Find Saved Response File (SRF) and Log Files

TestNav saves student responses to a local, encrypted backup file called an SRF when it cannot communicate with the Pearson server. In some scenarios, TestNav allows the student to click **Retry** within an error message to try submitting the response again. If the system cannot transmit the response, the student is exited from the test, and the student can resume testing at a later time, without losing the saved response.

This process automatically occurs without additional installation or action.

When the network is functioning normally, TestNav sends student responses to the Pearson testing server while the student tests.

When the network is not functioning normally, and a student's testing device cannot transmit responses to the Pearson server, TestNav saves the student's responses to the SRF.

Save Locations

TestNav saves SRF and log files in different locations depending on the operating system and platform. When a student encounters an error, most often you must locate these files to recover student responses.

saved response file (SRF) - a file in which TestNav saves a student response if an error stops a response from saving to the Pearson server. The SRF preserves these responses and sends them to the server when connectivity is re-established.

log file - a file that contains current TestNav output and any error messages that TestNav displays during a test session. This information helps Pearson Support diagnose issues, if they occur.

If you encounter an error, you should locate and retrieve these files *before* you call Pearson Support for assistance.

Occasionally, after reviewing an SRF, Pearson Support revalidates the SRF and sends it back to a customer for re-upload so that the student can resume testing. *You cannot upload a revalidated SRF to Android devices, iPads, or Chromebooks, even if the student originally tested on one of these devices.* You can only upload this file and resume a student's test session on a computer running Windows or Mac OS X.

Default Directory Information

As a default, TestNav saves SRF and log files in the testing computer's home directory, typically titled with the user's name or login name. If the default primary save location was not altered before the testing session, you should see a Pearson folder within this directory. The Pearson folder contains an SRF folder and a Logs folder, and these folders contain the SRF and log files respectively. The specific paths to these folders are shown in the tables below.

Installable TestNav

If the student used *installable TestNav* during the testing session, use the paths or instructions below to find these files by operating system.

Operating System	SRF Location	Log File Location
Windows	{USER.HOME}\Pearson\srf\	{USER.HOME}\Pearson\logs\
Mac OS X	{USER_HOME}/Pearson/srf/	{USER_HOME}/Pearson/logs/
Linux	{USER.HOME}/Pearson/srf/	{USER.HOME}/Pearson/logs/
The instructions for the operating systems below include multiple steps that involve either connecting the device to a desktop/laptop or saving to a memory stick. You find both SRF and log files using the same steps.		

Android devices	To connect the device to a computer running Windows: **1.** Unlock the device. *Note that you **must** use the same credentials that the student used while testing.* **2.** Connect the device to the computer using a USB cable. *If the device prompts you to select a USB connection, choose Media device (MTP).* The File Transfer window pops up on the computer, and the device appears as an external drive. **3.** Double-click the device name (*for example: Nexus 5*), and double-click the **srf** folder. **4.** Drag the SRF file to the desktop or some other folder that you can easily find. **5.** Double-click the **logs** folder and drag the log file to the desktop or some other folder that you can easily find. **6.** Eject your device from Windows, then disconnect the USB cable. To connect the device to a computer running Mac OS X: *To transfer files, you must install Android File Transfer on the computer. Android File Transfer is compatible with Mac OS X 10.5 or later and Android 3.0 or later.* **1.** If it is not already installed, download and install Android File Transfer on the computer using the instructions provided on that page. **2.** Double-click Android File Transfer. *The next time you connect the device, it should automatically open.* **3.** Unlock the device's screen. *Note that you **must** use the same credentials that the student used while testing.* **4.** Connect the device to the computer using a USB cable. *If the device prompts you to select a USB connection, choose Media device (MTP).* The Android File Transfer window pops up on the computer, and the device appears as an external drive. **5.** Double-click the device name (*for example: Nexus 5*), and double-click the **srf** folder. **6.** Drag the SRF file to the desktop or some other folder that you can easily find. **7.** Double-click the **logs** folder and drag the log file to the desktop or some other folder that you can easily find. **8.** Disconnect the USB cable when finished.
Chromebook	**1.** Launch the TestNav app. **2.** Focus your cursor in the username or password field. **3.** Press <ctrl><shft>z, and the **File Viewer** box appears. If the **File Viewer** does not display, click on the window and then press <ctrl><shft>z again. **4.** Plug in a USB memory stick. **5.** Click the download button next to the SRF and log files you want to download. **6.** When the window opens, select the USB memory stick, and click **Save**.
iPad	You can view SRF and log files two ways on iPads--using Safari or using a USB cable. To view files using Safari: **1.** Open Safari and enter the url: testnav://admin. *Note that the first time you access this, a dialog asks if you want to open in TestNav. Tap **Open** to open TestNav.* **2.** Click **View Logs** or **View Student Responses**. **3.** From this screen, you can view and email SRF and log files. **4.** Click the **Home** button when finished. To view files using a USB cable: **1.** Connect the iPad to the computer using a USB cable. **2.** Launch iTunes, version 9.1 or later. **3.** Click **iPad** from the listed devices in the iTunes window. **4.** Click the **Apps** tab and then scroll down to the bottom of the page. **5.** View the list of apps currently installed on the iPad under **File Sharing**. **6.** Select the **TestNav App**. A list of TestNav log files displays under **TestNav Documents**. **7.** Select and open the srf or log file you want to view.

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