

I am getting an error code 1155 when uploading a PDF or another file in the Presentation Library

This article explains how to handle error code 1155 when uploading a PDF or another file in the virtual classroom Presentation Library

### **Symptoms of the problem**

On Windows computers when uploading a PDF or other document file you may get the following message:

An error occurred while trying to process the file. It is either not present or there is no application associated with this file.

The error code returned was: 1155

### **Causes / Reasons**

This happens when Electa Live cannot find the application that handles files of that type or the file type is not supported.

### **Solution**

Reinstall the application which which you normally open your file. If this is a PDF file reinstall Acrobat Reader.

Electa Live Virtual Classroom, LMS - Help & Support Portal  
<https://support.e-lecta.com/Knowledgebase/Article/50056>