

Frequently Asked Questions

1. Login Error

- I. Connection Error during Assessment
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2. Audio/Webcam Error

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- V. [Error 2.5 : Seems like your audio is muted](#)

Error 1.1 : Connecting Server

- ❑ This error occurs when there is no internet connectivity during the test submission
- ❑ Do not refresh or close the browser - System is trying to connect with internet
- ❑ Answers will get automatically submitted as soon as internet restores

Connecting with server (trial 5) . . .

Looks like there is an issue with your Internet connectivity . . .

Don't Panic, we are trying to submit your answers, meanwhile do the following:

1. Check your network connection to ensure it's working
2. Note down your **CoCubes Id and Answers** shown below on a piece of paper.
3. Submit it to the invigilator
4. If this is a take from home test, please mail them to support@cocubes.com including **your name, CoCubes Id, Test Name and Company Name** for whom you are giving the test

Thank you

Team CoCubes.com

Error 1.2 : Submission Failure

- ❑ This error occurs when there is no internet connection during test submission
- ❑ Do not refresh or close the browser
- ❑ Note down – Question number, answer number, CoCubes ID and the test name on the sheet. Share the picture of the same with your College Coordinator immediately
- ❑ Wait for the instruction before closing this page

A Your Answer Sheet Print

CoCubes Id: **844614**

Questions: 2

Attempted: 2

Following answers are not submitted, please note them . . .

Question #	Your Answer
1	2
2	1

Error 1.3 : Unable to upload paper..

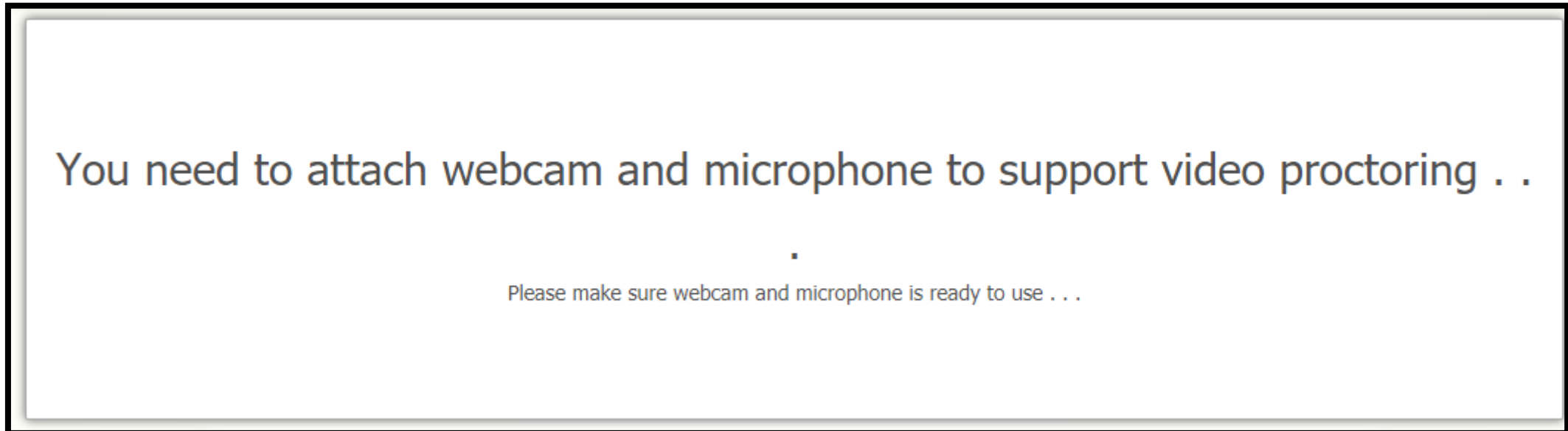
- ❑ This error occurs when there is no internet connection at the start of the assessment
- ❑ Try to establish internet connection again in your system
- ❑ Once done, it will automatically get downloaded.

Unable to load paper, check Internet connection and login again . . .

We tried but couldn't load your paper, you should check your network and login again . . .

Error 2.1 : You need to attach webcam and microphone to support video proctoring

- This error occurs when system is unable to detect Audio and Webcam device. Please check below details -
 - a. Please ensure the device that you are using has Webcam and Microphone attached. This is the mandatory requirement to start assessment
 - b. Please ensure to give Access of the same when system prompt for permission
 - c. If not resolved, please refer [General Instructions](#)



Error 2.2 : Unable to setup audio proctoring (Audio is on mute)

