

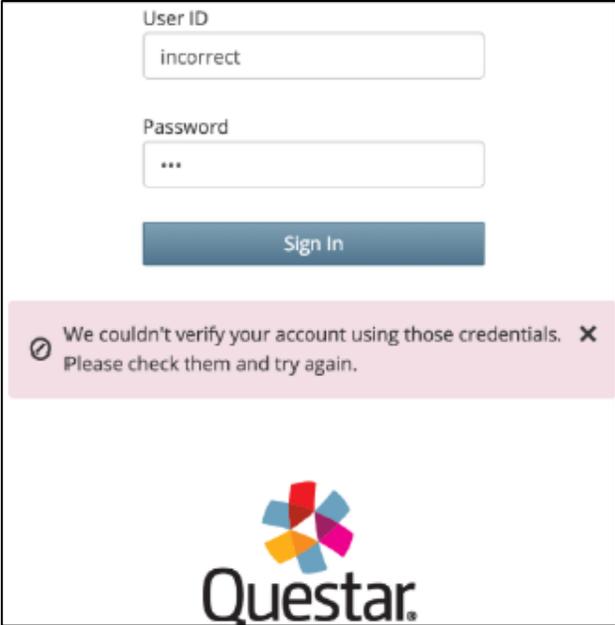
From the [Nextera Setup & Installation Guide](#)

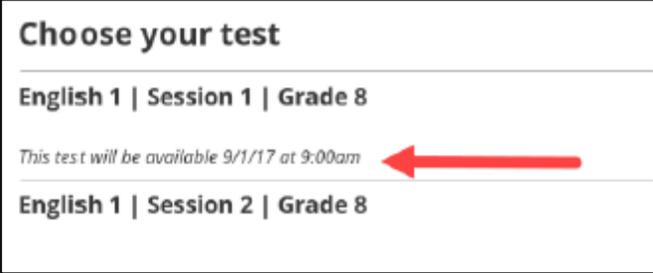
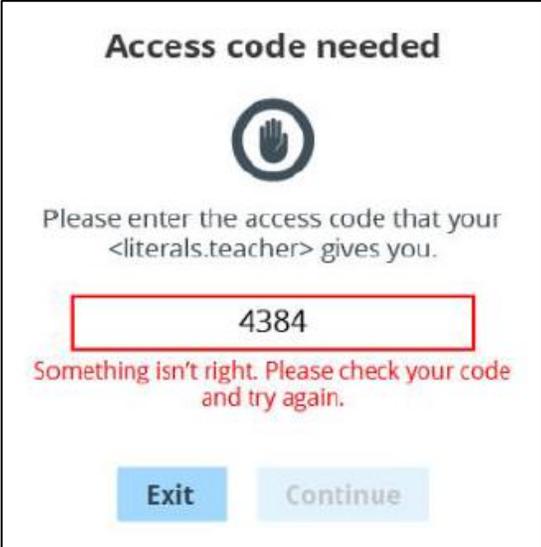
Appendix E – Possible Error Messages Students May Encounter in CBT

This document provides details about the most common error messages students may encounter when testing on the Questar Secure Browser during operational CBT. The below table shows the error, offers potential causes for the error, and the next steps a school can take to resolve the error.

Possible Pre-Test Error Messages

The following table will review possible error messages students may encounter before they begin testing, the potential causes for the error message, and provide action steps to take to stop the message from recurring.

