Troubleshooting Steps for Computer-Based Testing
(Appendix A, excerpted from the spring 2021 PAM)
Appendix A—Troubleshooting Steps

A Background and Overview

Principals, test coordinators, and technology coordinators should become familiar with the terminology describing the components of computer-based testing:

- **PearsonAccess** next (PAN) is the online management system. Note that users will be logged out of PAN after 15 minutes of inactivity.
- **TestNav** is the online testing platform for students. Note that students will be logged out of TestNav after 1 hour of inactivity.
- **Infrastructure Trials**: An Infrastructure Trial is an opportunity for schools to prepare for computer-based testing by simulating test-day network use. The purpose is to identify any school or district logistical issues, and to confirm all testing devices are properly configured and ready for computer-based testing.
- **ProctorCache**: This software will be available to all schools as part of the TestNav student testing platform. Precaching is the process of loading (i.e., “caching”) test content locally to a designated proctor caching computer at a school. In schools with lower bandwidth, ProctorCache can reduce test delays and can provide students with a more seamless testing experience in the event of disruptions to Internet connectivity. (See [mcas.pearsonsupport.com/technology-setup](http://mcas.pearsonsupport.com/technology-setup) for specific ProctorCache recommendations based on school bandwidth.)

Steps that apply to any technology problems that may occur during testing:

- Do not move a student to a new device.
- Do not turn off the device.
- Make note of which testing device the student was using.
- If there is a situation in which a student is waiting for more than 15 minutes, then schedule the student to complete the session at a later time.

In the rare occurrence that TestNav or PearsonAccess next experiences an outage, the MCAS Service Center will email a notification to principals, district and school test coordinators, and technology coordinators. The MCAS System Status page at [ma-testnav.statushub.io](http://ma-testnav.statushub.io) will be updated until the issue has been resolved. A second email will be sent to schools and districts when service is restored.

B Troubleshooting Situations that Can Occur in Test Sessions

1. **SITUATION**: TestNav stops responding or exits a student from the test (e.g., a student device loses connectivity).

   **RESOLUTION**:

   **Steps for the Test Administrator**:
   1. Attempt to identify if there was a loss of connectivity.
   2. Resume the student’s test.
   3. If there are repeated technical interruptions, contact your technology staff.

   **Steps for the Technology Staff**:
   Escalate the issue to the principal for a student who is waiting for 15 minutes.
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**Steps for the Principal:**

1. Call the MCAS Service Center at 800-737-5103 if there are issues that cannot be resolved in 15 minutes or less.

2. Call the Department at 781-338-3625 after calling the MCAS Service Center if there is a large-scale technology failure that affects one or more classrooms. (It is not necessary to call the Department if there is a loss in connectivity that can be quickly restored with minimal interruption to student testing.)

2. **SITUATION:** A student turned off the testing device instead of exiting TestNav correctly, and the status in PAN remains “Active” (even though the student is not currently testing).

**RESOLUTION:** The student’s responses have not been lost, but the test administrator should verify that the student responded to all the test questions by following these steps in PearsonAccess:

1. Navigate to the “Students in Session” page, and locate the affected test session in the student’s test.
2. Click on the student’s “Active” status to view the “Student Test & Item Progress” screen.
3. Verify whether the student responded to all the test questions.
4. If all the test questions were answered, mark the PAN Session complete.
5. If any responses are missing, locate and upload the student’s responses that were saved locally. For further instructions, follow the instructions in the TestNav User Guide (support.assessment.pearson.com/x/DAACAQ). Test administrators may want to contact their technology staff person for support.

3. **SITUATION:** TestNav does not appear to be working properly but the student is actually experiencing an expected behavior.

**RESOLUTION:**

**Steps for the Test Administrator:**

The following are expected behaviors in TestNav:

- The Notepad cannot be resized.
- Exhibits (e.g., reference sheets) cannot be resized.
- Students cannot copy/paste text from secure test content (reading passages or test questions). They can only copy/paste text they write themselves.
  
  **Note:** This is not true for iPads.
- A test question appears as “Not Answered” in the “Review” menu until all parts of that question have been answered.

If students encounter a situation not listed above, consult with your technology staff, who may then call the MCAS Service Center.

**Steps for the Technology Staff:**

Escalate the issue to the principal for a student who is waiting for 15 minutes.
4. **SITUATION: A student’s test status is “Resume-Upload”; error codes 1005, 1006 or 1007.**

   **Resume-Upload** status forces TestNav to check for a saved response file (SRF) on the testing machine when the student logs back in to continue. There are times when a student needs to be resumed, but may not be properly logged out of a test, such as if the computer froze or the browser crashed. When this happens, the student may still be listed in Active status, but the only option you can choose is Resume-Upload.

