# 5000s - Authentication Errors

Error codes below relate to authentication errors:

| Error number | Error message | Additional info and instruction |
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| 5021 | Unable to communicate with the testing server. Please contact your administrator. | Contact your local system or network administrator.<br><br>TestNav usually displays this error due to network connectivity problems. Follow the instructions in the error message. If given the option, you can choose a different customer.<br><br>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.<br><br>A network administrator may help you to resolve these issues by confirming the following:<br><br>• **Network**<br>  ○ The testing machine is connected to the school's network.<br>  ○ Ethernet cables or wireless connections, routers, and switches are in place and functioning.<br>• **TestNavconfiguration on administrative site**<br>  ○ The administrative site has the accurate IP address and port configurations for the proctor caching computer.<br>• ***If in use*, proctor caching computer**<br>  ○ *If in use*, proctor caching computer is on and running.<br>  ○ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.<br>  ○ The testing machine is on the same network subnet as the proctor caching computer.<br><br>After you restore the connection, check the student's test status in the administrative application and reset, if needed. Then, you can resume the student's testing session and have the student log in. |
| 5022 | Unable to communicate with the testing server. Please contact your administrator. | 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.<br>TestNav usually displays this error due to network connectivity problems. Follow the instructions in the error message. If given the option, you can choose a different customer.<br><br>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.<br><br>A network administrator may help you to resolve these issues by confirming the following:<br><br>• **Network**<br>  ○ The testing machine is connected to the school's network.<br>  ○ Ethernet cables or wireless connections, routers, and switches are in place and functioning.<br>• **TestNavconfiguration on administrative site**<br>  ○ The administrative site has the accurate IP address and port configurations for the proctor caching computer.<br>• ***If in use*, proctor caching computer**<br>  ○ *If in use*, proctor caching computer is on and running.<br>  ○ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.<br>  ○ The testing machine is on the same network subnet as the proctor caching computer.<br><br>After you restore the connection, check the student's test status in the administrative application and reset, if needed. Then, you can resume the student's testing session and have the student log in. |

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| 5023 | Unable to communicate with the testing server. Please contact your administrator. | 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. Either the login information or the response was empty, malformed, or corrupted. TestNav usually displays this error due to network connectivity problems. Follow the instructions in the error message. If given the option, you can choose a different customer.<br><br>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.<br><br>A network administrator may help you to resolve these issues by confirming the following:<br><br>• **Network**<br>  ○ The testing machine is connected to the school's network.<br>  ○ Ethernet cables or wireless connections, routers, and switches are in place and functioning.<br>• **TestNavconfiguration on administrative site**<br>  ○ The administrative site has the accurate IP address and port configurations for the proctor caching computer.<br>• ***If in use*, proctor caching computer**<br>  ○ *If in use*, proctor caching computer is on and running.<br>  ○ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.<br>  ○ The testing machine is on the same network subnet as the proctor caching computer.<br><br>After you restore the connection, check the student's test status in the administrative application and reset, if needed. Then, you can resume the student's testing session and have the student log in. |
| 5024 | Unable to communicate with the testing server. Please contact your administrator. | Contact your local system or network administrator. The transmission timed out during authentication.<br>TestNav usually displays this error due to network connectivity problems. Follow the instructions in the error message. If given the option, you can choose a different customer.<br><br>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.<br><br>A network administrator may help you to resolve these issues by confirming the following:<br><br>• **Network**<br>  ○ The testing machine is connected to the school's network.<br>  ○ Ethernet cables or wireless connections, routers, and switches are in place and functioning.<br>• **TestNavconfiguration on administrative site**<br>  ○ The administrative site has the accurate IP address and port configurations for the proctor caching computer.<br>• ***If in use*, proctor caching computer**<br>  ○ *If in use*, proctor caching computer is on and running.<br>  ○ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.<br>  ○ The testing machine is on the same network subnet as the proctor caching computer.<br><br>After you restore the connection, check the student's test status in the administrative application and reset, if needed. Then, you can resume the student's testing session and have the student log in. |

