



Time Zone - GMT (UTC +00)

15 April, 2022

[09:57:17] **Valor of Bangladesh** : I cannot upload any file to file manager. It says disk quota is full. But I have a lot more. Is anyone here who can help me?

cPanel/WHM file manager

[09:57:28] [Andrii Syrotei joined the chat]

[09:57:35] **Andrii Syrotei** : Hello! Thank you for contacting our Live Chat Support!

[09:57:50] **Valor of Bangladesh** : Thatnk you for responding..

[09:58:01] **Andrii Syrotei** : Please provide me with the main domain of your hosting account.

[09:58:12] **Valor of Bangladesh** : valorofbangladeshcom

[09:58:22] **Valor of Bangladesh** : valorofbangladesh.com

[09:58:47] **Andrii Syrotei** : Thank you. I may need 8-10 minutes.

[09:58:55] **Valor of Bangladesh** : ok

[10:00:14] **Andrii Syrotei** : Could you please provide me with a screenshot of the error?

[10:00:36] **Valor of Bangladesh** : ok wait

[10:00:46] **Andrii Syrotei** : Take your time.

[10:02:12] **Valor of Bangladesh** : <https://prnt.sc/qJzm2Ewx-y0m>

[10:02:16] **Valor of Bangladesh** : look here

[10:03:24] **Andrii Syrotei** : Can I try uploading some file from my end?

[10:09:36] **Valor of Bangladesh** : yes you can try

[10:11:01] **Andrii Syrotei** : Please allow me a few minutes.

[10:11:27] **Valor of Bangladesh** : ok

[10:11:54] **Andrii Syrotei** : I was able to upload a file, you can check it in home folder in cPanel: Namecheap-Logo.png

[10:12:20] **Andrii Syrotei** : Have you tried uploading different files or you have issue while uploading only this one?

[10:13:24] **Valor of Bangladesh** : yes I can upload smaller filess

[10:13:48] **Valor of Bangladesh** : But this file shows disk quota msg

[10:14:02] **Andrii Syrotei** : How large is that file?

[10:14:13] **Valor of Bangladesh** : 131MB

[10:14:36] **Andrii Syrotei** : Have you tried uploading it via FTP?

[10:15:21] **Valor of Bangladesh** : Yeah, that's another issue I was gonna ask.. I cannot connect... I don't what I'm doing wrong, it fails

[10:15:51] **Andrii Syrotei** : May I know the error you get while connecting to FTP?

[10:16:48] **Valor of Bangladesh** : ok wait, sending you screenshots

[10:17:02] **Andrii Syrotei** : Take your time.

[10:17:57] **Valor of Bangladesh** : https://prnt.sc/B8txWQsk_cM_

[10:17:59] **Valor of Bangladesh** : Look here

[10:18:28] **Andrii Syrotei** : Thank you. Could you please try using premium161.web-hosting.com as a server?

[10:18:36] **Valor of Bangladesh** : ok wait

[10:18:54] **Andrii Syrotei** : Sure, I am waiting.

[10:19:21] **Valor of Bangladesh** : ohh connected successfully

[10:21:32] **Valor of Bangladesh** : but the previous serer I used was provided by cPanel.. why didn't that work?

[10:23:29] **Andrii Syrotei** : It does not always work correctly while using the domain as a server, it is better to use the servername which I have provided.

[10:23:49] **Valor of Bangladesh** : ohh ok ok..

[10:24:01] **Valor of Bangladesh** : The file is being uploaded.. but it is so slow..

[10:24:10] **Valor of Bangladesh** : around 14kb/s

[10:25:59] **Andrii Syrotei** : Please allow me 8-10 minutes.

[10:26:38] **Valor of Bangladesh** : well, VPN solution worked

[10:29:02] **Andrii Syrotei** : I see, thank you. Yes, in some cases local ISP can limit the connection with the server thus such issues arise.

[10:29:43] **Valor of Bangladesh** : ohh ok ok.. but can you check the issue why i cannot upload via cPanel?

[10:33:52] **Valor of Bangladesh** : ok, thank you for your help!!

[10:33:55] **Andrii Syrotei** : Could you please try to log in to cPanel via this link: <https://cpanel-p161.web-hosting.com/> ?

[10:34:36] **Andrii Syrotei** : Please try uploading the file, once you log in.

[10:35:20] **Valor of Bangladesh** : yes, this link works

[10:36:20] **Andrii Syrotei** : Thank you. When a domain is using Cloudflare DNS and a file is uploaded through the cPanel File Manager, you may encounter one of the following warnings:
"An error occurred. Your account may be over its quota or you attempted to upload a folder"

When Cloudflare is hosting the DNS for a domain, Cloudflare limits upload size (HTTP POST request size) per plan type. This can cause the issue where it appears there are quota issues preventing uploads from completing.

<https://hassanlatif.net/cpanel-file-manager-an-error-occurred-your-account-may-be-over-its-quota-or-you-attempted-to-upload-a-folder-416.html>

[10:36:47] **Valor of Bangladesh** : ohh! Now I understood.. !!

[10:36:55] **Valor of Bangladesh** : Thanks a lot for your hel!!

[10:37:00] **Valor of Bangladesh** : *help!!