

Large File Guidance

As a security measure, there is a 5 minute time limit for the download and upload of files. If the user uploads a file and it takes approximately 5 minutes, the file upload may appear to have been successful. To test the integrity of the uploaded file, download and attempt to open the file. If the file does not open, the file is probably corrupted – the attempt to upload was incomplete and therefore unsuccessful.

Solutions for File Upload Problems

- **To determine if the upload process resulted in a corrupted file, download the recently-uploaded file and compare the size of that to the original file.**
- **If most of the file uploaded before failing (indicated by a slight variation in the size of the two files), attempt to upload the file when there is less Internet traffic.**
- **Use a faster Internet connection and try the upload process again.**
- **Reduce the file size:**
 - Split the file into multiple parts and upload as Filename - Part 1, Filename - Part 2, etc.
 - Zip the file.
 - If the file is a PDF and Adobe Acrobat Professional or equivalent software is available; with the file open, from the File Menu, select Save as Other. From the subsequent dropdown menu, select Reduced Size PDF.
- **Options for recipients attempting to upload Progress Reports:**
 - Contact your Program Officer for acceptable options to upload the file (e.g., burn the document to a CD and mail to your Program Officer).
- **Options for Federal personnel:**
 - Contact the Help Desk to determine what additional solutions are available.

Solutions for File Download Problems

- **Download speeds are typically an order of magnitude faster than upload speeds; therefore, there should be fewer file download problems.**
- **Wait to download the file when there is less Internet traffic.**
- **Use a faster Internet connection to perform the download.**
- **Contact the Help Desk to determine what additional solutions are available.**