

Cannot View an Attachment

If you cannot open an attachment, it can be due to several reasons.

If your original file which contained your naming convention included multiple full stops, the system cannot determine what type of file extension it is.

Try renaming your original file and only keep the full stop for the extension of the filename.

The system maintains and accepts a white list of files that are all allowed to be uploaded.

If you find that you cannot open a file, it could mean that it is not on the white list of accepted imported files.

Please contact us to validate the type of file you are uploading so that we can add this to the white list.

The system maintains a white list for security purposes, it is there to ensure that no malicious files are being uploaded.

Here are some examples of files accepted:

["apng", "avif", "gif", "jpg", "jpeg", "jif", "jpeg", "jpg", "png", "svg", "webp"]

["doc", "docm", "docx", "dot", "dotm", "dotx", "odt", "rtf", "wps"]

["csv", "dbf", "dif", "ods", "prn", "xla", "xls", "xlsb", "xls", "xlsx", "xlt", "xltm", "xltx", "xlw"]

["msg", "txt"]

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