

# 2000s - Application Warning Messages

Error codes below relate to application warning messages:

| Error number | Error message  | Additional info and instruction  |
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| 2000         | Server returned success = no. Close both the test and browser.   | The student test session has been terminated. The test administrator must resume the student's test.<br>Close all browser windows, relaunch the application, and log in to the test.<br>If this does not resolve the issue, contact Pearson Support.   |
| 2001         | You have less than 5 minutes left.   | This test automatically ends when the timer runs out.  |
| 2002         | The system was auto-saving your response. Please try to navigate again.  | The system was auto-saving your response. Extended and Rich Text items auto-save every two minutes. If you see this message, the system saved a response and couldn't navigate away from the page while doing so. Try to navigate again.   |
| 2003         | A file failed to load. The test will be closed. Contact your administrator.  | This message message is used to log information in the log file. End users should never see this message. Contact Pearson Support.   |
| 2004         | A test item is missing required state information.   | Contact Pearson Support.   |
| 2005         | Please wait. TestNav is updating.  | No action required.  |
| 2008         | TestNav has detected that this device is out of memory. Please restart this device to free memory and log back in.                                       | TestNav displays this message when the device is running out of memory. Shut down the device, and then restart it.<br>The proctor must resume the student's testing session in the assessment management system before the student signs into TestNav again.   |
| 2009         | Your browser does not support recording audio. Please use supported versions of Chrome or Firefox browsers   | TestNav displays this message if forms with audio capture items are launched in IE or Safari browsers. Exit the test and relaunch it in a TestNav-supported version of Chrome or Firefox.  |
| 2010         | Your test was refreshed, please start over.  | TestNav displays this ONLY for practice tests if a student refreshes the browser. Responses are lost and the student must start over.  |
| 2011         | The section has to be opened by the test administrator/proctor before you can enter it.  | TestNav displays this message when the proctor has not started the section remotely, and a student tries to start the section through TestNav.   |
| 2012         | The section has to be closed by the test administrator/proctor before you can submit it. Please try submitting after the proctor has closed the section. | TestNav displays this message when the proctor has not closed the section remotely, and the student tries to submit the section through TestNav.   |
| 2013         | There was a problem contacting the testing server. Please try again.   | TestNav displays this message when TestNav calls the server to check if the section has started or stopped, but no response is returned from the server to TestNav due to a network connectivity message or due to a connection time out.<br>The student should restart the section or submit the section when the student is ready. |
| 2015         | Unable to start the practice test, there was a system error.   | TestNav displays this message when you have created a practice test link with invalid credentials and the practice test is launched within TestNav.  |
| 2016         | The test is not yet scheduled. Please contact the proctor.   | TestNav displays this message when you have attempted to start or resume a test on the available tests page when it has not been scheduled.  |
| 2017         | The test is locked. Please contact the proctor.  | TestNav displays this message when you attempt to start or resume a test on the available tests page and the test has been locked by the proctor through the student management system.  |
| 2018         | The test is no longer available for your login. Please contact the proctor.  | TestNav displays this message when you attempt to start or resume a test on the available tests page when it is no longer available to you.  |
| 2019         | App Check failed, please verify your system settings.  | Refer to the System Requirements and the Set up and Use TestNav section to confirm settings on each supported device.  |
| 2020         | You must use a supported TestNav app to take a test using dynamic Text-to-Speech (TTS).  | Dynamic TTS is available only in supported TestNav apps.   |
| 2021         | The status of the test was updated while you were signed in. Your test must be resumed by the proctor.   | Resume the student's test and have him or her sign in again.   |

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| 2022 | You must use a supported TestNav app or supported browser to take a test using dynamic Text-to-Speech. | <p>Move the student onto a device with one of the following, depending on the test type:</p> <ul style="list-style-type: none"> <li>• <b>Summative, interim, or practice tests</b><br/>TestNav apps (<i>supported for all tests, including secure tests that <b>require screen lockdown</b></i>): <ul style="list-style-type: none"> <li>◦ Chrome app</li> <li>◦ iOS app</li> <li>◦ Desktop app on Windows or macOS/OS X</li> </ul> </li> <li>• <b>Non-summative tests ONLY</b><br/>Browsers on these corresponding OSs (<i>only supported for non-secure tests that <b>do not require screen lockdown</b></i>) <ul style="list-style-type: none"> <li>◦ Firefox on Windows or macOS/OS X</li> <li>◦ Chrome (browser) on Windows or macOS/OS X</li> <li>◦ Safari on macOS/OS X</li> </ul> <i>Dynamic TTS not supported for browser-based TestNav on iPads.</i> </li> </ul> |
| 2023 | The tutorial file failed to load. Please contact your administrator.                                   | If the issue persists, contact Pearson support.  |

Tiny link: <https://support.assessment.pearson.com/x/FgACaQ>