ERROR CODES

Error code# (HTTP Status Codes + HTTP Reason Phrases)

404: "The page you have tried to reach is not available. [Code #404]"

Direct guidance should be presented to candidates on screen when the page they are trying to access is not available.

422: "There was a problem with the assessment system, an error occurred. Please contact support. [Code #422]"

This is an error displayed when the Candidates Experience interface myassessment.ondemand.shl.com experiences difficulties and no specific error code is available. In these cases please report it to SPOC with a screenshot and the time the error occurred.

436: The candidate's assessment loading failed.

Usually a connection issue or a pop-up blocker is enabled with older types of assessment.

443: "There was a problem with the assessment system. If this is the first time that you have seen this message, click the back button and try again. If you have already seen this message then please contact support. [Code #443]"

- Firewall or security software is blocking the test from loading. We recommend adding SHL URLs to the trusted sites and Internet security/firewall. Instructions can be obtained from the relevant provider.

Solution:

Please follow the instructions that are relevant to the Internet Browser you are using.

If you are using *Internet Explorer* please click > Delete Browsing History>Delete all) and then try to access the test again.

If you are using *Mozilla Firefox*:

http://support.mozilla.org/en-US/kb/remove-recent-browsing-search-and-download-history?redirectlocale=en-US&redirectslug=Clear+Recent+History

If you are using *Google Chrome*:

http://support.google.com/chrome/bin/answer.py?hl=en&answer=95582

If this doesn't work, it may be an issue with your security settings.

Please add the following websites to your trusted sites:

https://ondemand.shl.com
https://myassessment.ondemand.shl.com
https://player.ondemand.shl.com
https://www.ort.shlsolutions.com
https://research.shlsolutions.com

To do this on *Internet Explorer*:

• Go to Tools
• Go to Internet Options
• Click on the Security tab
• Click on the green V marked Trusted sites
• Click on the Sites button
• Add the web addresses listed above and click on OK

Please also add these to your antivirus/firewall exceptions list.

4001: This error occurs when the candidate enters their personal details and an authentication process is started on the candidate's interface.

- If there is a timeout during the authentication checks the error 4001 is displayed. It is recommended to log out and log back in and reattempt to enter the personal details. If the problem persists please report it to us.

4611: "There was a problem with the assessment system, an error occurred. Please contact support. [Code #4611]"

- This error occurs when CE system is not able to connect with Player Service. Please log out and log back into the system and try to restart the assessment. If you still face problems, please contact support.

5210: "There was a problem with the assessment system, an error occurred. Please contact support. [Code #5210]"

- Connection speed 0. Firewall or security software is blocking the test from downloading. Or your Flash player could be outdated or blocked by your security software.

Solution:

In order to complete the assessments you will need to install Adobe Flash Player. Please download it from http://get.adobe.com/flashplayer (free of charge). Click on the 'Download now' button and follow the step-by-step information to assist the client with the download.

In order for you to access the test, you would need to remove your popup blocker and clear your recent browsing history. Please follow the steps below:

To do this on *Internet Explorer*:

1. Left click on "Tools" at the top right corner of your Internet Explorer page.
2. In the resulting page click on "Popup Blocker" and select "Turn off Popup blocker".
3. Click on "Tools" again.
4. Select "Delete Browsing History"
5. Select "delete files", "delete cookies" and "delete history".
6. Click "close".
7. Close all your Internet Explorers windows and open a new one to take your tests.

Code #4221

Solution 1:

Please be advised to ensure that the pop up blocker is turned off and to also delete the browsing history of the browser.

To turn off the pop up blocker in *Google Chrome* please follow the steps below

- Click the Chrome menu on the browser toolbar.
- Select **Settings.**
- Click **Show advanced settings.**
- In the "Privacy" section, click the Content settings button.
- In the "Pop-ups" section, select "Allow all sites to show pop-ups."

To delete the browsing history, kindly follow the instructions below.

