What are the known issues?

Set out below are listed the issues that are known to be problems in the Data Archive.

Known Issue: use ZIP format with file paths longer than 256 characters.

If you use the **Download as Archive** function and **TAR** format with file paths longer than 256 characters you may experience a problem where the download finishes early and is not complete. If you encounter this issue, please use the **ZIP** format option with the **Download as Archive** function.

Note: EndNote users are particularly vulnerable to this issue (long file names). See here for more information.

Known Issue: use the Web application for less than 50 GB and 1000 files.

The Data Archive Web application is suitable for researchers who wish to **search** the Data Archive and to either upload or download **less** than 50 gigabytes (GB) of data and/or **less** then 1000 files (during a single session). See the Web application guide for more information.

Researchers who frequently upload or download data, and/or generate datasets, may wish to schedule a regular upload or download of data rather than manually uploading and downloading data via the Web application.

- Researchers who upload or download **more** than 50 GB of data and/or **more** than 1000 files, at a time, please see the SFTP client guide.
- Researchers who wish to schedule a regular upload or download of data, please see the Command line script guide.

Help and further information:

- To learn more about the Data Archive:
  - go to the Start here page

- ○ see all Help Topics
  - ○ see all Frequently Asked Questions (FAQs)
  - ○ browse through the carousel on the homepage to view all available videos
- To access the Data Archive Web application, use this link, or, go to the Home page for other access options
- To create, or update, a Research Data Management Plan go to the ResData service
- **Note**: the Data Archive service is also available over SFTP, see the SFTP client guide for more information