

## Problem

You created a **Copy Files** upload processing rule, but the uploaded files do not appear in the destination folder on the workflow server.

## Cause

There are several possible causes:

- The destination folder does not exist.
- The following settings are incorrect in the InSite Administration software, under **Configuration Settings > Upload Processing**: The **Automatically Process Uploaded Files and Folders** check box should be selected, but isn't.
- If the job is a production job, the **Perform Upload Processing for Production Jobs** check box should be selected, but isn't.
- You have uploaded a file type that is not listed in the **File Pattern** box for the upload processing rule. For information, see [Creating actions](#).
- The upload processing rule is not associated with the job that the files were uploaded to. See [Assigning rules to jobs and job templates](#).
- The status of the job is **Completed** or **Production**.

## Solution

Check for each possible cause, and correct any errors. Upload the files again.