If you are using *Google Chrome* please follow the steps below

- Click the Chrome menu on the browser toolbar.
- Select **Tools**.
- Select **Clear browsing data**.
- In the dialogue that appears, select the "Clear browsing history" tick box.
- Use the menu at the top to select the amount of data you want to delete. Select **beginning of time** to clear your entire browsing history.
- Click **Clear browsing data**.

If you are using *Internet Explorer* the please follow these steps instead.

1. Open Internet Explorer.
2. Click the **Tools** button , point to **Safety**, and then click **Delete browsing history**. Please ensure the top four options are selected.
3. Select the check box next to each category of information you want to delete.
4. Click **Delete**.

Solution 2:

The error code you encountered is usually remedied by clearing out your web browser's cookies and cache. Once this has been done, you should be able to log back into the system and continue with your assessment.
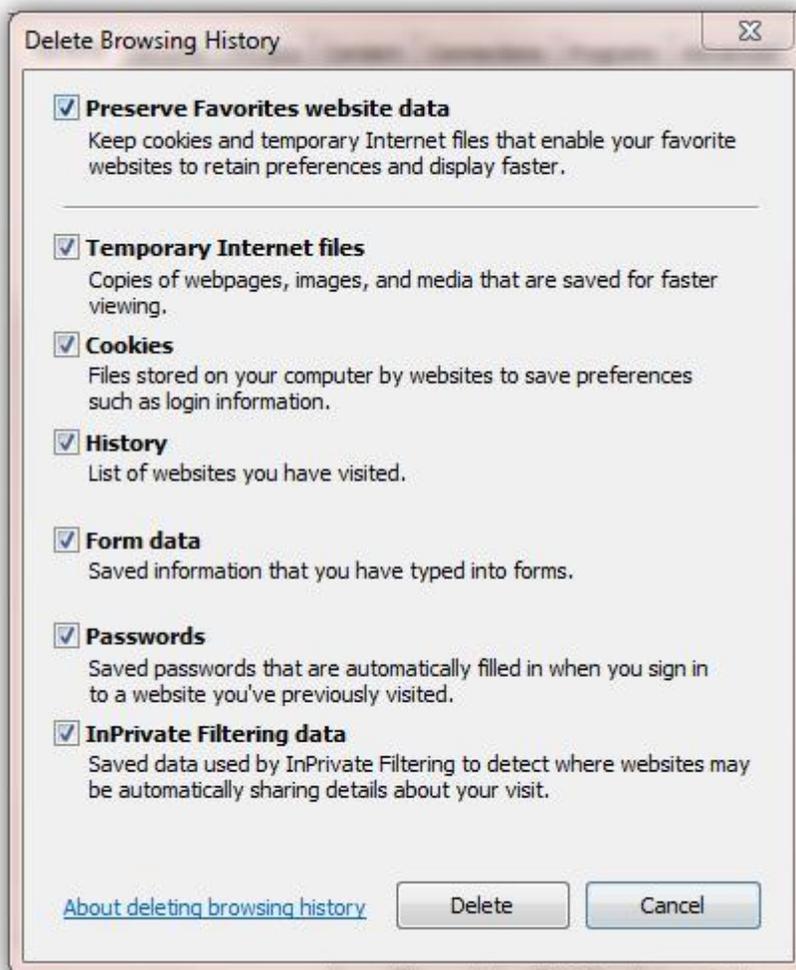
Depending on your browser there are a few different methods to clear the cookies and cache as shown below:

Microsoft Internet Explorer

In the menu, go to Tools > Internet Options.

