

File format troubleshooting

Slides

Check the filesize of your original slide data. If you expect to see a slide scanned at 20X, but the file that you're trying to host is only 100KB, you're probably missing data. Specifically:

- You may be dealing with a multi-file file format
- You may have downloaded a file from somewhere and something went wrong mid-transfer, resulting in truncated data

If you know the origin of the slide and the scanner hardware vendor, check if the file renders with the vendor's native viewer

Check the storage medium. Though this is rare, it's possible that have a particular file format that we only support on a specific storage medium. You may be dealing with a slide in S3 e.g., yet we only support the format in Azure and on local disk storage.

When all else fails, [contact us](#). On [our helpdesk website](#), you find [additional pointers of information that you can provide us with and that can help troubleshoot the issue](#).

Annotations

Other formats

From:
<https://docs.pathomation.com/pma.core/2.0.1/> - **PMA.core 2.x**

Permanent link:
https://docs.pathomation.com/pma.core/2.0.1/doku.php?id=format_troubleshoot&rev=1644588927

Last update: **2022/02/11 17:15**

