

# 6000s - Program State and Network Errors

Error codes below relate to program state and related network communication errors:

Error number	Error message	Additional info and instruction
6000	A system error has occurred. Please log in to your test again.	The student should exit and log in again. If the issue persists, contact Pearson Support.
6001	A system error has occurred. Please log in to your test again.	The student should exit and log in again. If the issue persists, contact Pearson Support.
6002	A system error has occurred. Please log in to your test again.	The student should exit and log in again. If the issue persists, contact Pearson Support.
6003	A system error has occurred. Please log in to your test again.	The student's entry into the equation editor was invalid due to the length of the response, and TestNav reverted to the last valid entry. The student should sign in again to see the last valid entry (which might be blank). The student can keep the last valid entry as an answer or change it, but any changes also must be valid before the student can go to the next question.
6004	A system error has occurred. Please log in to your test again.	The student's audio response was invalid, and TestNav exited the student from the test. The student should sign in again and submit their answer to the audio response question where they left off.  If the issue persists, contact Pearson Support.
6021	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator; the network connection was either not found or lost during authentication.</p> <p>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.</p> <p>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.</p> <p>A network administrator may help you to resolve these issues by confirming the following:</p> <ul style="list-style-type: none"> <li>• <b>Network</b> <ul style="list-style-type: none"> <li>◦ The testing machine is connected to the school's network.</li> <li>◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.</li> </ul> </li> <li>• <b>TestNavconfiguration on administrative site</b> <ul style="list-style-type: none"> <li>◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.</li> </ul> </li> <li>• <b>If in use, proctor caching computer</b> <ul style="list-style-type: none"> <li>◦ <i>If in use</i>, proctor caching computer is on and running.</li> <li>◦ <b>Both</b> ports 4480 and 4481 are open in the firewall on the proctor caching computer.</li> <li>◦ The testing machine is on the same network subnet as the proctor caching computer.</li> </ul> </li> </ul> <p>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.</p>
6022	Unable to communicate with the testing server. Please contact your administrator.	<p>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.</p> <p>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.</p> <p>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.</p> <p>A network administrator may help you to resolve these issues by confirming the following:</p> <ul style="list-style-type: none"> <li>• <b>Network</b> <ul style="list-style-type: none"> <li>◦ The testing machine is connected to the school's network.</li> <li>◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.</li> </ul> </li> <li>• <b>TestNavconfiguration on administrative site</b> <ul style="list-style-type: none"> <li>◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.</li> </ul> </li> <li>• <b>If in use, proctor caching computer</b> <ul style="list-style-type: none"> <li>◦ <i>If in use</i>, proctor caching computer is on and running.</li> <li>◦ <b>Both</b> ports 4480 and 4481 are open in the firewall on the proctor caching computer.</li> <li>◦ The testing machine is on the same network subnet as the proctor caching computer.</li> </ul> </li> </ul> <p>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.</p>

6023	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator. There was a parser error when saving or retrieving state. The user's login information was sent to the server. Either the login information or the response was empty, malformed, or corrupted.</p> <p>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.</p> <p>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.</p> <p>A network administrator may help you to resolve these issues by confirming the following:</p> <ul style="list-style-type: none"> <li>• <b>Network</b> <ul style="list-style-type: none"> <li>◦ The testing machine is connected to the school's network.</li> <li>◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.</li> </ul> </li> <li>• <b>TestNavconfiguration on administrative site</b> <ul style="list-style-type: none"> <li>◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.</li> </ul> </li> <li>• <b>If in use, proctor caching computer</b> <ul style="list-style-type: none"> <li>◦ <i>If in use</i>, proctor caching computer is on and running.</li> <li>◦ <b>Both</b> ports 4480 and 4481 are open in the firewall on the proctor caching computer.</li> <li>◦ The testing machine is on the same network subnet as the proctor caching computer.</li> </ul> </li> </ul> <p>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.</p>
6024	Unable to communicate with the testing server. Please contact your administrator.	<p>Contact your local system or network administrator. The transmission timed out during authentication.</p> <p>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.</p> <p>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.</p> <p>A network administrator may help you to resolve these issues by confirming the following:</p> <ul style="list-style-type: none"> <li>• <b>Network</b> <ul style="list-style-type: none"> <li>◦ The testing machine is connected to the school's network.</li> <li>◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.</li> </ul> </li> <li>• <b>TestNavconfiguration on administrative site</b> <ul style="list-style-type: none"> <li>◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.</li> </ul> </li> <li>• <b>If in use, proctor caching computer</b> <ul style="list-style-type: none"> <li>◦ <i>If in use</i>, proctor caching computer is on and running.</li> <li>◦ <b>Both</b> ports 4480 and 4481 are open in the firewall on the proctor caching computer.</li> <li>◦ The testing machine is on the same network subnet as the proctor caching computer.</li> </ul> </li> </ul> <p>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.</p>
6025	There has been a problem loading this item. Please contact your administrator.	<p>Contact your local system or network administrator. The transmission aborted during authentication.</p> <p>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.</p> <p>Verify the network connection, and try again. If you cannot connect after the second attempt, close TestNav.</p> <p>A network administrator may help you to resolve these issues by confirming the following:</p> <ul style="list-style-type: none"> <li>• <b>Network</b> <ul style="list-style-type: none"> <li>◦ The testing machine is connected to the school's network.</li> <li>◦ Ethernet cables or wireless connections, routers, and switches are in place and functioning.</li> </ul> </li> <li>• <b>TestNavconfiguration on administrative site</b> <ul style="list-style-type: none"> <li>◦ The administrative site has the accurate IP address and port configurations for the proctor caching computer.</li> </ul> </li> <li>• <b>If in use, proctor caching computer</b> <ul style="list-style-type: none"> <li>◦ <i>If in use</i>, proctor caching computer is on and running.</li> <li>◦ <b>Both</b> ports 4480 and 4481 are open in the firewall on the proctor caching computer.</li> <li>◦ The testing machine is on the same network subnet as the proctor caching computer.</li> </ul> </li> </ul> <p>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.</p>