File Exchange Frequently Asked Questions

What is the size limit for files uploaded through File Exchange?

150 MB per file.

Why is it taking so long to upload/download files?

The duration of an upload or download depends on the size of the file and the speed of your Internet connection. To minimize the duration, consider reducing the size of your files by using compressed .ZIP files. It may also help to upload or download files early in the morning or late in the evening to avoid high volumes of Internet traffic that may affect your Internet service provider. Also, if you are using a modem, consider upgrading to a DSL, cable modem, or T1 connection.

How long will File Exchange store files?

They will be deleted automatically after 14 days.

Who can access the files that I have uploaded?

NetClient CS users can have full or read-only access to these files depending on the permissions that were given to them.

What is the difference between full and read-only access?

NetClient CS users with **full** access can view and upload files. Those with **read-only** access can only view files.

When I try to upload a file, I receive a message reading "File is missing or empty." Why is this happening?

If you are typing the file name, make sure the location and name are correct, or browse to the file by clicking the **Browse** button.

I don't see a file that was uploaded. What should I do?

If you cannot see files that were uploaded to File Exchange, you may need to delete temporary Internet files.

Follow these steps to delete temporary Internet files.

1. In Internet Explorer, choose Tools > Internet Options.

2. In the **Browsing History** section of the General tab, click the Delete button.

3. In the **Temporary Internet Files** section of the Delete Browsing History dialog, click the Delete Files button.

4. Click Yes to confirm that you want to delete all temporary Internet Explorer files.

   Note: It may take a few moments for Internet Explorer to delete the temporary files.