

TestNav 8 User Guide

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TestNav 8 User Guide

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Revision History

Date	Revisions
2/20/2014	Clarified that on supported mobile devices, there is only one save file location.
1/15/2014	Removed the following sections: <ul style="list-style-type: none"> • Email Settings • Wireless Network

What is TestNav?

TestNav 8 is Pearson's newest test delivery platform for online testing. It runs in the Cloud, delivering tests via a web browser on desktop and laptop computers and a custom app on selected tablets. It can deliver a wide range of item types, and is QTI and APIP compliant.

The [IMS Question & Test Interoperability \(QTI\)](#) specification enables the exchange of item, test and results data between authoring tools, item banks, test constructional tools, learning systems and assessment delivery systems.

The [Accessible Portable Item Protocol \(APIP\)](#) Standard provides assessment programs and question item developers with a data model for standardizing the interchange file format for digital test items.

Hardware and Software Requirements

TestNav can be used with various operating systems and browsers on desktop and laptop computers as well as with a custom app on supported tablet devices.

See the <http://www.pearsononlinetesting.com/TestNav/8/index.html> to find the full list of requirements for your TestNav release version.

Test Your Systems

Check all your devices against stated requirements. Perform this task before you move on to any other tasks.

See the System Check User Guide for TestNav 8 for information about testing:

- Your network to estimate testing capacity and to determine the optimal number of proctor caching computers
- Every computer in a testing lab to verify they have supported operating systems, browsers, and Java versions installed

Manually check that iPads and Chromebooks you will use for testing meet stated requirements.

See the <http://www.pearsononlinetesting.com/TestNav/8/index.html> to find the full list of requirements for your TestNav release version.

Set Up Your Network and Testing Devices

Complete the tasks in this section.

Adjust Your Firewall Settings

If you are running a firewall on your network or on your individual testing devices, open the required URLs and ports.

See the <http://www.pearsononlinetesting.com/TestNav/8/index.html> to find the full list of requirements for your TestNav release version.

Disable Unnecessary Applications and Processes

To ensure maximum reliability, performance, and security during testing, we strongly recommend that only those applications and processes needed for online testing be running on test delivery workstations before TestNav is launched.

The TestNav delivery engine does not permit access to other desktop applications (including applications that may be launched automatically) without terminating the test. Configure common applications like these to NOT launch during testing sessions:

- Anti-virus software performing automatic updates
- Power management software on laptops warning of low battery levels
- Screen savers
- E-mail with auto message notification
- Calendar applications with notifications, such as Google Calendar
- Pop-up blockers

Adjust Your Proxy Server and Content Filter Settings

If you are running a proxy server or content filter on your network or on your individual testing devices, open the required URLs and ports.

See the <http://www.pearsononlinetesting.com/TestNav/8/index.html> to find the full list of requirements for your TestNav release version.

Disable Pop-Up Blockers

If you are testing on desktop or laptop computers via a web browser, disable any pop-up blockers that may be running.

Set Response File Backup Locations

The TestNav Early Warning System (EWS) saves the student's responses to an encrypted backup file so the student can either continue testing or exit the system without losing data. This activity occurs in the background of the test delivery software while the software continues to provide test questions to the student.

For Windows and Mac OSX, the default location for this file is the Pearson folder in the user's home directory and may be configured on TestNav releases 8.0.4 and greater.

This is configured differently depending on the system used to configure TestNav. See the Configuring TestNav and Proctor Caching document for your program.

On supported mobile devices, there is only one save file location. The default location varies by operating system and is not customizable.

Set Up Proctor Caching

When configured and used, the proctor caching computer downloads and stores test data, such as multimedia or test questions, and then serves that data to individual test computers from within the local network. This enables faster test page loading times and more efficient test taking.

Proctor caching is not always required. Ask your program coordinator if you are unsure whether you should set this up.

This is configured differently depending on the system used to configure TestNav. See the Configuring TestNav and Proctor Caching document for your program.

