

Below are questions and answers that were discussed on the Studies Workflow Open Conference Call on March 15, 2012.

As a reminder, MIP Help can be reached via e-mail at miphelp@riskmapcds.com or telephone at 1-877-FEMA-MAP.

| Issue/Questions | Answers |
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| One user was experiencing an issue during the uploading phase of the validate metadata task in which the status would get stuck at the unzipping stage. Are there any recommendations on how to troubleshoot this issue? | It was suggested that the user attempt to upload the data without having zipped it to avoid the erroneous unzipping process in its entirety. |
| Sometimes the MIP will freeze when uploading large files. What is the size limit for files being uploaded? | According to the DFIRM guidance document on MIP User Care, the file size limit for uploads is 1GB. |