The file size is too large when sending attachments

Rhys Lyford - 2026-11-04 - E-Mail

Error “The file size is too large and exceeds the providers limits”

Things to try:

To overcome the "attachment too large" error when sending an email, you can follow these simple steps:

Check Attachment Size Limit

Review the email service provider's attachment size limit. Most email services have a maximum attachment size limit, which can vary depending on the provider. (:O365 - 25mb / GMail - 25mb)

Compress the Attachment:

Compress the attachment(s) into a ZIP file. This can significantly reduce the file size while preserving its contents.

Right-click on the file(s) you want to compress, select "Send to," and then choose "Compressed (zipped) folder" (Windows). On macOS, right-click the file(s) and select "Compress [file name]."

Use File Sharing Services:

Consider using file-sharing services like Google Drive, Dropbox, or Microsoft OneDrive to share large files.

Upload the file to one of these services and then share the link to the file in your email instead of attaching the file directly.

We recommend using Google Drive & OneDrive .

Free tools available online to compress files (Please remember not upload sensitive data)

Image Resizer

Video Compressor

Contact IT Support: If none of the above steps resolve the issue, contact your IT support team for further assistance. They may need to perform additional troubleshooting or repairs to resolve the problem.