

# Fix the error of not being able to download attachments when sending Email

The error of not being able to download attachments when sending emails is usually due to a weak internet connection, the file size is too large, or a problem with the browser software. Please follow the instructions from Free Download to know how to fix it.

If in the previous article, Free Download guided you how to fix the error of not being able to access Gmail, then in this article we will also give each cause and how to fix the error of not being able to send attachments.



Error sending attachments in Gmail

## *I. Reasons why attachments cannot be downloaded*

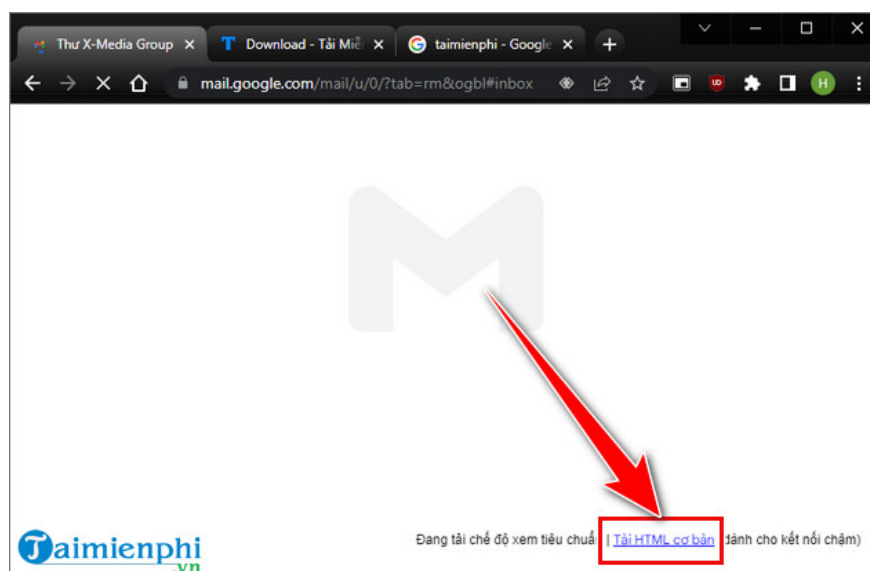
- The attached file is too large for the allowed size.
- The attached file is diagnosed with a virus
- . - The uploaded attachment is a prohibited file type, especially the .exe extension.
- Your own network is having problems, is unstable and unstable.
- Google's Gmail system is having problems.
- Using an old web browser, using outdated versions. Please use **Chrome** or **Firefox** to access Gmail instead of IE.

## *II. How to fix the error of not being able to download attachments when sending Email*

### **1. Check your Internet connection**

- If you are using Wifi network, you can move closer to the Wifi transmitter location to try logging into Gmail again or you can restart your modem and computer.

- Click **Load Basic HTML** to fix slow network.



### **2. Check for server problems on Gmail**

Another reason why you might not be able to access Gmail or receive any new mail is because the server is currently experiencing an outage.

In this case, there's nothing you can do other than ask the sender to resend the email. Alternatively, you can check the Google Workspace status dashboard here.

