Technical Tips for TOEIC-SWOPT/IP

The document is intended to provide technical guidance on how to setup a testing workstation and respond to first level technical problems experienced during TOEIC SWOPT/IP test delivery.

How to Prepare the Testing Stations

All the testing computers should meet the minimum system requirements as described in #1 in this section. Install Windows Media Player and configure the Internet Explorer as per #2 in this section. Then run **Computer Check** as described in #3 in this section.

1. **Minimum System Requirements:**

   - **Operating System:** Windows® 2000 or Windows® XP
   - **Browser:** Internet Explorer Version 6 or 7
   - **Monitor & Graphics Card:** 1024x768 resolution, 65,536 colors (same as 16 bit color) Note: Best results are obtained using a 17" CRT monitor
   - **Audio Capability:** Sound card and headsets. Note: Do not use voice activated microphones
   - **Internet Connection:** Broadband connection required
   - **Network Security (Firewall/Proxy Server etc.):** Include "**ets.org**" and "**starttest.com**" as trusted domains in the security configuration
   - Windows Media Player 9.0 (Win 2000) or 10.0 (Win-XP)
   - ITS Secure Browser Application

2. **Browser (IE) Configuration:**

IE Configuration	Required Setting	Details
Session Cookies	Enabled	Ensure that IE is configured to either accept third party cookies or session cookies are enabled in **Internet Options>Privacy Tab>Advanced**
Encoding	Auto-select	On IE top menu, click **View>Encoding** and select **Auto-Select**
Pop up Blocker	Disabled	Disable IE and other POP UP blockers
Browser Cache	Disabled	Ensure that IE is configured to automatically check for newer version of web pages in **Internet Options>General Tab>Temporary Internet Files>Settings**
Active-X	Enabled	Ensure that IE is configured to allow running of Active-X components in **Internet Options>Security Tab>Security Settings** for **Internet Zone**
Text size	Medium	On IE top menu, click **View>Text Size** and select **Medium**

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3. **Computer Check:** A utility is made available on the test delivery website URL - **http://toeicswopt.ets.org/** that allows you to validate if your PC is configured correctly to deliver the test.

   Before you run **Computer Check**, ensure that Windows Media Player is installed on this PC and headsets are plugged in to PC audio jacks. Then try clicking the **Computer Check** link on this page. Navigate thru the screens until the end to check if test items are delivered correctly and audio recording/playback is **heard clearly**.

Commonly Experienced Technical Problems

Here are some known problems that may be experienced by the test taker and resolution steps identified to address these issues:

❖ Windows Media Player not set as default

   Issue: User has a different media player installed and set as the default player (instead of Windows Media Player).

   Resolution: Your computer has Media Center PC 4.0 installed, which is causing a conflict because you need to use Windows Media Player. Please install Windows Media Player and make it your default player. You can download Windows Media Player at: http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx

❖ Secure Browser not installed message

   Issue: User installs the Secure Browser, but when they go to access the test they get a message that it was not installed. They can get caught in a loop of uninstalling and reinstalling the Browser, when they really need to adjust the Active X Control within Internet Explorer.

   Resolution: Please try the following steps:

   1. Look for a Tan or Yellow colored bar at the top under the URL ** The bar will say something like this – ""This website wants to run the following add-on:"

   2. Click on that bar and choose "Allow Active X Control" or "Run Active X Control"

   3. Then login to your account again and try to start your test

   4. Go through ALL the steps again *** Even if you already have it installed, please go through the steps to install the Browser again.***

   5. Just follow the steps that are given to you and you will be able to start your test

❖ Browser Check

   Issue: User cannot record their voice.

   Resolution: Please try the following steps after plugging in the headset:

   1. Click on the "Start" button in the bottom left corner of your screen

2. Go to "All Programs" then "Accessories"

3. Find and click on "Windows Explorer"

4. When the window opens, look under "My Computer" for your C: drive

5. Click on "Local Disk (C:)"

6. Find your "Program Files" folder and open it

7. In there you will have a folder called "ITS"; open it

8. In there you will have a folder called "Audio Browser"; open it

9. Locate the file "Configure Audio Browser.exe" and open it

10. When the window appears, make sure "Automatic" is selected next to "Configuration" (*** you can also select "Default" or "Custom" and see if that works better for your computer***)

11. Get out your microphone and click on "Record" and say something into the microphone

12. After you say something, click "Stop"

13. Click on "Playback" and see if you hear what you just recorded

14. Now you can start your test

❖ <u>Test Window won't open/"Action Cancelled" message</u>

Issue: Security Programs can often block access to the test window. This means the test window will not open at all or could give messages such as "Action Cancelled", "Access to this webpage has been blocked", "Access to this webpage has been denied". Or in some cases the screen will just go totally white and not give any message.

Resolution: Here are some things to check:

1. Do you have Norton Internet Security installed on your machine? If so, add our site to the list of safe sites, close the browser and try again

2. Do you have any other firewall programs installed? If so, you may want to disable it while you take the test

3. Do you have any security programs installed? (Norton Internet Security, MacAfee, F-Secure, etc.) If so, "Disable" or "Turn Off" that program while you take the test

4. Drag the mouse pointer over the icons on the bottom right corner of the screen (to the left of the clock). These programs (Norton Internet Security, MacAfee, F-Secure, etc.) could be what is causing the problem, so you should "Disable" them while you take the test. *** If you still have problems, tell us which programs are running next to the clock

5. Are you on a public network such as a library, school or work? If so it is possible that they have a firewall program at this level. You will need to contact your IT department to add this site to the allowed or safe sites

❖ Navigation -02 or Navigation-03 Errors

Issue: A "Navigation-02" or "Navigation-03" error occurs when the connection to the Internet slows down for some reason, causing the session to time out or disconnect.

Resolution: In those cases we advise you to clear the browser cache by going thru "Internet Options> General Tab>Temporary Internet files> Delete Files" and restart the computer. Then login again and restart your test. No information will be lost, so you will be able to resume where you left off. If you receive the same error message again, then you may want to contact your Internet Service Provider. You can also try to access the test at a different time or from a different computer that uses a different internet connection.

❖ Runtime Error

Issue: In case sites Internet connectivity is impacted during the time candidate response is being uploaded to the ITS server, they get a "Runtime Error".

Resolution: Reboot the PC and restart the test.

Problem Escalation to ETS Technical Support

In case you require further assistance on technical issues, please e-mail your problem to **TOEICTech@ets.org**. In your e-mail request please provide the following information:

1. The authorization code(s) of the candidate(s) that experienced the problem

2. Clearly describe the failure along with the error messages displayed, if any

3. The exact step or point of failure (Ex: Section & question number)

4. The failing computer operating system (Ex: Windows XP or 2000)

5. Internet Explorer version (Ex: IE 6 or 7)

All such requests will be responded to within 24 business hours (Monday thru Friday, 8 AM until 8 PM EST excluding ETS holidays).

For urgent problems encountered during pre-scheduled test administrations, call **1 609 406 5685** for live support during our business hours as mentioned above or leave a message describing nature of the problem briefly along with your complete contact number (including country and area code). Leaving a message triggers auto-notification to the on-call support staff member who then will return your call promptly (approximately 15 minutes).