

## Pdf Files Not Uploading to Presentation Library

This article describes steps to resolve an issue when trying to upload a PDF or other file (but not a PowerPoint one) to the Presentation library.

### Symptoms of the problem

On Windows computers when uploading a PDF or other document file the uploaded displays a "Preparing..." Message. No actual upload job is done. PowerPoint upload normally.

### Causes / Reasons

There are two common reasons for this problem.

On Windows computers Electa Live uses a virtual printer called **Electa Live Document Loader** to convert pages to images and then uploads them to your presentation library. Sometimes a misconfiguration may cause the printer to stop communicating properly.

Another reason is that the **Electa Live Document Loader** has no permissions to function properly.

### Solution A - Configure the Electa Live Document Loader

Make sure the Electa Live Document Loader is configured properly. Follow the below steps:

Open your **Windows Control Panel** and click on the **Devices and Printers** icon.

Find the **Electa Live 6 Document Loader** icon. If it is not present refer to the following Solution B below.

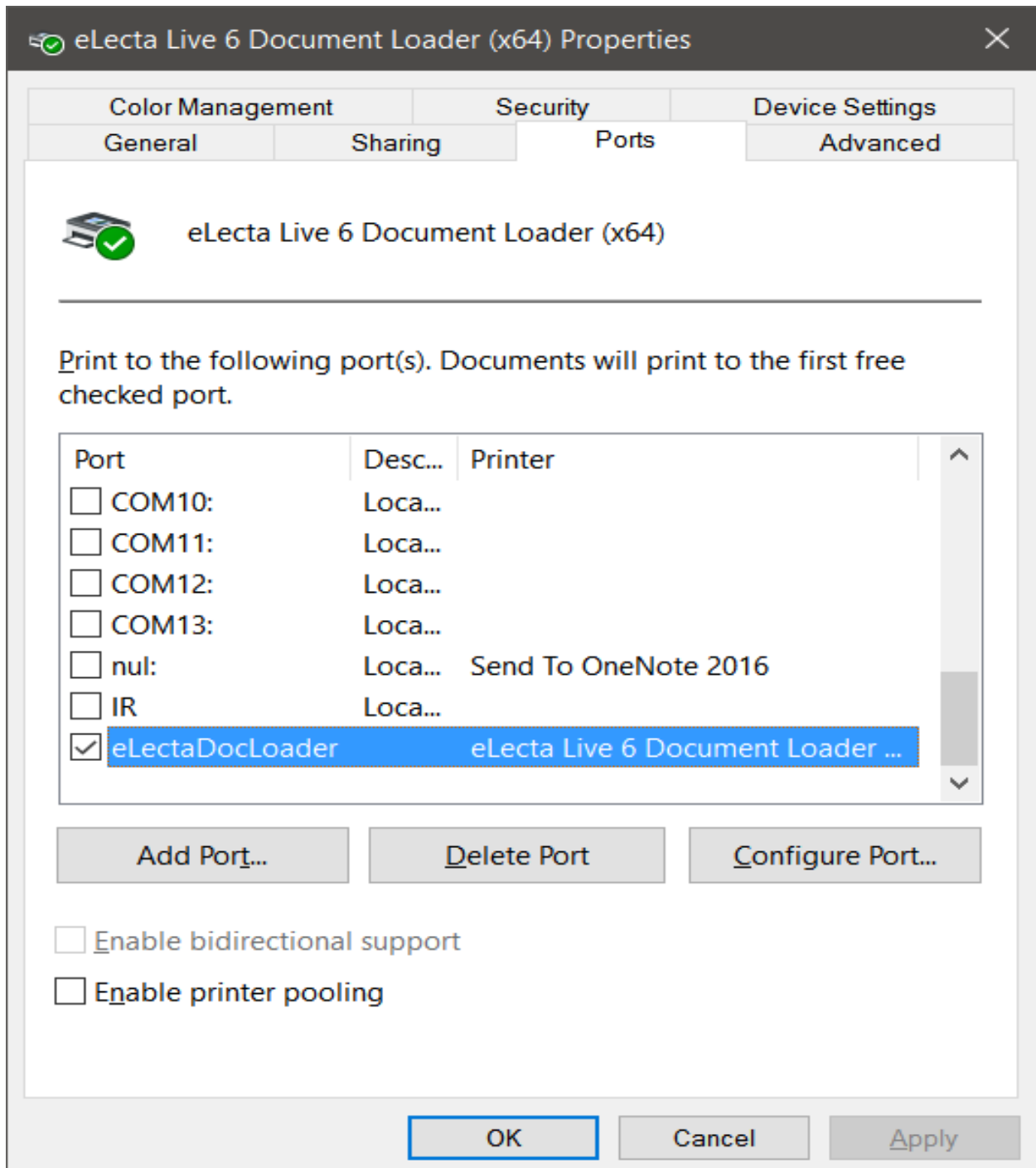
Right click on it and click **Printer Properties** on the pop-up menu.



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On the **Properties** window click the **Ports** tab.

Scroll the list to the bottom and make sure the checkbox is placed next to "eLectaDocLoader" item (see image below).



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Finally click OK (or Apply and then OK).

The video below shows all steps to accomplish this task.

### **Solution B - Reinstall the Virtual Classroom Plug-in using the plug-in version for Admins and session hosts.**

The Electa Live Document loader requires computer administrator permissions when installed to do its job properly. If you have installed the virtual classroom plug-in with a non admin computer account you have to reinstall it using our admin rights version.

Visit our plug-ins page and download and install the virtual classroom plug in for windows for admins and session hosts.

[Download Electa Live](#)

Electa Live Virtual Classroom, LMS - Help & Support Portal  
<https://support.e-lecta.com/Knowledgebase/Article/50023>