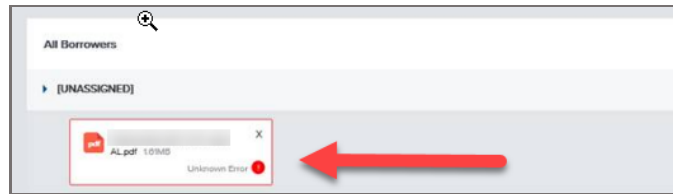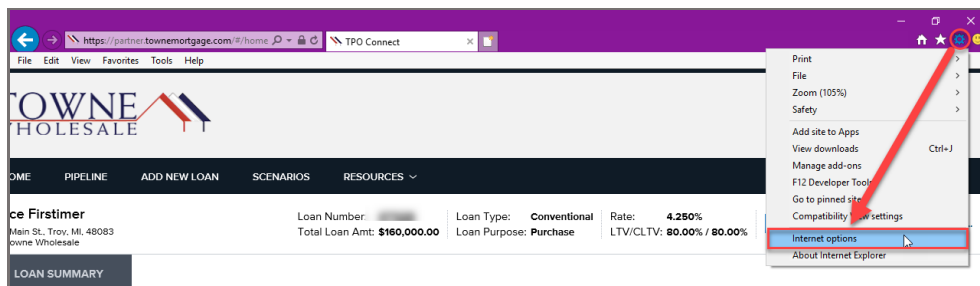## HOW TO: Fix "Unknown Error" when Uploading Documents

Follow the steps below in order to troubleshoot errors when uploading documents in TPO Connect. It is always preferred to use Google Chrome, but if using Internet Explorer, See Step 3.
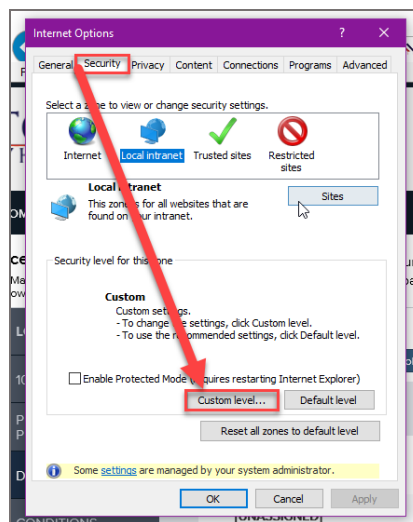

Step 1: Check your **Internet Explorer** Settings- Disable Security Setting: Include Local Directory Path:
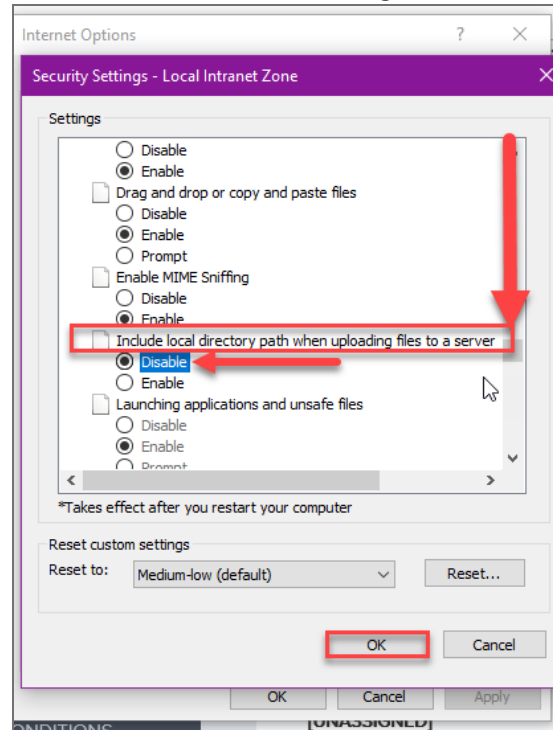
    a. Open Internet Options

    b. Click Security Tab
    c. Click "Custom Level…"

Encompass How To – Fix "Unknown Error" when Uploading Documents

      d.   Scroll down to the Miscellaneous Category.

      e． Select "Disable" for the setting: Include Local Directory Path…

      f.   Click "OK"

NOTE: **Contact your IT Department to ensure this setting is disabled for all zones in Internet Explorer Group Policy, so that it does not need to be changed each time you restart the computer, or get an update.**

      g.   Close all Internet Explorer Windows, then log back in to TPO Connect.

      h.   Open loan and access Documents tab.

      i.   Upload Attachment.

IF Step 1 doesn't fix the problem, proceed to Step 2 and Step 3.

Option 2:   Check the attachment you are trying to upload for any odd sized pages. TPO Connect is looking for the Letter [8.5' X 11'] and/or Legal [8.5' X 14'] size pages. Any page in your attachment that is not one of these standard sizes will cause an error.

Option 3:   Check that your attachment does not exceed the maximum Megabytes [200 MB], and is in an acceptable format [pdf, doc, docx. txt, tif, jpg, jpeg, emf, zip]: