3000s - Application Error Messages

Error codes below relate to application error messages:

Error number	Error message	Additional info and instruction
3001	Required module has failed to load.	A necessary JavaScript module has not loaded. Check for network connection issues and ensure the computer passes SystemCheck.
3002	Item Controller has failed to load.	A necessary JavaScript module has not loaded. Check for network connection issues and ensure the computer passes SystemCheck. If you cannot resolve this issue, contact Pearson Support.
3004	Unable to communicate with the testing server. Please contact your administrator.	A necessary JavaScript module has not loaded. Check for network connection issues. If you cannot resolve this issue, contact Pearson Support.
3005	TestNav has detected that another application attempted to become the active window, which may compromise the security of this test. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	The student test session has been terminated. The test administrator must resume the student's test.
3007	Unable to communicate with the testing server. Please contact your administrator.	This likely results from network interruptions or an invalidated session. Check network connectivity and have student attempt to log in again. If you cannot resolve this issue, contact Pearson Support.
3008	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server because of network interruptions. Contact Pearson Support.
3009	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server because of network interruptions. Contact Pearson Support.
3010	Unable to communicate with the testing server. Please contact your administrator.	Network interruptions or an invalidated session likely cause this error. Check network connectivity and have student attempt to log in again. If you cannot resolve this issue, contact Pearson Support.
3011	There has been a problem loading this item. The test will be closed. Contact your administrator.	A test item did not load. A network connection issue or a java failure may cause this error. Verify network connection. If you cannot resolve this issue, contact Pearson Support.
3012	Your login information is not recognized. Please try again.	The entered username or associated password was invalid. Either the student has the wrong information or incorrectly typed the information. Verify the information entered and try again.
3013	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server because of network interruptions. Troubleshoot network connectivity. If you cannot resolve this issue, contact Pearson Support. Have your log files ready for Level 2 support.
3015	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server because of network interruptions. Troubleshoot network connectivity. If you cannot resolve this issue, contact Pearson Support. Have your log files ready for Level 2 support.
3016	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.	A student is logged in to the test on a different computer, and cannot log back in until logged out of current session. The test administrator must resume the student's test.
3018	The connection to the server has been lost. Please inform your test proctor that the test must close due to a connectivity error.	Contact Pearson Support. Have your log files ready for Level 2 support.
3019	Incorrect seal code. Please try again.	The entered seal code was invalid. Either the student has the wrong information or incorrectly typed the information. Verify the seal code, and enter it correctly.

3020	TestNav has detected that either **Command+Option+Esc** or **Command+Option+Eject** has been typed. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	TestNav exits the test and displays this error when a student types either of these commands while testing. The proctor must resume the test before the student can sign in to TestNav again.
3021	Unable to start Secure Browser. This can be resolved by exiting the browser and starting again. Please contact your proctor/teacher for help.	This can occur the first time a student logs into a secure test. Close all browser windows, relaunch the application, and log in to the test. If you cannot resolve this issue, contact Pearson Support.
3022	TestNav has detected that **Ctrl+Alt+Del** has been typed. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	TestNav exits the test and displays this error when a student types **Ctrl+Alt+Del** while testing. The proctor must resume the test before the student can sign in to TestNav again.
3023	Your test must close immediately. Please see the test proctor for more information.	Contact Pearson Support. Have your log files ready for Level 2 support.
3024	Unknown error trapped and logged. Please inform your test proctor.	Contact Pearson Support. Have your log files ready for Level 2 support.
3025	Java has not been installed on this machine and is required. Please install Java and then refresh this browser page to log in	Contact your local technical support for assistance with installing Java.
3027	Unable to communicate with the testing server. Please contact your administrator.	TestNav was not able to contact the testing server because of network interruptions. Check for network connection issues. If you cannot resolve this issue, contact Pearson Support.
3028	Form and Form ID do not match. Please inform your test proctor.	Contact Pearson Support.
3029	Test window has exited fullscreen mode. Test aborted. Please ask your proctor for assistance.	The student test session has been terminated. The test administrator must resume the student's test.
3030	Pop-ups are currently blocked for this site. Please enable pop-ups for TestNav to function correctly and refresh your browser.	Click the Tools icon at the top-right of the screen. Click Internet Options > Advanced, and deselect "Enable third-party browser extension" to enable the pop-ups for the site. Restart the computer before you launch the test again.
3031	There was an error launching the Java applet. Please ask your proctor for assistance.	Contact Pearson Support.
3032	Please refresh your browser after enabling pop-ups.	Close all browser windows, relaunch the application, and log in to the test.
3033	Your test must close immediately. Please contact your administrator.	Contact Pearson Support.
3041	This device size is not supported.	You should use a device that has at least a 9.7-inch screen.
3043	Unable to communicate with the testing server. Please contact your administrator.	TestNav cannot contact the testing server. Check for network connection issues. If you cannot resolve this issue, contact Pearson support.
3044	You cannot lock the device. Please contact your proctor.	To configure the device, refer to Set up and use TestNav. This message applies to iOS, Android, and Windows app.
3046	The TI calculator can only be used in secure tests.	Tests must be taken in secure mode in order for the TI calculator to work.
3047	Close your browser, and then adjust Safari Preferences to run TestNav in Safari's Unsafe Mode.	To update this setting, go to Safari > Preferences. From the Security tab, click Manage Website Settings and for the Java plug in, and set TestNav to Run in Unsafe Mode.
3049	Unable to communicate with the testing server. Please contact your administrator.	There is an issue communicating with the test engine.
3050	TestNav is unable to connect to server. Please see your proctor.	TestNav cannot connect to the server to verify it's running the latest version of the product.
3051	Unable to update to the latest version of TestNav. Please restart the application, or contact technical support.	
3052	The connection to the server has been lost. Please inform your test proctor that the test must close due to a connectivity error.	When the iOS7 media daemon detects that it has lost connection, TestNav displays this error code.
3053	Failed to load TN.CSS, please click the reload button.	
3054	The form has been republished. Please exit the test and inform your administrator.	When the form is republished, the content key used for decryption changes. When TestNav requests test-def from proctor cache, it returns stale data, which does not get decrypted, as the decryption key has changed with republishing.

