

# Early Warning System Triggers

When the Early Warning System (EWS) detects a potential problem with the designated save location, the student sees on-screen instructions. Various scenarios can trigger EWS messages.

See [Error Codes - 1000s](#) for EWS error-code messages and support instructions.

EWS displays a message if:

1. TestNav determines that the EWS response file save location is invalid.
  1. **During test start-up**, TestNav cannot access a saved response file or files (SRF) or Pearson's server.
  2. **After the test is in progress**, TestNav cannot access both the SRF(s) and Pearson's server.
2. TestNav cannot download test content **after it attempts to download it three times** in the following possible scenarios:
  1. **TestNav cannot communicate with the proctor-caching computer.**
  2. **TestNav cannot communicate with Pearson servers.**
3. TestNav cannot locally save responses and/or upload student responses.
  1. No response file locations are writeable when the student logs in, and test delivery cannot continue. **TestNav requires at least one valid location at log in.**
  2. Responses cannot periodically save to the save location or if a student exits a test, and TestNav cannot send responses to Pearson. **Responses are saved locally to the SRF(s) whenever the student navigates away from an item in TestNav.**
  3. TestNav cannot write or send responses (both fail at the same time) at any point during test delivery.
4. A student is resuming a test (in which TestNav requires a response file), and TestNav cannot find an SRF file. **When a student resumes testing, TestNav requests a response file to resume the student's test at the correct item. TestNav may not locate this file if:**
  1. The student attempts to resume the test on a different device.
  2. The device cannot access the network save location.
  3. An administrator changes the SRF location before the student resumes a test.

## EWS Potential Scenarios

The scenarios below discuss potential ways to trigger EWS. Pearson provides this information to help you avoid these scenarios during online testing.

### Scenario 1 - Error messages 1002 and 1003

These messages displayed when both save locations were set to network drives and a student changed computers to a computer - not logged into the network - but connected to the Internet. Because the computer was connected to the Internet, the student could open the TestNav launch page; however, TestNav could not find either network save location and would not launch the test. First, the student received the 1002 message, **Test Proctor Click Here**, and then the 1003 message, **TestNav is unable to save a response file, so testing cannot continue. Please exit the test.**

The student can only click the **Exit Test** button located at the bottom of the error message window.

### Scenario 2 - Error Messages 1002 and 1004

These messages displayed when both save locations were set to network drives, and then Internet access was lost. EWS displayed error message 1002. When the proctor clicked **Test Proctor Click Here**, message 1004 displayed and provided the proctor with an option to supply a new save location. The proctor clicked **Browse** to locate a file folder to save to, and upon selecting one, the proctor was exited from TestNav.

PearsonAccess showed the student's status as **Active**.

See notebbox above for info on **Active** and **Resume-Upload** status.

### Scenario 3 - Error Messages 1001 and 1005

The student received these messages when the technology administrator moved the SRF file to a different folder than either the primary or secondary save location. When the student

launched TestNav, error message 1001 displayed, **Test Proctor Click Here**. When the proctor clicked the button, error message 1005 displayed, indicating that the valid SRF for the student and token was not found in either the primary or secondary save locations.

No saved response file found

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**Message 1005**

Your previous exit from TestNav was abnormal, so a saved response file (SRF) is expected.

Please browse to a response file and upload it.

Response file name: 2a945d1a-e55d-4caa-8530-43daee88e54c.SRF

Response File Location:

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.

Error message 1005 also displayed when the student resumed a test on an iPad that the student originally launched on a desktop. The student was in **Resume-Upload** status in PearsonAccess.

No saved response file found

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**Message 1005**

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.

✓ [Scenario 4 - Error Messages 1001 and 1006](#)

The student received error messages 1001 and 1006 when testing in a school with an aggressive version of a content filter. Aggressive content filters attempt to open and alter an SRF file before saving it.

Data manipulation corrupts the SRF and invalidates it from future use.

The saved response file is corrupted

**Message 1006**

The saved response file (SRF) cannot be read.

Primary location: U:\private\Misc\SRF

Alternate location: Q:\OTI\6 - Team Folders\Leanne

Response file name: 2a945d1a-e55d-4caa-8530-43daee88e54c.SRF

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.

Response File Location:

OR, To go to the test without uploading an SRF, choose **Skip Upload**. This may result in lost responses.

✓ **Scenario 5 - Error Messages 1001 and 1007**

The student received these messages when a technology administrator moved the SRF file to a different folder than either the primary or secondary save location, and then tried to re-use the old SRF after having a successful re-launch and exit. The technology admin attempted to either load the wrong student's SRF or an old SRF that was no longer valid.

EWS only allows a single valid SRF to be loaded to prevent overwriting the student responses with old and/or invalid responses.

The saved response file is invalid

**Message 1007**

The saved response file (SRF) is invalid due to an outdated token.

Primary location: C:\Users\weddle\Pearson\FIRSTNAME\LASTNAME\100454\srf

Alternate location: Q:\OTI\6 - Team Folders\Leanne

Response file name: 3632a17b-019f-48ff-98c4-a46d0a1009a2.SRF

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.

Response File Location:

OR, To go to the test without uploading an SRF, choose **Skip Upload**. This may result in lost responses.

✓ Scenario 6 - Error Message 1008

The student received messages 1001 and 1008 at test exit when the student's responses were saved in the designated response file location, but not all responses could be submitted to the testing server.

The student remained in **Active** status.

See notebbox above for info on **Active** and **Resume-Upload** status.

✓ Scenario 7 - Error Messages 1001 and 1009

While testing on an iPad, the student began answering questions, and then lost the Internet connection. Error messages 1001 and 1009 displayed.

Unable to download test content from the testing server

**Message 1009**

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 computer to send any un-sent responses to the server and continue testing.