1000s - Connectivity/Save Warning and Error Codes

Error/warning codes below relate to connectivity or save issues (previously Early Warning System - EWS). See Find Saved Response File (SRF) and Log Files for more information on saved student responses during a connectivity or save issue.

Error number	Error message	Additional info and instruction
1001	Your test has been saved. Please notify your test administrator.	Connectivity issues likely caused this error. Follow the on-screen instructions.
1002	Please notify your test administrator.	The designated save location is not writable or due to the inability to save a Saved Response File after test content has been viewed. Follow the on-screen instructions.
1003	Unable to save response file (at beginning of test)	The designated location for saving a response file (as a backup in case of network interruption) is not writable. TestNav cannot connect to the servers, or cannot save the Saved Response File after the test content has been viewed. Click **Exit Test** and contact your local technical support to determine why the save locations are not working and there is a loss of connectivity. Resume the student or contact your school assessment coordinator to resume the student. The student should log in and continue testing.
1004	Unable to save response file (during test)	Each operating system platform handles the saved response file a bit differently. When displayed, the messages will include instructions unique to the platform being used for dealing with the error. This message is displayed when all of the below are true: • The student has visited one or more items. • The Saved Response File cannot be saved to any of the designated locations. • TestNav is unable to successfully send responses to Pearson. • The test has not yet been exited or submitted. **Desktop OS** Check to see if the student's machine is connected to the school network by verifying the Ethernet cable is still plugged into the wall and computer. Click **Retry** to check whether the connection is restored. If you believe the connection may be restored, click **Retry** again. If you have clicked **Retry** and the connection with the testing server is not restored, click **Exit Test**. When the student closes TestNav, the student remains in **Active** testing status. After the connection is restored, the student can log in. TestNav automatically searches for, and submits, the response file. **Mobile** Click **Retry** to check whether the connection is restored. If you believe the connection may be restored, click **Retry** again. If you have clicked **Retry** and the connection with the testing server is not restored, click **Exit Test**. When the student closes TestNav, the student remains in **Active** testing status. After the connection is restored, the student can log in. TestNav automatically searches for, and submits, the response file.

1005	No saved response file found (Resume w/file)	The student's status is set to **Resumed-Upload**, but no file was found in the designated response file location. The **Resumed-Upload** status indicates that a student has exited the test abnormally. If possible, reload the Saved Response File that was saved when the student was last in the TestNav session to retrieve all previously provided responses. **Desktop OS** Click **Browse** to locate the response file, and then click **Upload Response File** to submit the responses to the testing server. If the response file is located on a computer or a network drive that is unavailable at this time, click **Exit Test** . After the student response file has been located and saved to a location that can be accessed from the student's testing machine, the student can log in. Verify whether a wireless router has been disconnected or has been accidentally shut off. TestNav automatically searches for, and submits, the response file. If the file is not found, the system comes back to this screen. Click **Browse** to locate the response file, and then click **Upload Response File** to submit the responses to the testing server. The student may need to be resumed before attempting to log in again. If the student has not yet answered any questions, click **Skip Upload**. If you continue testing without loading a response file, and click **Skip Upload**, any responses from a previous login not received by the Pearson testing server will be lost. **Mobile** Check the device for a response file. If you cannot locate the file, click **Exit Test**. To locate the response file, check the device on which TestNav application was last used. Once located, the student can log in. Click **Skip Upload** to continue testing without loading a response file or when the student has not yet answered any questions. Any responses from a previous login not received by the Pearson testing server will be lost.

1006	The saved response file is corrupted.	The student's status is set to **Resumed-Upload** and the saved response file(s) is corrupt. The **Resumed-Upload** status indicates that a student has exited the test abnormally. If possible, reload the Saved Response File that was saved when the student was last in the TestNav session to retrieve all previously provided responses. **Desktop OS** Click **Browse** to locate the response file, and then click **Upload Response File** to submit the responses to the testing server. If the response file is located on a computer or a network drive that is unavailable at this time, click **Exit Test** . After the student response file has been located and saved to a location that can be accessed from the student's testing machine, the student can log in. Verify whether a wireless router has been disconnected or has been accidentally shut off. TestNav automatically searches for, and submits, the response file. If a file is not found, this screen displays again. You can browse for a response file and point to the location of the moved response file. Student may need to be resumed before attempting to log in again. To continue testing without loading a response file, click **Skip Upload**. Note that any responses from a previous login not received by the Pearson testing server will be lost. Contact Pearson Support if you are unsure whether to click **Skip Upload**. If the student has not yet answered any questions, click **Skip Upload**. **Mobile** If the response file is located on another device, click **Exit Test**. After the device is located, the student can log in. TestNav automatically searches for, and submits, the response file. If a file is not found, the the system will come back to this screen, where you can exit and try from another device or click **Skip Upload** to continue testing on the device. To continue testing without loading a response file, click **Skip Upload**. Note that any responses from a previous login not received by the Pearson testing server will be lost. Contact Pearson Support if you are unsure whether to click **Skip Upload**. If the student has not yet answered any questions, click **Skip Upload**.
1007	The saved response file is invalid. The saved response file is corrupted.	The student's status is **Resumed-Upload** and the saved response file(s) found in the designated response file location contains invalid data. The **Resumed-Upload** status indicates that a student has exited the test abnormally. If possible, reload the Saved Response File that was saved when the student was last in the TestNav session to retrieve all previously provided responses. Contact Pearson Support.