3055	The TestNav app needs to be restarted. Please close and relaunch to continue testing.	TestNav has automatically downloaded and installed a TestNav patch update. Restart TestNav to continue testing.
3056	Something went wrong in loading the item. The test will be closed. Contact your administrator.	TestNav displays this error when it cannot load the item. To resolve, purge the cached content, and then reload the app. Pearson support requests log files on this error, when possible.
3058	Something went wrong when loading this item. The test will be closed. Contact your administrator.	TestNav displays this error if the equation editor code sees an incorrect response type. The error occurs to preserve TestNav functionality. This may indicate a defect in the item code. Note: Previously error code 3057 in earlier versions of TestNav (less than 8.2)
3080	Something went wrong while saving. The test will be closed. Please contact your administrator.	TestNav displays this error when a student tries to save, but TestNav cannot save. TestNav displays this message and logs out. Contact Pearson Support.
3081	Not authorized to lock the device, test cannot be taken on this device. Please contact your administrator.	For secure tests, TestNav displays this error message if the device cannot be locked. An administrator can change device settings to lock it, if possible, or choose a different device for secure testing.
3082	Something went wrong while saving. The test will be closed. Please contact your administrator.	TestNav cannot save. Contact Pearson Support.
3083	Something went wrong when loading this item. The test will be closed. Please contact your administrator.	The proctor should set the student's test to resume in the assessment management system. The student should exit and log in again.
3084	Something went wrong while saving. The test will be closed. Please contact your administrator.	TestNav displays this error when a student taking a computer adaptive testing (CAT) test navigates past the current item without answering the item.
3085	Incorrect Proctor Authorization Code. Please try again.	TestNav displays this error when a proctor enters an incorrect password or does not enter a password to allow additional testing time after a student exceeds the time limit in a timed test.
3086	A tool has failed to load. Please contact your administrator.	Restart the application and then log in. If you cannot resolve this issue, contact Pearson Support.
3087	The test will be closed due to network connectivity issues. Contact your administrator.	Restart the application and then log in. If you cannot resolve this issue, contact Pearson Support.
3088	Something went wrong when loading this item. The test will be closed. Contact your administrator.	Contact Pearson Support.
3089	Something went wrong when loading this item. The test will be closed. Contact your administrator.	Contact Pearson support. There is an issue with the test construction, items are not defined to the correct sections of the test.
3090	DictationIM_Detected	A blocklisted dictation service was detected on macOS. Disable the blocklisted service and have the student sign in again.
3091	There has been a problem loading the test. Please contact your administrator.	Restart the application and then log in. If you cannot resolve this issue, contact Pearson Support.
3092	There has been a problem loading the test. Please contact your administrator.	Restart the application and then log in. If you cannot resolve this issue, contact Pearson Support.
3093	File name missing error	Contact Pearson Support.
3094	Something went wrong when loading this item. The test will be closed. Please contact your administrator.	Restart the application and then log in. If you cannot resolve this issue, contact Pearson Support.
3095	Something went wrong when loading this item. The test will be closed. Please contact your administrator.	Restart the application and then log in. If you cannot resolve this issue, contact Pearson Support.
3096	There was a problem loading the login page, please restart the application.	TestNav displays this error when it times out before displaying the login screen during launch on native apps. Restart the application and then log in.
3097	You cannot start this test with Safari in Full Screen mode. Please exit full screen and start the test again.	When TestNav is launched with Safari in full-screen mode, the student cannot log in. The proctor should disable full-screen mode before the student can log in.
3098	This browser is not supported. Please choose another browser or download TestNav Desktop.	TestNav is not supported on the Chrome browser. Refer to the System Requirements pages of TestNav Online Support. You can also download the TestNav Desktop.