Set Up Java on Testing Computers

TestNav 8 opens a Java applet in order to run full screen, which is required to prevent test takers from accessing other programs while testing on desktop and laptop computers.

If you are testing on an approved tablet using the TestNav app, this does not apply.

To install Java and get it set up to work smoothly in your browser for testing, follow these steps:

Install Java

Go to the Java website at <https://www.java.com/> and follow the instructions there to download and install Java on your computer.

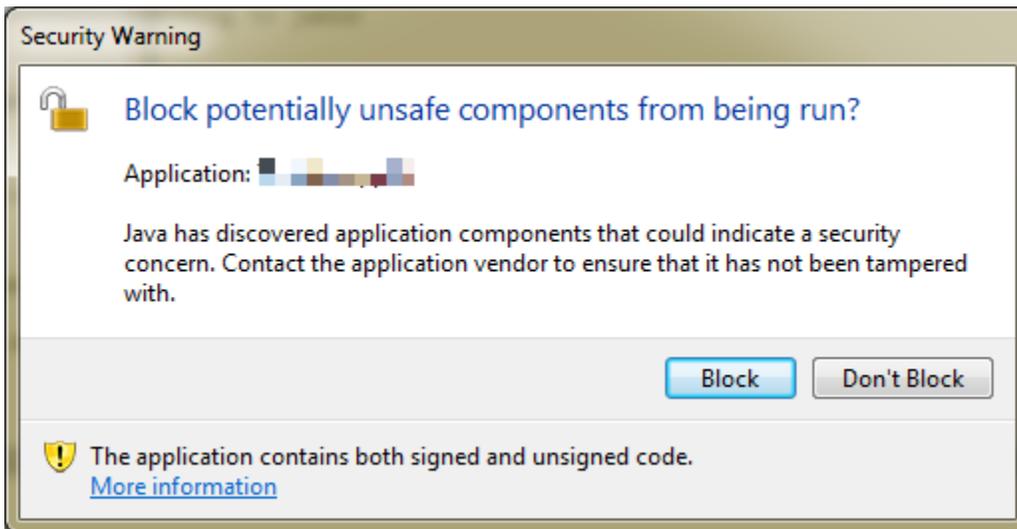
If Java is already installed, check to make sure it is the most current release. If not, update Java.

Enable Java in Your Web Browser

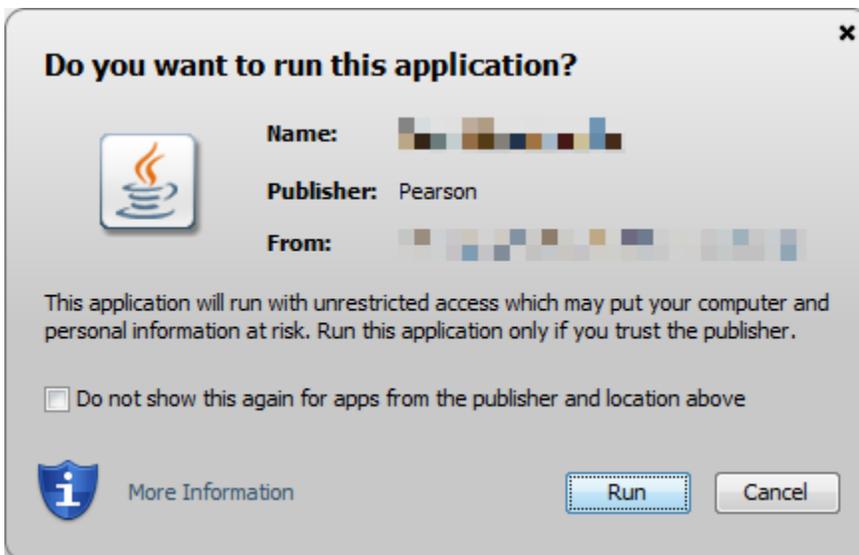
Follow the instructions on the Java website at https://www.java.com/en/download/help/enable_browser.xml to enable Java in your web browser.