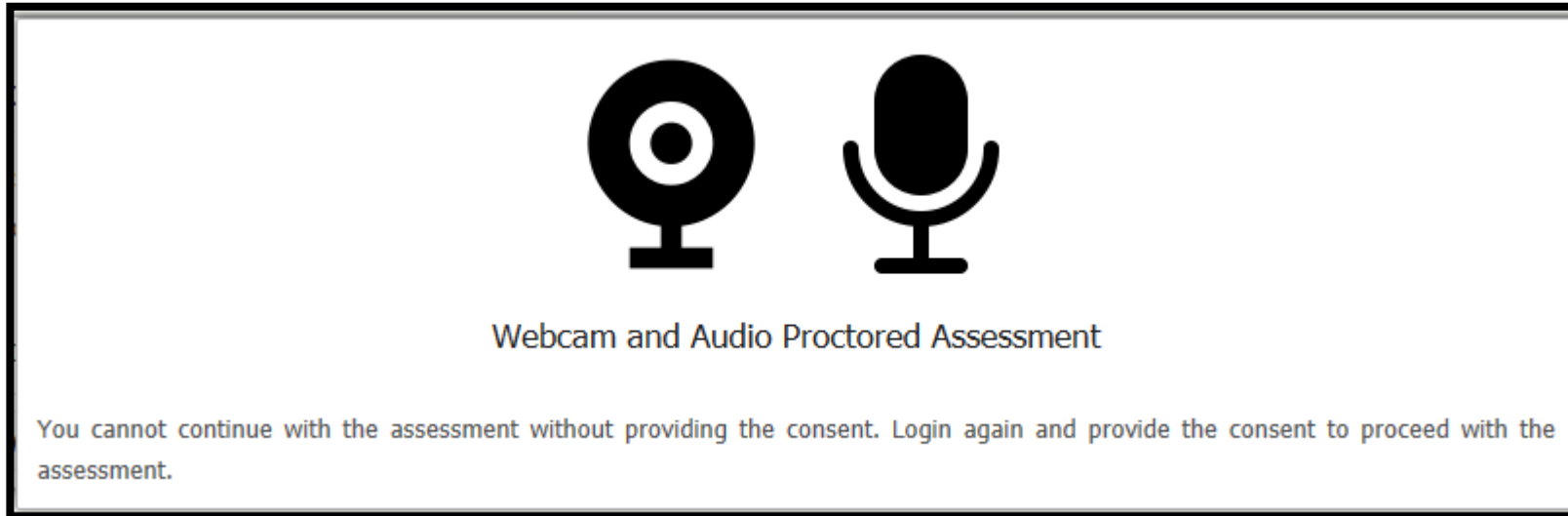
- This error occurs when system is unable to detect Audio device. Please check below details -
 - a. Please ensure the device that you are using has Microphone in working condition. This is the mandatory requirement to start assessment
 - b. Please ensure to give Access of the same when system prompt for permission
 - c. Clear Cache from your phone and try again

Unable to setup audio proctoring . . .

Seems like you are muted, please check your system sound settings

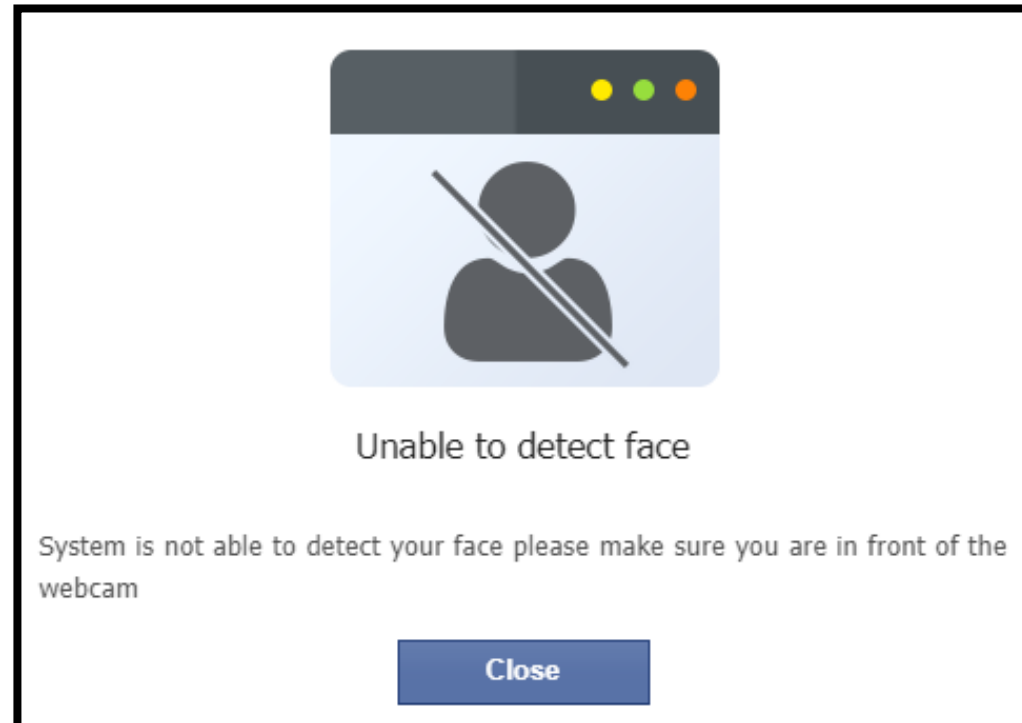
Error 2.3 : Webcam and Audio Proctored Assessment

