

# TOEFL CD-ROM FAQ

## 1) What are the system requirements to run the CD-ROM?

### Windows - recommended

Windows XP  
Pentium III processor  
128 MB RAM  
100 MB free hard-drive space  
16X CD-ROM drive  
16-bit color display, or better, capable of 1024 x 768 display resolution  
SoundBlaster 16 card or better  
Headset or microphone, USB or analog (for speaking exercises)

### Macintosh - recommended

Mac OSX 10.2, 10.3, 10.4, 10.5, or 10.6 with Rosetta  
PowerPC G4 500 MHz processor  
128 MB RAM  
100 MB free hard-drive space  
16X CD-ROM drive  
16-bit color display, or better, capable of 1024 x 768 display resolution  
Headset or microphone, USB or analog (for speaking exercises)

Please note that the latest versions of Mac OSX, v 10.7 and 10.8, are not supported.

If you have a Windows Vista or Windows 7 machine, you should run the TOEFL CD-ROM in Compatibility mode for best results. To run it in compatibility mode, open the CD-ROM in My Computer. Right click the "toefl.exe" file and click Properties. Click on the Compatibility tab, click "Run this program in compatibility mode for:" and select Windows XP from the list. Then click OK, wait for the window to close, and finally double click the "toefl.exe" again to run it. To install the CD-ROM in compatibility mode, do the following steps but instead of selecting the Cambridge TOEFL CD-ROM icon, right-click on "install.exe" or "setup.exe."

## 2) Does the CD-ROM work on networks?

No, we do not support network use.

## 3) Do I need Internet access to run the CD-ROM?

Taking the tests on the CD-ROM does not require an Internet connection. However, to send your scores and responses electronically to your teacher and to access Cambridge Dictionaries Online, you will need an Internet connection.

Due to security concerns, many computers and networks have firewalls and other devices that may restrict this application's Internet access. If you experience such issues, you may have to adjust your security settings, including adding the application name, "Cambridge TOEFL(R) Prep.exe" on

Windows or "Cambridge TOEFL(R) Prep" on Macintosh computers, to your list of trusted applications.

**4) I cannot see text in the drop-down menu on the log-in screen. What should I do?**

Changes introduced by Windows Vista may make text in drop-down menu difficult to read. If you have Version 1.0 of the CD-ROM running on Vista, you can switch the operating system to Classic Menus.

**5) When I put in the CD-ROM, I get an error message that reads something like this:**

**AppName: cambri~1.exe AppVer: 10.1.0.11 ModName: kernel32.dll  
ModVer: 5.1.2600.2945 Offset: 000fe50a**

**What can I do? This problem happens on older CD-ROM drives.**

1. Try the disc in another computer to make sure it's not damaged or corrupt.
2. Clean the disc. Clean the drive with a CD-ROM drive cleaner.

**6) The Reading passages are not displayed correctly. What can I do?**

Please make sure that you have the Arial font installed on your machine.

**7) Does the CD-ROM have any compatibility issues with software drivers?**

In general, please make sure that you have the latest driver for your video card. Specifically, if you have Windows 2000 Nvidia drivers, including Nvidia RIVA TNT2, Model 64 and Model 64PRO, note that certain features of versions 5 and 6, which launch rundll32.exe and remain running in the background, have been shown to interfere with the performance of this CD-ROM. To resolve this compatibility issue, install the most recent versions of all of these drivers. You may also have to disable the Nvidia tray icon.

**8) I am getting the following error message: "Error: 16001 Connection to Host computer was refused." What should I do?**

If you are unable to get a connection to the server but the rest of the software works, or the software works through a proxy, then your firewall is most likely blocking the software. The TOEFL CD-ROM sends files to the following URL: <http://toefl.cup.cam.ac.uk> Adding this address to your list of safe sites should fix the problem. If you need the URL and port number, use port number 80. For more information, contact [cstechsupport@cambridge.org](mailto:cstechsupport@cambridge.org)

**9) Where are the audio files for the speaking and listening exercises?**

The Audio for the practice tests is on the CD-ROM, but the Audio for the listening/speaking exercises are not. The Audio cassettes and CDs contain the material for the listening/speaking exercises. See the [product FAQ page](#) for more information.