TOEFL ITP ® Test (Digital) Troubleshooting for the Preset Setting

[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	OS Windows 8.1 and higher XYour computer should be up to date.					
Web Browser	Use Chrome or Microsoft Edge					
	stIf you are using Windows 10 and higher, Microsoft Edge is the default setting.					
Mac OS Type						
OS	MacOS X10.11 and higher Xour 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, \rightarrow You need to temporarily accept the connection to the site.

 \rightarrow Click "Details" and click "Go to the website" to connect the site again.



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.



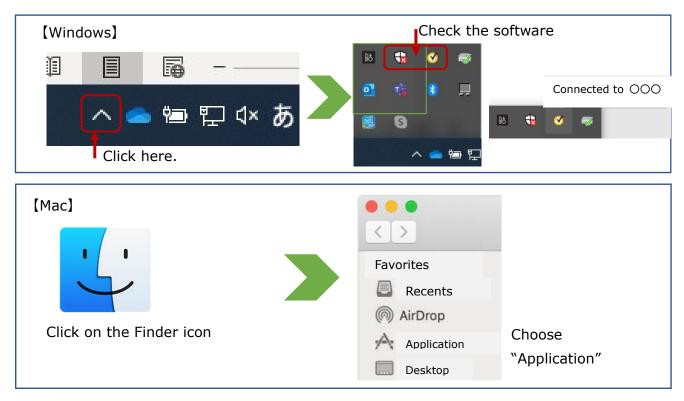
• Red warning

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,

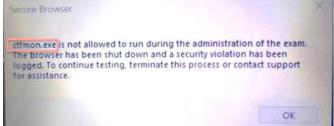
Temporarily, you need to disable your security software which prevents the TOEFL Secure Browser from starting. Please look into how to temporarily disable the security software on your own due to differ depending on the security software you are using. We do not force you to temporarily disable the security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



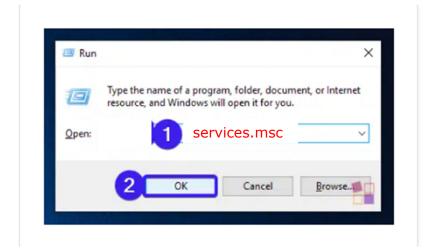
How to check the security software you are using.

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.

Action View Help						
🔿 🔝 🔄 🗢	2 m ▶ ■ II I>					
Services (Local)	Services (Local)					
Touch	h Keyboard and Handwriting	Name	Description	Status	Startup Type	Log On As
Panel	Panel Service	Server	Supports file	Running	Automatic (Tri	Local System
Descri	cription:	🖏 Shared PC Account Manager	Manages pr		Disabled	Local System
	es Touch Keyboard and	Shell Hardware Detection	Provides not	Running	Automatic	Local System
	writing Panel pen and ink	Smart Card	Manages ac		Manual (Trigg	Local Service
functi	onality	Smart Card Device Enumerat	Creates soft		Manual (Trigg	Local System
		Smart Card Removal Policy	Allows the s		Manual	Local System
		SNMP トラップ	ローカルまた		Manual	Local Service
		Software Protection	Enables the		Automatic (De	Network Se
		Spatial Data Service	This service i		Manual	Local Service
		Spot Verifier	Verifies pote		Manual (Trigg	Local System
		SSDP Discovery	Discovers ne	Running	Manual	Local Service
		State Repository Service	Provides req	Running	Manual	Local System
		Still Image Acquisition Events	Launches ap		Manual	Local System
		Storage Service	Provides ena	Running	Automatic (De	Local System
		Storage Tiers Management	Optimizes th		Manual	Local System
		SysMain	Maintains a	Running	Automatic	Local System
		System Event Notification S	Monitors sy_	Running	Automatic	Local System
		System Events Broker	Coordinates	Running	Automatic (Tri	Local System
		System Guard Runtime Mon	Monitors an	Running	Automatic (De	Local System
		Task Scheduler	Enables a us	Running	Automatic	Local System
		CP/IP NetBIOS Helper	Provides sup		Manual (Trigg	Local Service
		Telephony	Provides Tel	Running	Manual	Network Se
		Chemes	Provides use	Running	Automatic	Local System
		Chime Broker	Coordinates	Running	Manual (Trigg	Local Service
		Touch Keyboard and Handw	Enables Tou	Running	Manual (Trigg	Local System
		Udk User Service_5dd22f0	Shell compo		Manual	Local System
		C. Undate Orchestrator Service	Manages Wi	Running	Automatic (De	Local System

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 <u>computer</u>

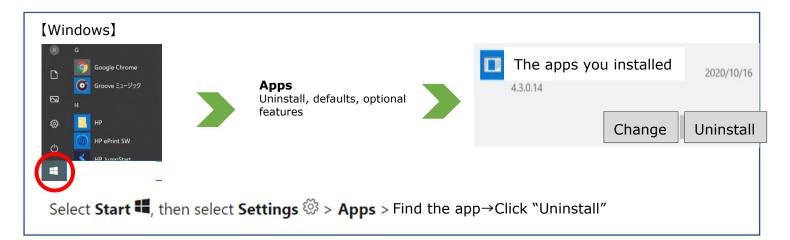
Hold on Windows logo key + x \rightarrow Open the Quick Link menu. Click "Computer Management". \rightarrow "Services and Applications" \rightarrow Click "Services". \rightarrow Look for the abnormal heat detection service in the list. Right click it and disable the service. After stopping it, close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

