Access Brightspace Guided Training (https://community.brightspace.com/s/article/Welcome-to-Brightspace-Guided-Training)

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File Upload Is Unsuccessful When Attempting To Add A File To A Dropbox, Content, Discussion, Or Other Tool

File upload is unsuccessful when attempting to add a file to a Dropbox, Content, Discussion, or other tool

In the Learning Environment (LE), when you attempt to upload a file to a Dropbox, Assignment Folder, Content, Discussion, or other tool, the upload is unsuccessful.

🕐 Nov 9, 2021 • Knowledge

Cause

Resolution

Attempt the following troubleshooting:

File Size

The File Upload function in D2L Brightspace supports up to 2GB per file.

How to check the file size

Windows:

1. Open Microsoft Windows Explorer and navigate the folder you saved your file in.
2. Right-click on the file name and select **Properties**.
3. The file size appears next to Size.

Mac OS:

1. Open Finder and navigate to the folder in which you saved your file.
2. Ensure you are using the list view by clicking on the list view icon at the top of the window.

3. The file size appears under the Size column.

How to reduce file size:

- If your file contains images, you can reduce the resolution or size of the images.
- If your file contains many pages, try splitting this into two files (for example, in a presentation, you can create one file for slides 1-5, and one file for slides 6-10).

Internet Connection

The file uploader in D2L uploads files in 10MB chunks. If one 10MB chunk takes longer than two minutes to upload, the upload process times out, and your file does not continue to upload (though it may look like it is!).

Your upload speed depends on your Internet connection.

- Always upload files using a wired internet connection rather than wireless whenever possible
- If you have access to a faster network, upload from this network (ie. Home, on campus)

How to check your internet connection speed:

Go to http://www.speedtest.net/ (http://www.speedtest.net/) and click on Begin Test to perform a speed test.

Your upload speed determines how fast your file uploads (along with the overall size of your file, a larger file takes longer to upload). Although there is no "minimum Internet connection speed" necessary to use Desire2Learn, the better your upload speed, the faster your files upload.

File Name

Your file does not upload when:

- The filename contains illegal characters.
  - Rename your file and try uploading again if it contains the following characters:

    \ / : * ? " < > | ~ # % & ' { }

- The file name is too long. We recommend that you keep the file name under 120 characters.

Upload the Correct File:

When you save a file in Microsoft Office, for example, a file called assignment.docx, you may find two files saved on your computer: assignment.docx and ~$assignment.docx.

This is because Office creates both a temporary file and the document file, where the temporary file begins with ~$. Ensure you are uploading the actual document instead of the temporary file, as the temporary file will not open and contains no data.

Browser:

If you find buttons on the upload page are not being responsive, or windows are not loading, try the following workarounds.

Clear your browser cache:

Windows:

1. With your browser open, press Ctrl+Shift+Delete on your keyboard.
2. Only select Cache/Temporary Internet Files and Cookies.
3. Delete/clear browsing history.

Mac Safari:

1. Click on the Safari menu on the top left corner of the browser window.
2. Click Reset Safari.
3. Select Remove all website data and Reset.

Additional Information

Tracking Number

References

Attachment

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Nolan Gormley (/s/profile/0055W000000VEnZQAW) (Community Member)

7 months ago

You guys need to open this up as a real ticket and actually resolve it, not just tell people to not upload files under 2Gb. Email me if you need someone to reproduce this for you. This needs to be fixed immediately, there are multiple students who have to jump through hoops just to get files uploaded on your platform.

Like

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Mary MacDonald (/s/profile/00561000002JP5LAAW) (D2L)

10 months ago

I have published a new version of this article that removed the file size limitation tether to Brightspace Platform 10.3. The size limitation is version agnostic - it applies to all versions of Brightspace Learning Environment.

Like   1 like

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Mandi Sullivan (/s/profile/0050A000000w5IMQAQ) (Community Member)

7 months ago

@Mary MacDonald (/s/profile/00561000002JP5LAAW) (D2L) Brightspace allows uploads of files with " and ' in the name now, but it breaks the annotate tool in assignments. I've just helped a faculty member with a workaround but wanted to make sure D2L was aware of this issue.

Like   1 like

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Catherine Murphy (/s/profile/0050A000000esYhQAI) likes this.

Steve Paulson (/s/profile/0050A000000pmuoQAA) (Community Member)
2 years ago

An apostrophe in the filename also causes a problem (when clicking "Add" after uploading a file, nothing happens except the white space on the file upload window may grow a little).

Like   1 like

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