



## 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 Candidate Experience interface of [myassessment.ondemand.shl.com](https://myassessment.ondemand.shl.com) experiences difficulties and no specific error code is available. In these cases please report it to the Technical Support team using the [here](#) 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. You can find instructions to disable the pop-up blocker in various browsers on our [support website](#).

**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 clear your internet browser's temporary internet files and cookies, restart your browser, and log back in to the assessment system. Instructions to clear your internet browser's cookies and cached files on our [support website](#). 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. Please deselect any optional offers before downloading Flash Player.

**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. You can find instructions to disable the pop-up blocker in various browsers on our [support website](#).

**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.

You can find instructions to clear your internet browser's cookies and cached files on our [support website](#).

**Code #482**

This error code can be caused by an error in the test link or by cookies not being enabled in your internet browser settings.

First, try copying and pasting the link from your invitation email into your browser window. If the error persists, copy and paste the first section of the assessment link up to **.com** instead.

Please follow the steps to enable cookies in Internet Explorer:

- > Open Internet Explorer
- > Click the cogwheel icon in the top right of the window for IE11, or click on the Tools menu in older versions, then click on Internet Options
- > Select the Privacy tab
- > Select the Advanced button
- > Select Override automatic cookie handling
- > Tick the Always allow session cookies checkbox
- > Select Accept third party cookies
- > Click OK