9000s - Pearson API Errors

Error codes below relate to Pearson API errors:

Error number	Error message	Additional info and instruction
9020	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9021	Your login information is not recognized. Please try again.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9022	Unable to refresh available tests.	Your session is not active. Log in again.
9023	Unable to refresh available tests.	There was an error retrieving the information from the server. Try again. Log off and log in again if it continues.
9024	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9025	This test has been completed and may not be taken again.	You cannot log in to completed tests again.
9026	This test must be resumed by the proctor to allow it to be taken again.	The test administrator must resume the student's test.
9027	The testing window for this test is not active at this time. Please contact the proctor, or try again during the allowed testing window.	The testing window for this test is not currently active. Try again when the window is active.
9028	Your login information is not recognized. Please try again.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9029	Your login information is not recognized. Please try again.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly. ⚠ In PearsonAccess (and possibly other assessment management systems that connect to TestNav), this error occurs if a student attempts logi n before the test session starts. PearsonAccess does not call TestNav to create logins until the test session is started.
9030	Your login information is no longer valid. This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. Please contact the proctor.	The test administrator must resume the student's test.

9031	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator. An item could not be retrieved from the content server or the proctor caching computer.
		
		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.

9032	Unable to login with this userid.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.

9033	Unable to communicate with the testing server. Please contact your administrator.	Contact your local system or network administrator. The internal test state could not be retrieved from the content server or the proctor caching computer.
		
		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.

9034	Your login information is not recognized. Please try again.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.

9035	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9036	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9037	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9038	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9039	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9040	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9041	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9042	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9043	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9044	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9045	There has been a problem loading this item. Please contact your administrator.	The requested item does not exist for this test. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.

9046	Your test items have been saved, but the test can't be marked as complete due to a connectivity error. Please inform your test proctor that the test must close.	Alert the test proctor.
		
		Contact your local system or network administrator. TestNav saved the responses, but it cannot communicate the completion status.
		
		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.

9047	Your test items have been saved, but the test can't be marked as complete due to a connectivity error. Please inform your test proctor that the test must close.	Alert the test proctor.
		
		Contact your local system or network administrator. TestNav saved the responses, but it cannot communicate the completion status.
		
		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.

9048	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.

9049	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9050	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9051	There has been a problem loading this item. Please contact your administrator.	Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9052	There has been a problem loading this item. Please contact your administrator.	There was a rendering error in a JSON string. Contact your local system or network administrator, and provide the log files and a description of what the student was doing when the error occurred. If you cannot resolve this issue, contact Pearson Support.
9053	Your login information is no longer valid. This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. Please contact the proctor.	The test administrator must resume the student's test.
9054	Your login information is no longer valid. This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. Please contact the proctor.	The test administrator must resume the student's test.
9055	Your test must close immediately. Please see the test proctor for more information.	The proctor must check the test status in the administrative application as the current status is not valid for continuing the test.
9056	Your test must close immediately. Please see the test proctor for more information.	Contact your local system or network administrator. This is usually the result of a problem with network security; secure data is being requested via an insecure call.
9057	Your test must close immediately. Please see the test proctor for more information.	Contact your local system or network administrator. This is usually the result of a problem with network security; insecure data is being requested via a secure call.
9058	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9059	The username or password you entered is incorrect.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9060	Your login information is not recognized. Please try again.	The student entered an invalid username or associated password. Either the student has the wrong information or incorrectly typed the information. Verify the student's information was entered correctly.
9061	There is a problem retrieving test information. Please contact your administrator.	There was a problem retrieving test state, and the test cannot continue.
9064	Something went wrong while saving. The test will be closed. Contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9067	Something went wrong while saving. The test will be closed. Contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9070	Something went wrong while saving. The test will be closed. Contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9073	Something went wrong while saving. The test will be closed. Contact your administrator.	Invalid JSON string.
9074	The username or password you entered is incorrect, or the test session has not been started.	Login does not exist.