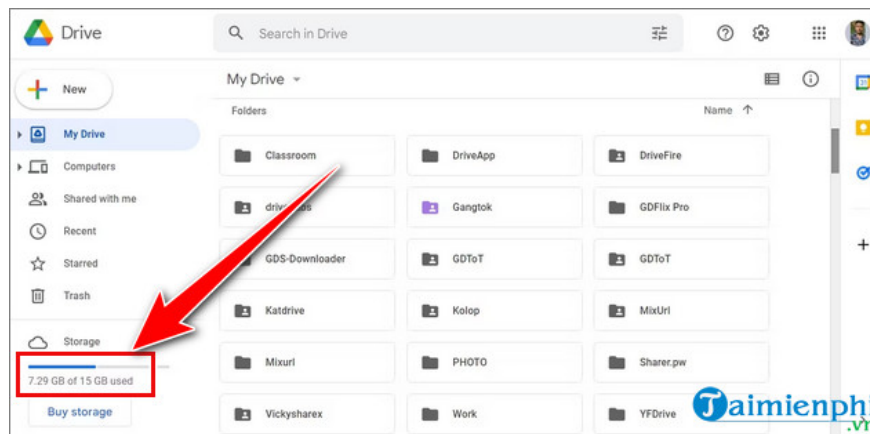
## Google Workspace Status Dashboard

This page provides status information on the services that are part of Google Workspace. Check back here to view the current status of the services listed below. If you are experiencing an issue not listed here, please contact [Support](#). Learn more about what's posted on the dashboard in this [FAQ](#). For additional information on these services, please visit <https://workspace.google.com/>. For incidents related to Google Analytics, visit the [Google Ads Status Dashboard](#).

	6 September	7	8	9	10	11	12	13
Admin Console								✓
Classic Hangouts								✓
Classroom								✓
Currents								✓
Directory Sync								✓
Gmail								✓
Google Calendar								✓
Google Chat								●

### 3. Gmail storage is full

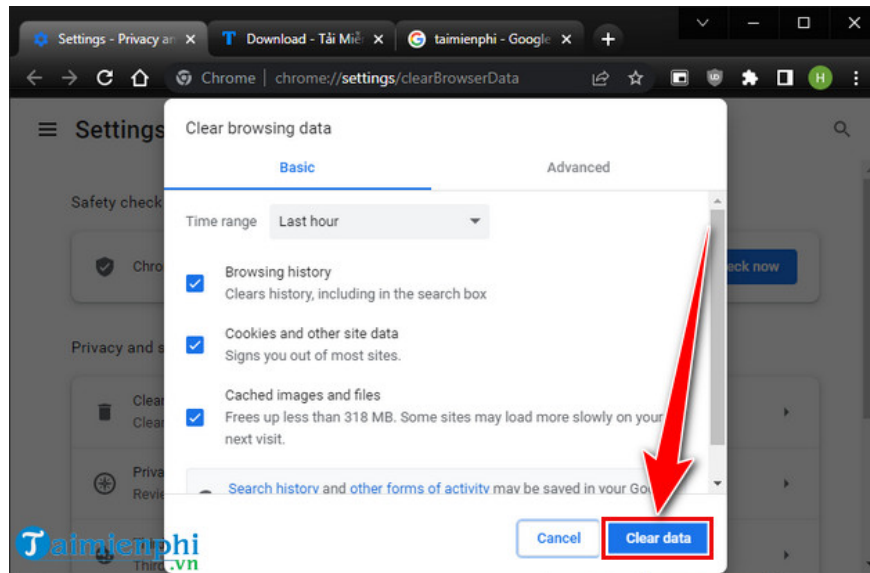
Gmail stores all of your emails in your Google account storage. If you're a regular user, you get 15GB of free storage. This limit can quickly fill up if you receive a lot of emails or store files in Drive. When that happens, your Gmail account will no longer receive any incoming emails.



To check your Google account storage, open your Google Drive account and check the **Storage** section on the left side of the screen to see your storage status. If your storage is full, you can buy more storage or delete unnecessary files from your Google Drive. You can also empty your trash to free up space on your Gmail account if you no longer need emails in it.

### 4. Clear your browser cache

While this is not necessarily the reason why you are having trouble accessing Gmail, sometimes a browser cache error can be the cause. To confirm this, open the app on a different browser and check if you can access it.



The solution in this case is to clear the cache data in the affected browser. You can refer to [How to clear browser cache here](#).

### ***III. Fix the error of not being able to download attached files***

**Method 1:** If your files are too large, compress them with WinRAR software (Download the latest version of the software here: [Download WinRAR](#)), or split the file into smaller files, you can use WinRAR or HJSplit software. You can download the software here: [Download HJSplit](#).

