INFO: Atalasoft Support Portal Limitations - Large Blocks of Text

Background

The Atalasoft case system has a few quirks... on the back end (the support side) it strips white space and indentations, and it also truncates long replies to 4k characters without warning.

Providing Code

If you need to provide a chunk of code for our support team to help repro an issue or to ask for best practice advice, etc... if its 10 or so lines of code, go ahead and paste it directly into your case reply. However, if it's a longer bunch than that, please paste it into a text file and attach it to the case.

Providing Logs

Logs are nearly always long enough to get truncated. Please any time you need to provide a log, paste it into a text file attachment and attach to the case.

Attachments / Large Files

Our case system only allows up to 5 MiB for an attachment. If you need to send us a larger file, you can either host it somewhere online and let us know the URL (and needed login and password if applicable), or if that is not possible, ask us in the case if we can provide you a DropBox location.

NOTE: The attach file option becomes available after you initially create the case. So, if you need to attach to a new case, create the case, then go back to it in the portal and you will then be able to see the attachment option.

Timing

When you create a case or make a reply, it will, in most cases, immediately post to our back end. However, when support replies to you, it can take up to 20 minutes to send. This is due to an internal synchronization system that runs once every 20 minutes. So, please give us 30 minutes for an expected reply before starting to worry.

Worst case: Call us

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Last Update

2026-10-23 - TD (Fixed heading levels and added formatted note box)

Atalasoft Knowledge Base
https://www.atalasoft.com/kb2/KB/50035/INFO-Atalasoft-Support-Portal-Limita...