



## What are the known issues?

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

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### **Known Issue:** Multiple versions may be created when overwriting unchanged files on the archive using the Web Interface

If you use the [Web application](#) to upload a file in the same location, and the file has not been changed (since it was added to the Data Archive), a new version will be incorrectly created. This new version does not change the content of the file or create a new copy, the new version is identical to the existing version. **No action is required on your part.** When you download the affected file, downloading either version will produce the same result. This does not affect [SFTP](#), [Command line script](#), or [Java applet](#) interfaces.

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### **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.

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### **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** than 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](#).

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## 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