DEPARTMENT of EDUCATION
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LEAP 2025: Test Administrators and Technology Coordinators: Please use this document to troubleshoot common errors with online testing and prepare the information needed to receive efficient customer service.

If you run into a system message…

- 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 Information Technology (IT) department.
- If IT staff cannot resolve the issue, have them call DRC Customer Service with the reporting information below.

Common System Message	Troubleshooting Action
Invalid Username and Password	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.
Internet/Network Connection Error – 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 www.speedtest.net to Minnetonka, MN. What is the upload and download speed? If it is less than 10 mbps, it is too slow to test.
TSM Connection Error – 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 if using a windows OS TSM.
	Contact local IT staff to confirm that the TSM service is running.
	If *no one* can test, restart or reboot the service.
Configuration Not Found, Configuration Error – 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
No TSM Configured – 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.
The next button is grayed out.	The student has not completed the question on the test. This is not a technical error.
Frozen or Gray Screen with spinning wheel	Exit the test and reboot the machine. This is typically due to temporary overloaded internet traffic or maxed out memory on the computer.

Common System Message	Troubleshooting Action
Connection Error Retrieving Content – 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
Proxy -336 Error – 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.
No Audio	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? Is the TTS button checked in the TSM? Does the student have the text -to-speech accommodation checked in eDIRECT?

If after troubleshooting there are still issues with testing, contact DRC Customer Service with the information below.

Write down the following information to prepare for your call with customer service:

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	
Wired or wireless	
Do the System Readiness Check. Are there red exclamation points? Which settings?	

WHO TO CONTACT

Refer to the chart to determine whom to contact with questions and concerns.

Question or Concern	Contact

• Certification and Training
• Test Administration Procedures
• Accommodations and Accessibility Policies/Guidelines
• Assessment and accountability concerns and issues
• Unique situations regarding paper materials:
   • Handling damaged materials
   • When to transcribe
	Louisiana Department of Education
	
	assessment@la.gov
	1-844-268-7320

• LEAP 2025 eDIRECT Platform Functionality:
   o User Administration (Adding and Editing Users in eDIRECT)
   o Materials Ordering and Additional Materials
   o Adding and editing students in Test Setup
   o Adding and editing test sessions and printing
   o Test tickets
   o Data Validation
   o Viewing and Downloading Student Reports
• Materials Receipt, Inventory, and Return
• Labeling of test booklets (Pre ID, District-School, and Do Not Process labels)
• INSIGHT and TSM Installation, Functionality, and Troubleshooting
	DRC Customer Service
	
	LAHelpDesk@datarecognitioncorp.com
	1-888-718-4836