1008	Unable to send final responses.	The connection with the testing server was interrupted while the student was attempting to exit or submit the test, and TestNav was unable to upload responses to the testing server. The student's responses have been saved in the designated response file location, but not all responses could be saved to the testing server. **Desktop OS** Check to see if the student's machine is connected to the school network by verifying the Ethernet cable is still plugged into the wall and computer. Also, verify if a wireless router has been disconnected or has been accidentally shut off. Click **Retry** to check whether the connection is restored. If you believe the connection may be restored, click **Retry** again. If you have clicked **Retry** and the connection with the testing server is not restored, click **Exit Test**. When the student closes TestNav, the student remains in **Active** testing status. After the connection is restored, the student can log in. TestNav automatically searches for, and submits, the response file. **Mobile** Click **Retry** to check whether the connection is restored. If you believe the connection may be restored, click **Retry** again. If you have clicked **Retry** and the connection with the testing server is not restored, click **Exit Test**. When the student closes TestNav, the student remains in **Active** testing status. After the connection is restored, the student can log in. TestNav automatically searches for, and submits, the response file.
1009	Unable to download test content	The connection with the testing server was interrupted prior to the student finishing the test. The student's responses saved in the designated response file location, but not all test content downloaded from the testing server. TestNav cannot download the entire test. Click **Retry** to check whether the connection is restored. If the connection is not restored, click **Exit Test**. When the student closes TestNav, the student remains in **Active** testing status. After the connection is restored, you can set the student's testing status to resume, and then the student can log in. TestNav automatically searches for, and submits, the response file. If you are using a wireless network, and you continue to experience this error, Pearson recommends that you *disable load balancing* across wireless access points (WAP) to avoid interruptions in testing. Load balancing can cause a TestNav error when it briefly disconnects TestNav from the network to switch the device's access point to balance the load.
1010	The test content is corrupted. Please exit the test and notify your test administrator.	TestNav displays this error when the TestNav engine determines that the content is corrupted. The TestNav engine compares the checksum generated at the publish time with the checksum generated at the login time. If the checksums do not match, it triggers this error.
1011	The form has been modified. Please exit the test and notify your test administrator.	TestNav displays this error when the form has been republished after it was cached. The TestNav engine checks the form version number, which is cached, against what is stored in the database. If the versions do not match, it triggers this error.
1012	Unable to download a file. Contact your administrator.	TestNav displays this error when TN8-secure.jar is dropped. Contact Pearson Support.
1013	Unable to download test content.	TestNav displays this error when a file failed to load. The student should exit and log in again. If the issue persists, check proxy server settings.
1014	Unable to download test content.	TestNav displays this error when it tries to add a custom style sheet to the page and it fails. The student should click **Retry**. If TestNav continues to display this error, the student should log out and log in again. If the issue persists, check proxy server settings.

1015	Unable to download test content.	TestNav displays this error when an image in the item is missing or pointing to a wrong reference. The student should click **Retry**. If TestNav continues to display this error, the student should log out and log in again. If the issue persists, check proxy server settings.
1016	Unable to download test content.	TestNav displays this error when it fails to retrieve the CSS. The student should click **Retry**. If TestNav continues to display this error, the student should log out and log in again. If the issue persists, check proxy server settings.
1017	Primary SRF location is not writable. Your responses will be saved in Alternate save location only. You may choose to continue with the test or exit the test and make the save location writable.	TestNav displays this error when it tries to write to the SRF primary location, but fails. Check the path and verify it is valid, accessible, and that write access is granted. To update the path, sign in to Pearson Access next and edit the TestNav configuration. A valid SRF path is required for testing.
1018	Alternate SRF location is not writable. Your responses will be saved in Primary save location only. You may choose to continue with the test or exit the test and make the save location writable.	TestNav displays this error when it tries to write to the SRF secondary location, but fails. Check the path and verify it is valid, accessible, and that write access is granted. To update the path, sign in to Pearson Access next and edit the TestNav configuration. A valid SRF path is required for testing.
1019	The testing server cannot be reached. Any un-sent responses have been saved on this computer. Primary location: C:\Users\VVISHKA\Pearson\srf Alternate location: Path is Not Available Response file name: dc8217d1-24dd-462f-9763-f9cca103580e.SRF To see if the connection has been restored, choose **Retry.** To complete the test at a later time, choose **Exit Test**.	Follow the instructions in the error message. If the issue persists, contact Pearson Support.

1020	The testing server cannot be reached. Any un-sent responses have been saved on this computer. Primary location: ******* (shows SRF path) Alternate location: Path is Not Available Response file name: dc8217d1-24dd-462f-9763-f9cca103580e.SRF To see if the connection has been restored, choose Retry To complete the test at a later time, choose Exit Test.	Follow the instructions in the error message. If the issue persists, contact Pearson Support.
1021	The testing server cannot be reached. All responses have been saved on this computer. Primary location: (primary SRF file location) Alternate location: Path is Not Available (secondary SRF location if applicable) Response file name: (SRF name) To see if the connection has been restored, choose **Retry**. To continue the test at a later time, choose **Exit Test**.	Follow the instructions in the error message. If the issue persists, contact Pearson Support.
1023	Unable to download test item content. Valid content not found for the specified Personal Needs & Preferences settings.	Follow the instructions in the error message. If the issue persists, contact Pearson Support.
1024	The testing server cannot be reached. To see if the connection has been restored, choose **Retry**. To complete the test at a later time, choose **Exit Test**.	Follow the instructions in the error message. If the issue persists, contact Pearson Support.
1025	The testing server cannot be reached. To see if the connection has been restored, choose **Retry**. To complete the test at a later time, choose **Exit Test**.	Follow the instructions in the error message. If the issue persists, contact Pearson Support.

1026	The testing server cannot be reached in order to save your recording. To see if the connection has been restored, choose **Retry**. To complete the test at a later time, choose **Exit Test**.	Follow the instructions in the error message. If the issue persists, contact Pearson Support.

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