Java Security Warnings

You may receive a security warning like this one, when you run TestNav. If you do, select **Don't Block**. The content is safe.



You will receive a warning like this one. When you do, select **Run**, otherwise TestNav will not open.

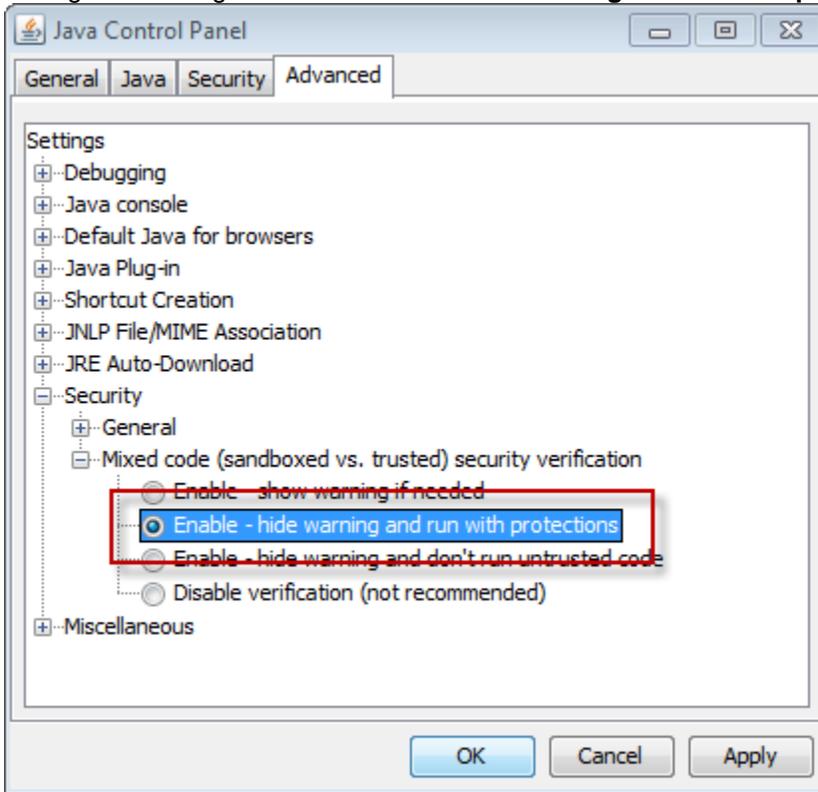


Eliminate the Java Prompt when Testing

By default, Java will ask permission to run TestNav 8 every time it is started. To stop this behavior and instead

launch tests immediately, change a setting in the Java Control Panel.

1. Find the Java Control Panel and open it.
 - In **Windows**, look for **Java** in the Control Panel.
 - In **Mac OSX**, look for **Java** in System Preferences.
2. Select the **Advanced** tab.
3. Change the setting shown to **Enable - hide warning and run with protections**.



Freeze Your Testing Environment

For maximum reliability, performance, and security during testing Pearson recommends that you make no changes to your testing systems during scheduled testing windows, once you have certified that TestNav works in your environment.

For the best results, this means that you should not make hardware changes or third-party software updates or auto-updates during an online testing administration.

Sometimes these are unavoidable, such as when a Java update from Oracle is required before anything that requires Java will run. If this happens and you have problems, call support for assistance.

Reference

This is information that is vital to some, but which may not be of interest to or needed by all.

TestNav Folder Name and Location

TestNav creates a Pearson directory in the home directory of the testing computer. This is the location:

- Windows XP:
C:\Documents and Settings\username\Pearson\...

- Windows Vista and Windows 7:
C:\Users\username\Pearson\...
- Mac OSX:
//Users/username/Pearson/...

We recommend that the Pearson directory be excluded if desktop restoration tools such as DeepFreeze are used.

