# TestOut®

Common LMS Integration Errors

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There are some common errors that we have seen when trying to integrate LabSim with LMS Systems.

Below you see an error when trying to connect to LabSim. The text in the box will often give you a clue as to what the information LabSim is not receiving so that you can correct the problem in you LMS. Below are some of the common errors. If you see an error other than one of these, please contact us.
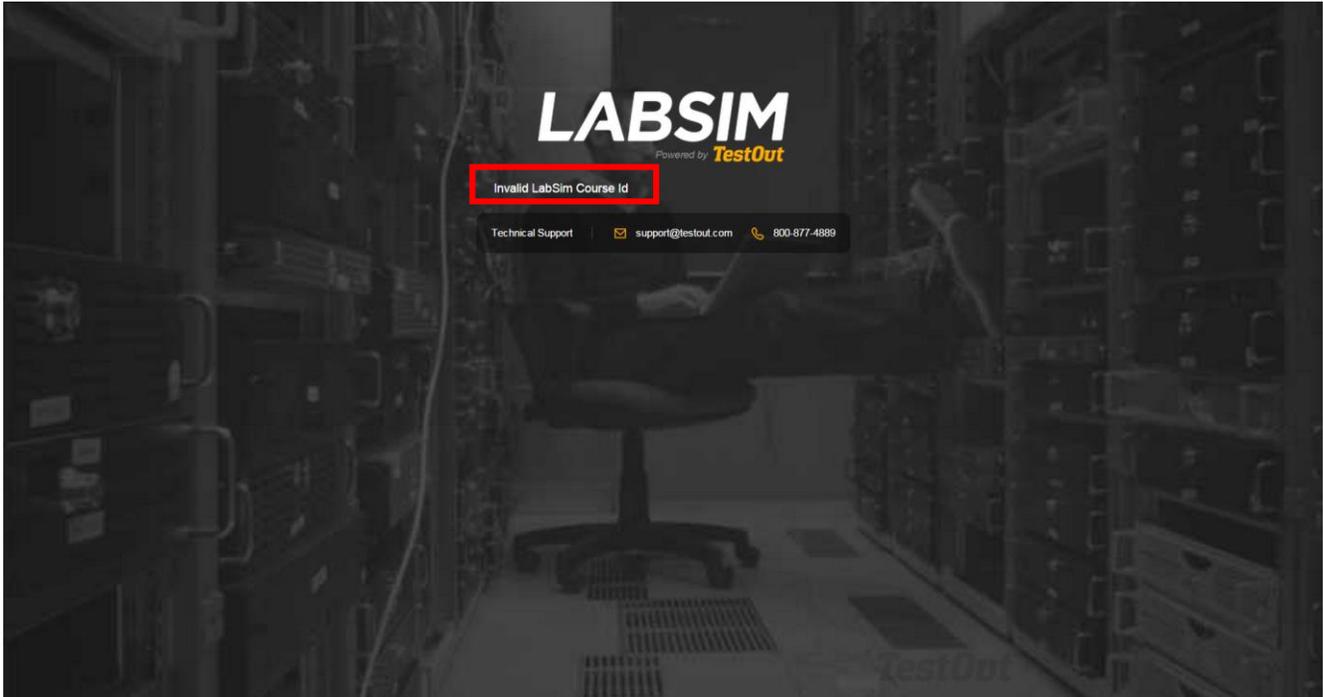
Invalid Consumer Key: This means that you have inputted your Consumer Key incorrectly. Please verify you have keyed the Consumer Key correctly. If you have, please take a screenshot and contact us.

OAuth Authorization Failed: Your Shared/Consumer Secret is incorrect. Please verify you have keyed the Consumer Key correctly. If you have, please take a screenshot and contact us.

Invalid LabSim Course Id: You have inputted the parameters that direct you to the course you are looking to access. The parameter should look like this—the value after the equal sign is the ISBN of your LabSim product:

> *labsim_course_id=978-1-935080-43-5*

Invalid User Id: LabSim requires that the User ID is passed from the LMS. If you are receiving this error, you (or your admin) needs to change the permissions in your LMS to pass over the User ID to LabSim.

Additionally, you can receive this error if you are not using the correct URL based on whether or not your LMS settings are setup to launch a secure URL. Check to make sure you are using either *http://www.testout.com/orbispartner/basiclti.aspx* or *https://www.testout.com/orbispartner/basiclti.aspx* based on your LMS security settings which are usually determined when you set up an LTI tool provider.

Invalid User Role: LabSim requires a user role to be passed over from the LMS. This is how LabSim knows to create an instructor account or a student account. If you are receiving this error, you (or your admin) needs to change the permissions in your LMS to pass over the role to LabSim.

No licenses are available for the requested product: This error means that your Consumer Key and Secret have been setup with a group licensing model and there are no more licenses available. Please contact your Account Executive to get more licenses added to the pool.

Server Error in '/OrbisPartner' Application

The "Launch URL" you input into the LMS is incorrect. It should be one of the following (based on your LMS security settings):

- http://www.testout.com/orbispartner/basiclti.aspx
- https://www.testout.com/orbispartner/basiclti.aspx

Please verify that it is correct. If it is and you are still getting this error, please take a screenshot of both the screen and the URL you have input and contact us.

Server Error in '/OrbisPartner' Application.

The resource cannot be found.

Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly.

Requested URL: /orbispartner/baclti.aspx

Version Information: Microsoft .NET Framework Version:4.0.30319; ASP.NET Version:4.0.30319.18449