

TestNav Common Error Codes

Message	Description	What Do I Do Now?
1001	Students are instructed to notify their test administrator when this message appears. This is likely occurring because of connectivity issues.	Follow the on-screen instructions.
1002	Students are instructed to notify their test administrator when this message appears. This is likely occurring because the designated save location is not writable or due to the inability to save a Saved Response File after test content has been viewed.	Follow the on-screen instructions.
1003	The designated location for saving a response file (as a backup in case of network interruption) is not writable and TestNav is unable to connect to the servers or the Saved Response File cannot be saved after the test content has been viewed.	<p>Click Exit Test and contact your local technical support to determine why the save locations are not working and there is a loss of connectivity.</p> <p>Resume the student or contact your school assessment coordinator to resume the student.</p> <p>The student should log in and continue testing.</p>
1004	<p>This message is displayed when all of the below are true: The student has visited one or more items.</p> <ol style="list-style-type: none"> 1. The Saved Response File cannot be saved to any of the designated locations. 2. TestNav is unable to successfully send responses to Pearson. 3. The test has not yet been exited or submitted. 	<p>Desktop OS</p> <p>Check to see if the student's machine is connected to the school network by verifying the Ethernet cable is still plugged into the wall and computer. Also, verify if a wireless router has been disconnected or has been accidentally shut off.</p> <p>Click Retry to check whether the connection is restored. If you believe the connection may be restored, click Retry again.</p> <p>If you have clicked Retry and the connection with the testing server is not restored, click Exit Test. When the student closes TestNav, the student remains in Active testing status. After the connection is restored, the student can log in. TestNav will automatically search for and submit the response file.</p> <p>Mobile</p> <p>Click Retry to check whether the connection is restored. If you believe the connection may be restored, click Retry again.</p> <p>If you have clicked Retry and the connection with the testing server is not restored, click Exit Test. When the student closes TestNav, the student remains in Active testing status. After the connection is restored, the student can log in. TestNav will automatically search for and submit the response file.</p>

1005	<p>The student's status is set to Resumed-Upload, but no file was found in the designated response file location.</p> <p>The Resumed-Upload status indicates that a student has exited the test abnormally. If possible, reload the Saved Response File that was saved when the student was last in the TestNav session to retrieve all previously provided responses.</p>	<p>Desktop OS</p> <p>Click Browse to locate the response file, and then click Upload Response File to submit the responses to the testing server.</p> <p>If the response file is located on a computer or a network drive that is unavailable at this time, click Exit Test. After the student response file has been located and saved to a location that can be accessed from the student's testing machine, the student can log in. TestNav automatically will search for a response file.</p> <p>If a the file is not found, the EWS will come back to this screen. Click Browse for a response file and point to the location of the moved response file and upload. The student may need to be resumed before attempting to log in again.</p> <p>If the student has not yet answered any questions, click Skip Upload. If you continue testing without loading a response file, and click Skip Upload, any responses from a previous login not received by the Pearson testing server will be lost.</p> <p>Mobile</p> <p>Check the device for response file. If you are unable to locate the file click Exit Test.</p> <p>To locate the response file, check the device on which TestNav application was last used. Once located the student can log in.</p> <p>Click Skip Upload to continue testing without loading a response file or when the student has not yet answered any questions.</p> <p>Any responses from a previous login not received by the Pearson testing server will be lost.</p>
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1006	<p>The status of the student is set to Resumed-Upload and the saved response file(s) is corrupt.</p> <p>The Resumed-Upload status indicates that a student has exited the test abnormally. If possible, reload the Saved Response File that was saved when the student was in last TestNav session to retrieve all previously provided responses.</p>	<p>Desktop OS</p> <p>Click Browse to locate a response file at a different location, and then click Upload Response File to submit the responses to the testing server.</p> <p>If the response file is located on a computer or a network drive that is unavailable at this time, click Exit Test. After the student response file has been located and saved to a location that can be accessed from the student's testing machine, the student can log in. TestNav automatically will search for a response file. If a file is not found, this screen displays again. You can browse for a response file and point to the location of the moved response file. Student may need to be resumed before attempting to log in again.</p> <p>To continue testing without loading a response file, click Skip Upload. Note that any responses from a previous login not received by the Pearson testing server will be lost. Contact Customer Support if you are unsure whether to click Skip Upload. If the student has not yet answered any questions, click Skip Upload.</p> <p>Mobile</p> <p>If the response file is located on another device, click Exit Test. After device is located, the student can log in. TestNav automatically will search for a response file. If a file is not found, the EWS will come back to this screen, where you can exit and try from another device or click Skip Upload to continue testing on the device.</p> <p>To continue testing without loading a response file, click Skip Upload. Note that any responses from a previous login not received by the Pearson testing server will be lost. Contact Customer Support if you are unsure whether to click Skip Upload. If the student has not yet answered any questions, click Skip Upload.</p>
1007	<p>The status of the student is set to Resumed-Upload and the saved response file(s) found in the designated response file location contains invalid data. The Resumed-Upload status indicates that a student has exited the test abnormally. If possible, reload the Saved Response File that was saved when the student was in last TestNav session to retrieve all previously provided responses.</p>	<p>Contact Customer Support.</p>

