

Large File Attachments

As a security measure, a 5 minute time limit is placed on uploading and downloading files. If you upload a file and it takes 5 minutes (or a few seconds less than 5 minutes), the upload may appear to have correctly completed when it did not. Please test the validity of the file by downloading it and attempting to open the file. If it does not open, the file is corrupted because it did not complete the upload.

Possible Attachment Upload Remedies

If you have a corrupted upload, check the size of the corresponding download and compare to the size of the original file.

1. If most of the file uploaded before failing, wait to upload the file when there is less internet traffic.
2. Connect to a faster internet connection to perform the upload.
3. Reduce the file size:
 1. Split the file into multiple parts and upload as Filename - Part 1, Filename - Part 2, etc.
 2. Zip the file.
 3. If the file is a PDF and you have Adobe Acrobat Professional or equivalent software, open the file, click on the Document-> Reduce File Size... dropdown menu.
4. Last resort for recipients uploading Progress Reports:
Contact your Program Officer for acceptable options to uploading the file. One approach may be to burn the document to a CD and mail to your Program Officer.
5. Last resort for Federal personnel:
Contact the Help Desk to determine what additional remedies might be available.

Possible Attachment Download Remedies

File download issues should be much less of a problem because download speeds are always an order of magnitude faster than upload speeds.

1. Wait to download the file when there is less internet traffic.
2. Connect to a faster internet connection to perform the download.
3. Last resort:
Contact the Help Desk to determine what additional remedies might be available.