

Request you to go through Document carefully and keep the printout handy with you for Capgemini Final Assessment. If you face any technical error, do refer to the below tables for a quick solution. You can also refer to the detailed **Aon Test Guide**, if the issue persists.

SAB TOOL Error - If you cannot log in into the test through SAB tool even after the below solutions. Please switch to Mobile App - CoCubes Assessment	
Error	Solution
Unhandled Exception	Please ensure that you do not have multiple SAB tool application open simultaneously
Time Zone Error	Correct the time zone of your computer system
Webcam Not Found	Please check the functionality of your Webcam using the link - https://assess.cocubes.com/check-system If the Webcam is working fine then you can ignore this warning
Warning: Assessment will open only in SAB tool or Mobile App	Ensure you are entering correct Access Token and login through either SAB tool or Mobile App.
Warning – Please use the latest version of SAB tool	Please download the latest version of SAB tool shared on email as well as on Aon Test Guide
Error while Login into the test	
Error	Solution
Your Assessment is not scheduled	You are entering incorrect Superset ID. Please recheck email and enter correct Superset ID
Please verify the provided information	You are either entering incorrect Date of Birth or University Roll Number. Please recheck email and enter correct details.
Invalid Passkey	You are entering incorrect Passkey. Please recheck email and enter correct passkey.
You are not allowed to log in beyond permitted time	Test login will become inactive after 30 min of scheduled time. Ensure that you are login within the time
Error while appearing for the Assessment - Always check the Webcam and Audio functionality using link https://assess.cocubes.com/check-system . If the issue persists, switch to Mobile App - CoCubes Assessment	
Error	Solution
You need to attach Webcam and Microphone to support Video proctoring / Unable to setup Audio Proctoring	Hard restart your system. Check Webcam & Microphone functionality using the above link and ensure you have permission to access Webcam & Microphone access through the Google Chrome privacy setting. If the issue persists, switch to Mobile App
Loading Test..	This error comes due to slow internet connection. Hard Restart your system and ensure that the system is connected to the internet before you login into the test.

Submission Error	
Error	Solution
Unable to submit due to no internet connection	Please wait as the server will upload answers as soon as internet restores. If you receive submission failure, follow the steps that will be mentioned on the screen.
Registering to Partner	Please wait for some time; It will redirect to the next test as soon as internet restores. Else, hard restart your system and re-login again. You can also use the Mobile App to continue the Assessment.
Errors you might face during Gamified Assessment	
Error	Solution
We need access to your Webcam	Hard Restart your system. Give access to Webcam from Google Privacy Setting and re-login again
Technical Error Occurred/Token Invalid/Reached to another Login page	Hard Restart your system, Clear cache and browsing data and then re-login into the test
504 Gateway Time-out / Screen freeze / Unable to Proceed ahead / White Screen / Unable to see the questions	Wait for 15-20 min. Hard Restart your system, Clear cache and browsing data and then re-login into the test

*****IMPORTANT NOTE*****

- Please take the Mock Test to ensure that the system is ready for the Online Assessment
- It is recommended to take the Assessment through Mobile App – ‘CoCubes Assessment’. If you wish to take Assessment through SAB tool then also keep Mobile App as a backup. You can switch to the Mobile App in case you face any error.
- Note down the Login Credentials in a separate device/hard copy to avoid last-minute delay. Always ensure that you refer to the email with the Subject line - **Capgemini || Final Assessment Test || Login Credentials** for the Final Assessment details.
- **If you can't appear for the Assessment due to some technical error for which the solution is not mentioned in the FAQ Document, please save the error screenshot as a reference.**
- **We will validate the screenshot/images shared and accordingly communicate the next step to you through email.**

All the Best!