Troubleshooting Online Submission Problems

What might be the problem?

The most common problem for online submission is firewall issues. Either you do not have access to send files via http or your firewall is preventing your computer from communicating with our server.

What you can do:

1) If you have been successful at sending a file to us before, make sure you are on the same computer and using the same login and password as the previous attempt.

2) If you know of a computer that has more access permissions than others, or that bypasses your network's firewall, use it. Do not be afraid to use a different computer — it is possible that there is a problem specific to your computer.

3) Make sure you are using the latest versions of Internet Explorer, FireFox or Netscape Navigator.

4) PDF it! PDF files upload much faster due to smaller file sizes. They also result in fewer technical problems that cause delays in production.

4) If you are sending native files, be sure your files are compressed. Files without a .sit, .sitx, .pdf, or .zip extension will be rejected by our transmission script. If you use Flightcheck Collect or Good To Go, it will collect your files and compress them. If you are using your design software's internal packaging feature, you will need to compress your file using DropStuff or WinZip.

5) Make sure you are allowing enough time for the file to transmit. A 20MB file sent via an ordinary modem can take 1.5 hours to transmit. The same file sent through a fast network might only take 10-20 minutes. Check your file size. Are you sending us images and fonts that are not actually used in your document? Are the images larger than they should be? Also, be sure you are sending a file from your computer's hard drive, not from a network drive. Make those corrections, recompress your file, and try again.

6) If you have a cable or DSL connection at home, send it from there.

What your network administrator or technical support staff can do:

1) They probably have greater security access than you do. They might be able to send the file using their permissions, or grant you greater access permissions. This could be done for the adviser's computer or login and not the student's to protect the integrity of your school network while still allowing you to send files to us.

2) Your administrator may have a computer that bypasses your firewall. If so, he or she could send the file for you.

3) The administrator may be able to modify firewall settings independently of your access permissions.

TIP: We use a perlscript application to attach and send the client's print order and newspaper file via HTTP. **Port 80 and 53** must be open to allow transmission of the file. Proxy server and/or firewall restrictions are common problems that customers face when attempting to upload files to our website. We suggest getting in touch with your school's network administrator prior to attempting an online submission to make sure that you have the proper permissions to upload large files.