LMS Storage Issue – LMS Guide

Purpose of This Guide

This guide helps instructors, TAs, and students understand and resolve issues related to **storage limits** in LMS, including file upload size restrictions and site-level storage quotas.

What Is an LMS Storage Issue?

An **LMS Storage Issue** occurs when users cannot upload files or receive errors because the course site or file exceeds 's storage limits.

Common signs include: - Error message when uploading files - Upload fails without completing - Message indicating insufficient storage space - Files not appearing after upload

Storage Limits

1. File Upload Size Limit

- You **cannot upload a file larger than 50 MB at a time** in LMS.
- Files above 20 MB will fail even if site storage is still available.
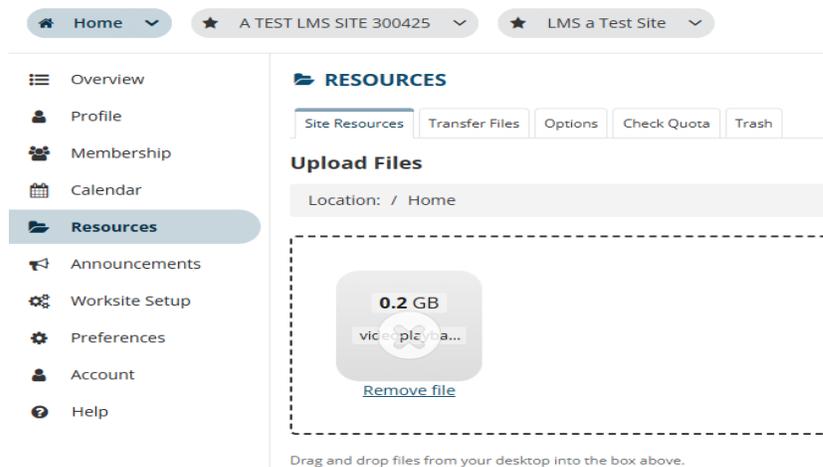
2. Site Storage Quota

- Each course site has **1 GB total storage** available.
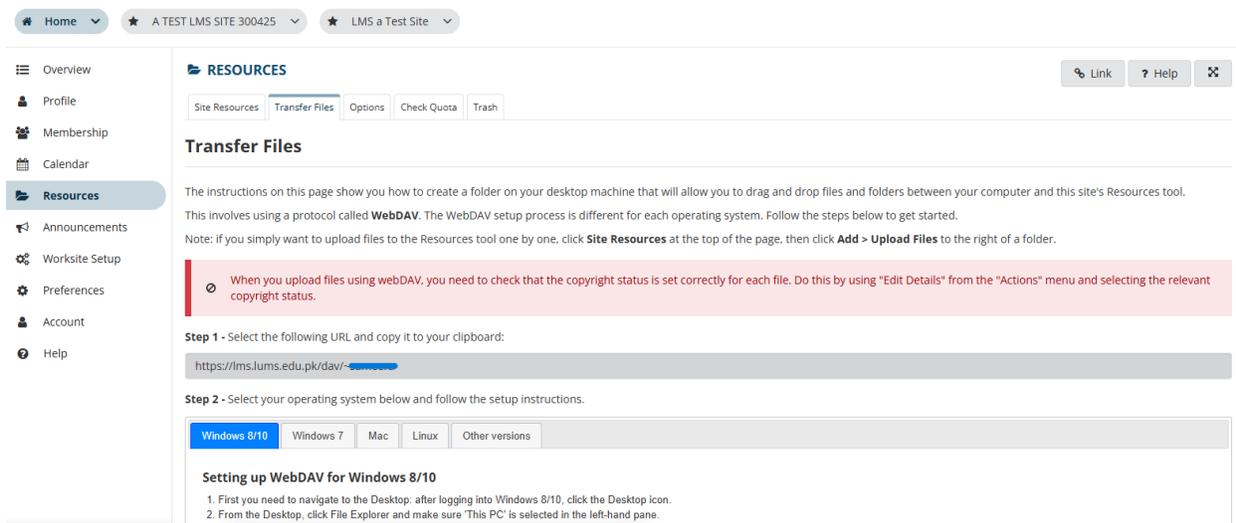- Once the site reaches the 1 GB limit, no new files can be uploaded.

Common Causes of Storage Issues

- Uploading a single file larger than 50 MB
- Course site has reached the 1 GB storage quota
- Large media files such as videos or high-resolution presentations
- Old or unused files occupying space

Step-by-Step Troubleshooting

Step 1: Check File Size

- Right-click the file → Properties → check file size
- If the file is over 50 MB:
  - Compress the file (ZIP)
  - Use WebDAV to upload it directly from your PC. **Resources-> Transfer Files** (All the steps are mentioned there)

Step 2: Check Site Storage Usage

1. Go to the course site
2. Open **Resources** tool
3. Review folder contents and file sizes
4. Identify large or outdated files

Step 3: Clean Up Old Files

- Delete unused files or folders
- Remove duplicate uploads
- Empty any "Trash" or hidden folders if available

Requesting Storage Increase

If your site genuinely requires more space:

- Email **LMS Support** with the following information:
    - Course code and section
    - Current storage usage
    - Reason for requiring additional space

Storage increases are subject to approval and availability.

Quick Checklist

- ☐ File is under 50 MB
- ☐ Site has available storage
- ☐ Unused files removed
- ☐ Large media shared via link
- ☐ LMS Support contacted if more space is needed

When to Contact LMS Support

Email LMS Support (elearning@lums.edu.pk) if:

-You cannot upload files even under 50 MB

- Your site has reached the 1 GB limit

- You need a storage quota increase