|  |  |
| --- | --- |
|  | |
| \*DTC\* - Technology Update 04/09/2021 |  |
| April 9, 2021 |
| [Bookmark us!](http://www.cde.state.co.us/assessment/newassess-dtc) |
| **In this Update** | |
| CMAS: TestNav Error Code 8031 | |
| **TestNav Error Code 8031** | |
| Pearson has detected an increase in the TestNav error code 8031 during this spring’s CMAS administration. The TestNav Error Code 8031 indicates the Chrome app is unable to start because of a lack of device memory or RAM. Pearson recommends that all Chrome devices be completely powered off and restarted before test sessions to free up device memory or RAM and improve TestNav performance.  if you encounter an 8031 TestNav Error Code mid-test, follow these procedures:   * Have the student select OK. * Confirm that the student shows as Exited from TestNav in PearsonAccessnext. * Reboot the student’s Chromebook. * Resume the student’s test in  PearsonAccessnext. | |
| **For More Information** | |
| To unsubscribe from this listserv, send an email to: [DTC-signoff-request@CDELIST.CDE.STATE.CO.US](mailto:DTC-signoff-request@CDELIST.CDE.STATE.CO.US).  Previous CDE Technology updates can be viewed at <http://www.cde.state.co.us/assessment/announcements>.  If you have any questions, please contact Collin Bonner at [Bonner\_C@cde.state.co.us](mailto:Bonner_C@cde.state.co.us). | |
|  | |