3099	TestNav has encountered a problem. To take this test, reinstall TestNav app, and then log in.	
3100	TestNav has detected that the device has been unpinned. TestNav has been shut down. You may need assistance from your test monitor to restart the test.	TestNav displays this error if the Android device is unpinned.
3101	A necessary file can not be loaded and TestNav cannot continue. If you are using a browser, please refresh the page. If you are in the app, please exit this application.	TestNav displays this error when translation files are missing.
3102	This browser is not supported. Please choose another browser or download TestNav Desktop.	TestNav is not supported on the browser you are using. Refer to the TestNav System Requirements for supported browsers, or download TestNav Desktop.
3103	Something went wrong while saving. The test will be closed. Please contact your administrator.	The proctor should set the student's test to resume in the assessment management system. The student should exit and log in again.
3104	Please use the TestNav app to take this test. This browser does not support secure tests.	If the issue persists, contact Pearson support.
3105	You must use the TestNav app to take this test.	Download the app at http://download.testnav.com
3106	TestNav is not supported on this operating system version. Please refer to the TestNav requirements.	See TestNav System Requirements for supported operating systems.
3107	TestNav is not supported on this browser version. Please refer to the TestNav requirements. Your browser was detected as: (Displays browser version).	See TestNav System Requirements for supported browsers.
3108	The TestNav Chrome app supports secure tests only on a Chromebook in kiosk mode.	See Set Up TestNav on ChromeOS.
3112	This version of Firefox does not support secure tests. Please use Firefox ESR 52 or the TestNav app to take this test.	See TestNav System Requirements for supported operating systems.
3114	TestNav has encountered an error while trying to navigate. Please contact your administrator.	If the issue persists, contact Pearson support.
3115	Your test has been locked. In order to sign in, please contact the proctor to unlock the test.	If the issue persists, contact Pearson support.
3116	Enter a valid time.	
3120	This iOS version is not supported with TestNav due to a potential issue introduced with a feature of this iOS version.	See TestNav System Requirements for supported operating systems.
3122	This OS version is blocked due to a potential issue introduced with a feature of this OS version. See TestNav System Requirements for supported operating systems.	See TestNav System Requirements for supported operating systems.
3123	Unable to communicate with the testing server. Please contact your administrator.	There was an error loading a file. Resume the students test and have them sign in again.
3124	TestNav has closed the test session due to inactivity. To continue testing, ask your proctor to resume your test, and sign in again.	When TestNav displays error 3124, the test state is "Exited." The proctor should change the test state from "Exited" to "Resume," and then have the student sign in again.
3125	The TestNav app needs to be restarted due to network connectivity issues. Please close and relaunch it.	Restart the TestNav, and then sign in. If you cannot resolve this issue, contact Pearson support.
3126	Operating system version not supported. Please upgrade to a supported version of iOS.	See TestNav System Requirements for supported operating systems.
3127	Something went wrong in loading the item. The test will be closed. Contact your administrator.	This error occurs when the following TI files are dropped for TI-108: • ti108.h84state • TI108_touch.svg

