

## Test Administrator Troubleshooting

If you run into a system message, here are some ideas:

- Reboot the machine. Does the error still occur?
- Can you move the student to a different computer within the same lab or mobile laptop cart? Does the error still occur?
- Mark the affected computer with a sticky note and notify your IT department.
- If IT cannot resolve the issue, have them call DRC Customer Service with the reporting information in the table following.

## System Status Indicator

On the WIDA AMS login page, you will find a link to the DRC System Status Indicator. If you believe that the technical issues you are experiencing may be due to a system outage, please follow the link on this page for confirmation that all systems are working as expected. The WIDA AMS User Guide contains more information about this feature.

## Student Status Dashboard

While students are testing, you are able to monitor their progress through test sessions to ensure all students have fulfilled the necessary requirements for ACCESS for ELLs 2.0 testing. Information on using this feature of WIDA AMS is found in the WIDA AMS User Guide, as well as in the tutorials within the training course. Please note that accessing this function requires specific permissions in WIDA AMS and may require the assistance of a Test Coordinator.

## Common Error Messages and Troubleshooting Steps

The following table outlines common errors that occur during online test administration. For errors that are not listed on this table, please refer to the Technology page of the WIDA website for the most up-to-date information.

Common System Message	Troubleshooting Action
<b>Invalid Username and Password</b>	The student has either typed in the information incorrectly or has logged into the wrong testing location. Back out to the main menu and verify the location where the student is logging in. This is not a technical error.
<b>Internet/Network Connection Error</b> There was an interruption in the internet connection and the testing device cannot reach DRC servers or the TSM.	Did the district technical department whitelist both the URLs and the IP addresses on all content filters, firewalls, and antivirus software?
	If wireless, check the access point to computer ratio. Are there too many devices connecting to one access point?
	Conduct a speedtest at <a href="http://www.speedtest.net">www.speedtest.net</a> to Minnetonka, MN. What is the upload and download speed? If it is less than 10 mbps, it is too slow to test.

<b>Common System Message</b>	<b>Troubleshooting Action</b>
<b>TSM Connection Error</b> Workstation cannot connect to the TSM internally on the network.	Proceed with Internet Connection Error Troubleshooting.
	Contact local IT staff to confirm the local machine firewall is turned off on a windows TSM.
	Contact local IT staff to confirm that the TSM service is running.
	If no one can test, restart or reboot the service.
<b>Configuration Not Found, Configuration Error</b> The testing device is not registered to the Device Toolkit and cannot proceed with testing until assigned an ORG Unit ID.	Contact local IT staff to register the device to the Device Toolkit.
<b>No TSM Configured</b> The Testing Site Manager has not been installed on the local network or configured in the Device Toolkit	Contact local IT staff to install or configure a Testing Site Manager.
<b>Connection Error Retrieving Content</b> Testing Device cannot connect to the TSM or content servers to access test content.	Contact local IT staff to confirm that all content files are on the TSM management portal.
	Contact local IT staff to confirm content files are up to date.
	Proceed with Internet Connection Error Troubleshooting.
<b>Proxy -336 Error</b> This is an issue with configuration within the Device Toolkit.	Contact local IT staff to confirm that there is nothing in the proxy host field within the Device Toolkit. If so, erase, and redeploy a new configuration file with no proxy server settings.
<b>No Audio</b>	Does the audio stop after "Begin test?" Is the machine sound dialed more than halfway up? Does the audio work outside the software? Does the audio work from the speakers? Are the headphones plugged in before launching the software? Is the latest sound card driver installed?
<b>Frozen or Gray Screen with spinning wheel</b>	Exit the test and reboot the machine. This is due to temporary overloaded internet traffic or maxed out memory on the computer.
<b>The record button is grayed out.</b>	The student has already hit record and the response is recorded. This is not a technical error.
<b>The next button is grayed out.</b>	The student has not completed the question on the test. This is not a technical error.
<b>For all other error messages</b>	Please refer to the Technology page of the WIDA website.

If after troubleshooting there are still issues with testing, complete the table below and contact DRC customer service with the completed information.

Reporter/school/district/state	
Phone or email	
Student IDs (username and password if a phone call)	
Number of students affected out of how many students?	
Date and description of the issue	
Specific system or error message (e.g. "Internet Connect Error" or "TSM Connection Error During Login")	
When does the error message occur (e.g. when they select "Sign In?" or in the middle of testing)	
Operating system/version (Mac/Windows/iOS/Chromebook/Android)	
ORG Unit ID (found in the Device Toolkit)	
Wired or wireless	
Do the System Readiness Check: Are there red exclamation points? Which settings?	