

Uploaded files do not process correctly

Problem

You created a **Prinerger Refine** or **Prinerger Workflow Template** upload processing rule, but the uploaded files do not refine as expected.

Cause

There are several possible causes:

- The Prinerger process template associated with the job is not a refine process template.
- 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.
- Two upload processing rules have the same values in the **File Pattern** box and the same process template or workflow template. 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.