



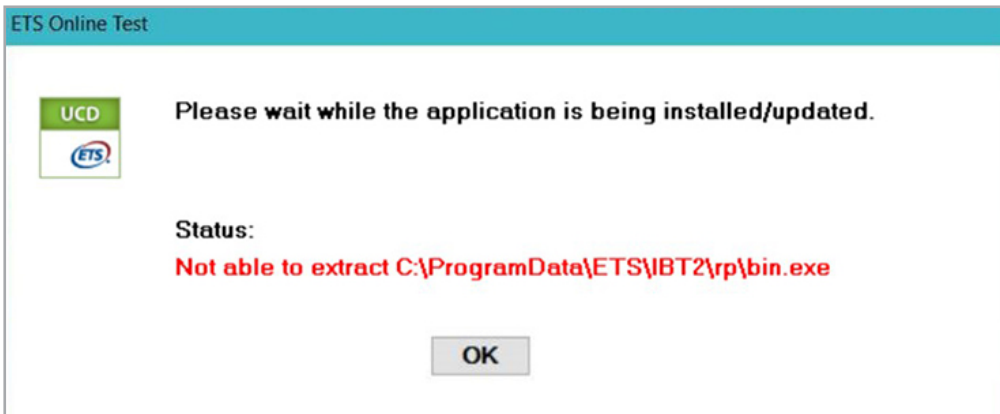
ETS Test Browser Installation Troubleshooting for Windows® Operating Systems

Error ETS Test Browser is clicked from the desktop, but nothing happens, and no error message is displayed

If this occurs:

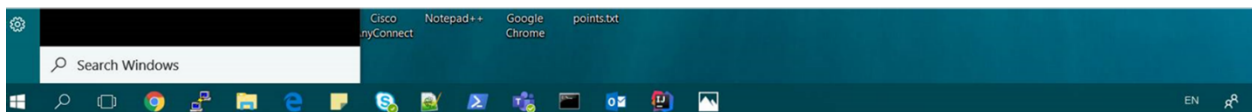
1. Disable any firewall or anti-virus software that is running.
2. Launch the Test Browser again.
3. If the Browser opens, you may want to re-enable the firewall or anti-virus software after closing the browser.
4. On test day, remember to disable them again before logging in to the ProctorU® website for your test session.

Error Message: "Not able to extract"



If you received the above error message during the **initial download and installation** of the ETS Test Browser:

1. Open the Search Windows® text box on your computer.
 - For Windows 10, click the magnifying glass icon at the left of the taskbar.
 - For Windows 7, click on the Windows icon at the left of the taskbar and click "Search Programs and Files."



2. Type or copy and paste the following command into it:

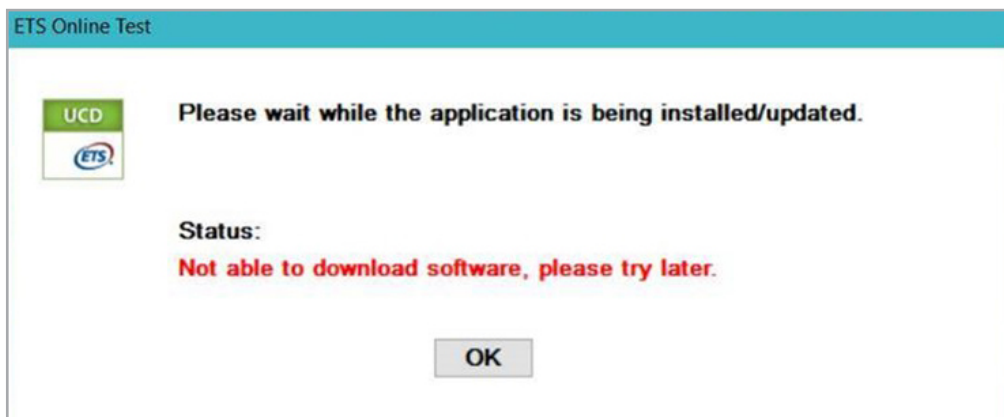
C:\ProgramData\ETS\IBT2\vp\vpLauncherMain.exe



3. Press ENTER. The installation and launch of the secure browser should resume and complete without issue.
4. When it's time for your test, launch the browser by double-clicking the ETS Online Test icon on your desktop.

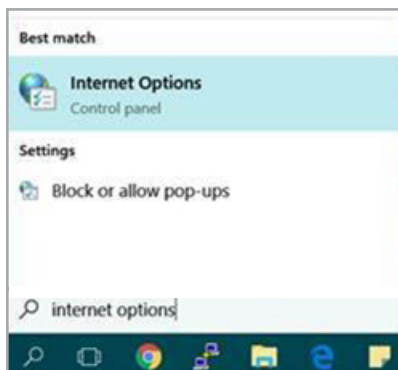


Error Message: "Not able to download software"



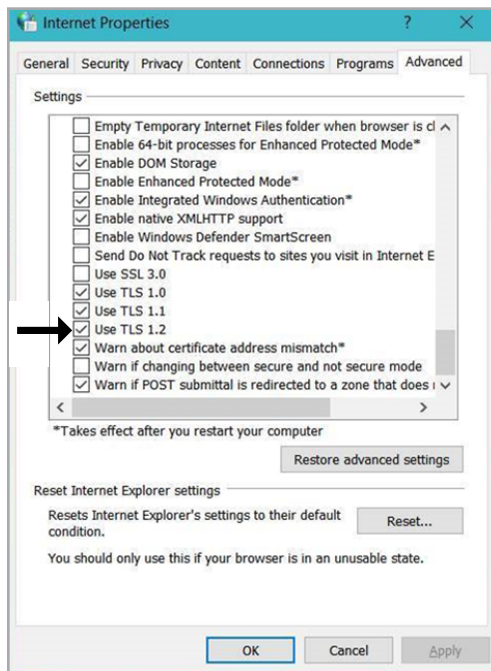
If you received the above error message **after completing the initial download:**

1. Open the Search Windows text box.
 - For Windows 10, click the magnifying glass icon in the task bar.



- For Windows 7, click on the Windows icon in the task bar and select "Search Programs and Files."

2. Type "Internet Options" into the search box and press ENTER.
3. Double-click the Internet Options entry, which opens the Internet Properties dialog.



- Select the Advanced tab.
 - Scroll down to the end of the Settings list.
 - Check the box next to "Use TLS 1.2" if it is not already checked.
 - Select "Apply" and then "OK."
4. Double-click the ETS Online Test icon on your desktop to launch the ETS Test Browser and confirm that the setting change addressed the error.



5. When it's time for your test, launch the browser by double-clicking the ETS Online Test icon on your desktop.



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