

# File uploading issue in Documentum

Reference ticket : <https://sbs-support.solvay.com/a/tickets/3535527>

If the user is facing issue in uploading the files in documentum we have to inform the user to follow the below procedure :

- First we have to ask the user to check the computer version.
- If the user is using Windows 10 version, It is not coming with the Java installed, and to use D2 It's needed to have java.
- For checking whether java is installed in users computer we have to ask the user to follow below procedure :

1) Go to Control panel:

[blocked URL](#)

2) In the tab programs, open 'Uninstall programs'

[blocked URL](#)

3) Then, check if you have a java version in your computer :

[blocked URL](#)

- In case user doesn't have a java version installed in computer, We have to inform the user to contact local infrastructure team to provide a Java version.