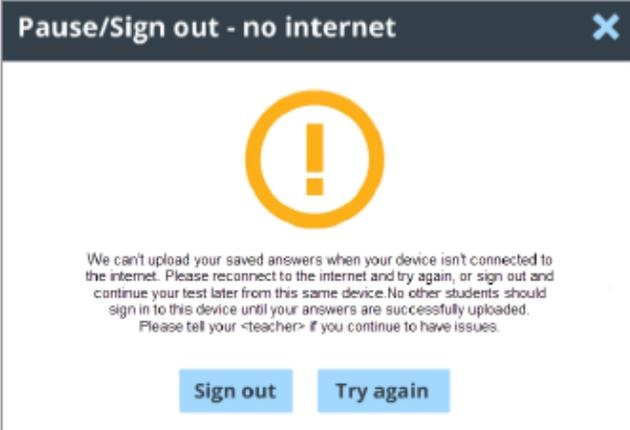
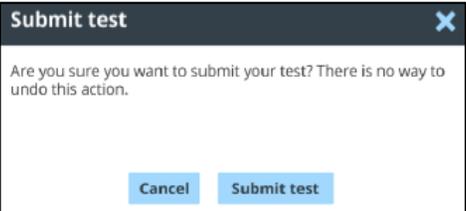
Name of Error	Error Message	Potential Causes	Action Steps
Sign in error		When the user enters the wrong User ID and/or Password on the Nextera TDS sign in screen.	Confirm correct user ID/password and try again.

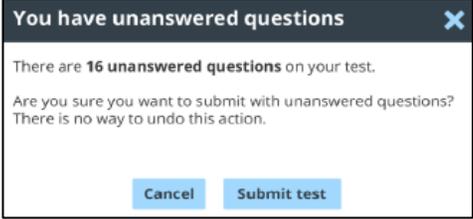
Name of Error	Error Message	Potential Causes	Action Steps
Choose Test- Outside of Window		<p>User is outside of the assigned test window.</p> <p><i>NOTE: This date is simply for reference</i></p>	<p>Begin test within the testing window.</p> <p>Check testing device time/date to confirm it is set correctly for current time/date EST</p>
Access Code Incorrect		<p>User enters the wrong access code for the class test session.</p>	<p>Confirm the four-digit access code and try again.</p> <p>Confirm you have the correct testing class access code.</p> <p>Confirm you have the correct test session access code.</p> <p>Confirm you are not using the Proctor PIN instead of the access code.</p>

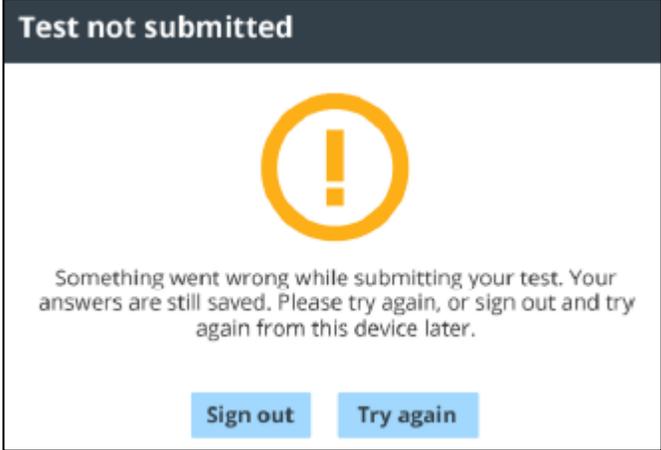
Name of Error	Error Message	Potential Causes	Action Steps
Proctor PIN Incorrect		User enters the wrong Proctor PIN.	<p>Confirm the eight-digit Proctor PIN and try again.</p> <p>Confirm you are not using the four-digit access code in the Proctor PIN box.</p> <p>Confirm with your Principal that the Proctor PIN has not been changed.</p>

Possible Error Messages During Testing

The following table will review possible error message students may encounter during testing, the potential causes for the error message, and provide action steps to take to stop the message from recurring.

