

Sr. No.	Type	Description	Solution
1	403 error	VPN is not allowed to take exam.	Disconnect from VPN. Close and Re-start the exam application and then re-login.  If VPN is not there and still not able to login. Change the internet connection.
2	Bluetooth detected, Please turn off your mobile Bluetooth and try again	Bluetooth should be turned off to take the exam.	Exam application will auto close or will not start. Turn off Bluetooth. Re-start the exam application and then re-login.
3	CALL, call not allowed on this application	Call during exam is not allowed.	Exam application will auto close. Re-start the exam application and then re-login.
4	Candidate wants to change device.	It is allowed.	Candidate is allowed to change device after Mock test, before exam and during exam.
5	Captcha not loading	Due to slow connection issue, captcha is not loaded.	Re-start the exam application and Re log-in.
6	Emulator Detected, Please run in real device.	Emulator is not allowed.	Exam application will auto close or will not start. Open the exam app as per instructions and log-in.
7	Exam application not opening		Follow given instructions to open the exam application. -Antivirus will have to be disabled.
8	HEAD PHONE ERROR, Please Remove your head phone and try again	Headphone will have to be removed from phone in order to take exam.	Exam application will auto close or will not start. Remove headphone. Re-start the exam application and log-in.
9	Internet Connection Error, Please connect to working Internet connection	Internet is not detected while opening the exam application.	Turn on internet. Open exam application again to log-in
10	Invalid Username and Password	This occurs when missing or additional character is detected.	Check the length of: Enrolment ID, SPID, Mobile Number, and Password.  Check exam date and associated password.  Mock password is only for mock exam. Same password for both Mock exam.

11	Logging out during exam	<p>There can be several factors that can trigger exam log out.</p> <ol style="list-style-type: none"> <li>1. Low internet speed</li> <li>2. Sharing hot spot</li> <li>3. Trying restricted / not allowed activity</li> <li>4. Using VPN</li> <li>5. Screen share</li> <li>6. etc.</li> </ol>	<p>Make sure to read exam instructions provided and follow the guidelines to take the exam using provided exam application only.</p>
12	Multiple IP	Only 1 IP is allowed during exam.	Candidate must make sure to use only 1 IP address
13	Other Activity Detected	If any restricted activity is detected, then exam will not start.	Read guidelines, restart exam application and log-in.
14	Others Screen Open, Activity detected outside live exam screen. Kindly re-login	Any attempt made to access screen outside exam application, the exam application will auto close.	<p>Exam application will auto close.</p> <p>Re-start the exam application and then re-login.</p>
15	Questions / Options not being loaded	Due to low internet speed either/both questions and options do not load.	<p>Close exam application. Re-start and Log-in.</p> <p>Check internet connection.</p> <p>If problem still persist, than change internet connection.</p>
16	USB Debugging is Enabled, Disable USB Debugging in your settings	USB debugging is not allowed on the exam devise.	<p>Exam application will auto close.</p> <p>USB debugging would have to be disabled.</p> <p>Re-start the exam application and then re-login.</p>
17	Webcam- blocked during exam	Web cam permission is mandatory to take exam.	<p>Exam App Login:</p> <p>Allow Web cam permission after exam application to log-in.</p> <p>During Exam:</p> <p>In case Web cam is blocked during exam, system will auto log out candidate after 5 black/empty images.</p> <p>Exam application will give warning, exam application will have to be re-started and re log-in.</p>
18	White Screen	Web browser on candidate's device does not support secure viewing of the exam.	<p>Browser and WebView must be updated.</p> <p>Change device if update does not work.</p>