

SOUTH DAKOTA UNIFIED JUDICIAL SYSTEM

eFile & Serve – Document Troubleshooting

This guide helps users troubleshoot common document issues, including file format requirements, converting documents to PDF, reducing file size, understanding submission failures, reviewing document properties, and resolving files that exceed size limits.

Document Format

- Must be in PDF format.
- File size must not exceed 5MB per document and 25MB per envelope.
- Scan documents in black and white; color documents will be rejected.
- Minimum resolution is 200 x 200.
- Use non-secured document properties (no password protection).
- Remove external references such as URL's and shortcuts.

Common Reasons of Document Errors

- Resolution higher than 300 DPI
- File types other than PDF
- Irregular page size
- Images that appear as solid black
- Unsupported fonts

How Do I Convert My Documents to a PDF?

The recommended way to create a PDF is to save your document as a PDF. Most word processing software (such as Microsoft Word, Word Perfect, etc.) support this option.

To create an ideal PDF:

- Click File
- Select Save As
- Enter a file name
- Change "Save as type" to PDF
- Click Save

You can also scan your document directly as a PDF or use the Print to PDF option.

For operating system-specific instructions:

- [View Windows instructions \(opens in new window\)](#)
- [View macOS instructions \(opens in new window\)](#)
- [View Linux instructions \(opens in new window\)](#)

Submission Failed

A “Submission Failed” status may occur after filing due to issues such as comments, security restrictions (password protection), or electronic signatures.

To resolve:

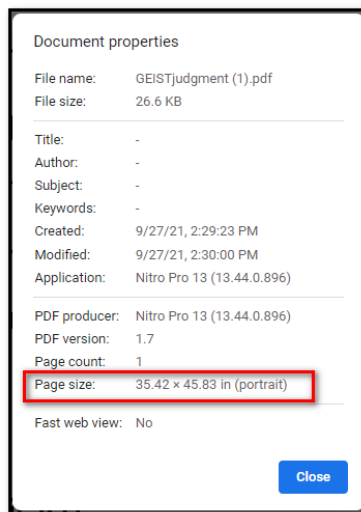
- Open PDF
- Perform a Print to PDF

NOTE: Printing to PDF flattens the document, removing special features and creating a final version similar to a printed copy.

Document Properties

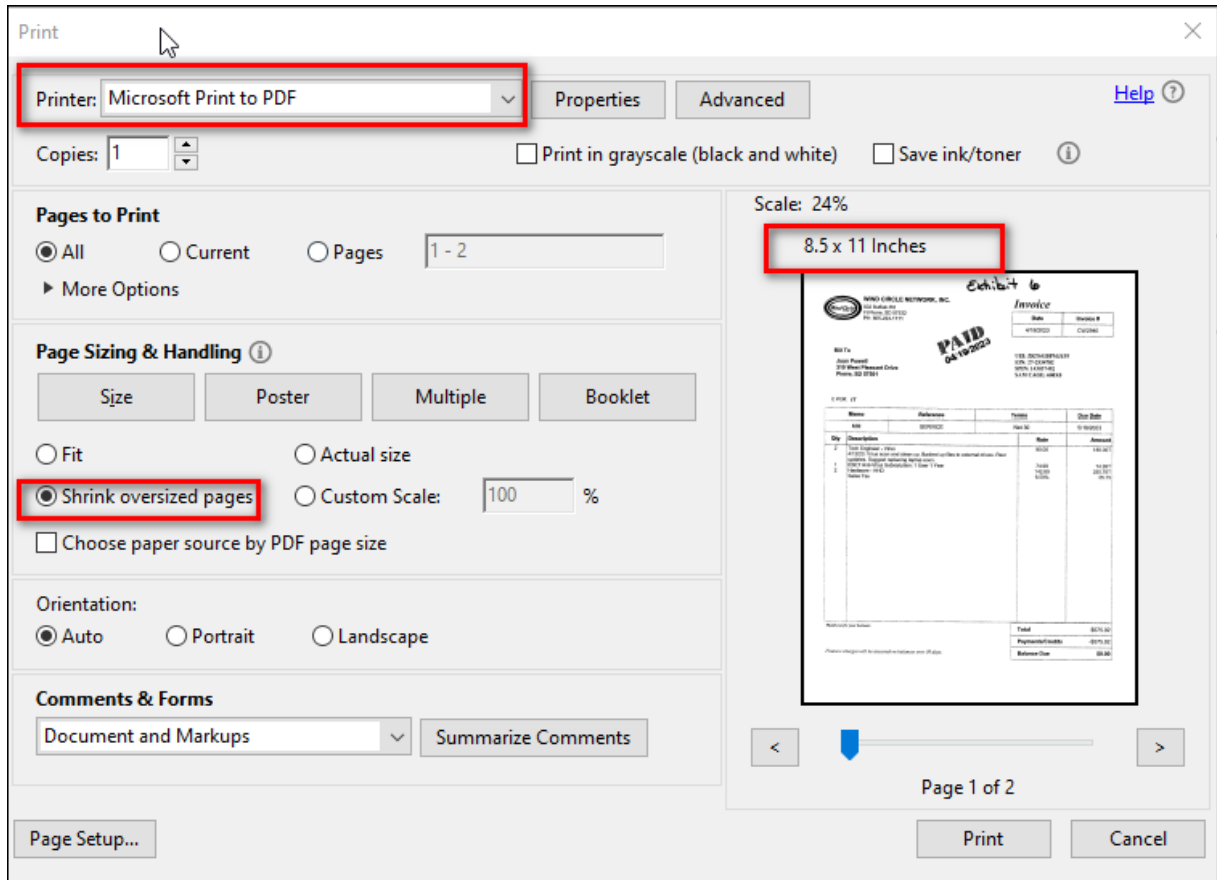
The PDF document properties indicate:

- File size – must be 5MB or less per document
- Page size – should not exceed 8.5 x 11
- See below screenshot highlighting the page size field:



Reduce Page Size:

- Open the PDF
- Click Print
- Select Microsoft Print to PDF
- Enable Shrink oversized pages (if not already selected)
- Confirm page size is 8.5 x 11
- Save and Resubmit



Over the size limit?

If your document exceeds the 5MB limit, you will need to compress it. If it is still too large, split it into multiple parts.

Options to reduce file size:

Using Adobe Acrobat (Standard or higher):

- Click File
- Select Save as > Reduce Size PDF
- Save the file and check the new file size

Rescanning the document:

- Scan at 200 DPI
- Use black and white settings

Using online tools:

- Use a PDF Compression tool such as iLovePDF or EasePDF
- [Compress PDF using iLovePDF website \(opens in new window\)](#)
- [Compress PDF using EasePDF website \(opens in new window\)](#)