#### **Method 2: Edit the Host file**

- Access the path `C:WindowsSystem32driversetc`, click the Host file and open it with Notepad.

Or if you don't see the Host file, it may be hidden, click Menu --> Tool --> Folder Option and uncheck "Hide protected operating system files" (this is the hidden mode of system files).

- Add the line "`74.125.159.132 mail-attachment.googleusercontent.com`" to the end of the Host file and save.

```
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
# space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
# 102.54.94.97 rhino.acme.com # source server
# 38.25.63.10 x.acme.com # x client host

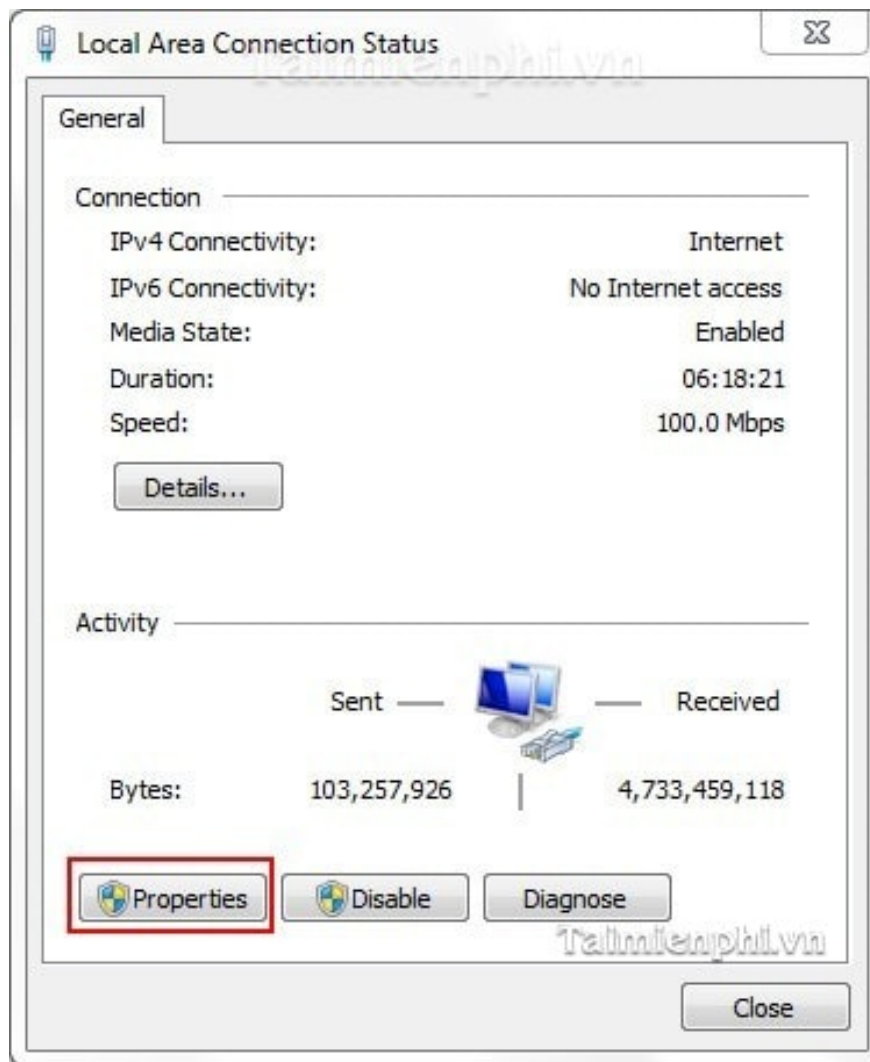
# localhost name resolution is handled within DNS itself.
# 127.0.0.1 localhost
# ::1 localhost

74.125.159.132 mail-attachment.googleusercontent.com|
```

