Well Attachments Common Issues and Solutions

## 1. Problem:

I can't upload a PDF file to the Oil Well Attachments portal. It says: "Unsupported file type."

## Solution:

Ensure the file extension is correct (e.g., .pdf, .docx, .xlsx, .jpg). If the file is encrypted or corrupted, recreate the file and try again.

## 2. Problem:

Upload stuck at "Processing 0%" for a long time.

## Solution:

Check your internet connection stability. Try reducing the file size or uploading during off-peak hours. Contact IT support if the issue persists.

## 3. Problem:

I get an error: "Maximum upload limit exceeded."

## Solution:

The system restricts uploads to 500MB per file. Compress large files (e.g., using ZIP) or split them into smaller chunks before uploading.

## 4. Problem:

The upload finishes but the attachment doesn't appear in the well's document list.

## Solution:

Refresh the page or clear browser cache. If the file still doesn't appear, verify the upload status under "My Uploads" and retry.

## 5. Problem:

I accidentally uploaded a file to the wrong well.

## Solution:

Contact the administrator to request file reassignment or deletion. Include the well ID and file name in your request.

## 6. Problem:

"Permission Denied" error when attempting to upload files.

## Solution:

Ensure you have the correct role (Uploader or Engineer) for that well. Request access from your supervisor or admin.

## 7. Problem:

The system logs me out automatically while uploading large files.

## Solution:

Large uploads may take time, and inactive sessions timeout after 60 minutes. Use the "Resume Upload" feature if available, or split uploads into smaller files.

## 8. Problem:

Unable to upload files from a mobile device.

## Solution:

The upload feature is optimized for desktop use. Please switch to a desktop/laptop for uploading large or multiple files.

## 9. Problem:

Error: "Filename contains invalid characters."

## Solution:

Remove special characters like \*, ?, <, >, |, or / from the file name. Use only alphanumeric characters, underscores (\_), or hyphens (-).

## 10. Problem:

Uploaded images appear rotated incorrectly.

## Solution:

Ensure the image orientation is correct before uploading. Use an image editor to rotate and save the file again.

## 11. Problem:

I can’t preview uploaded documents in the portal.

## Solution:

Ensure the document format supports in-app previews (e.g., PDF, DOCX). For unsupported formats, download the file to view locally.

## 12. Problem:

I receive an "Outdated browser" warning.

## Solution:

Upgrade your browser to the latest version of Chrome, Edge, Firefox, or Safari. Older browsers may lack upload feature compatibility.

## 13. Problem:

I need to upload multiple files at once but can only select one at a time.

## Solution:

Use the "Bulk Upload" option by holding the Ctrl (Windows) or Command (Mac) key while selecting files. Alternatively, drag and drop multiple files into the upload area.

## 14. Problem:

Upload fails with "Virus detected" message.

## Solution:

Ensure your file is free from malware. Scan it with an antivirus tool before uploading. Contact IT if you believe it's a false positive.

## 15. Problem:

I can't find the "Upload" button for a specific well.

## Solution:

Ensure the well status is "Active." Uploads may be restricted for closed or archived wells. Contact admin to verify the well’s status.

## 16. Problem:

Upload completes, but the file metadata (like date, well ID) is missing.

## Solution:

Ensure all required metadata fields are filled before uploading. If fields are auto-filled, verify their accuracy before submitting.

## 17. Problem:

I uploaded the wrong version of a document.

## Solution:

Use the "Version Control" feature to upload the correct version. This maintains the document history without needing to delete the original file.

## 18. Problem:

Upload interrupted due to power failure or network loss.

## Solution:

Use the "Resume Upload" feature if available. Otherwise, re-upload the file from the beginning after ensuring a stable connection.

## 19. Problem:

I get "Upload Queue Full" error.

## Solution:

The system limits the number of concurrent uploads (e.g., 10 at a time). Wait for ongoing uploads to complete or cancel some items before starting new ones.

## 20. Problem:

I need to upload confidential files securely.

## Solution:

Use the "Secure Upload" option, which encrypts files during transit. Confirm with your IT/security team that encryption protocols meet company standards.