

File Size VQManager and VQMobile

We are not able to increase the file size thresholds for either VQManager or VQMobile.

The maximum file size for VQMobile is 45Mb

We have checked extensively with regards to VQMobile and this is actually not physically possible, the limit is manufacture imposed i.e. Apple.

The maximum file size for VQManager is 100Mb.

The facts around increasing the VQManager file size would impact in two main areas:

- The practicality of uploading files with a larger size than 100Mb, for example, a typical broadband connection has only 1Mbit per second upload speed. So, even 100Mb will take around 15 minutes to upload on average – 500Mb will take 75 minutes provided nothing goes wrong and connection stays uninterrupted all the time. Obviously someone with BT Infinity will have faster upload connection but no more than 10Mbit/s in which case the upload will be more feasible (still 50 minutes with this super-speed).
- The other critical issue is the space and acceptance on our servers, it would be very difficult to manage file sizes in excess of 100mb and may put other data and file loads at risk.

We work with many clients who use video and they use different methods to overcome this issue. Firstly they use compression tools to reduce the size of the files. Alternatively they leave them in a repository and reference them in VQManager,

Many of clients from NHS and Probation etc also do this, not due to file size but due to data protection. Patient and criminal details not allowed to be stored on any database except their own. The evidence is signposted in VQManager as to where the actual evidence can be located or verification and audit purposes.