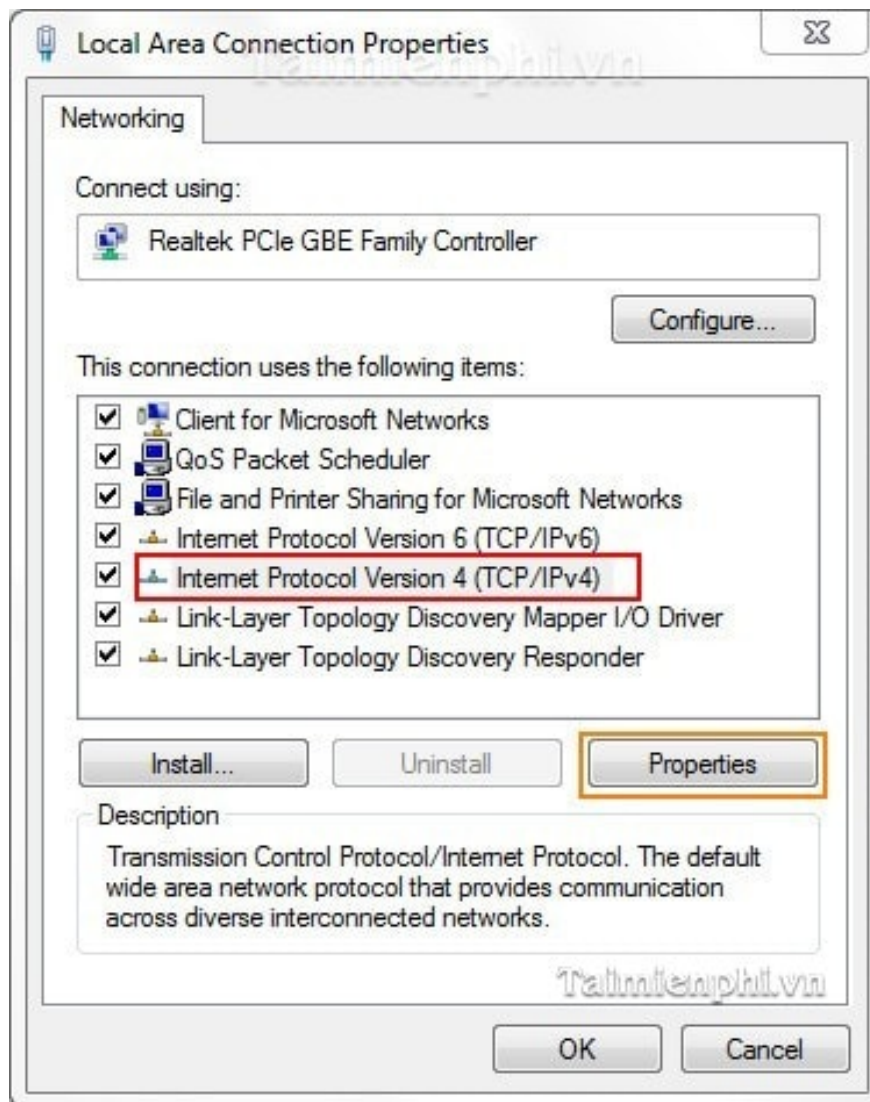
Restart your web browser, then you can send Email as usual.

### Method 3: Change DNS

Click Control Panel --> Network and Internet --> Local Area Connection Status --> Properties



The Properties window opens, select Internet Protocol (TCP/IP) --> Properties



Change DNS by selecting Use the following DNS server addresses. You can choose one of the following 2 DNS addresses: 4.2.2.1 and 4.2.2.2 or 4.2.2.3 and 4.2.2.4.

Click OK to save the settings.



Here are 3 ways to fix the problem if you cannot download attachments every time you send an email. Based on each cause, you will find the best method to fix this situation.

If you need to print a text file attached to Gmail, please refer to how to **print attached files in Gmail** for more information.

You finished reading the article "**Fix the error of not being able to download attachments when sending Email**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.