Apps and <u>F</u> eatures			
Mo <u>b</u> ility Center	File Action View Help	File Action View Help	
Power <u>O</u> ptions	Computer Management (Local)	← ♠ 2 📷 🗟 🖬	
Event <u>V</u> iewer	✓ [™] System Tools [™] System Tools [™]	Computer Management (Local) Name	Type Description
System	Construction of the second secon	> () Task Scheduler	Starts, stops, and configu Extension Snap-in Configures and controls
Device <u>M</u> anager	Shared Folders Local Users and Groups	> iii Event Viewer > iii Shared Folders	
Network Connections	> 🔊 Performance		
Dis <u>k</u> Management	 Device Manager Storage 	🛃 Device Manager V 🔮 Storage	
Computer Management	Tisk Management	Services and Applications	
Windows PowerShell	y ing services and Applications	🔍 Services	
Windows PowerShell (Admin)		i WMI Control	
 Iask Manager		П	
Setti <u>ng</u> s			
File Explorer			
<u>S</u> earch			
<u>R</u> un			
Shut down or sign out			
Desktop ţ			

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*





How to stop the app from running in the background:

🚰 Task Manager					
File Options View					
Processes Performance App history Startup Users Details	Services				
Name	× 99% CPU	27% Memory	0% Disk	0% Network	
> HeavyLoad Expand	88.5%	10.8 MB	0 MB/s	0 Mbps	^
> Windows Explor End task	5.2%	42.4 MB	0 MB/s	0 Mbps	
Desktop Windov Resource values	2.0%	68.7 MB	0 MB/s	0 Mbps	
> 🙀 Task Manager Create dump file	1.6%	28.9 MB	0 MB/s	0 Mbps	Т
🝊 Microsoft OneD Go to details	0.7%	15.5 MB	0.1 MB/s	0 Mbps	
> Open file location	0.7%	50.3 MB	0.1 MB/s	0 Mbps	
Client Server Ru Properties	0.4%	0.8 MB	0 MB/s	0 Mbps	
> 💿 Service Host: Local Service (No Network) (5)	0.3%	11.1 MB	0 MB/s	0 Mbps	
> 🔯 Service Host: Remote Procedure Call (2)	0.1%	6.6 MB	0 MB/s	0 Mbps	
> 🔯 Service Host: Local System (18)	0.1%	28.0 MB	0 MB/s	0 Mbps	
> 🔯 Service Host: Network Service (5)	0.1%	7.0 MB	0 MB/s	0 Mbps	
> 🔯 Service Host: Local Service (Network Restricted) (6)	0.1%	11.9 MB	0.1 MB/s	0 Mbps	
VMware Tools Core Service	0.1%	12.1 MB	0 MB/s	0 Mbps	
System interrupts	0.1%	0 MB	0 MB/s	0 Mbps	
I Touch Keyboard and Handwriting Panel	0%	2.4 MB	0 MB/s	0 Mbps	¥

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."

ac】								
00	0		A	ctivity Monito	or			
		3	(My Processes		\$	Q. Filter	
Quit Pro	cess Inspec	t Sample Proces			Show		Fil	ter
PID	Process Nam	ne	*	User	% CPU	Threads	Real Mem	Kind
143	laund	chd		john	0.0	2	1.4 MB	Intel (64 bit)
328	libra	riand		john	0.0	2	9.4 MB	Intel (64 bit)
78	login	window		john	0.0	3	16.0 MB	Intel (64 bit)
212	mdw	orker		john	0.0	4	13.6 MB	Intel (64 bit)
154	pboa	ird		john	0.0	1	924 KB	Intel (64 bit)
312	🌉 Phote	o Booth		john	6.7	10	111.7 MB	Intel (64 bit)
323	🔇 Quic	kTime Player		john	0.0	15	58.1 MB	Intel (64 bit)
322	Quic	kTime Plugin (Sa	fari Interne	john	0.1	10	39.7 MB	Intel
226	🎯 Safar	i		john	0.0	8	120.6 MB	Intel (64 bit)
228	Safar	i Web Content		john	0.1	8	133.7 MB	Intel (64 bit)
339	scree	encapture		john 	0.0	4	2.6 MB	Intel (64 bit)
	C	PU System	Memory	Disk Activity	Disk	Usage	Network	
	Free: 513	3.7 MB	VM size	172.23 GB				
	Wired: 21	1.7 MB 📕	Page ins	296.7 MB (0 t	oytes/sec)			
	Active: 1.1	1 GB 🔲	Page outs	92 KB (0 byte	s/sec)		<u> </u>	
	Inactive: 18	8.4 MB 🔳	Swap used	3.1 MB				
	Used: 1.5	0 GB					2.00 GB	

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

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

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