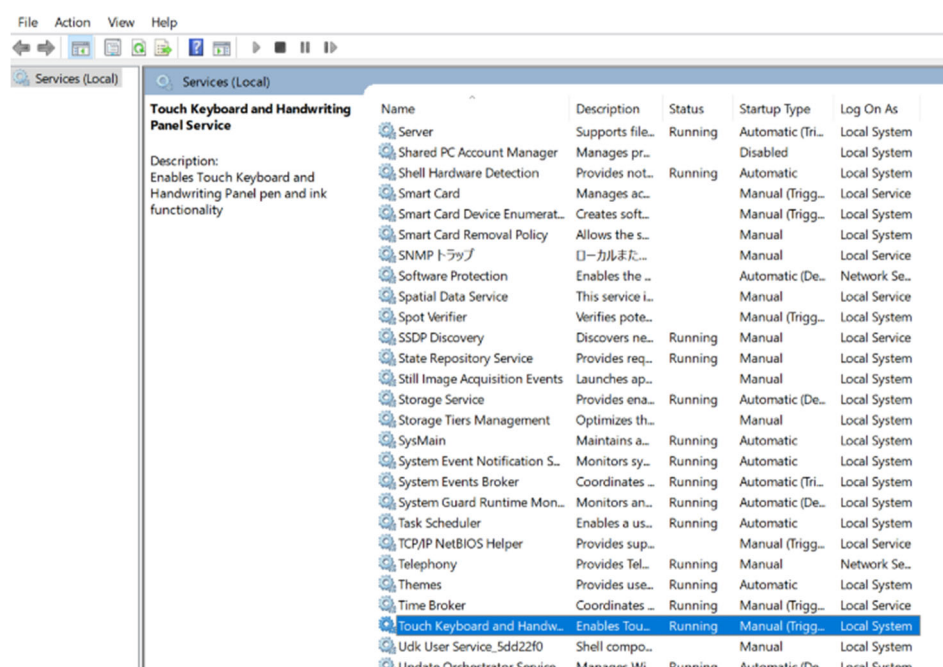
The ctfmon.exe is a Microsoft process that provides text support as a standard equipment. You need to temporarily disable the ctfmon.exe process so that it may prevent the TOEFL Secure Browser from starting.



Firstly, you need to hold down the Windows Key and then press R on your keyboard. Type **services.msc** in the Search field and click **OK**.



In the Services list, right-click on **Touch Keyboard and Handwriting Panel Service** and stop it. After you stop it, try to reboot the TOEFL Secure Browser again.



③ When abnormal heat generation in PC camera is detected,

The error message below may appear. This error is a specific symptom on each PC model. The name of the executable file differs depending on PC model.

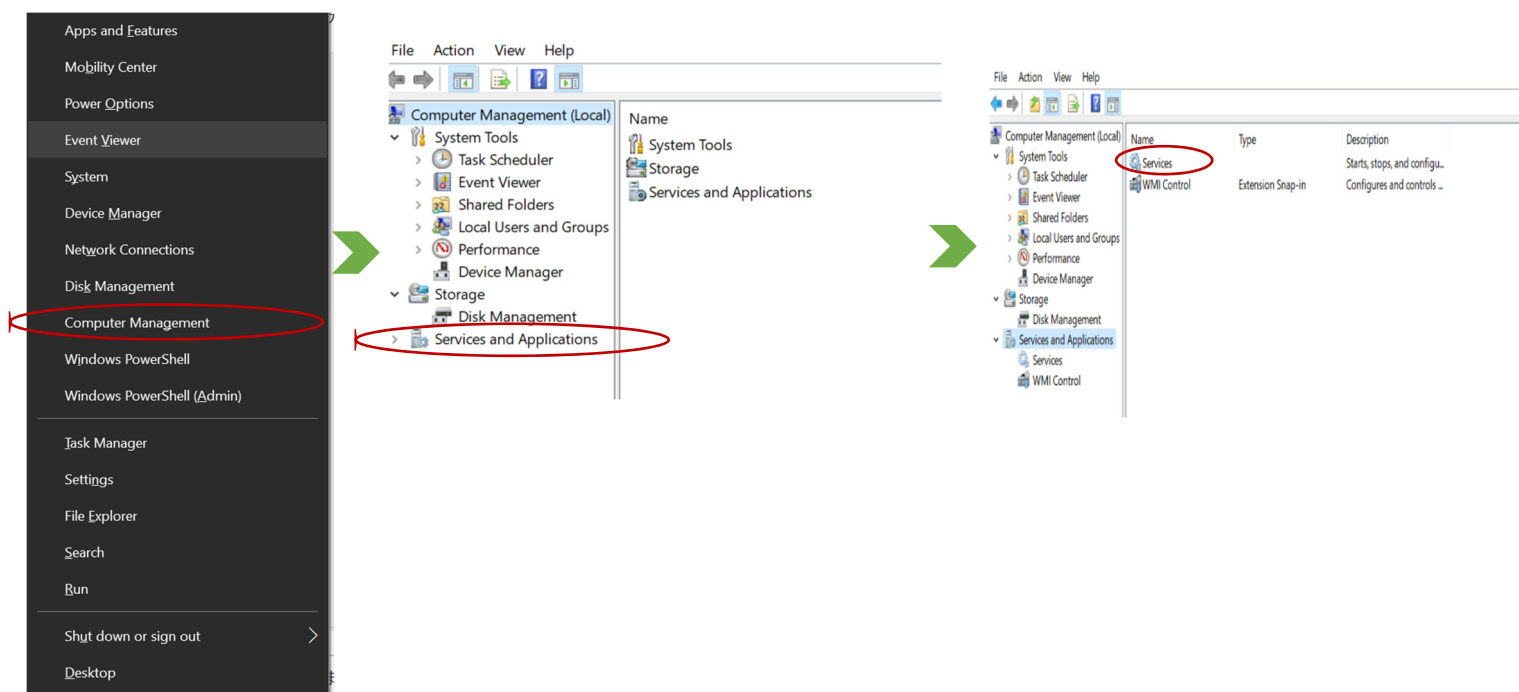
***** is not allowed to run during the administration of the exam. The browser has been shut down and a security violation has been logged. To continue testing, terminate this process or contact support for assistance.