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| 5025 | There has been a problem loading this item. Please contact your administrator. | Contact your local system or network administrator. The transmission aborted during authentication.<br>TestNav usually displays this error due to network connectivity problems. Follow the instructions in the error message. If given the option, you can choose a different customer.<br><br>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.<br><br>A network administrator may help you to resolve these issues by confirming the following:<br><br>• **Network**<br>  ○ The testing machine is connected to the school's network.<br>  ○ Ethernet cables or wireless connections, routers, and switches are in place and functioning.<br>• **TestNavconfiguration on administrative site**<br>  ○ The administrative site has the accurate IP address and port configurations for the proctor caching computer.<br>• ***If in use*, proctor caching computer**<br>  ○ *If in use*, proctor caching computer is on and running.<br>  ○ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.<br>  ○ The testing machine is on the same network subnet as the proctor caching computer.<br><br>After you restore the connection, check the student's test status in the administrative application and reset, if needed. Then, you can resume the student's testing session and have the student log in. |
| 5026 | Invalid login token. Please try again. | 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. |
| 5027 | TestNav is unable to write to the local drive due to browser security settings. Testing cannot continue. | Contact your local system administrator. TestNav can't 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.<br><br>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. |
| 5028 | Your registration does not include enough seal codes for this form.  Please contact your test administrator. | The test administrator should check the number of seal codes. If you cannot resolve this issue, contact Pearson Support. |
| 5029 | TestNav has detected the Pinterest application, and will close your test session. Your administrator must disable the Pinterest Chrome extension and refresh the browser before resuming your test session. | TestNav displays this error in the Chrome browser if the Pinit plugin is running in the background during a secure test. You must disable the Pinit plugin from Chrome extension and refresh the browser. Then, the student should log in again. |
| 5030 | Unable to communicate with the testing server. Please contact your administrator. | TestNav displays this error when a connection can either not be found or has been lost. Contact your local system or network administrator. |
| 5031 | Unable to communicate with the testing server. Please contact your administrator. | TestNav displays this error when a connection can either not be found or has been lost. Contact your local system or network administrator. |
| 5032 | TestNav has detected a prohibited application '<processname>' running in the background that is preventing you from continuing this test. Please contact the test administrator to stop the prohibited application and resume testing. | Contact your administrator to complete the instructions in the error text. |
| 5033 | The secured testing window was closed. Please contact the proctor to resume your test. | Resume the student in the assessment management system, and have the student sign in again. |
| 5034 | TestNav has detected that a 'Dictionary' extension was enabled, and will close your test session. Your administrator must disable the 'Dictionary' extension and refresh the browser before resuming your test session. | Click the Open Menu at the top-right of the Firefox page. Click Add Ons > Extensions. Find Dictionary Extension, and click Disable. Refresh Firefox and resume the test session. |
| 5035 | Unable to communicate with the testing server. Please contact your administrator. | TestNav displays this error when there is a network connectivity issue. Confirm network connectivity and try again. |

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| 5036 | TestNav has detected Siri running in the background. Please disable Siri and sign in to TestNav again.. | To disable Siri on an individual device:<br><br>1. Click the Apple icon at the top-left.<br>2. Click System Preferences > Siri.<br>3. Deselect the **Enable Siri** checkbox.<br>4. Deselect the **Show Siri in menu bar** checkbox**.**<br>5. Return to the TestNav **Sign In** page and sign in again**.** |
| 5037 | DictationIM_Detected | A blacklisted dictation service was detected on macOS. Disable the blacklisted service and have the student sign in again. |
| 5040 | There was an error in starting App Check. Please Retry. | Retry App Check. If the issue persists, check your network connection, and try again. |
| 5041 | TestNav has detected the Game Bar running. Please disable the Game Bar, and sign in to TestNav again. | To disable the Game Bar on an individual device:<br><br>1. Go to the Xbox app within Windows 10.<br>2. Select Settings > Game DVR.<br>3. Click **Off** next to **Record game clips and screenshots using Game DVR**.<br>4. Restart the computer.<br>5. Return to the TestNav **Sign In** page and sign in again. |
| 5042 | TestNav had an issue. Close this message, and sign in again. | |
| 5043 | TestNav has detected that AirPlay is running. Please disable AirPlay and sign in to TestNav again. | Follow instructions in the error code text. |
| 5044 | TestNav has detected the following feature(s) enabled on your device:<br><br>• Save multiple items on the Cloud Clipboard<br>or<br>• Sync across devices on the Cloud Clipboard<br><br>TestNav has been shut down. You may need assistance from your test monitor to restart the test. | Disable the clipboard feature, resume the student test in the assessment management system, and sign in again. |
| 5045 | TestNav has detected the following feature(s) enabled on your device:<br><br>• ditto.exe<br><br>TestNav has been shut down. You may need assistance from your test monitor to restart the test. | Disable the clipboard feature, resume the student test in the assessment management system, and sign in again. |
| 5046 | TestNav has detected the following feature(s) enabled on your device:<br><br>• CopyQ.exe<br><br>TestNav has been shut down. You may need assistance from your test monitor to restart the test. | Disable the clipboard feature, resume the student test in the assessment management system, and sign in again. |
| 5047 | TestNav has detected the following feature(s) enabled on your device:<br><br>• ClipMate.exe<br><br>TestNav has been shut down. You may need assistance from your test monitor to restart the test. | Disable the clipboard feature, resume the student test in the assessment management system, and sign in again. |
| 5048 | TestNav has detected the following prohibited feature(s) enabled on your device:<br><br>* <display name 1><br>* <display name 2><br><br>TestNav has been shut down. You may need assistance from your test monitor to restart the test. | Additional info pending. |
| 5049 | TestNav has not been granted accessibility permissions necessary to launch a secure test. Contact your test monitor to start the test. | To grant TestNav accessibility permissions,<br><br>1. Go to **Preferences** > **Security & Privacy** > **Privacy** > **Accessibility.**<br>2. Add TestNav to **Allow** accessibility permissions.<br>3. Return to TestNav and sign in again. |

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| 5051 | TestNav has detected the Windows setting "Show text suggestions as I type" is enabled. Please disable this operating system feature and sign in to TestNav again. | To disable Windows text suggestions:<br><br>1. Go to Windows **Settings.**<br>2. Select **Devices.**<br>3. Select **Typing.**<br>4. Under **Hardware Keyboard** and **Show text suggestions as I type**, set the slider to **Off**.<br>5. Return to TestNav and sign in again**.** |

Tiny link: https://support.assessment.pearson.com/x/GAACAQ