

Video Failure

VIDEO FAILURES INCLUDE:

CORRUPT/PARTIAL FILE: Media uploaded is incomplete or the file may be corrupt.

- Check your file to make sure it plays back correctly and isn't corrupt. If the file seems okay, try reuploading it again.
- This error can also be triggered by an upload that may have experienced a network drop while the file was transferring. A reupload of the file usually fixes the issue.

PROCESSING FAILURE: This spot has failed processing and the media file cannot be opened.

- Please verify the integrity of the media file, and re-export if necessary before submitting again.
- **IMPORTANT** – Closing the browser window or navigating away from the page before the upload is 100% complete will cause the upload to fail and the media file will not be received.