8000s - Pearson Server Errors

Error codes below relate to Pearson server communication errors:

Error number	Error message	Additional info and instruction

8021	Unable to communicate with the testing server. Please contact your administrator.	Contact your local system or network administrator. The network connection was either not found or the connection was lost during authentication.
		
		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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
		  ◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.
		• **TestNavconfiguration on administrative site**
		  ◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.
		• ***If in use*, proctor caching computer**
		  ◦ *If in use*, proctor caching computer is on and running.
		  ◦ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.
		  ◦ The testing machine is on the same network subnet as the proctor caching computer.
		
		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.

8022	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.
		
		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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
		  ◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.
		• **TestNavconfiguration on administrative site**
		  ◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.
		• ***If in use*, proctor caching computer**
		  ◦ *If in use*, proctor caching computer is on and running.
		  ◦ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.
		  ◦ The testing machine is on the same network subnet as the proctor caching computer.
		
		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.

8023	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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
		  ◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.
		• **TestNavconfiguration on administrative site**
		  ◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.
		• ***If in use*, proctor caching computer**
		  ◦ *If in use*, proctor caching computer is on and running.
		  ◦ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.
		  ◦ The testing machine is on the same network subnet as the proctor caching computer.
		
		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.

8024	Unable to communicate with the testing server. Please contact your administrator.	Contact your local system or network administrator. The transmission timed out during authentication.
		
		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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
		  ◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.
		• **TestNavconfiguration on administrative site**
		  ◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.
		• ***If in use*, proctor caching computer**
		  ◦ *If in use*, proctor caching computer is on and running.
		  ◦ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.
		  ◦ The testing machine is on the same network subnet as the proctor caching computer.
		
		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.

8025	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator. The transmission aborted during authentication.
		
		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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
		  ◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.
		• **TestNavconfiguration on administrative site**
		  ◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.
		• ***If in use*, proctor caching computer**
		  ◦ *If in use*, proctor caching computer is on and running.
		  ◦ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.
		  ◦ The testing machine is on the same network subnet as the proctor caching computer.
		
		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.

8026	Unable to connect to the proctor caching computer. Please contact your administrator.	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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
		  ◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.
		• **TestNavconfiguration on administrative site**
		  ◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.
		• ***If in use*, proctor caching computer**
		  ◦ *If in use*, proctor caching computer is on and running.
		  ◦ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.
		  ◦ The testing machine is on the same network subnet as the proctor caching computer.
		
		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.

8027	The testing server can not be reached. Please verify your Internet connection and then press Retry, or choose a different customer, or exit the app and try again.	Contact your local system or network administrator.
		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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
		  ◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.
		• **TestNavconfiguration on administrative site**
		  ◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.
		• ***If in use*, proctor caching computer**
		  ◦ *If in use*, proctor caching computer is on and running.
		  ◦ **Both** ports 4480 and 4481 are open in the firewall on the proctor caching computer.
		  ◦ The testing machine is on the same network subnet as the proctor caching computer.
		
		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.

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.
8030	A required file has been changed, and the test cannot start. Please contact your administrator.	Contact your local system or network administrator. A required file has been changed.
8031	Chrome app is unable to start. Please contact your administrator and have your device restarted.	Restart the application and then log in. If you cannot resolve this issue, contact Pearson Support.
8032	Testing is not permitted on this device because it has been modified to bypass standards and safeguards put in place by the operating system or manufacturer.	Use another device for student testing.

8033	The home server can not be reached. Please verify your internet connection and then choose Retry, or close the app and try again later.	Contact your local system or network administrator.
		
		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.
		
		Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.
		
		A network administrator may help you to resolve these issues by confirming the following:
		
		• **Network**
		  ◦ The testing machine is connected to the school's network.
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		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.

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