Uploads to Mail Express are slower than expected

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- Mail Express, v3.0

SYMPTOM

Uploads to Mail Express are slower than expected.

CAUSE

Slower-than-normal uploads have been reported for some files when anti-virus is enabled.

RESOLUTION

This can be remedied by zipping the file and resending.

Also verify your firewall and antivirus settings to ensure that you are not blocking Mail Express or the file types that you want to send.

To zip the file before resending

1. In Windows Explorer, right-click the file that you want to send, then click **Send to compressed (zipped) folder**. Windows creates a new file with a ZIP extension in the same directory.
2. Attach the zipped version of the file to the email and resend.

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