



TRIPS

My file won't upload

A trip-file or passport upload is failing? Walk through the size cap, the MIME allowlist, virus-scan rejections, and slow-connection issues — and how to retry.

Prepared by System Generated · June 10, 2026

Most failed uploads in Trips come down to one of four things: the file is too big, the type isn't on our allowlist, our virus scanner flagged it, or the connection dropped mid-upload. Here's how to tell which.

Trips runs every upload through the same pipeline regardless of where you're uploading from (trip Files tab, passport vault, form attachments). Bytes are scanned by ClamAV, then encrypted with **AES-256-GCM** using a key derived per agency, then written to encrypted blob storage. No plaintext copy is ever stored.

ADVISOR TIP

First try — refresh the page and retry. A surprising amount of "upload failed" reports come from a stale CSRF token after the browser sat overnight. Hard refresh (Cmd-Shift-R / Ctrl-Shift-R) and drag the file in again.

Trips says "File is too large."

Trip-file attachments are capped at **25 MB** per file. Passport scans are capped at **10 MB** (they're photos, not multi-page PDFs). If a cruise booking PDF is over 25 MB, open it on your desktop and re-save as a smaller PDF, or split it into pages. There's no way to raise the cap per-agency.

Trips says "Unsupported file type."

The trip-files allowlist covers PDFs, images (JPG, PNG, HEIC, WebP, GIF), Microsoft Office docs (Word, Excel, PowerPoint — both legacy and new formats), and plain text or CSV. **No .pages, .numbers, .zip, .rar, or .eml files** — open the file in its native app and export as PDF first. Passport scans are stricter: **JPG, PNG, HEIC, WebP, or PDF only.**

Trips says "That file failed our virus scan."

Our scanner (ClamAV) found a known threat signature in the bytes. The file was not stored — you don't need to clean anything up on our side. Almost always this is a real positive on something the agent didn't realize was infected; less commonly it's a false positive on an obscure file format. Run the file through your own desktop AV before retrying. If you're sure it's clean and we keep rejecting it, open a support ticket with the filename and the source.

The upload spinner runs forever and never completes.

Slow or unstable connection. The browser is shipping the bytes to us; over a 5 Mbps upload, a 25 MB attachment takes about 40 seconds — over flaky cafe Wi-Fi it can stall outright. Try a wired connection, a faster network, or upload one file at a time instead of dragging a batch.

It uploaded once and now I see it twice on the trip.

You probably tapped **Upload** twice while the first request was still in flight. Either copy is the real, encrypted file — delete the duplicate from the Files list and the encrypted blob gets cleaned up in the background.

The bytes are encrypted at rest — does that affect downloads?

No, transparent to you. We decrypt on the way out for every view or download, write an audit row recording who pulled it, and stream the plaintext to your browser. The encrypted blob never leaves our infrastructure.

ADVISOR TIP

Don't paste secrets into filenames. The encrypted bytes are well protected, but filenames are stored unencrypted (so the UI can list them). Don't name a file `passport-number-A1234567.pdf` — name it `passport-scan.pdf` and store the number in the passport field.

When to open a support ticket

Open a ticket if uploads under 25 MB of an allowed type fail with no error message, if our virus scanner repeatedly rejects a file you've confirmed clean on your own desktop AV, or if a file that uploaded successfully won't open on download. Include the filename, approximate size, and the trip's public ID.

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