I am getting an error code 1155 when uploading a PDF or another file in the Presentation Library

This article explains how to handle error code 1155 when uploading a PDF or another file in the virtual classroom Presentation Library

Symptoms of the problem

On Windows computers when uploading a PDF or other document file you may get the following message:

An error occurred while trying to process the file. It is either not present or there is no application associated with this file.

The error code returned was: 1155

Causes / Reasons

This happens when Electa Live cannot find the application that handles files of that type or the file type is not supported.

Solution

Reinstall the application which which you normally open your file. If this is a PDF file reinstall Acrobat Reader.