1008	<p>The connection with the testing server was interrupted while the student was attempting to exit or submit the test and TestNav was unable to upload responses to the testing server.</p> <p>The student's responses have been saved in the designated response file location, but not all responses could be saved to the testing server.</p>	<p>Desktop OS</p> <p>Check to see if the student's machine is connected to the school network by verifying the Ethernet cable is still plugged into the wall and computer. Also, verify if a wireless router has been disconnected or has been accidentally shut off.</p> <p>Click Retry to check whether the connection is restored. If you believe the connection may be restored, click Retry again.</p> <p>If you have clicked Retry and the connection with the testing server is not restored, click Exit Test. When the student closes TestNav, the student remains in Active testing status. After the connection is restored, the student can log in. TestNav will automatically search for and submit the response file.</p> <p>Mobile</p> <p>Click Retry to check whether the connection is restored. If you believe the connection may be restored, click Retry again.</p> <p>If you have clicked Retry and the connection with the testing server is not restored, click Exit Test. When the student closes TestNav, the student remains in Active testing status. After the connection is restored, the student can log in. TestNav will automatically search for and submit the response file.</p>
1009	<p>The connection with the testing server was interrupted prior to the student finishing the test. TestNav was unable to download the entire test.</p> <p>The student's responses have been saved in the designated response file location, but not all test content can be downloaded from the testing server.</p>	<p>Click Retry to check whether the connection is restored.</p> <p>If the connection is not restored, click Exit Test. When the student closes TestNav the student remains in Active testing status.</p> <p>After the connection is restored, the student can be resumed and log in. TestNav will automatically search for and submit the response file.</p>
3005	<p>TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.</p>	<p>The student test session has been terminated. The test administrator must resume the student's test.</p>
9020	<p>The username or password you entered is incorrect.</p>	<p>The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.</p>
9021	<p>Your login information is not recognized. Please try again.</p>	<p>The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.</p>
9022	<p>Unable to refresh available tests.</p>	<p>Your session is not active. Login again.</p>

9023	Unable to refresh available tests.	There was an error retrieving the information from the server. Try again. Logoff and login again if it continues.
9024	The username or password you entered is incorrect.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9025	This test has been completed and may not be taken again.	Completed tests can not be logged into again.
9026	This test must be resumed by the proctor to allow it to be taken again.	The proctor must mark the test resumed in the administrative application.
9027	Unable to start test. Please close this window and try again.	The testing window for this test is not currently active. Try again when the window is active.
9028	Your login information is not recognized. Please try again.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9029	Your login information is not recognized. Please try again.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9030	Your login information is no longer valid. This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. Please contact the proctor.	The proctor must mark the test resumed in the administrative application.
9031	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator; an item could not be retrieved from the content server or the proctor caching computer.</p> <p>This is usually the result of a network connectivity problem, so you must verify the computer has a working network connection.</p> <p>Try again. If the second attempt is unsuccessful, close TestNav. Fix any network connectivity issues found. Check that the testing machine is connected to the school's network. Check ethernet cables or wireless connections, routers and switches, and so on. Check that proctor caching is running on any proctor caching computer in use and that the appropriate ports are open in the firewall. When a working network connection is confirmed, try again. After the connection is restored, check the student's test status in the administrative application and reset, if needed. Then, the student can be resumed and log in.</p>
9032	Unable to login with this userid.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.

