Unable to Obtain Pricing Information

Error Description:

They are doing an online Order in Q Local and it states, "Unable to Obtain Pricing Information".

Resolution:

This error means that Q Local was able to connect to our order site but was unable to actually make it through to Oracle. The causes could be that our ordering system is down, which is very unlikely, or that something is interfering with the communication. We most often see this with proxy servers not allowing the communication to finish. It could also be something like Anti-virus.

We do not have a good resolution for this issue mostly because it is not our software or system causing it. Instead it is something between our server and their computer blocking part of the communication. All we can really do for them is point out that the most common causes are Proxy Servers and/or other network security.

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Software Support -> — Q — -> Q Local -> General Information -> Unable to Obtain Pricing Information
https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4510