   **RESOLUTION:** In most cases, resuming a student test in PAN will allow a student to log back in to TestNav successfully. By default, TestNav will look for any saved responses and upload them. If a student is inadvertently logged out of TestNav and resumes testing on a device that does not have an SRF, Resume-Upload can be used to allow a test administrator to search for the SRF on the student’s original testing device. Refer to support.assessment.pearson.com/x/DAACAQ for directions on locating the SRF.

   When a student is ready to log back into the session with a Resume-Upload status, a staff member must be present. TestNav will prompt the student/staff member to locate the saved responses from the designated save location and upload them to TestNav before resuming the test. This ensures no student responses are lost if the testing device is unable to connect to Pearson servers. Do NOT have students ignore this message or their responses could be lost. If a test administrator does not know how to locate or upload the responses, please call the MCAS Service Center. Be prepared to provide the student name, PAN Session, and device type, and request to speak with Technical Support.

5. **SITUATION: A student needs to change devices (e.g., a student has to move to a test completion room but is using a desktop computer).**

   **RESOLUTION:** The Department strongly recommends that students use only one computer per test session whenever possible. However, if students need to change devices during the same test session, they need to log out of TestNav on the first device (click on the User icon in the top right corner, select “Log out of TestNav,” and then follow the prompts). Once students are fully logged out, they can be resumed on the new device.

   **Note for Chromebook users:** Do not power the first device off until the student has been successfully resumed on the second device.

6. **SITUATION: A student exits TestNav before completing a test session or before submitting final answers.**

   **RESOLUTION:**
   1. Verify that TestNav is shut down for the student.
   2. Resume the student’s test in PAN.
      - If the student exited due to an issue with network connectivity, the student’s test will need to be put in Resume-Upload status. When the student logs in, locate the Saved Response File (SRF) and the system will upload any test responses that the student entered after the interruption if resuming on the same testing device. For instructions on locating SRFs, refer to the TestNav User Guide (support.assessment.pearson.com/x/DAACAQ).
      - Have the student log back into TestNav using the login information on the student testing ticket. If possible, have the student log in on the same device that was being used when the student exited TestNav.
      - The student’s test will resume from the point at which the test was interrupted.
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Technology coordinators should contact the MCAS Service Center immediately if there is an issue that cannot be resolved. It is acceptable to contact the Service Center using a cell phone, but it is not permissible to photograph students’ testing devices (e.g., to show an error message). Be prepared to provide logs from the testing devices if the Service Center requests them.

7. **SITUATION:** A student accidentally clicked “submit” but did not actually finish a test session.

**RESOLUTION:**
1. In PAN, from Testing, select Students in Sessions.
2. Click on Add a Session.
3. Type a session name into the search field and click on the checkbox next to the session.
4. Click on Add Selected.
5. Type a student name into the search field and click on the checkbox next to the student test.
6. Click on Select Tasks, select Undo Student Tests Submissions, and click on Start.
7. Select the checkbox next to the student test or unit of a test to confirm your selection.
8. Click on Undo Submissions.
9. Resume the student’s test in PAN.

C Resolving Situations that Involve Accommodations

1. **SITUATION:** A student has the wrong accommodation assigned and the student has not logged into TestNav yet (is still in “Ready” status).

**RESOLUTION:** If the student is in a session that has not yet been prepared, the accommodation can be updated by following these steps:
1. In PAN, go to Setup > Students.
2. Search for the student and place a checkmark next to the student name.
3. Select Tasks > Manage Student Tests > Start.
4. Select the test on the left.
5. Update the Accommodation and click Save (repeat if more than one test needs to be updated).

If the student is in a PAN Session that has been prepared, the student first needs to be removed from the Session. This can be done by following these steps:
1. In PAN, go to Testing > Sessions.
2. Search for the appropriate PAN Session and place a checkmark next to it.
3. Click on Go to Students in Sessions.
4. Click on the PAN Session name under Session List on the left side of the screen.
5. Place a checkmark next to the student whose accommodation needs to be updated.
6. Select Tasks > Remove Students from Sessions > Start.
7. Place a checkmark next to the student and click Remove.
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Once the student has been removed, follow the first five steps in this section (section C.1). When the student’s accommodation has been updated, place the student back into the appropriate PAN Session by going to Students in Sessions > Add Students to Sessions.

