

Thursday, September 12, 2019

Bulletin #2019-AC-021

NOTICE TO ALL CUSTOMERS

ImageFlow Upload Issue and Process to Correct

We have recently discovered that some image pages can be missing when a very large PDF file is uploaded to ImageFlow. Our technical team, working with the ImageFlow team, has determined the cause of the missing pages and has concluded that it is due to the large size of the file being uploaded to ImageFlow.

Steps to take to avoid the issue:

1. Check the file size before you upload it to ImageFlow and ensure that it does not exceed 11MB
2. If the file exceeds 11MB

Reduce the file size before uploading

a) If scanning documents for upload

1. Reduce scanned file size on scanner
2. Scan only appraisals in color (300 DPI is usually sufficient) and consider sending them as a separate upload from other documents
3. Scan other documents in gray scale at the lowest readable resolution (150 DPI preferred)

b) "Reduce file size" within PDF program - most programs like Adobe Pro, Foxit, etc. have this function

1. May ask for compatibility. Version 4, 5 or 6 should sufficiently shrink the file size.

Split the file into multiple files

Please contact your Account Executive if you have any questions.