9076	Unable to complete sign in. You cannot login with both an email and a loginToken. Choose one or the other.	Pearson has recently added support for login with a token. TestNav displays this error if both an email ID and a login token were provided during registration.
9077	Unable to complete sign in with this loginToken. Please try again.	
9078	Unable to complete Sign In with this loginToken. The loginToken has expired.	Pearson has recently added support for login with a token. TestNav displays this error if both an email ID and a login token were provided during registration.
9079	Unable to complete sign in, you cannot login with both an email and a loginToken, choose one or the other	Pearson has recently added support for login with a token. TestNav displays this error if both an email ID and a login token were provided during registration.
9080	Unable to complete sign in with this loginToken. Please try again.	Pearson has recently added support for login with a token. TestNav displays this error if the loginToken does not match any tokens in the database.
9081	Unable to complete Sign In with this loginToken. The loginToken has expired.	Pearson has recently added support for login with a token. This token is valid only for 5 minutes. TestNav displays this error when a user attempts to sign in after the token expires.
9083	There has been a problem loading this section. Please contact your administrator.	Please try again. If you cannot resolve the issue, contact Pearson Support.
9084	There has been a problem loading this section. Please contact your administrator.	Please try again. If you cannot resolve the issue, contact Pearson Support.
9085	There has been a problem loading this section. Please contact your administrator.	Please try again. If you cannot resolve the issue, contact Pearson Support.
9086	There has been a problem loading this section. Please contact your administrator.	Please try again. If you cannot resolve the issue, contact Pearson Support.
9087	There has been a problem loading this section. Please contact your administrator.	Please try again. If you cannot resolve the issue, contact Pearson Support.
9088	Error creating the report.	Please try again. If you cannot resolve the issue, contact Pearson Support.
9089	Error creating the report.	Please try again. If you cannot resolve the issue, contact Pearson Support.
9090	Error creating the report.	Contact Pearson Support.
9091	Error creating the report.	Contact Pearson Support.
9092	Error creating the report.	Contact Pearson Support.
9093	Error creating the report.	Contact Pearson Support.
9094	Error creating the report.	Contact Pearson Support.
9095	Error creating the report.	Contact Pearson Support.
9096	Error creating the report.	Contact Pearson Support.
9097	Error creating the report.	Contact Pearson Support.
9098	Not applicable.	TestNav displays this error when it detects a device whose screen size is smaller than the supported screen size.
9099	Your login has been disabled. Please contact your administrator.	TestNav displays this error when a disabled user attempts to log in. The user must be enabled again to log in again.
9100	Your login has been disabled. Please contact your administrator.	TestNav displays this error when a user who has been disabled logs in. The user must be enabled again before the student can log in.
9101	There has been a problem with this test. Please contact your administrator.	This error displays when the test state is missing the version. After the student logs out, the proctor should resume the student's testing session. Then, the student should log in again.
9102	There has been a problem with this test. Please contact your administrator.	This error displays when the item state is missing the version. After the student logs out, the proctor should resume the student's testing session. Then, the student should log in again.

9103	Login not found. Please contact your administrator.	TestNav displays this error when API calls for test/item states, and the login is not found. If you cannot resolve this issue, contact Pearson Support.
9104	There has been a problem with your login. Please contact your administrator.	TestNav displays this error when the 'wire key' used for client server interactions (like submitting responses or a test, or exiting a test) is invalid.
9105	This test has at least one adaptive section. Cannot resume the student.	TestNav displays this error when an API conflicts with an adaptive section. The new API is added to allow students to resume from different sections; however, the API only allows linear tests. When an invalid section is passed, TestNav triggers this error.
9106	Invalid section. Cannot resume the student.	TestNav displays this error when an API conflicts with an adaptive section. The new API is added to allow students to resume from different sections; however, the API only allows linear tests. When an invalid section is passed, TestNav triggers this error.
9107	Your login information is no longer valid. This may have occurred if you are returning to a test in the same session, or if your login has been used to access this test from another computer. Your test assignment must be resumed before you can log back in. Please contact the proctor.	If the issue persists, contact Pearson support.
9108	This test has been completed and may not be taken again.	
9109	This test must be resumed by the proctor to allow it to be taken again.	Resume the student in the assessment management system, and have the student sign in again.
9110	Invalid configuration identifier.	TestNav displays this error when the config information is invalid. Look up the config information in your student management system and re-enter a valid config identifier.
9111	There was an error in starting App Check. Please Retry.	
9112	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Contact Pearson Support.
9113	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9114	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9115	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9116	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9117	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9118	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9119	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9120	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9121	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9122	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.

9123	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9124	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
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9131	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9132	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.
9133	TestNav has encountered an error while trying to navigate. Please contact your administrator.	Resume the student test in the assessment management system and have the student sign in again. If the issue persists, contact Pearson Support.

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