TestNav Log File Location

The TestNav client creates a directory called “logs” in the Pearson folder in the user’s home directory. The TestNav client logs the current system output and error messages for diagnostic purposes. This information is helpful to our technical support team, should you need to contact them for assistance.

Application Error Messages

For application errors we are going to use the following error number ranges:

- 1001-1009 - Used for Early Warning System messages
- 2000-2999 - Used for Warning messages
- 3000-3999 - Used for Fatal error messages

Number	Message	Explanation	What Do I Do Now?
1001	Your test has been saved. Please notify your test administrator. Test Administrator - Continue Here	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	Please notify your test administrator. Test Administrator - Continue Here	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	<p>Unable to save response file TestNav is unable to save a response file, so testing cannot continue. Please exit the test.</p>	<p>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>	<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>Desktop OS TestNav is unable to write to the designated response file location(s) and the testing server cannot be reached. The path to the "Primary location" is displayed. The path to the "Alternate location" is displayed. To try again, choose Retry below. To save your responses and exit the test, choose Save File. If the user clicks Save File, the user will see this: Please browse below to a location where you can save the response file. This could be a thumb drive, or a network location, or somewhere on the local computer. The path to the "Response File Location" is displayed. The user can click Browse to navigate to it.</p> <p>Mobile Unable to save response file. TestNav is unable to save a response file and the testing server cannot be reached. To try again, choose Retry below. Otherwise, you can exit the test. This may result in lost responses.</p>	<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 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 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>Desktop OS No saved response file found. Your previous exit from TestNav was abnormal, so a saved response file (SRF) is expected. Please browse to a response file and upload it.</p> <p>The "Response File Name" field displays the expected response file name from the previous login Users can click Browse to locate the response file. If you are unable to locate the response file, contact support. To go to the test without uploading an SRF, choose Skip Upload. This may result in lost responses.</p> <p>Mobile No saved response file found. Your previous exit from TestNav was abnormal, so a saved response file (SRF) is expected. This file should be located on the device you were using when you last logged into TestNav. Please log in from that device to upload any responses that were stored there. To leave TestNav and try again from another device, choose Exit Test. To go to the test without uploading an SRF, choose Skip Upload. This may result in lost responses.</p>	<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 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 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>Desktop OS The saved response file is corrupted. The saved response file (SRF) cannot be read. The path to the "Primary location" is displayed. The path to the "Alternate location" is displayed. The path to the expected "Response file name" is displayed. To upload a valid SRF for this examinee and return to the test, use the browse option below and then choose Upload Response File. If the file is located on another computer, you will need to copy it to this computer or to a location that can be accessed from this computer in order to upload it. The path to the "Response File Location" is displayed after the user selects a new one. OR, to go to the test without uploading an SRF, choose Skip Upload. This may result in lost responses.</p> <p>Mobile The saved response file is corrupted. The saved response file (SRF) cannot be read. If you previously accessed the test from another device, you may want to try logging in from that device to see if a valid file is found there. To leave TestNav and try again from another device, choose Exit Test. To go to the test without uploading an SRF, choose Skip Upload. This may result in lost responses.</p>	<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 in the TestNav session to retrieve all previously provided responses.</p>	<p>Desktop OS 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 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>
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1007	<p>Desktop OS</p> <p>The saved response file is invalid.</p> <p>The saved response file (SRF) is invalid due to an outdated token.</p> <p>The path to the "Primary location" is displayed.</p> <p>The path to the "Alternate location" is displayed.</p> <p>The path to the expected "Response file name" is displayed.</p> <p>To upload a valid SRF for this examinee and return to the test, use the browse option below and then choose Upload Response File. If the file is located on another computer, you will need to copy it to this computer or to a location that can be accessed from this computer in order to upload it.</p> <p>The path to the "Response File Location" is displayed after the user selects a new one.</p> <p>OR, to go to the test without uploading an SRF, choose Skip Upload. This may result in lost responses.</p> <p>Mobile</p> <p>The saved response file is corrupted.</p> <p>The saved response file (SRF) is invalid due to an outdated token.</p> <p>If you previously accessed the test from another device, you may want to try logging in from that device to see if a valid file is found there.</p> <p>To leave TestNav and try again from another device, choose Exit Test.</p> <p>To go to the test without uploading an SRF, choose Skip Upload. This may result in lost responses.</p>	<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.</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 in the TestNav session to retrieve all previously provided responses.</p>	Contact Customer Support.
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1008	<p>Desktop OS Unable to send final responses to the testing server The testing server cannot be reached. All responses have been saved on this computer. The path to the "Primary location" is displayed. The path to the "Alternate location" is displayed. The expected "Response file name" is displayed. To see if the connection has been restored, choose Retry. To submit the test at a later time, choose Exit Test.</p> <p>Mobile Unable to send final responses to the testing server The testing server cannot be reached. All responses have been saved on this computer. To see if the connection has been restored, choose Retry. To submit the test at a later time, choose Exit Test. When you return, log into the test from this computer to send your responses to the server.</p>	<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 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 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>
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1009	<p>Desktop OS Unable to download test content from the testing server The testing server cannot be reached. Any un-sent responses have been saved. The path to the "Primary Location" is displayed. The path to the "Alternate Location" is displayed. The "Response file name" is displayed. To see if the connection has been restored, choose Retry. To complete the test at a later time, choose Exit Test.</p> <p>Mobile Unable to download test content from the testing server. The testing server cannot be reached. Any un-sent responses have been saved on this computer. To see if the connection has been restored, choose Retry. To complete the test at a later time, choose Exit Test. When you return, log into the test from this device to send any un-sent responses to the server and continue testing.</p>	<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>
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Message	Description	What Do I Do Now?
2001	You have less than 5 minutes left.	This test will end when the timer runs out.

