

# Duplicate Doc Prevention FAQ

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Duplicate Doc Prevention compares the contents of every agent upload against the docs already there and turns away an exact match. Answers to the common questions about file names, admins, unassigned docs, and newer versions of the same form.

## Does Pipeline compare file names or the files themselves?

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The files themselves. Two documents with identical contents are duplicates even when their names differ, and two documents with the same name are fine as long as their contents differ.

## I renamed the file and it was still rejected. Why?

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Because the name isn't what's being checked. Renaming leaves the contents identical, so the check still catches it. Upload the version that actually differs — a new signature, a new date, an added page — and it goes through.

## The duplicate isn't on the transaction. Where is it?

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Almost always in a permission category you can't see. The doc is there; your view of the transaction just doesn't include it. It may also still be sitting on the Unassigned page. Your admin can confirm what's already on the transaction.

## Does duplicate prevention apply to admins?

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No — it applies to agents. Admins can upload a duplicate whenever a second copy genuinely needs to be there.

## Can two docs on a transaction have the same name?

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Yes. When a name is already in use, Pipeline appends a version number, like *Listing Agreement (2)*, and folds the versions into one group. That's naming, not duplication — the block only triggers on identical contents.

## Does it cover unassigned docs too?

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Yes. An agent can't add the same doc to the same unassigned location twice, the same way they can't add it to the same transaction twice.

## How do I upload a corrected version of a document?

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Just upload it — a corrected version isn't a duplicate. If your corrected copy is still turned away, the file being uploaded is byte-for-byte the same as one already there; check that you saved and re-exported the change. Send it to us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) if you're sure it differs and we'll take a look.

## Who turns duplicate prevention on?

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A master admin, for the whole account. It sits in Document Settings as [Prevent Duplicate Document Uploads].

## Learn More

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Switch on duplicate prevention and Pipeline checks every agent's upload against what's already on the transaction, so the same file can't land twice.

See [Duplicate Doc Prevention](#)

## Still Have Questions?

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Didn't find your answer above? Email us at [help@paperlesspipeline.com](mailto:help@paperlesspipeline.com) and we'll help.

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