



[Base de Conhecimentos](#) > [Using Deskpro](#) > [Sysadmin](#) > [I get "File not found" errors when trying to download attachments](#)

I get "File not found" errors when trying to download attachments

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In some situations, you may see an error like this:

File not found. (1)

The code between the parenthesis changes depending on the problem encountered:

Code	Meaning
1 bad_route	The URL is in an invalid format. This should never happen with URLs generated by Deskpro. If you have copied/pasted a URL or manually typed in the URL, check that there is not a typo and that you have the whole URL.
2	This means the authcode in the URL is invalid or the file does not exist in the filesystem. If you have moved the data directory, check to make sure the web server has read access.
2.1	This means the filename in the URL is invalid. Deskpro requires the filename to be accurate as a security precaution.
2.2	This means the file could not be found on the filesystem. It could be the file is missing, or Deskpro does not have permission to view the file.
3	This means the blob does not exist in the database. It may have been deleted.
3.2	This means the file was a temporary file and the lifetime has expired.
4	This means the path for the file does not exist in the filesystem.

These errors tend to happen on Deskpro On-Premise.

Using the On-Premise Controller, you can use the Health Check option to verify your attachments, and use the 'Reset Permissions' command to ensure your attachments are using the correct permissions.

If you continue to have issues with the files after looking into the issue, please contact [Deskpro Support](#) for further assistance.