Message	Description	What Do I Do Now?
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3000	We have detected an error in your test. Please have your administrator contact customer support before continuing at 1-888-802-7502.	You should ensure this computer passes System Check.
3001	Required module has failed to load.	You should ensure this computer passes System Check.
3002	Item Controller has failed to load.	Some part of TestNav did not run correctly. Try running System Check or contact Customer Support.
3003	This device needs to have iOS version 6 or higher installed in order to take the test.	You should use a supported operating system. Refer to the TestNav 8 Hardware and Software system requirements.
3004	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.
3005	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.	The student test session has been terminated. The test administrator must resume the student's test.
3006	TestNav has detected that Guided Access has been turned off. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	The student test session has been terminated. The test administrator must resume the student's test.
3007	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.
3008	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.
3009	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.
3010	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.

3011	There has been a problem loading this item. Please contact your administrator.	Contact Customer Support.
3012	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.
3013	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.
3014	You cannot take this test on your browser. In order to take this test you must install the app.	If the TestNav 8 app is on the device, launch the application to take the test. If the TestNav 8 application is not on the device, contact your local technical support for assistance.
3015	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.
3016	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.	The student cannot log in. The test administrator must resume the student's test.
3017	You cannot take this test with your browser. In order to take this test, you must use the TestNav 8 App.	If the TestNav 8 application is on the device, launch the application to take the test. If the TestNav 8 application is not on the device, contact your local technical support for assistance.
3018	Your last item was not saved. Please inform your test proctor that the test must close due to a connectivity error.	Contact Customer Support.
3021	Unable to start Secure Browser. This can be resolved by exiting the browser and starting again. Please contact your proctor/teacher for help.	Close all browser windows and log in to the test. If this does not resolve the issue, contact Customer Support.
3022	This computer needs to have Internet Explorer 9 or higher installed in order to take this test.	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.

