Issues with the DISCO Bulk Uploader

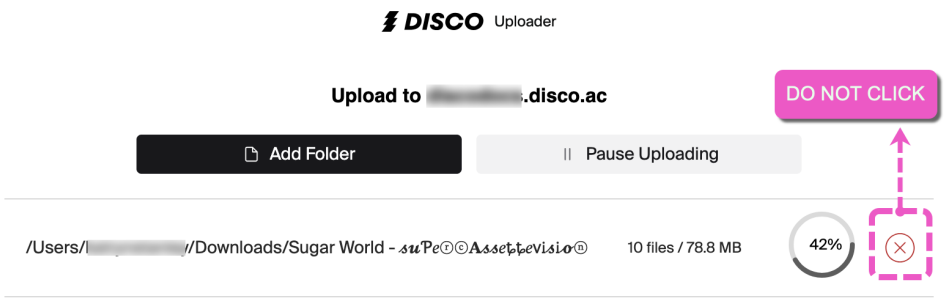
Last Modified on 10/15/2026 1:24 pm PDT

Below are some helpful tips and troubleshooting steps to try if your uploads in the DISCO Bulk Uploader aren't working properly. If you've already tried these steps without success, or none of these issues apply, contact our Support team and we'll happily assist you.

> ***Note:*** *Windows 7 and Linux are no longer supported.*

At a glance

If you are experiencing issues with your upload, we ask that you please *do not click the* ***X*** to cancel the upload, because in *some* cases (if the upload *wasn't cancelled* on your end), we may be able to give it a nudge on our end to push it through.

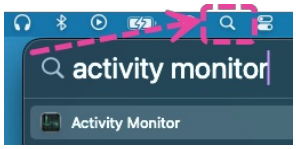


Connectivity issues

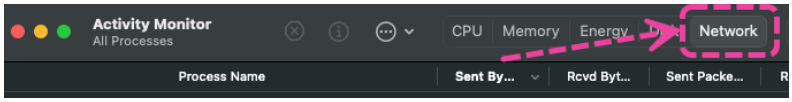
If your upload appears to not be progressing at all, it's most likely due to a connectivity issue.

Mac instructions

1. Search for and open the **Activity Monitor**.



2. Select the **Network** tab.



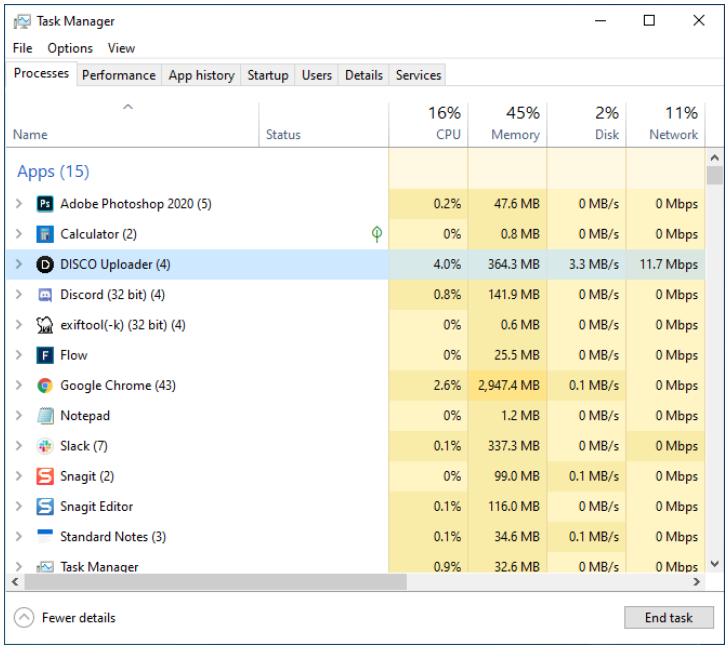
3. Check the **Data sent/sec** field in the bottom-right corner. This should stay consistently above 1MB/sec when the uploader is working, depending on your available bandwidth. If the value fluctuates widely or is stuck in the KB range, then the uploader is likely stalled.



4. If a stalled upload is likely, go back to the Bulk Uploader app and try the following steps. Be sure to check if the upload has resumed after each step:
    - Click the **Pause Uploading** button, wait 15 seconds, restart the upload, then check the Activity Monitor.
    - Click the **Pause Uploading** button, log out* of the Bulk Uploader (click the gray **Logout** button in the top-right), log back in, then restart the upload.
      **While the Bulk Uploader is paused, you can safely log in and out without losing your files.*
    - Click the **Pause Uploading** button, log out of the Bulk Uploader, restart your computer, log back in, then restart the upload.
    - Click the **Pause Uploading** button, reset your Wi-Fi router for 30 seconds, then once the internet is reconnected, restart the upload.

Windows instructions

1. Open Task Manager by pressing and holding `Ctrl` + `Shift` + `Esc` simultaneously on your keyboard.
2. Under **Apps**, locate the **DISCO Uploader**, then check the value in the **Network** column. If this value is consistently 0 Mbps, your upload may be stuck.



3. If a stalled upload is likely, go back to the Bulk Uploader app and try the following steps. Be sure to check if the upload has resumed after each step:
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      **While the Bulk uploader is paused, you can safely log in and out without losing your files.*

- Click the **Pause Uploading** button, log out of the Bulk Uploader, restart your computer, log back in, then restart the upload.
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Preventing your computer from going to sleep

We suggest changing your computer's power settings to prevent it from going to sleep when using the Bulk Uploader, especially if you find your uploads are being interrupted or stalling.

Mac instructions

1. Visit this macOS User Guide to check how to access your **System Settings** or **System Preferences**.
2. Find the setting to "Prevent computer from sleeping automatically when the display is off," and make sure "Turn display off after" is set to **Never**.

Windows instructions

1. Visit this Microsoft article to check how to access **Power & sleep** settings.
2. Find the "When plugged in, PC goes to sleep after…" option and set it to **Never**. Do the same for the "On battery power" setting (only if you'll be uploading while your computer is not plugged in).

Playlists are not being automatically created

There are a few things to note about automatic Playlist creation with the DISCO Bulk Uploader:

- Playlists are automatically created for folders containing ***less than*** 1,000 tracks.
  - If a folder contains more than 1,000 tracks, a Playlist will not be created.
- Playlists are created after ***all*** of the files have been uploaded.

If these don't apply, contact our Support team.
