A field guide to the dreaded Tk20 "Oops!" Errors

OOPS!

Tk20 is not the most user-friendly program, but the cryptic "Oops" error messages can be especially frustrating. Luckily, these dreaded errors are generally infrequent and with the right information, not hard to fix or avoid.

Error Message: *OOPS! Session Timed Out: Your session has timed out. Please close this window and retrace your steps to access this page again*
Why is this happening? Certain email clients (usually Microsoft/Outlook) have hyper security settings concerning URL's sent in emails. The intention of the security setting is to prevent users from clicking on malicious links in an email that may try to steal their personal information or damage their system, but the security program cannot tell a good web address from a bad web address. Either way, it rewrites the code for the web address into a "safe link," which unfortunately confuses Tk20. You will be able to follow the link and get into Tk20, but when you go to save or submit an assessment, Tk20 will crash and give you the error message *OOPS! Session Timed Out* message.
How to fix it: Copy and paste the text of the web link. Do **not** left-click to follow the link. Do **not** right-click the link and select "Copy link address" as this will copy the compromised code. Highlight the link's text, press CTRL + C to copy it, click in the URL bar of the web browser and press CTRL + V to paste the text of the link into the browser. This is for a Window's based PC, but you will use the equivalent commands on an Apple/Mac-based computer. The email will even include a note giving a text version of the web link just in case this error message comes up.

Error Message: *OOPS!: You have this student's assessment open already. For data integrity purposes, please return to the original tab.*
Why is this happening? Tk20 has a built-in safety measure to prevent you from losing assessment data. It does this because if you were to open an assessment in more than one window, you might overwrite your data if you switched from one to the other (or save over your completed assessment with a blank assessment). So, if Tk20 detects that you have an assessment open one window, it'll keep you from opening it up again. However, sometimes Tk20 just *thinks* there's another window open when there is not and will keep giving the error message.
How to fix it: The easiest way to fix it is to close any Tk20 windows you have open (all the windows, not just the extra ones) and try to open just one single, new window. If this does not work, try clearing your browser's cache or using your browser's incognito or stealth setting as those settings are specifically made to keep websites from tracking data.

Error Message: *OOPS!: There was an issue processing your request. This could have happened if: you don't have the right access privileges, you tried ...* etc.
Why is this happening? Though you use a web browser to interact with Tk20, the Tk20 "website" is not really a website. It is a hefty data warehousing program running on a server. Because of this, it can be picky about the way you or your web browser interacts with it. One of

the most frequent causes of this error is the user of your browser's back or forward buttons. Opening Tk20 in more than one window can also cause this error.

How to fix it: First, make sure you are not using Microsoft Explorer, as it does not work well with Tk20. Sometimes Safari can cause issues as well. The best browsers are Chrome or Firefox. Never use the browser's back navigation function, but instead use Tk20's internal navigation tools (the close or cancel button to back out or the left side menu). Tk20 can also refuse to continue to let you access it, giving this message over and over. If this happens, try clearing your browser's cache or using your browser's incognito or stealth setting as those settings are specifically made to keep websites from tracking data.

If you are getting a different "Oops!" error message that one of these above, send a screen shot of the error along with any details about what you were doing when it occurred to tk20@columbusstate.edu.