3023	Your test must close immediately. Please see the test proctor for more information.	Contact Customer Support.
3024	Unknown error trapped and logged. Please inform your test proctor.	Contact Customer Support.
3025	Java has not been installed on this machine and is required. Please install Java and then refresh this browser page to log in	Contact your local technical support for assistance with installing Java.
3026	The test cannot be taken on this device. Please contact your test proctor for additional assistance.	You should use a supported operating system. Refer to the TestNav 8 Hardware and Software system requirements.
3027	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server. Contact Customer Support.
3028	Form and Form ID do not match. Please inform your test proctor.	Contact Customer Support.
3029	Test window has exited fullscreen mode. Test aborted. Please ask your proctor for assistance	The student test session has been terminated. The test administrator must resume the student's test.
3030	Pop-ups are currently blocked for this site. Please enable pop-ups for TestNav to function correctly and refresh your browser.	You must enable pop-ups within the browser you are using to take the test. Close the browser and log in to the test.
3031	There was an error launching the Java applet. Please ask your proctor for assistance	Contact Customer Support.
3032	Please refresh your browser after enabling pop-ups.	Close the browser and log in to the test.
3033	Your test must close immediately. Please contact your administrator.	Contact Customer Support.
3034	In order to take the test using the Chrome browser, this computer must have Chrome 20 or higher installed.	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.

3035	TestNav does not support Safari on Windows. Please use Firefox 14+, Chrome 20+, or Internet Explorer 10+. If you are using Windows XP, IE is not supported but you may use Firefox and Chrome.	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.
3036	TestNav does not support Internet Explorer on Windows XP. Please use Firefox 14+ or Chrome 20+.	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.
3037	TestNav does not support Internet Explorer 10 on Windows Vista. Please use Firefox 14+ or Chrome 20+.	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.
3038	TestNav does not support Internet Explorer 9 on Windows 8. Please use Firefox 14+, Chrome 20+, or Internet Explorer 10+	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.
3039	In order to take the test with Firefox, this computer must have Firefox 14 or higher installed.	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.
3040	In order to take the test with Safari, this computer must have Safari 5 or higher installed.	You should use a supported browser. Refer to the TestNav 8 Hardware and Software system requirements.
3041	This device size is not supported.	You should use a device that has a screen size of at least 9.7 inch.
3042	You cannot take the test with this operating system.	You should use a supported operating system. Refer to the TestNav 8 Hardware and Software system requirements.
3043	You must be in Kiosk mode in order to take this test.	You should configure the device. Refer to http://www.pearsononlinetesting.com/TestNav/8/devices/chromebook.html
3044	You must be in Single App mode in order to take this test.	You should configure the device. Refer to http://www.pearsononlinetesting.com/TestNav/8/index.html
3045	This computer needs to have OSX 10.5 or higher installed in order to take this test.	You should use a supported operating system. Refer to the TestNav 8 Hardware and Software system requirements.

Platform Error Messages

Engine errors are broken into the following ranges:

- 5000-5999 Authentication

- 6000-6999 State
- 7000-7999 Navigation
- 8000-8999 Server
- 9000-9999 API

Message	Description	What Do I Do Now?
5021	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the network connection was either not found or the connection was lost during authentication.</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>
5022	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the testing server URL that was requested was not found (404) or there was an internal server error (500) during authentication.</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>
5023	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; there was a parser error (bad data was sent from the application to the engine or from the engine to the server) during authentication. The user's login information was sent to the server, but either it or the response was empty, malformed, or corrupted.</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>

5024	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission timed out during authentication.</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>
5025	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission aborted during authentication.</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>
5026	Invalid login token. Please try again.	<p>Logout and log back in. Autologin using an authentication token has failed because the token has expired or is otherwise invalid or not recognized. The authentication token is requested from TestNav by the customer site and must be used within five minutes to allow the examinee to access the test; extended inactivity or network connections can cause this.</p>
5027	TestNav is unable to write to the local drive due to browser security settings. Testing cannot continue.	<p>Contact your local system administrator; TestNav can't function because it is unable to write necessary files to the local system. This is because the operating system is keeping the browser in a sort of quarantine (sandbox). Some operating systems do this to applications that can be used to cause system instability or other harm.</p> <p>Select a new location for student responses to be saved. If that does not work, view the student's responses and save or print a record of the files so that the responses can be reentered after you close TestNav and retake the test using a different machine.</p>