9033	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the internal test state could not be retrieved from the content server or the proctor caching computer.</p> <p>This is usually the result of a network connectivity problem, so you must verify the computer has a working network connection.</p> <p>Try again. If the second attempt is unsuccessful, close TestNav. Fix any network connectivity issues found. Check that the testing machine is connected to the school's network. Check ethernet cables or wireless connections, routers and switches, and so on. Check that proctor caching is running on any proctor caching computer in use and that the appropriate ports are open in the firewall. When a working network connection is confirmed, try again. After the connection is restored, check the student's test status in the administrative application and reset, if needed. Then, the student can be resumed and log in.</p>
9034	Your login information is not recognized. Please try again.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9035	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9036	The username or password you entered is incorrect.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9037	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9038	The username or password you entered is incorrect.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9039	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9040	The username or password you entered is incorrect.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9041	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9042	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9043	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.

9044	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9045	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9046	Your test items have been saved, but the test can't be marked as complete due to a connectivity error. Please inform your test proctor that the test must close.	<p>Tell the proctor about the problem.</p> <p>Contact your local system or network administrator; the responses have been saved, but the completion status can not be communicated.</p> <p>This is usually the result of a network connectivity problem, so you must verify the computer has a working network connection.</p> <p>Try again. If the second attempt is unsuccessful, close TestNav. Fix any network connectivity issues found. Check that the testing machine is connected to the school's network. Check ethernet cables or wireless connections, routers and switches, and so on. Check that proctor caching is running on any proctor caching computer in use and that the appropriate ports are open in the firewall. When a working network connection is confirmed, try again. After the connection is restored, check the student's test status in the administrative application and reset, if needed. Then, the student can be resumed and log in.</p>
9047	Your test items have been saved, but the test can't be marked as complete due to a connectivity error. Please inform your test proctor that the test must close.	<p>Tell the proctor about the problem.</p> <p>Contact your local system or network administrator; the responses have been saved, but the completion status can not be communicated.</p> <p>This is usually the result of a network connectivity problem, so you must verify the computer has a working network connection.</p> <p>Try again. If the second attempt is unsuccessful, close TestNav. Fix any network connectivity issues found. Check that the testing machine is connected to the school's network. Check ethernet cables or wireless connections, routers and switches, and so on. Check that proctor caching is running on any proctor caching computer in use and that the appropriate ports are open in the firewall. When a working network connection is confirmed, try again. After the connection is restored, check the student's test status in the administrative application and reset, if needed. Then, the student can be resumed and log in.</p>
9048	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9049	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9050	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.

9051	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9052	There has been a problem loading this item. Please contact your administrator.	There was a rendering error in a JSON string. Contact your local system or network administrator and provide the log files and a description of what the user was doing when the error occurred.
9053	Your login information is no longer valid. This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. Please contact the proctor.	The proctor must mark the test resumed in the administrative application.
9054	Your login information is no longer valid. This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. Please contact the proctor.	The proctor must mark the test resumed in the administrative application.
9055	Your test must close immediately. Please see the test proctor for more information.	The proctor must check the test status in the administrative application as the current status is not valid for continuing the test.
9056	Your test must close immediately. Please see the test proctor for more information.	Contact your local system or network administrator. This is usually the result of a problem with network security; secure data is being requested via an insecure call.
9057	Your test must close immediately. Please see the test proctor for more information.	Contact your local system or network administrator. This is usually the result of a problem with network security; insecure data is being requested via a secure call.
9058	The username or password you entered is incorrect.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9059	The username or password you entered is incorrect.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.
9060	Your login information is not recognized. Please try again.	The entered username or associated password was invalid. Either the student has the wrong information or something was typed incorrectly. Check your information and verify it is being entered correctly as you try again.