Resource Upload Error – Sakai LMS Guide

Purpose of This Guide

This guide helps instructors, staff, and students understand, troubleshoot, and resolve **Resource Upload Errors** in Sakai LMS. It covers common causes, step-by-step solutions, and when to seek support.

What Is a Resource Upload Error?

A **Resource Upload Error** occurs when a file cannot be uploaded successfully to the **Resources** tool in Sakai. The system may display an error message, fail silently, or stop the upload partway through.

Common symptoms include:

- Upload progress bar freezes or stops
- Error messages such as *"Upload failed"* or *"File could not be saved"*
- File appears to upload but is missing afterward
- Browser becomes unresponsive during upload

Common Causes of Resource Upload Errors

1. File Size Limits

- Sakai enforces **maximum file size limits** (20MB).
- Large files (e.g., videos, high-resolution PDFs) may exceed the allowed limit

Typical error message:

File size exceeds the maximum allowed

2. Unsupported or Restricted File Types

- Some file extensions may be blocked for security reasons
- Executable files (e.g., .exe, .bat) are often restricted

3. File Name Issues

Problems may occur if the file name:

- Contains special characters (e.g., # % & ? / \\ : * " < > |)
- Is excessively long
- Includes non-standard symbols or emojis

4. Internet Connectivity Issues

- Slow or unstable internet connections can interrupt uploads
- Uploads may fail if the connection drops mid-process

5. Browser Compatibility or Cache Issues

- Outdated browsers may not work well with Sakai
- Corrupted cache or cookies can cause unexpected upload failures

6. Insufficient Permissions

- User may not have permission to upload files to the selected folder
- Folder may be set to **read-only** or restricted

7. Server or System Issues

- Temporary Sakai server downtime
- Scheduled maintenance or high system load

Step-by-Step Troubleshooting

Step 1: Check the File Size

- Verify the file size on your computer

- Compare it with your institution's Sakai upload limit

Workarounds:

- Compress the file (ZIP)

- Split large files into smaller parts

- Upload videos to a supported streaming platform and share the link instead

Step 2: Rename the File

- Use simple file names with:

    o Letters (A–Z)

    o Numbers (0–9)

    o Underscores or hyphens

Example:

Lecture_3_Week5.pdf

Step 3: Verify File Type

- Ensure the file format is commonly supported (PDF, DOCX, PPTX, XLSX, JPG, PNG)

- Avoid restricted or executable file formats

Step 4: Try a Different Browser

Recommended browsers:

- Google Chrome (latest version)

- Mozilla Firefox (latest version)

Avoid:

- Internet Explorer

- Outdated browser versions

Step 5: Clear Browser Cache and Cookies

- Clear cache and cookies

- Restart the browser

- Log back into Sakai and retry the upload

Step 6: Check Folder Permissions

- Ensure you are uploading to a folder where you have **Add** or **Maintain** permissions

- Try uploading to a different folder if available

Step 7: Test with a Smaller File

- Upload a small test file (e.g., a short PDF or image)

- If the small file works, the issue is likely file-specific

Recommended Best Practices

- Upload files during periods of stable internet connectivity

- Keep file sizes optimized before uploading

- Organize files into folders to reduce repeated uploads

- Use cloud storage links for very large media files

When to Contact IT or LMS Support

Contact IT support if:

- The error persists after following all troubleshooting steps

- Multiple users are experiencing the same issue

- You receive repeated server-related error messages

Provide the following information when reporting the issue:

- File name and size

- File type

- Exact error message (if any)

- Browser and version

- Time and date of the issue

Quick Checklist

- ☐ File size within limit

- ☐ File name uses simple characters

- ☐ Supported file type

- ☐ Stable internet connection

- ☐ Updated browser

- ☐ Correct folder permissions