- ❑ This error occurs when you click on 'Do not Accept' on GDPR Guidelines that appear as soon you log-in into the test
- ❑ It is Webcam and Audio Proctored test which means images and sound will be captured as part of the assessment process
- ❑ To give your consent to the organization, please click on Refresh and then click on 'Accept'



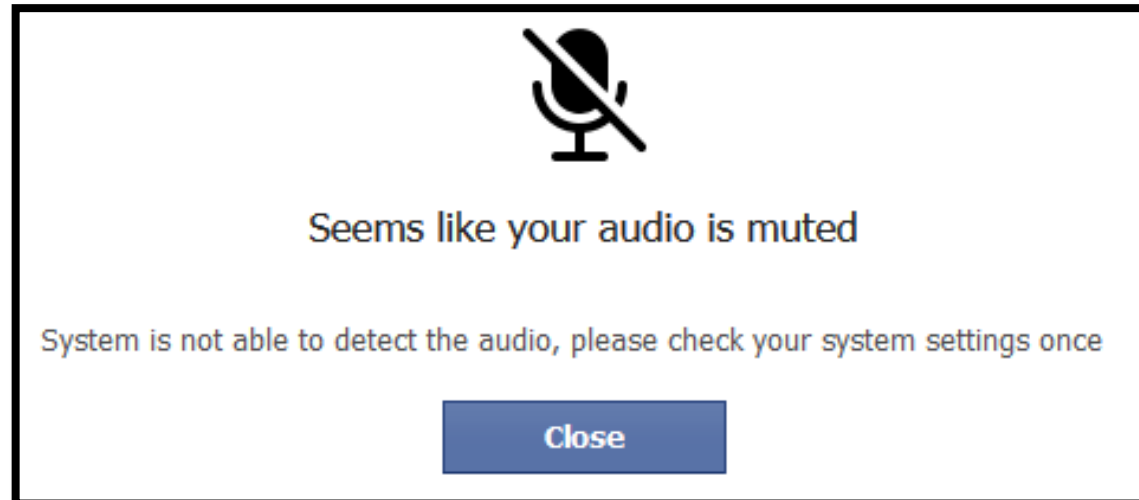
Error 2.4 : Unable to detect face

- This error occurs when your face is not visible on webcam. Please ensure –
 - a. Do not hide your face or move away from the camera at any point of time during assessment
 - b. Do not disable/de-attach webcam during assessment
- a. Any such activity will lead to disqualification



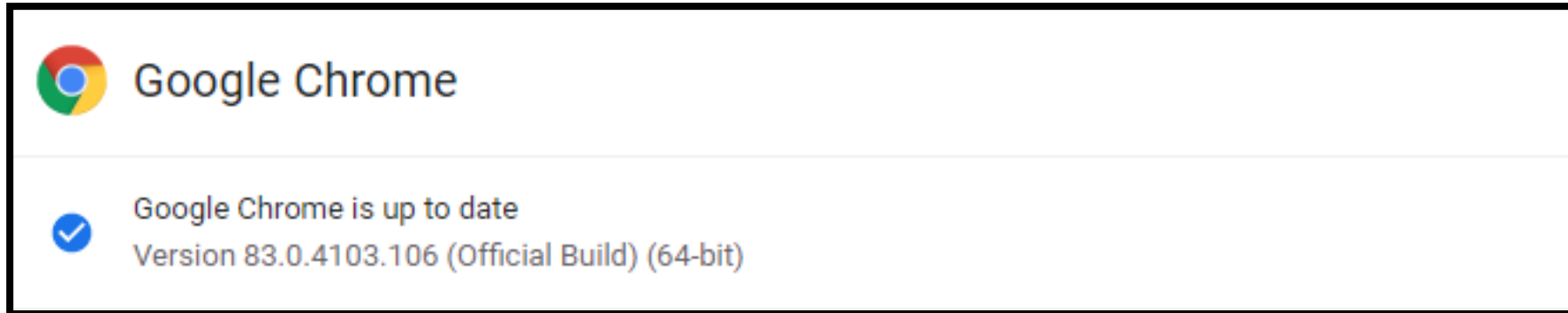
Error 2.5 : Seems like your audio is muted

- ❑ This error occurs when your audio is not captured by monitoring tool. Please ensure –
 - a. Do not mute your microphone during assessment
 - b. Do not disable/de-attach microphone
- ❑ Any such activity will lead to disqualification



General Instructions (Laptop/Desktop)

- ❑ Use only Google Chrome (latest version) for taking assessment
- ❑ Clear Cache and Browsing History before appearing for the assessment
- ❑ Ensure that Camera and Microphone is not blocked - Refer below steps to check/un-block the same
 1. Open Google Chrome
 2. Click on icon (⋮) . on extreme right side of address bar. Select Setting.
 3. Select 'Privacy and Security' and click on 'Site Settings'
 4. Under Permissions, Unblock both Camera and Microphone (in case it is showing unblock)
 5. Please refer [next page](#) for demonstration through images



- To check :*
1. Open Google Chrome
 2. On extreme right side of Address bar, Click on icon ⋮
 3. Click on 'Help' and then 'About Google Chrome'

General Instructions (Laptop/Desktop)

