

Several common issues can cause problems with downloading .doc or .docx files from Office 365 into Canvas. These issues typically involve the integration between the two systems, browser settings, and file formatting

#### Common problems

##### 1. "Invalid submission file type" error

- **The issue:** A student receives this error when submitting a file from OneDrive, even if the instructor has allowed .doc or .docx file types. This is a known issue related to how Canvas and Office 365 interact when a file type restriction is enabled on the assignment.
- **Solution (instructor):** Disable the "Restrict Upload File Types" option in the assignment settings.
- **Solution (student):** Download the document from OneDrive to your computer first, and then upload it to Canvas using the standard "File Upload" option.

##### 2. Browser and cookie problems

- **The issue:** Privacy settings, security features, and cache data in your browser can interfere with the connection between Canvas and Office 365, preventing successful downloads. The Safari browser is particularly known for having compatibility issues.
- **Solution:**
  - **Use Chrome or Firefox:** These browsers generally offer better compatibility.
  - **Allow third-party cookies:** Ensure your browser's security and privacy settings allow cookies from Canvas and Microsoft.
  - **Clear cache and cookies:** This can resolve conflicts from old data.

##### 3. File formatting distortion

- **The issue:** Sometimes, after a successful download, the formatting of the document (like table lines or special fonts) appears distorted or incorrect when viewed in Canvas or another program. This is because Canvas may not fully support the complex formatting of a native .docx file.
- **Solution:**
  - **Convert to PDF:** Save the document as a PDF in Office 365 and download that version. PDFs are designed to preserve layout and formatting across different platforms.
  - **Simplify formatting:** Reduce or eliminate complex formatting like elaborate tables or unusual fonts in the original Word document.

#### Best practices for success

- **Download locally, then upload:** The most reliable method is to always download the .doc or .docx file from Office 365 to your local computer first. Then, use Canvas's standard file upload tool to submit it. This bypasses any LTI integration issues.
- **Use PDF for static documents:** If the file doesn't require editing, saving it as a PDF is the best way to ensure consistent formatting for anyone who views it.
- **Keep your software updated:** Ensure your desktop version of Microsoft Word is up-to-date to avoid compatibility problems when opening downloaded files.

- Troubleshooting Issues with the Canvas LTI connections

For all LTIs: \* Be aware of your device. This connection will not work on iPhones and iPads. This may also mean it won't work on other mobile devices. \* Chrome ...