(e.g.)

PC model	An executable file.
ASUS PC	ASUS Screen Adjust Service.exe
Panasonic "Let's note" PC	IR Cam Srv.exe

How to temporarily disable the abnormal heating detecting service in the IR camera of your computer

Hold on Windows logo key + x → Open the Quick Link menu. Click "Computer Management".
→ "Services and Applications" → Click "Services". → Look for the abnormal heat detection service in the list. Right click it and disable the service. After stopping it, close "Computer Management". Then, restart the TOEFL Secure Browser.



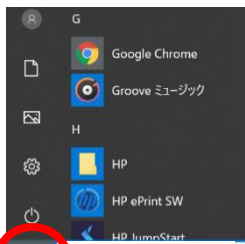
This service may run automatically when you reboot your PC. If you start the TOEFL Secure Browser after rebooting the computer, do it again to disable this service temporarily

④ When the apps you installed prevents the TOEFL Secure Browser from starting,

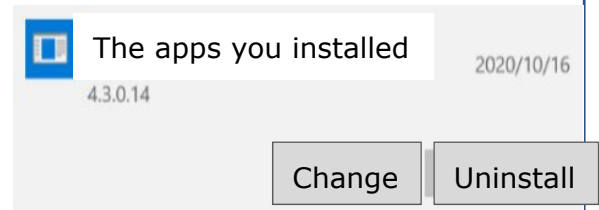
The error message may appear. Please uninstall or disable the Apps to continue the exam.



How to uninstall the apps

【Windows】

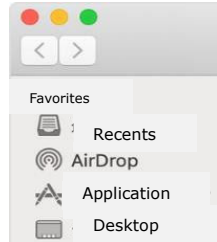


Apps
Uninstall, defaults, optional features



Select **Start** , then select **Settings**  > **Apps** > Find the app → Click "Uninstall"

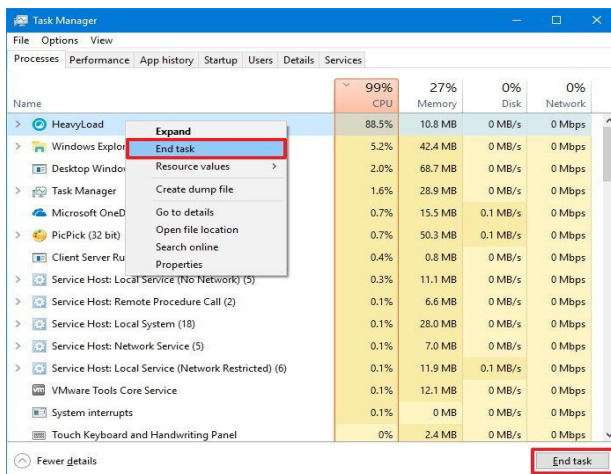
【Mac】



Most apps are in your Application folder, which you can open by clicking Applications in the sidebar of any Finder window. Drag the app to the Trash, or select the app and choose file > Move to Trash.

How to stop the app from running in the background:

【Windows】

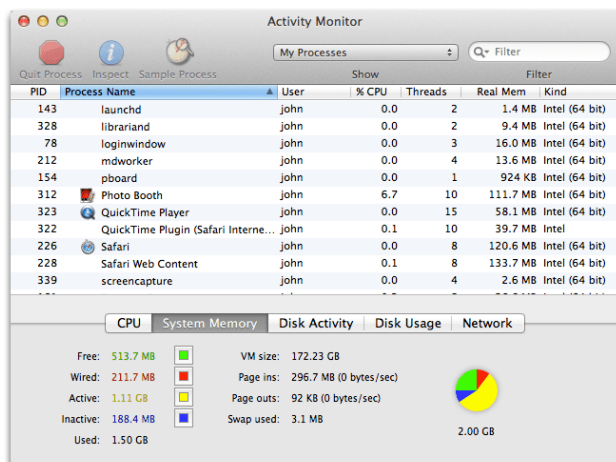


Press "Ctrl + Alt + Delete" at the same time
→ Click "Task Manager"

You can see the status of all currently running programs.

Select the apps you want to terminate and right-click. Choose "End Task."

【Mac】



To see what is running on your Mac, you should always use Activity Monitor.

① From the Apple menu bar, click Go > Utilities > select Activity Monitor, double click to open it

② When it is launched, check for the list of the running programs > select the app you want to disable and click the Quit button.