

Frequently Encountered Issues

Q. When preparing a workstation to administer an exam, I enter a test ID and get the error message: The test ID is not found.

- The drive or disk that stores the test IDs must be accessible from the workstation.
- Insert the diskette if the machine is not on a network (LAN).
- Share the TOEIC folder drive if the machine is on a network (LAN).

Q. How can I check that a mapped drive on Windows NT has correct Permission settings?

- Double-click the My Computer icon on the desktop.
- Double-click the Hard Drive where the TOEIC shared folder is located.
- Right mouse button click the shared TOEIC folder.
- Select the Sharing option from the menu.
- Check which option is selected, "Not Shared" or "Shared As;" in the properties window.

If the folder is not shared:

- A Microsoft Network must exist with File Sharing enabled in the Network Control Panel and a working Windows LAN.
- Double-click on the "My Computer" icon on the desktop.
- Double-click the hard drive to be used for the shared TOIEC folder.
- Create a folder by right-clicking an empty place in the hard drive window.
- Select "New" and then "Folder" in the menu.
- Name the new folder, "toeic."
- Right-click the newly created "toeic" folder.
- Choose the sharing option in the menu.
- Click the "Sharing" tab.
- Select the "Shared As" option.
- Enter the shared folder name "toeic" in the text box labeled "Share Name."
- Click the "Apply" button.
- Click the "Ok" button to complete the sharing setup.

If the folder is shared:

- Click the Permissions button in the properties window.
- Select the appropriate user group from the group list in the access permission window.
- Open the "Type of Access" drop menu.
- Select "Change."
- Click the "Ok" button.

Q. My Client Management Utility cannot access the Internet. What do I do?

If this is the first time using the Client Management Utility, check the Windows dialogue box behind the Transferring Data window.

- Minimize or move the Transferring Data window. A Windows dialogue box that prompts to allow user access sometimes is behind the Transferring Data window.
- Select "Never ask again" in the dialog box.
- Click "Allow."
- If the dialogue box does not appear, check your network connection.

Browser compatibility:

- Check the browser type and version. Internet Explorer 5.0 is not compatible with the TOEIC application. Upgrades are available at "<http://www.microsoft.com>"

Transferring Data Window remains open without opening the login screen:

- Depending upon the quality of the internet or network connection, the Transferring Data window will remain open for a few seconds or a couple minutes before the login screen is displayed. If the Transferring Data remains open, check your network connection.

Invalid URL:

- Double-click the TOEIC Management Utility icon on the desktop to open the Client Management Utility
- Click the Setup button
- Verify that the box labeled "Step 5 URL" of the setup screen contains the URL "toeic.dxrgroup.com".

Q. I have a Proctor Name and password but I'm being asked to create another Proctor Name and password.

- A Proctor Name and password must be set up on each drive or disk that is used.

Q. I have a Proctor Name and password but I'm being told that it is invalid.

- The Proctor Name and password assigned for use as Proctor is different from the ID and password used to enter the Client Management Utility software. Use the name and password assigned when you set up the Proctor.

Other Frequently Asked Questions

Q. I requested more tests but received the error Your request of (10) tests has exceeded your number of tests currently available (0). Code: RR0001.1.

- You are out of candidate IDs. Please call your TOEIC Representative to request more.

Q. I click "Enter" to log in and get an error message:

- ERROR: Access denied. Please check your ID and password and try again. Check your ID and password. User IDs and passwords are case sensitive.
- ERROR: No result from browser transfer application or server. This error may result if you are not connected to your network. Also, verify that the URL is correct. The URL is "toeic.dxrgroup.com"

Q. The Client Management Utility installation is taking too long.

- The Client Management Utility installation should take no longer than 5 to 10 minutes.
- Try the Installation CD on another computer, if available.

OR

- Run the installation program from the web at "http://www.dxrgroup.com/toeic/Setup.exe" using the Username "toeic" and the Password "beta".

Q. My Internet Explorer browser gave the message Microsoft Internet Explorer has encountered a problem and needs to close. We are sorry for the inconvenience. What do I do?

- Restart the computer.
- Retry the installation of the Client Management Utility.

Q. I forgot to print out my list of Test IDs. How do I go back to print them?

- Click the "Request Tests" button. The list of all available Test IDs is on the left-hand side of the screen. Click "Print."
- If you have already exited the program, re-open the program and use the same drive or disk.

Q. When I click on Send Records, there are no Test IDs in the Test Results to Send box.

- Any tests that have not been completed will not appear in the Test Results to Send box.
- If you are using a network drive, check that you are connected to that drive.
- If you are using a diskette, be sure the diskette is in the disk drive.

Q. When I use Find Records, I get: ERROR: Found no records matching request

- Check the search criteria for spelling errors.
- Broaden the search by using the first letter of the name only.
- Leave the other fields blank. The search will be less specific and using less search criteria will provide more results.

Q. When I try to View Records, I get: ERROR: Found no records matching request

- Check the dates in your search criteria. Use a wider range if necessary.
- Be sure the date is entered as dd/mm/yyyy.

Q. While sending test records, I get an error message with my cord file location such as "j:\cord\x\C12345" and the error message ERROR: Code: SR0003.55. Please contact your TOEIC Representative. What do I do?

- The error occurs from attempting to send an invalid Test Record remaining from a prior installation. The invalid test file must be deleted from the Client Management Utility.
- Double-click the My Computer icon on the desktop.
- Double-click all the drives with letters starting (C:).
- Look for a folder named "cord" on these drives.
- Double-click the "cord" folder.
- Click the "x" subfolder of the "cord" folder to select it.
- Hit the delete key.
- Click "Yes" to confirm folder delete within the dialog box.

Q. How do I close the test at the end of a testing session?

- Insert your diskette if the machine is not on a network (LAN).
- Press and hold down the "q" key on the keyboard while double-clicking the ETS logo in the lower right-hand corner of the screen.