2. **SITUATION:** A student has the wrong accommodation assigned, and the student has already logged into TestNav (is still in a status other than “Ready”).

**RESOLUTION:** If a student has logged into TestNav and does not have the proper accommodation needed to test, please follow these steps:

- Have the student log out of TestNav.
- Contact the test coordinator or principal.
- The test coordinator will need to void the test (all test sessions).

1. In PAN, go to Testing > Sessions.
2. Search for the appropriate session and place a checkmark next to the session.
3. Click on Go to Students in Sessions.
4. Click on the PAN Session name under Session List on the left side of the screen.
5. Place a checkmark next to the student whose accommodation needs to be updated.
6. Select Tasks > Mark Student Tests Complete & Manage Student Tests, and click Start.
7. On the Mark Student Tests Complete tab, place a checkmark above each of the sessions, enter a reason (Incorrect Accommodation), and click Mark Complete.
8. On the Manage Student Tests tab, check the box “Void Test Score Code,” select “Wrong Accommodation” from the Void Test Score Reason dropdown, and click Save.
9. Assign a new test to the student.
   - Go to Setup > Students.
   - Search for your student and select the checkbox next to the student name.
   - Select Tasks > Manage Student Tests > Start.
   - Select Create Student Tests, enter in the test student information, including the correct accommodations, and click Create.
10. Place the student in a new PAN Session.
    - Go to Test > Sessions.
    - Select Tasks > Create / Edit Test Sessions and click Start.
    - Ensure Create Session is selected, enter in the session details, add the student whose accommodation was updated, and click Create.

**Note:** If the student should have a Human Reader or Human Signer session, select the Proctor Reads Aloud checkbox, and then select Human Read Aloud or Human Signer from the Form Group Type dropdown.
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3. **SITUATION:** A student’s form-based accommodations (TTS) are not appearing correctly.

**RESOLUTION:** Instructions for correcting a large number of errors (SR/PNP Import):

1. In PAN, select the appropriate administration from the administration dropdown.
2. Select **Import / Export Data** from the **Setup** dropdown.
3. Select **Import / Export Data** from the **Select Tasks** dropdown. Click **Start**.
4. Select **Student Registration Export** from the **Type** dropdown. Unless you want to specify results by registration grade and/or subject, leave those fields blank, and leave the values in the Test Status Filter field. Also, leave the “Include tests with Void Test Score Code” box unchecked. Then click **Process**.
5. Once the file is complete, select **Download File**.
6. In the .csv file, identify all students who have both Text-to-Speech (column Z) and Human Reader or Human Signer (Column Y) selected. Delete all other students from the file.
7. Remove either the Text-to-Speech flag, or the Human Reader or Human Signer flag for those students.
8. Save the file as a .csv file.
9. In PAN, select **Import / Export Data** from the **Setup** dropdown.
10. Select **Import / Export Data** from the **Select Tasks** dropdown. Click **Start**.
11. Select **Student Registration Import** from the **Type** dropdown.
12. Select **Choose File** and browse for the saved .csv file. Click **Process**.

**Instructions for correcting a small number of errors (PAN interface):**

1. In PAN, select the appropriate administration from the administration dropdown.
2. Select **Operational Reports** from the **Reports** dropdown.
3. Check **Students & Registrations** from the **Report Category**.
4. Select the **PNP Report – Accessibility Features and Accommodations for Student Tests** report from the list.
5. Select **Text-to-Speech** from the **Accessibility Features and Accommodations** dropdown. Click **Download CSV**.
6. Identify students on this report that have the Text-to-Speech flag (column T) and Human Reader or Human Signer (column U) flag selected.
7. In PAN, select **Students** from the **Setup** dropdown.
8. Search for the student that has both flags selected. Select the checkbox to the left of the student and select **Manage Student Tests** from the **Select Tasks** dropdown. Click **Start**.
9. Here, remove either the checkmark next to **Text-to-Speech**, or the checkmark next to **Human Read-Aloud** or **Human Signer**. Click **Save**.
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Error Codes and TestNav Issues

The table below describes common error codes and TestNav issues and the steps to take to resolve the issues. For many of these situations, a test administrator can resolve a situation, and the student can continue testing without further issues. Others are described below in which test administrators will need to escalate the issue to technology staff if needed. A full list of error codes can be found online at support.assessment.pearson.com/x/DwACAQ. Instruct students to raise their hand if an error code appears during testing.

