2000s - Application Warning Messages

Error codes below relate to application warning messages:

Error number	Error message	Additional info and instruction
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. Close all browser windows, relaunch the application, and log in to the test. 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. 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. 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.

2022	You must use a supported TestNav app or supported browser to take a test using dynamic Text-to-Speech.	Move the student onto a device with one of the following, depending on the test type:
		• **Summative, interim, or practice tests**
		TestNav apps (*supported for all tests, including secure tests that **require screen lockdown***):
		  ○ Chrome app
		  ○ iOS app
		  ○ Desktop app on Windows or macOS/OS X
		• **Non-summative tests ONLY**
		Browsers on these corresponding OSs (*only supported* for *non-secure tests that **do not require screen lockdown***)
		  ○ Firefox on Windows or macOS/OS X
		  ○ Chrome (browser) on Windows or macOS/OS X
		  ○ Safari on macOS/OS X
		Dynamic TTS not supported for browser-based TestNav on iPads.

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