Image upload errors

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File upload errors are generally caused by one of two things:

1. Files that are too big for KnowledgeOwl storage.
2. Files that have been corrupted in some way.

Files uploaded to KnowledgeOwl can't be bigger than 200MB. Uploading files larger than 200MB will throw an error.

If you have a file larger than 200MB, we recommend using another hosting provider to store this file. Depending on the tool, you can then either:

- Insert a link to the URL of that file in your article. Refer to Work with links to other websites for more detailed instructions.
- Use the hosting provider's embed tools to generate an embed code you can add to your article. For videos, use the **Embedded Code** option to paste the embed code from a video hosting platform into your article. Refer to Add videos to your articles for more detailed instructions.

If the file you're uploading is under 200MB and it's still throwing an error, the file may be corrupted. Try opening it in the program you created it in, saving a new copy, and uploading that new copy.

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