

# 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?

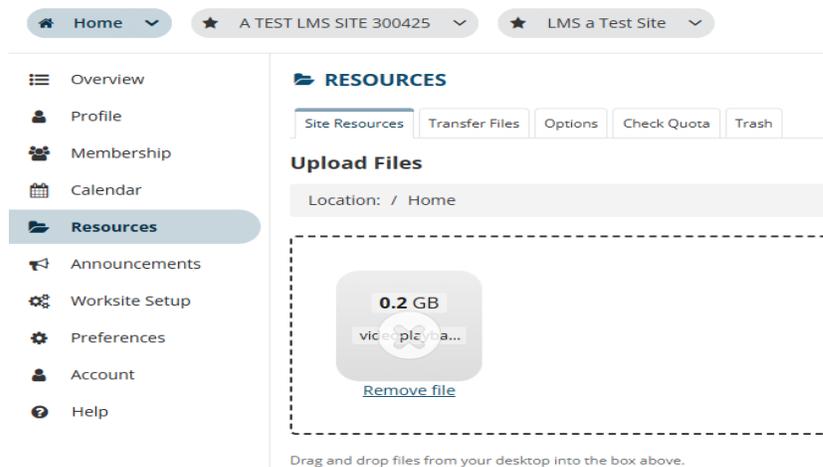
An **LMS Storage Issue** occurs when users cannot upload files or receive errors because the course site or file exceeds 's storage limits.

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.

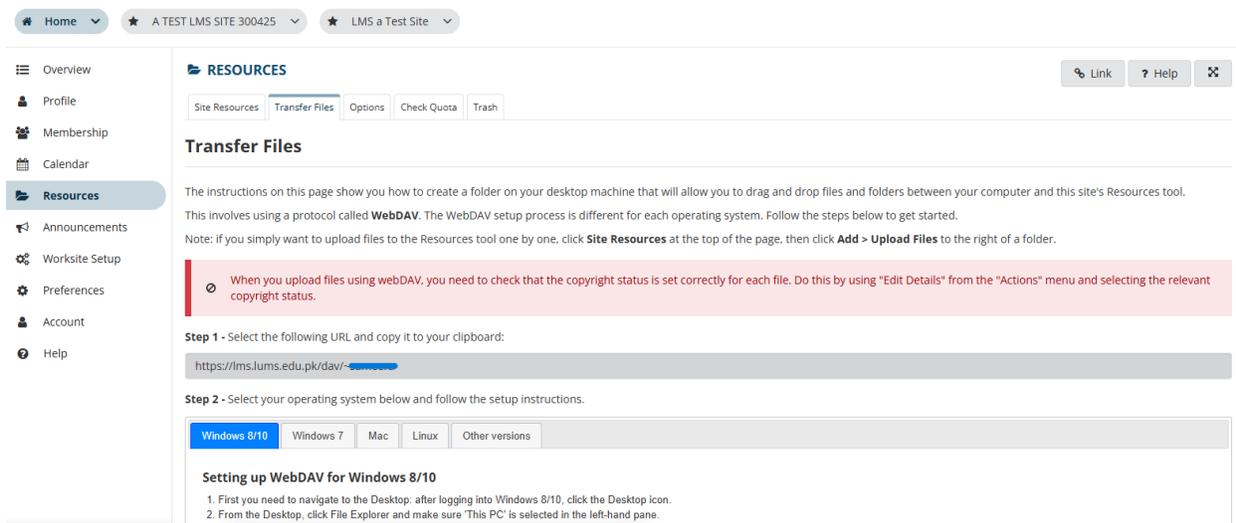
## Common Causes of Storage Issues

- 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)



The screenshot shows the 'RESOURCES' page in an LMS. The left sidebar contains navigation options: Overview, Profile, Membership, Calendar, Resources (selected), Announcements, Worksite Setup, Preferences, Account, and Help. The main content area is titled 'Transfer Files' and includes instructions on using WebDAV. A red warning box states: 'When you upload files using webDAV, you need to check that the copyright status is set correctly for each file. Do this by using "Edit Details" from the "Actions" menu and selecting the relevant copyright status.' Below this, 'Step 1' instructs the user to copy a URL: `https://lms.lums.edu.pk/dav/~[username]`. 'Step 2' instructs the user to select their operating system from a dropdown menu. The 'Windows 8/10' option is selected, and the page shows the beginning of the 'Setting up WebDAV for Windows 8/10' instructions.

### 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](mailto: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