

Upload problems

Drag & drop upload mode

The "Drag files from your computer here" text is not displayed

The drag&drop upload mode requires Java support enabled in your browser. You can click [here](#) to verify if it's enabled and up to date.

The progress bar stays at 0%

Please make sure you have confirmed the Java security prompt, as described in the following image. If you have already clicked "Cancel" you will need to close the browser and reopen it, in order to see the security prompt again.

The file is not on the server after the transfer is completed

There are multiple possible causes for this:

Your computer uses a proxy server. The Java upload applet cannot inherit the browser's proxy settings so you will need to add these settings into Web File Share by clicking the "Proxy settings" link available under the drag&drop area.

File permissions. The folder where you want to upload doesn't have write permissions.

Error: *Please specify a file for upload.*

Most probably the "Drag&Drop upload chunk size" you have configured inside the "Control Panel » System configuration » Misc options" administrative section is higher than your "upload_max_filesize" or "post_max_size" PHP configuration directives. Please note that a larger chunk size will not help you upload larger files, on the contrary, it will prevent the drag&drop upload mode from avoiding the limitations of your server. If you are getting this error please set the value back to its default value (2MB).

A login prompt keeps popping up

Please make sure "session.use_only_cookies" is set to "Off" in your PHP configuration.

Error: *Upload failed: javax.net.ssl.SSLHandshakeException: [...] unable to find valid certification path to requested target*

You are using a self-signed SSL certificate or the certificate that you are using was not installed properly on your web server.

Please try following these steps:

1. Locate your intermediate bundle file and open it. When you open it, you will see 2 different areas starting with BEGIN CERTIFICATE.
2. Cut the top certificate starting at "-----BEGIN CERTIFICATE-----" and ending with "-----END CERTIFICATE-----".
3. Paste it below the next certificate so it is now at the bottom of the file. Save file and restart the web server.

If this information doesn't look familiar to you, please contact your server administrator or hosting service tech support to help you with this issue, as it is not Web File Share related.

Error: *Failed to upload file. creation failed: copyFile error: source file /tmp/php7B.tmp doesn't exist*

PHP doesn't have permission to place files in the temporary folder. You need to give write permission over the "upload_tmp_dir" configured PHP folder to the user under which PHP is running. If "upload_tmp_dir" is not specified, PHP will use the system's default temporary folder.

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