Resolving HTTP File Upload Document Errors

Chris Holt - 2026-07-13 - Support & Troubleshooting

Overview

Users may encounter the following message when attempting to upload a document to Kahootz:

```
There was an error uploading your file "<filename>": HTTP Error
```

This error typically indicates a problem **outside of Kahootz**, most commonly a network, local device or internal IT issue.

Common Causes

Please see below the most common reasons why the HTTP Error message is displayed.

Corporate IT policies | Some organisations place restrictions on file-transfer protocols or limit the size/type of files.

Local device restrictions | Security software, firewalls, or browser settings on the user's computer may block the upload.

Network instability | Intermittent or overloaded connections can interrupt the upload process, resulting in an HTTP error.

Browser incompatibility | Certain browsers or outdated versions may not handle Kahootz's upload mechanism correctly.

Corrupted or empty files | Attempting to upload a file that is empty, incomplete, or corrupted can trigger the same error.

Step-by-Step Troubleshooting

1. **Verify Network Health**
    - Ensure you have a stable internet connection.
    - If you are on a corporate network, try switching to a different Wi-Fi network or a mobile hotspot to rule out internal bandwidth limits.
2. **Check the File**
    - Open the file locally to confirm it is not empty or corrupted.
    - If possible, re-save the document (e.g., export a PDF again) before uploading.
3. **Test with a Different Browser**
    - Supported browsers include the latest versions of Chrome, Firefox, Edge, and Safari.

- Clear the browser cache or use an incognito/private-browsing window.

4. **Disable Local Security Interference**
    - Temporarily disable any third-party antivirus or firewall software that might be scanning outgoing uploads.
    - If the issue resolves, add an exception for Kahootz in the security tool.
5. **Contact Your Internal IT Department**
    - If the problem persists, contact your organisation's IT support. Provide them with the exact error message and the steps you have already taken.
    - Ask whether there are any network policies (e.g., proxy settings, content filters) that could affect HTTP uploads.
6. **Try a Smaller or Different File Type**
    - Upload a simple text file or a small image to see if the issue is size- or type-related.
    - If smaller files succeed, the limitation may be a file-size restriction imposed by your network.

When to Reach Out to Kahootz Support

If you've completed the troubleshooting steps above & the error still occurs **across multiple devices and networks**.

The issue may be on the platform side. In that case, gather the following information before contacting support:

- Exact error message and timestamp.
- File name, size, and type.
- Browser name and version.
- Screenshot of the error (if possible).
- Any recent changes to your network or security settings?

Preventive Tips

- Keep your browser up to date.
- Regularly clear cache and cookies.
- Store files on a reliable local drive before uploading.

- Coordinate with your IT team to ensure Kahootz is whitelisted in corporate firewalls and proxy servers.

For further assistance, please visit the Kahootz Help Centre or submit a support ticket with the details outlined above.