3128	Something went wrong in loading the item. The test will be closed. Contact your administrator.	This error occurs when the following TI files are dropped for TI-30: • ti30mv.h84state • TI30XS_touch.svg
3129	Something went wrong in loading the item. The test will be closed. Contact your administrator.	This error occurs when the following TI files are dropped for TI-84: • No_Apps.h84statej • TI84SE_touch.svg
3130	There was an error detected with your microphone. Please restart the application.	Restart TestNav.
3132	TestNav is unable to retrieve the score(s) for this item.	Contact Pearson support.
3133	TestNav is unable to retrieve the correct response(s) for this item.	Contact Pearson support.
3134	The request to the testing server has timed out. Please contact your administrator.	TestNav cannot contact the testing server. Restart the TestNav app. If you cannot resolve this issue, contact Pearson support. Have your log files ready for Level 2 Support.
3135	TestNav cannot load a file necessary to continue. If you use: • a browser, refresh the page • the app, restart it.	TestNav displays this error when there is a corrupted js file.
3136	Invalid results for searched term. Please use another search term.	The student should modify the search term and try again. If the problem persists, contact Pearson support.
3137	There was an error with your request. Please try again.	TestNav displays this message when the API call to the dictionary service failed. Have the student retry. If the problem persists, contact Pearson support.
3138	Something went wrong while saving. The test will be closed. Please contact your administrator.	Follow instructions in the error message.
3140	Response cannot be saved. The TestNav app needs to be restarted. Please close and relaunch to continue testing.	Follow instructions in the error message.
3142	Unable to connect to the sign in service. Please try again.	TestNav displays this error when an attempt to sign in with a third-party login ID fails. Have the student retry, and if the problem persists, contact Pearson support.
3143	Your browser does not support recording audio. Please use supported versions of Chrome or Firefox browsers.	This error can be seen if a test with audio capture items is started in an Edge browser. Copy the URL and paste it into Chrome or Firefox, or install the TestNav app on the device to enable audio recording.
3149	Unable to communicate with the testing server. Please contact your administrator.	This error occurs when either: • TestNav cannot communicate with the Transcend test engine because of network connection or performance issues, or the site is not properly configured for adaptive testing. • The test content has been corrupted. To resolve, try the following: • Close and re-open the TestNav app and ask the student to sign in again. • Restart the device and, again, try the step above. • If you cannot resolve the issue, Contact Pearson support.
3150	Browser not supported. TestNav is not supported on this browser. Please refer to the TestNav System Requirements. Your browser was detected as: (*Displays browser version*).	See TestNav System Requirements for supported browsers.

3151	TestNav is not supported on this operating system version. Please refer to the TestNav System Requirements.	See TestNav System Requirements for supported operating systems. Note: This error code is used when Windows 7 or Windows 8.1 are detected.
3152	TestNav is not supported on this operating system version. Please refer to the TestNav System Requirements.	See TestNav System Requirements for supported operating systems. Note: This error code is used when Chrome OS version 82 or lower is detected.
3153	There was a problem loading an extension needed for this test; please try again.	This error occurs when an attempt to initialize the third-party extension TextHelp fails. Ask the student to try again. If the problem persists, contact Pearson support.
3154	Unable to connect to the server, please retry.	This error occurs when an attempt to establish a web socket connection to the proctor view application server fails. Ask the student to try again. If the problem persists, contact Pearson support.
3155	This test requires Text-to-Speech but no voices are available on this device. Please install Text-to-Speech voices and sign in again.	This error occurs when an issue arises while TestNav is attempting to initialize dynamic TTS. Either: • There are no available or valid voices for dynamic TTS in the system, OR • Dynamic TTS initialization has failed. Some recent versions of ChromeOS return only one synthesized voice, which is called Android, but that voice is not valid for Dynamic TTS. In this case, Dynamic TTS will not function. To resolve: • If TTS voices are installed, restart the device and ask the student to sign in again. • Try a different device, if one is available. • If you cannot resolve the issue, Contact Pearson support.
3156	Something went wrong in loading the item. The test will be closed. Contact your administrator.	This error occurs when TestNav fails to load Mathjax properly in a non secure test. Check for network connection issues. Have the student resume the test and if the problem persists, contact Pearson Support.
3157	Unable to download test item content. Please exit the test and notify your test administrator.	This error occurs when test content published to Transcend, either was not published to TestNav, or was published to TestNav lacking one or more test items. The student should click **OK** to sign out of the test, and contact the test administrator. The test administrator should contact Pearson support.
3159	A braille/paper transcription form is not available for this test. Please exit the test and notify your test administrator.	This error occurs when a Transcend test *without a configured braille transcription* is assigned to a student that requires a **Paper /Braille Transcription** PNP accommodation. The student should click **OK** to sign out of the test, and contact the test administrator. The test administrator should refer to their assessment management system to check the student's PNP accommodations. • If assigned in error, the administrator can remove that accommodation for the student. • If the student does require that accommodation, the administrator can contact Pearson support.

3500	You cannot join your TestNav meeting using this browser version. Notify your teacher, and then, update your browser to the latest version before you sign in again.	Follow the instructions in the error message, and then sign in again.
3502	You must allow TestNav permission to access your camera /microphone to proceed with the test. Restart TestNav, sign in again, and click **Allow** to grant access.	Follow the instructions in the error message, and then sign in again.
3503	This meeting is not registered with TestNav Connect. Contact your teacher to confirm meeting and test details.	Follow the instructions in the error message, and then sign in again.

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