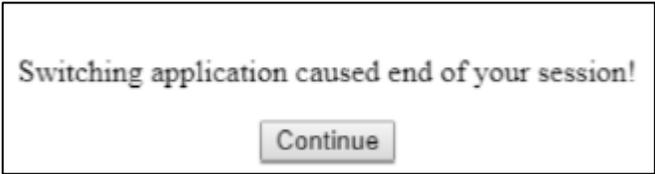
Name of Error	Error Message	Potential Causes	Action Steps
Signing Out/Pausing with No Connection		A user pauses/signs out in the middle of a test session without being connected to the internet.	<p>Reconnect to the internet and try again, or sign out and continue the test session later from the same device. No other students should sign in to this device until the user's responses are successfully uploaded.</p> <p>The device should be quarantined until the internet connection is restored and the responses can be uploaded to Questar.</p>
Test Submission-Confirmation Messaging		Confirmation message for when a user submits their test through the review screen. This one indicates the student has answered all of the test questions.	<p>User submits test or selects Cancel.</p> <p>Selecting "Cancel" returns the student to the active test session.</p>

Name of Error	Error Message	Potential Causes	Action Steps
Test Submission-Confirmation Messaging		Confirmation message for when a user submits their test through the review screen. This message indicates the student has unanswered questions in the test session.	User can choose to submit the test with unanswered items or select cancel. Selecting “Cancel” returns the student to the active test session.
Test Submission Confirmation- No Internet		Message appears if a user tries to submit a test when they are not connected to the internet.	<p>Reconnect to the internet and try again, or sign out and continue the test later from the same device. Selecting “Sign out” will save the student responses locally.</p> <p>No other students should sign in to this device until the user’s responses are successfully submitted.</p> <p>The device should be quarantined until the internet connection is restored and the responses can be uploaded to Questar.</p>

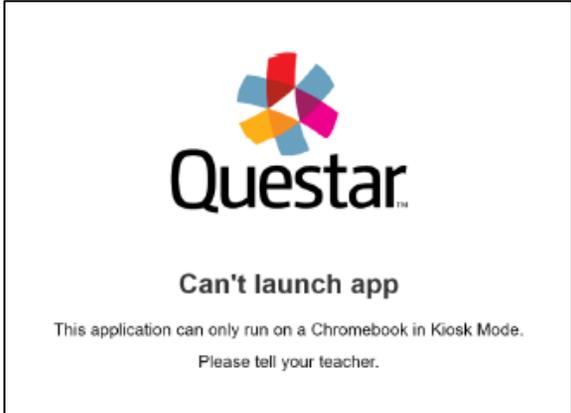
Name of Error	Error Message	Potential Causes	Action Steps
Test Submission-Other Error		<p>Message appears if any error occurs on Questar's end or on the devices end while submitting a test.</p>	<p>User should try again or sign out and try again from the same device later. Selecting "Sign out" will save the student responses locally.</p> <p>No other students should sign into this device until the user's responses are successfully uploaded. This device should be quarantined until the internet connection is restored and the responses can be uploaded to Questar.</p>

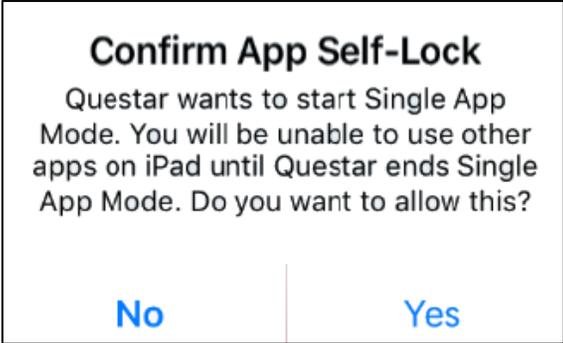
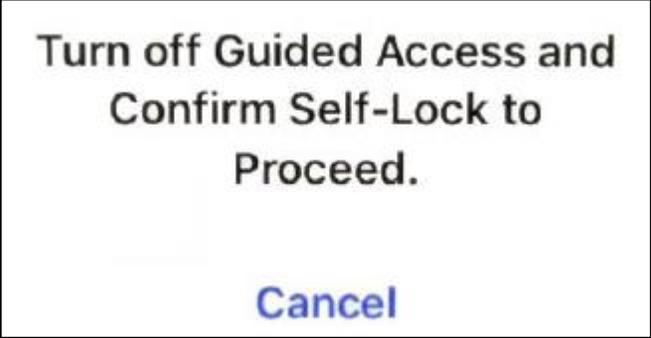
Possible Secure Browser Errors

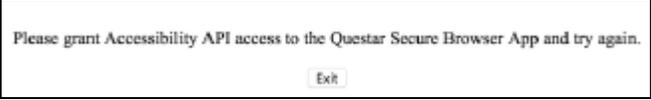
The following table will review possible error messages that may occur involving the operation or interruption of the Questar Secure Browser, potential causes for the errors, and action steps to take to stop the message from recurring.

