# Resolve Failed Uploads while on SWG

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## Introduction

This document describes how to resolve failed uploads while on Secure Web Gateway (SWG).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on Secure Web Gateway (SWG).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Problem

You are failing to upload large files while connected to SWG while not seeing any error messages.

## Solution

Try uploading the files again after reducing your file size to under 20GB per file. If problem persists, please contact Cisco Umbrella Support with this information for assistance: Troubleshooting Umbrella Secure Web Gateway: Policy Debug and Diagnostic Tests

## Cause

Currently, the SWG proxy has an upload limit of 20GB per file. If you try to upload files larger than 20GB, the uploads can fail without any error messages.