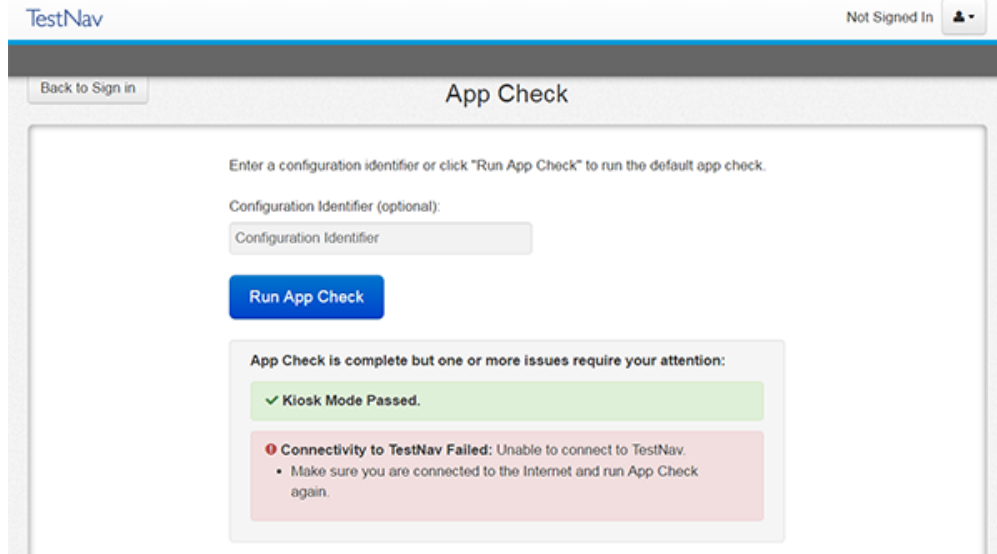


# App Check Error Messages

App Check displays error messages if any of the following scenarios occur:

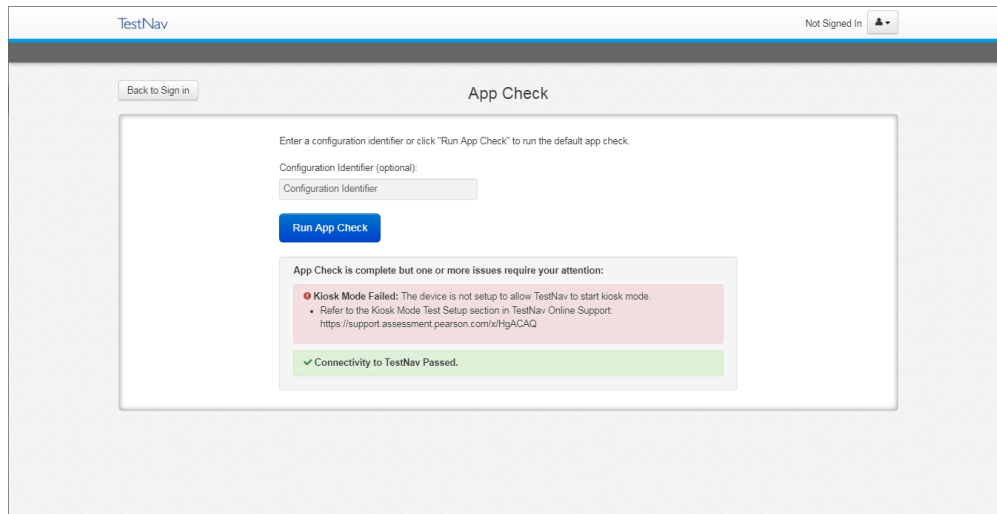
- The device is not connecting to TestNav. *To resolve this issue, refer to [TestNav System Requirements and Set up and Use TestNav to confirm settings on each supported device.](#)*

✓ [Click here to view a screenshot...](#)



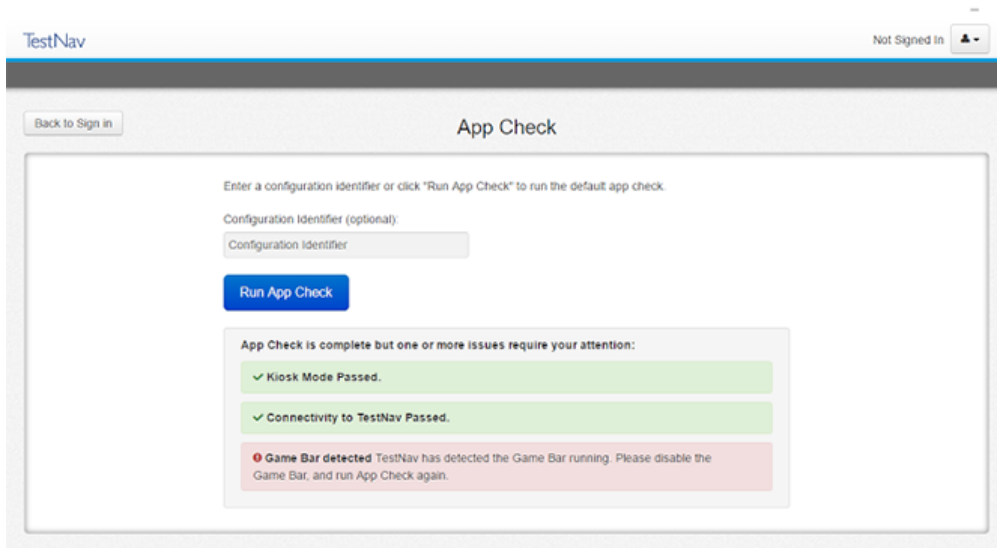
- The device is not configured to start TestNav in Kiosk Mode. *To resolve this issue, see [Set up and Use TestNav to confirm settings on each supported device.](#)*