Click on the button marked "Delete…"
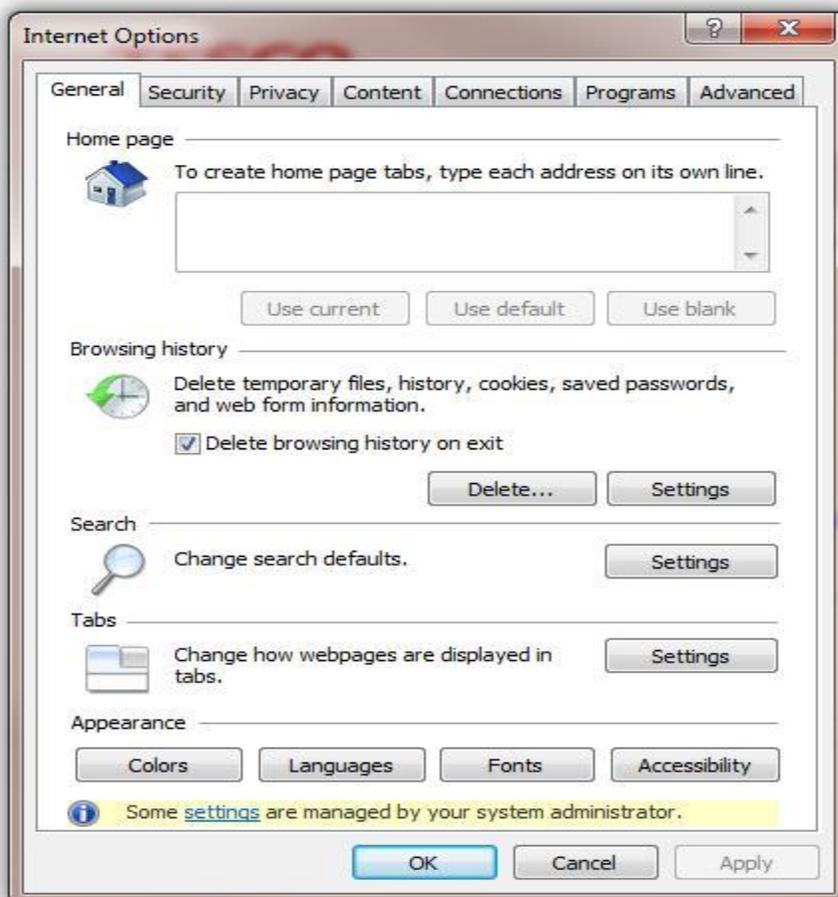
Please select all the options as shown in the screenshot above. Once this is done, close the menu and restart Internet Explorer.
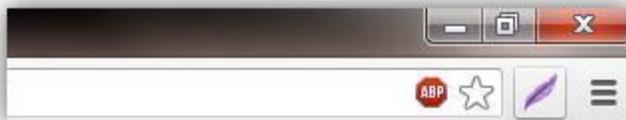
Mozilla Firefox

