

Previewer Down Issues

Troubleshooting Steps For Technician:

Answer the following questions:

1. Is it all file types or just one?
 - a. If it's just one, is it just one exact file or are all files with that type that you try affected?
2. Does the issue persist in an incognito window?
3. Does the issue persist across multiple devices?
4. Does the issue persist across multiple accounts?
5. Does the issue persist for all user types?
6. Do the files in question have an actual size on them?
7. Is it failing on initial load or on the secondary smaller load window?
8. What error is displaying when you attempt to preview?

If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:

1. Provide answers to all of the above questions.

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