✓ [Click here to view a screenshot...](#)



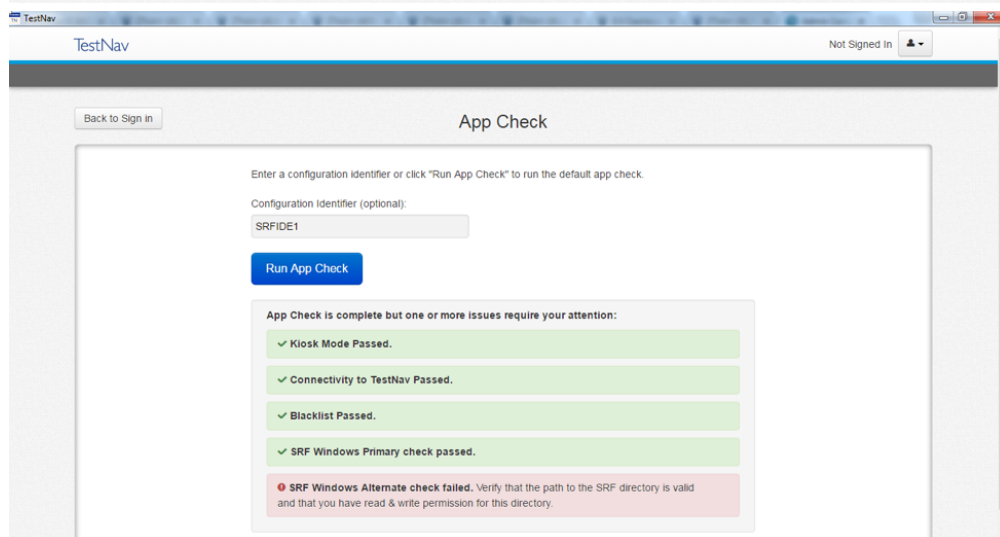
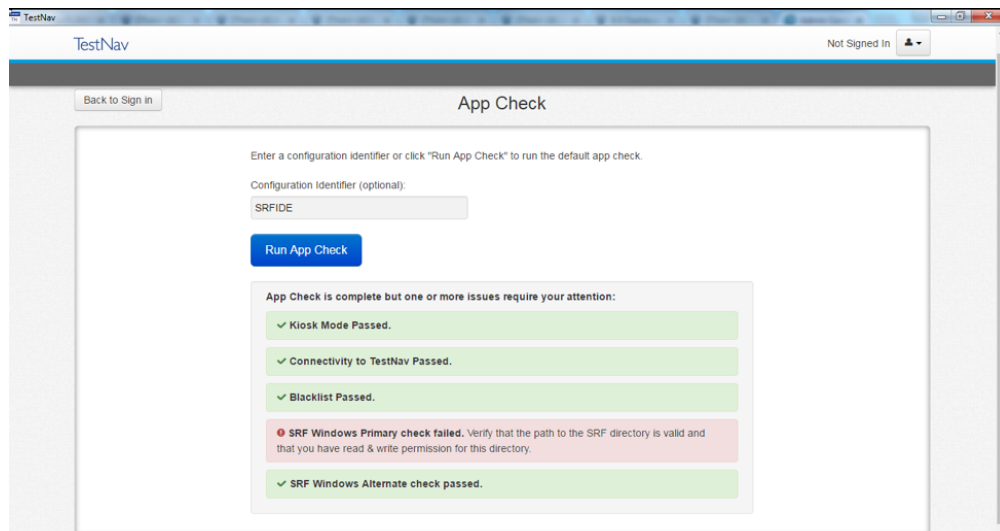
- Windows Game Bar is running. *To resolve this issue, refer to the [Microsoft support site](#), and search for "disable Game Bar."*

✓ [Click here to view a screenshot...](#)



- The primary OR secondary saved response file (SRF) path is invalid. *To resolve this issue, sign in to PearsonAccess<sup>Next</sup>, and update the TestNav Configuration Task.*

▼ [Click here to view screenshots...](#)



- If configured, App Check can also verify connectivity to ProctorCache. *To resolve this issue, refer to the ProctorCache Requirements and Set Up and Use ProctorCache and confirm settings.*

Click here to view a screenshot...

TestNav Not Signed In

[Back to Sign in](#) **App Check**

Enter a configuration identifier or click "Run App Check" to run the default app check.

Configuration Identifier (optional):  
Sample2

**Run App Check**

App Check is complete but one or more issues require your attention:

- ✓ Kiosk Mode Passed.
- ✓ Connectivity to TestNav Passed.
- ✗ **Proctor Cache Failed:** Check your ProctorCache settings and network.
  - Refer to the Set Up and Use ProctorCache section in TestNav Online Support: <https://support.assessment.pearson.com/x/HAACAO>