



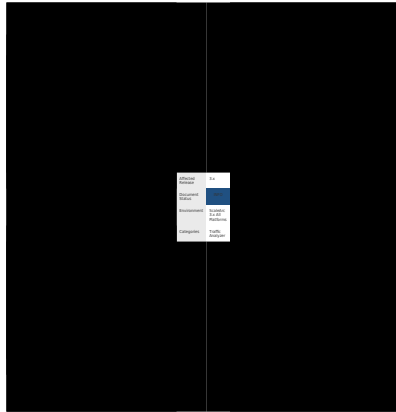
Portal > Knowledgebase > ScaleArc System Messages > KB 5852 - The uploaded file is not a valid file.

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Ami Thakkar - 2017-07-28 - 0 Comments - in ScaleArc System Messages

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valid file.



ISSUE

User may see the error below while uploading a file for analysis.

Error ID 5852: The uploaded file is not a valid file.

SOLUTION

The uploaded pcap file must be generated using the following tools:

1. Wireshark

2. tcpdump

3. tshark

The supported file types that can be uploaded must be .pcap and .cap format.

In situations where the file size is too large, compress the file using a zip or tar utility. In case multiple files need to be analyzed, place them all in a folder and compress the folder

using a zip or tar utility.

If the problem persists please contact ScaleArc customer support

at support@scalearc.com.

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