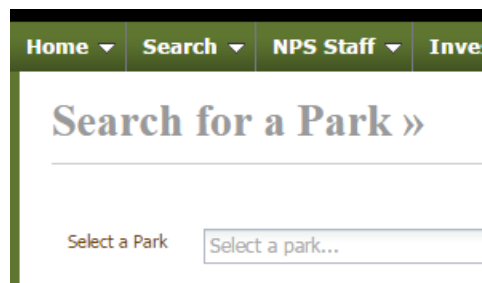


Options for dealing with File Upload Service Errors

The Research Permit and Reporting System (RPRS) provides an investigator account service through which applications and Investigator Annual Reports (IAR) may be drafted and submitted to the National Park Service. The application and IAR service includes the option to upload files. In some cases users encounter errors when attempting to upload files. The universal work around is to email the file directly to the park contact. The park may attach the document to your submission. Park contact information may be discovered through the RPRS search page. See the menu item labeled search and then see the “Park” option.



If you are using the Google Chrome browser and are attempting to attach a file to an application or Investigator's Annual Report, you will see the following instruction to install Silverlight. This is due to changes in Chrome. Chrome is now blocking Silverlight and Java by default and plans to phase out support altogether later **this year**. We will be able to address this issue in the future. Until then there are a couple workarounds:

1. Email the file directly to your park contact.
2. Use a different browser. This is a Google Chrome specific issue. Your best alternative is a current version of Internet Explorer (versions 9 and up). Other browsers such as Firefox and Safari do not have this specific file upload problem, but they are not as well tested with the RPRS.
3. There is a third work around which consists of changing the Chrome flags and plugins configuration. Chrome warns users this type of change entail risk to the stability and security of your browser. We do not recommend this option.