Message	Description	What Do I Do Now?
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6000	Wrong response was being saved to this item. The test will be closed. Contact your administrator.	Contact your local system administrator and show them the message.
6001	Wrong response was being saved to this item. The test will be closed. Contact your administrator.	Contact your local system administrator and show them the message.
6021	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the network connection was either not found or the connection was lost during authentication.</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>
6022	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the testing server URL that was requested was not found (404) or there was an internal server error (500) during authentication.</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>

6023	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; there was a parser error (bad data was sent from the application to the engine or from the engine to the server) when saving or retrieving state. This is usually the result of a network connectivity problem. Contact your local system or network administrator; there was a parser error (bad data was sent from the application to the engine or from the engine to the server) during authentication. The user's login information was sent to the server, but either it or the response was empty, malformed, or corrupted.</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>
6024	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission timed out during authentication.</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>
6025	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission aborted during authentication.</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>

Message	Description	What Do I Do Now?
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7021	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the network connection was either not found or the connection was lost during authentication.</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>
7022	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the testing server URL that was requested was not found (404) or there was an internal server error (500) during authentication.</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>
7023	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; there was a parser error (bad data was sent from the application to the engine or from the engine to the server) during authentication. The user's login information was sent to the server, but either it or the response was empty, malformed, or corrupted.</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>

7024	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission timed out during authentication.</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>
7025	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission aborted during authentication.</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>

Message	Description	What Do I Do Now?
8021	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the network connection was either not found or the connection was lost during authentication.</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>

8022	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the testing server URL that was requested was not found (404) or there was an internal server error (500) during authentication.</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>
8023	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; there was a parser error (bad data was sent from the application to the engine or from the engine to the server) during authentication. The user's login information was sent to the server, but either it or the response was empty, malformed, or corrupted.</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>
8024	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission timed out during authentication.</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>

8025	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator; the transmission aborted during authentication.</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>
8026	Unable to connect to the proctor caching computer. Please contact your administrator.	<p>Contact your local system or network administrator; the connection to the proctor caching server could not be established.</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>
8027	The testing server cannot be reached. Please verify your internet connection and then choose Retry, or close the app and try again later.	<p>Contact your local system or network administrator; a network connection could not be established.</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>
8028	The java applet is unable to load. This can occur when Oracle disables an existing version of Java because a new version has been released that contains critical fixes. Please upgrade to the latest version of Java.	Upgrade Java on your machine.

8029	The installed app is out of date and needs to be updated in order to use TestNav on this device.	Download and install the latest version of the app.
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Message	Description	What Do I Do Now?
9020	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.
9021	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.
9022	Unable to refresh available tests.	Your session is not active. Login again.
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.	<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>
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.	<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>
9035	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator; the requested item does not exist for this test.</p>
9036	The username or password you entered is incorrect.	<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>
9037	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator; the requested item does not exist for this test.</p>

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.	Contact your local system or network administrator.
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.	Contact your local system or network administrator; the requested item does not exist for this test.
9042	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; the requested item does not exist for this test.
9043	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; the requested item does not exist for this test.
9044	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; the requested item does not exist for this test.
9045	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; the requested item does not exist for this test.
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.	Contact your local system or network administrator; the requested item could not be retrieved.
9049	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; the requested item could not be retrieved.
9050	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; the requested test definition could not be retrieved.
9051	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; the requested test definition could not be retrieved.
9052	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator; there was a rendering error in a JSON string.
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, or the test session has not been started.	Either the entered username or associated password was invalid or you tried to login before the test was officially started. Check your information to confirm you are within the testing window and if so, then verify the username and password are 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.

Technical Support - TestNav 8

For technical support, please use the contact information given to you by your program.