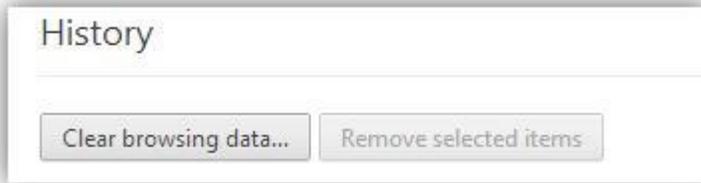

Go to Tools > Clear Private Data

Make sure the same boxes as in the screenshot above are ticked, and click on "Clear Private Data Now"
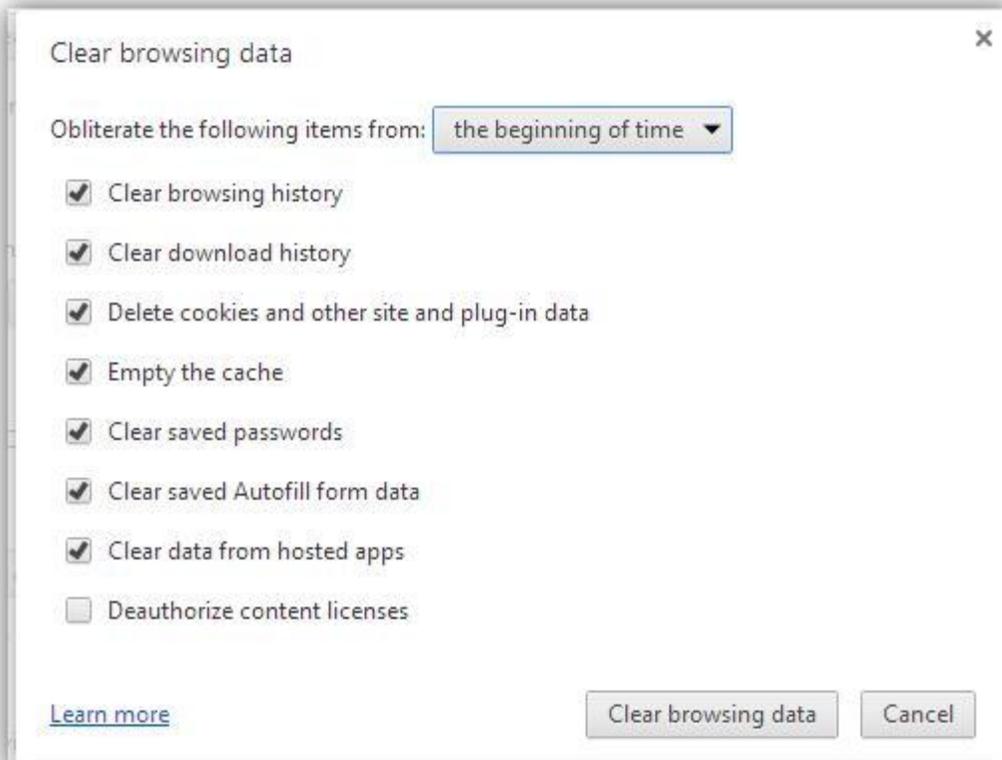
Google Chrome

Click on the three stripes icon in the top right-hand corner and select "History" in the menu.
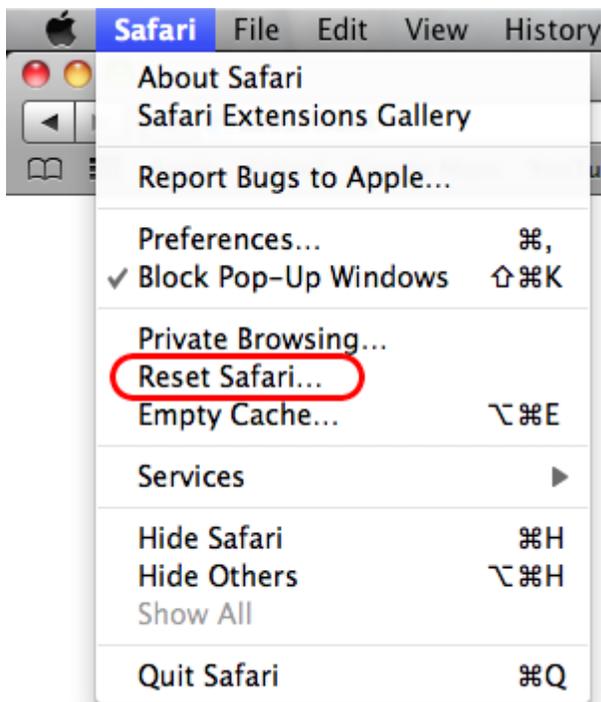
Click on "Clear browsing data" on top left-hand side.

History

| Clear browsing data... | Remove selected items |

Make sure the settings are as in the screenshot below, and then click on "Clear browsing data".

Clear browsing data ✕

Obliterate the following items from: | the beginning of time ▼ |

- ☑ Clear browsing history
- ☑ Clear download history
- ☑ Delete cookies and other site and plug-in data
- ☑ Empty the cache
- ☑ Clear saved passwords
- ☑ Clear saved Autofill form data
- ☑ Clear data from hosted apps
- ☐ Deauthorize content licenses

Learn more | Clear browsing data | | Cancel |

Safari

Click on **Safari > Reset Safari...**.

1. Check both **Empty the cache** and **Remove all cookies**, then click on the **Reset** button.

Note: In newer versions of Safari (v5.1.x), these two options have been replaced by a single checkbox, **Remove all website data**. Checking this will clear both the cache and cookies.