Name of Error	Error Message	Potential Causes	Action Steps
Loss of Focus/Switching Application		<p>Another application is able to gain the focus away from the Secure Browser. There are three possible reasons for this error:</p> <p>1) A pop-up is generated by the operating system</p>	<p>Attempt to identify and disable or prevent whatever program or student behavior caused the loss of focus, and then have the student log back in and to continue testing.</p>

Name of Error	Error Message	Potential Causes	Action Steps
		<p>or another application asking for permission to do something.</p> <p>2) An application is activated that has an overlay (Example: OS accessibility features like Windows Sticky Keys, Virtual Keyboard, etc.).</p> <p>3) The operating system login screen displayed and then the user logged back into the operating system (Example: The user types the Windows key + L shortcut. This will bring up the Windows login screen.).</p>	
Siri is Enabled on Apple devices		<p>1) When Siri hasn't been disabled for the given user/system.</p> <p>2) If there is a Siri service still running somewhere in the background.</p>	Siri must be disabled. Open System Preferences, select Siri, and uncheck "Enable Siri".
We Can't Connect		When the Test Delivery System (TDS) application is not available for the moment. (Or the internet	Check the internet connection and try again.

Name of Error	Error Message	Potential Causes	Action Steps
		<p>or connection to the application was aborted for some reason.)</p> <p>The causes for a loss of connection can happen at any level in the connection process that prevents access at the local school through the TDS application. This could refer to a local machine, school connectivity issues, or local internet provider issues.</p>	
No Kiosk Mode Session		<p>If the user is trying to run the Chromebook Secure Browser on a Windows or MacOS machine through the Chrome Browser:</p> <ol style="list-style-type: none"> 1) Some of the Chromebook Secure Browser apps can be added to the Chrome Browser as an extension. 2) Current apps will appear as "Not Compatible" when opened on a Chrome Browser. 3) The solution will require the school to uninstall and reinstall with the latest 	The Secure Browser Chromebook app can only be run in a Kiosk session on a Chromebook.

Name of Error	Error Message	Potential Causes	Action Steps
		version of Secure Browser.	
App Self-Lock (iOS Popup)		<p>The “Confirm App Self-Lock” message may appear for iOS users as a confirmation to enter into single app mode to begin their secure test.</p> <ol style="list-style-type: none"> 1) The user enters their login credentials. 2) The “Confirm App Self-Lock” message appears. 3) By clicking Yes, the user will be logged into the TDS and the device will enter Single App Mode. 	<p>By selecting No, TDS will not open and the user will not be permitted to begin their secure test.</p> <p>By selecting Yes, the device will start Single App Mode and the secure test will be launched.</p>
Guided Access and Self-Lock (iOS Popup)		<p>The Secure Browsers utilize AAC Mode (Automatic Assessment Configuration) for securing the device and it cannot work while Guided Access Mode is turned on:</p> <p>Therefore, this message displays when Guided Access Mode (Accessibility feature) is turned on before logging into the Secure Browser</p>	<p>This can be turned off by hitting the Home button 3 times.</p>

Name of Error	Error Message	Potential Causes	Action Steps
Accessibility API Access (macOS)	 <p>Please grant Accessibility API access to the Questar Secure Browser App and try again.</p> <p>Exit</p>	The Secure Browser was not given Accessibility API access.	Go to Settings and give access to the Questar Secure Browser on individual machines, or in bulk for the macOS versions that use mobilconfig in Multiple Device Management (MDM).