

From: Unknown User

From: Maik Kurzke

Hi Diana,

thank you for your message.
Is the problem still existent?
It may be that there was a server issue at the time ...

Unfortunately there was no attachment with your message.
You can also send me the attachment via email.
The contact details are on moodle.

Best regards
Maik

Hi Maik,

Thank you for your answer. Unfortunately the problem persists. I have tried already 3 days in a row. The status of the file remains at **converting** and nothing can be changed anymore. If I reload the file or switch tabs the status will change to **conversion failed**.

What could be the done? I mention that untill now everything worked fine and I successfully finished all the previous steps, only this last step is causing troubles.

P.S. I was also not able to upload the screenshot on the forum because of some errors that the website was throwing. Could this be related to the problem I described above?

Best regards.

Diana

Hi Diana,

I'm still working on your problem and need some more time.

Best regards

Maik