TestNav Error Codes

Below is a list of potential error codes that could be received in TestNav. For a full list, please visit: support.assessment.pearson.com/display/TN/Error+Codes

Error Code and Message	Additional Information
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.
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.
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.

Error Code and Message	Additional Information
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.
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
3108: The TestNav Chrome app supports secure tests only on a Chromebook in kiosk mode.	See Set Up TestNav on Chrome OS.
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.
5044: TestNav has detected the following feature(s) enabled on your device: •Save multiple items on the Cloud Clipboard or •Sync across devices on the Cloud Clipboard TestNav has been shut down. You may need assistance from your test monitor to restart the test.	Disable the clipboard feature, resume the student test in the assessment management system, and sign in again.

Pearson Customer Support:

1-888-711-7724

Monday - Friday
6:30 a.m. - 4:30 p.m. (CST)

Note: The term 'proctor' refers to the test administrator.