<table>
<thead>
<tr>
<th>Error Code Number</th>
<th>Error Code Description</th>
<th>Instructions to Resolve the Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>9059</td>
<td>The username or password you entered is incorrect.</td>
<td>Confirm that the student sees the correct TestNav login page (“Massachusetts” should appear above the sign-in box). If the correct page does not appear, click the User icon in the top right corner, and select “Choose a different customer.” Then, select “Massachusetts” from the list. Ensure the student is on the correct login page in TestNav (“Massachusetts” should appear above the sign-in box).</td>
</tr>
<tr>
<td>1001</td>
<td>Your test has been saved. Please notify your test administrator.</td>
<td>This is an initial message from the TestNav Early Warning System (EWS). When the EWS detects a potential problem with the designated save location, the student sees onscreen instructions. This message does not indicate the full issue; another error code will follow. More information on resolving EWS issues can be found at support.assessment.pearson.com/x/DgACAQ.</td>
</tr>
<tr>
<td>1008</td>
<td>Unable to send final responses.</td>
<td>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. Do NOT turn off the computer. The technology staff person should contact the MCAS Service Center. The technology staff should be prepared to provide the following information: • the error code • the number of students testing • the device type • the PAN Session name</td>
</tr>
<tr>
<td>1009</td>
<td>Unable to download test content</td>
<td>There is a network connection issue between the testing device and the testing subcontractor’s (Pearson’s) servers. Contact your technology staff person to verify the local Internet connection and/or connection to the ProctorCache server is functioning as expected. The technology staff person should contact the MCAS Service Center if the issue cannot be quickly identified or resolved and should be prepared to provide the following information: • the error code • the number of students testing • the device type • the PAN Session name</td>
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<td>1017, 1018</td>
<td>Primary/Alternate SRF location is not writable. Your responses will be saved in primary/alternate save location only. You may choose to continue with the test or exit the test and make the save location writable.</td>
<td>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 PearsonAccess and edit the TestNav configuration. A valid SRF path is required for testing. Technology staff should contact the MCAS Service Center. The technology staff should be prepared to provide the following information: * the error code * the number of students testing * the device type * the PAN Session name</td>
</tr>
<tr>
<td>3005</td>
<td>TestNav has detected that another application attempted to become the active window.</td>
<td>This could be caused by one of the following issues: * pop-ups in the background * power saving features * system key combinations such as ctrl+alt+del * the student is attempting to switch to a browser or other application (e.g., to look up information for a question) The test administrator should check whether any other applications have been accessed before resuming the student’s test. If it appears the student was attempting to access information online, contact the principal to report this to the Department.</td>
</tr>
<tr>
<td>3016</td>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td>3020</td>
<td>TestNav has detected that Command+Option+Esc has been typed. TestNav has been shut down. You may need assistance from your test monitor to restart the test.</td>
<td>TestNav exits the test and displays this error when a student types Command+Option+Esc while testing. The proctor must resume the test before the student can sign in to TestNav again.</td>
</tr>
<tr>
<td>3055</td>
<td>The TestNav app needs to be restarted. Please close and relaunch to continue testing.</td>
<td>TestNav has automatically downloaded and installed a TestNav patch update. Restart TestNav to continue testing.</td>
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| 8026              | Unable to connect to the proctor caching computer. Please contact your administrator.  | There is a network connection issue between the testing device and the local ProctorCache device.  
Contact your technology staff to verify whether the local Internet connection and/or connection to the ProctorCache server is functioning as expected.  
The technology staff person should contact the MCAS Service Center if the issue cannot be quickly identified or resolved and should be prepared to provide the following information:  
• the error code  
• the number of students testing at the time |
| 8029              | The installed app is out of date and needs to be updated in order to use TestNav on this device. | Download and install the latest version of the app.                                                                                   |

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| No Available Tests| A student logs into TestNav and sees a message that reads, “No Available Tests.”         | If a student sees “No available tests” after logging into TestNav, then that login/password is for a test which has already been completed.  
Confirm on the student’s testing ticket the test being taken is correct. The login for the student will be the same for each test, but the password will be different.  
Reprint the correct test ticket for the test the student is trying to access. |
| Start Button Gray (not blue) | A student logs into TestNav and sees a gray start bar instead of a blue one. | Ensure the student is using a device with a supported OS version.  
Verify the test has been started in PAN, and the test is unlocked.  
For Chromebooks, close TestNav and re-launch the app in Kiosk Mode. (Kiosk Mode Apps are accessed from the Apps link in the lower left of the Chromebook sign-in screen.) |