

File size limits

Last Modified on 11/21/2023 3:00 pm EST

You can upload as many files to your knowledge base as you'd like, but we do have one limit:



Files uploaded to the File Library cannot be larger than 200MB.

If you try to upload files larger than this, you'll likely receive some kind of error during the upload process.

For files larger than 200MB, we recommend using a third-party file or video-hosting service.

You can then use that service's options to embed the file within KnowledgeOwl or set up URL redirect articles or categories to direct people to the files.