Thank you for writing about Send to SmugMug or reporting an error message.

Recently SmugMug made a change to their API which broke my app. I have posted a version that contains a fix.

<http://shahine.com/garage/software/sendtosmugmug/send-to-smugmug-1-3-0323-0/>

If your problem is something else please read below.

The vast majority of problems that are reported to me are a direct result of **anti-virus** or **firewall**software that is **blocking Send to SmugMug from uploading your photos**. Even if Send to SmugMug was working in the past, and you updated to a later version, this problem can start to happen since the anti-virus or firewall detects this new version as something it doesn’t know about and starts to block it again.

In most firewall programs you can indicate that a program has permission to upload files to the internet. Each program is different so I cannot tell you how to resolve this problem on your specific computer, but it should not be too difficult to figure this out. You should look for how to add an "exception" or a "program" to the firewall software.

Additionally, I have found that some anti-virus and firewall packages do not have this problem and work just fine with Send to SmugMug. Microsoft’s free [Security Essentials](http://www.microsoft.com/security_essentials/) package, which I highly recommend, is one such program. If you use this program you won’t have these kinds of problems.

If your email or error report is regarding a different issue I will investigate and if I can offer assistance will reply. Due to the volume of email I get, and the fact that Send to SmugMug is something I work on in my spare time, I can’t reply to each and every email. I do read each email though.

Finally, SmugMug will occasionally be offline or have problems that can affect my program. You can check on SmugMug’s current status [here](http://status.blogs.smugmug.com/).

Thanks,

Omar Shahine