

My file won't upload / I can't download a file

There are a number of reasons you may have trouble uploading or downloading a file from BbLearn. Here are a couple of things you can check:

File Name

Avoid using *special characters* (@ ! # % ? & ; *) for any titles or file names that will be uploaded or downloaded from BbLearn.

Problems caused by special characters could include:

- Files may not upload to BbLearn
- Files may not download from BbLearn
- Uploaded files are hidden and not viewable by your Instructor and/or Students

File Size

Depending on the size of the file you're trying to view, download, or upload, and the speed of your connection on the internet, you may need to wait anywhere from several minutes to several hours if the file is really large.

Browser Plugin Missing

Common free Web browser plugins for viewing course content are:

Adobe Reader	JAVA	Real Player
Flash Player	QuickTime	Windows Media Player

A PDF won't open

At times, a PDF will come up blank, or all black, or all white. Here are a few tips:

PC Tips

Download the latest [Adobe Reader](#)

Update your [Web Browser](#) to the latest version

Try a different Web Browser ([Chrome](#), [Firefox](#), [Internet Explorer](#))

Mac Tips

Download & install the latest [Adobe Reader](#)

Use the [Google Chrome](#) Web Browse

Use the [PDF Browser Plugin](#)