



Ask a Tutor—tutor.com FAQs



1. When can I access Live Homework Help?

Anytime between 6PM and midnight Eastern Time.

2. How much does this service cost to use?

Nothing, MSU has provided this service to all MSU students and their families at no charge.

3. What classes are available?

Lower and upper level math, English, social studies, earth science, biology, chemistry, and physics.

4. Where is the Shockwave "Prefs" folder located?

"Prefs" Folder Location for Windows 9x Users:

C:\Windows\system\Macromed\Shockwave 8\

"Prefs" Folder Location for Windows NT/2000 Users:

C:\Winnt\system32\Macromed\Shockwave 8\

"Prefs" Folder Location for Windows XP Users:

C:\WINDOWS\SYSTEM32\Macromed\Shockwave 8\

The "Prefs" folder is special because it's the only place where Shockwave will store temporary data in the form of a text file. The Online Classroom also writes to a file in this folder.

5. I successfully installed the software but the Online Classroom will not load in a tutoring session. What is wrong?

This usually happens when a user goes through the installation with admin privileges, logs out, and tries to load the classroom as a public user. Verify that a non-admin account has write access to the "Prefs" folder. Try going to the folder and creating a file while still logged in as a public user.

6. I successfully installed the software but I get prompted to download Shockwave when I try to use the service. What is wrong?

When the installation file is run, entries are made in the registry under HKEY_CURRENT_USER/SOFTWARE/MACROMEDIA/SHOCKWAVE 8. As a result, if a user goes through the installation with an administrator's login, logs out, and tries to use the service as a public user they will be prompted to download Shockwave. To fix this, please make sure the registry has the correct settings under the public user's profile/login.

7. Will any Web-based utilities affect my ability to load the Online Classroom?

Internet utilities that are designed to suppress java-based pop windows containing ads may affect your browser when trying to load our Online Classroom. Pop-up ads are simply a standard java window, like our Online Classroom. We recommend turning these utilities off before engaging in a tutoring session.

MAIN CAMPUS

P.O. BOX 9003
BECKLEY, WV 25802-9003
304.253.7351
800.766.6067
WWW.MOUNTAINSTATE.EDU

CENTER TOWNSHIP

1 Campus Drive
Monaca, PA 15061
724.774.2400

MARTINSBURG

UNIVERSITY CENTER
214 VIKING WAY
MARTINSBURG, WV 25401
304.596.5600
888.612.7800
304.263.4674 FAX

MOORESVILLE

CATALINA BAY
AT LAKE NORMAN
517 ALCOVE ROAD
MOORESVILLE, NC 28117

ORLANDO

151 SOUTH WYMORE RD
SUITE 200
ALTAMONTE SPRINGS, FL 32714
407.774.6200
407.774.6277 FAX

HICKORY CENTER

2760 HIGHWAY 70 SE
HICKORY, NC 28602
828.267.5679
828.327.2519 FAX



8. When I click GO nothing happens.

There's probably a pop-up blocker installed and enabled for your browser. Please try turning off your pop-up blocker, or try allowing pop-ups from the tutor.com domain.

9. When I click GO I get a blank green screen.

Check your firewall settings. Port 1626 must be open for outbound TCP traffic. In addition, please make sure that the public login/user profile has unrestricted/write access to the Shockwave "Prefs" folder. Note: the Prefs folder is not present if you have Shockwave 10 installed.

10. I get an error message that tells me to download a printing module.

The computer is missing a browser plug-in. Please use our installer to ensure all required browser plug-ins are installed.

If you are still experiencing a problem then you may need to uninstall/reinstall Shockwave. Download the Shockwave uninstaller from here: ftp://ftp.tutor.com/pub/SW8.5_uninstall.exe. When clicking on the link, you will be prompted to save the file. Save it anywhere you like. Then close all of your Internet Explorer windows and run the installer. It is pretty straightforward and will uninstall Shockwave completely from your computer.

After uninstalling Shockwave you may be asked to reboot. If not, please reboot anyway. After rebooting you will need to reinstall Shockwave and our plug-ins. Make sure to close all your browser windows before running the installer.

WARNING: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk. For information about how to edit the registry, view the "Changing Keys and Values" Help topic in Registry Editor (Regedit.exe) or the "Add and Delete Information in the Registry" and "Edit Registry Data" Help topics in Regedt32.exe. Note that you should back up the registry before you edit it. If you are running Windows NT or Windows 2000, you should also update your Emergency Repair Disk (ERD)

11. I get a message stating that Tutor.com's live homework help is closed.

You have accessed the service when it was closed; try back during the hours of 6PM and midnight Eastern time.



12. I get a message stating that I have an authentication error.



You will need to temporarily turn off your virus protection.

13. If I need technical support who should I contact?

You may contact our online class tech support at [Technical Support](#) or call 304.929.1496 or 800.766.6067 ext. 1496.