Problems Downloading Applications & Documents in DSLive

Contents:

Introduction

If you seem to be experiencing problems in downloading documents in DataSpace Live, there could be a few reasons why which are easy to solve.

If you still have problems downloading documents after attempting these solutions, you can contact us at helpdesk@resolutiondm.com or on 01242 260505

When contacting us, please be ready to give us details of the application so we can investigate.

Problem 1: Delay in Copying Documents

Because applications are submitted via the Submit-a-Plan server but processed in the DataSpace Live server, the application and its plans and documents need to copy over from one server to the other. If an application has just been submitted and you receive an error message when attempting to download its documents, it may be that the documents have not fully copied over yet. Leave the application for five minutes before trying to download.

If you still receive an error message, there may be a slightly longer than usual delay in the system so we recommend leaving the application a little longer and even logging out and back in to your account. If however you feel you have been waiting too long, you can contact us and we will check if there is any significant problem.

Problem 2: Unable to download Zip Files

If you find that you are trying to download applications and documents and nothing happens, it may be that your IT department has been carrying out updates and has prevented you from downloading Zip files. This is one of the first things you will need to check with them as it is one of the most common causes preventing downloads. This will likely be the cause if you find that you cannot download any or all applications rather than one or two.

Problem 3: Zipp File Error

If in contrast to Problem 2 above where blocking Zip files downloads would affect most applications and documents, if you find that the problem is only with one or two applications or documents, it is likely to be a problem with those applications or documents specifically and you may receive some kind of error message or browser may shut down. Sometimes an error can occur where the Zip does not build correctly when being uploaded or copying over from the Submit-a-Plan server to the DSLive server. In this case our team will need to reprocess the application of document and delete the faulty original. To ascertain whether this is the likely cause of your problem before contacting us, check applications from different dates, both newer and older, if they all open successfully without any problems, it is likely to be an isolated fault with one specific application or document.

When contacting us, please be ready to give us details of the application so we can investigate.

Problem 3: Adobe Version

Sometimes the cause of problems downloading applications or documents can be as simple as needing to update your version of Adobe. You can do this at https://get.adobe.com/uk/reader/ or ask you IT department to check and carrying this for you.

The DataSpace Live Guide
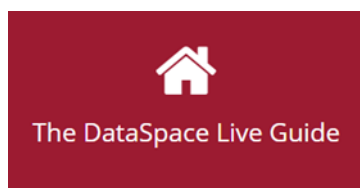
Help & Support:
helpdesk@resolutiondm.com
01242-260505

DSLive Guide Sheets:
http://www.screencast.com/t/NGSxmK1gnyO

DSLive Guide Videos:
www.vimeo.com/dsliveguide
password for album playlists: *localauthority*