

The file fails to load

Problem

A file or folder does not upload to a job properly.

Cause

Typically, a file or folder doesn't upload for one of the following reasons:

- You logged out of the session before the upload was complete.
- The Internet connection was disrupted before the upload was complete.
- The browser stopped responding before the upload was complete.
- Other software running on your computer interfered with the upload process.
- There was a power failure.

Solution 1: Correcting a failed upload

The next time that you log on, a Failed Uploads window appears with a message, indicating that an upload failed.

1. In the Failed Upload window, click the job's name.
The job's list appears. In your job's **details panel**, under **File Uploads**, a red x appears next to the failed upload.
2. Click the red x to delete the upload.
3. Upload the files or folders again.

Solution 2: Ignoring a failed upload

The next time that you log on, a message appears, indicating that an upload failed.

1. Click **OK**.