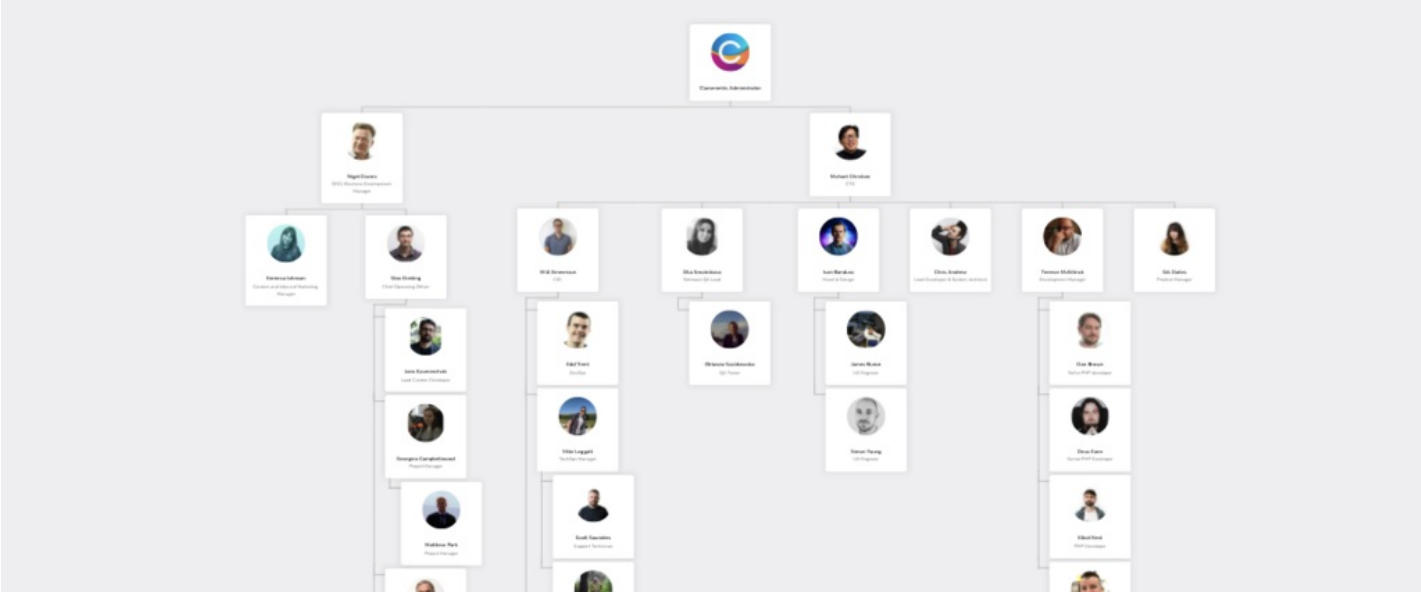
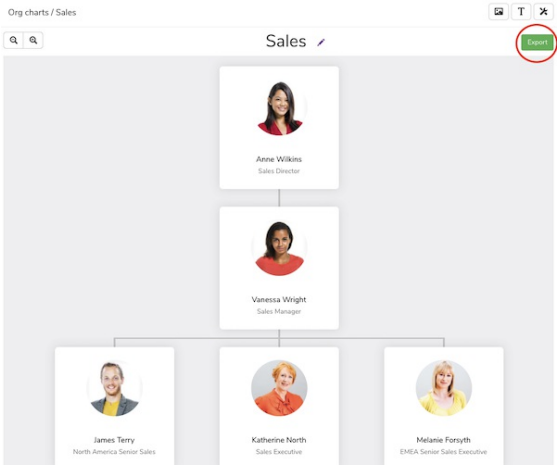
Link to article: https://discover.claromentis.com/knowledgebase/articles/793



Export Limitations on Org Charts

I have a large org chart, why is the Export button greyed out?

It is very likely that you are using a Chrome or IE browser which has a limit in terms of how large the area of the org chart can be converted into an image.



The Claromentis Org Chart application uses technology called **html2Canvas** which allows dynamic HTML elements to be drawn as an image when exported.

More technical information about html2canvas

What is the size limit?

Depending on the browser you are using, the limits are shown below.

Currently, **Firefox** can accommodate larger canvas sizes, and you may want to try performing an export using a Firefox browser instead of Chrome.

Browser	Height/Width	Area	Example
Chrome	32,767 pixels	268,435,456 pixels	16,384 x 16,384
Firefox	32,767 pixels	472,907,776 pixels	22,528 x 20,992
Internet Explorer	8,192 pixels	n/a	

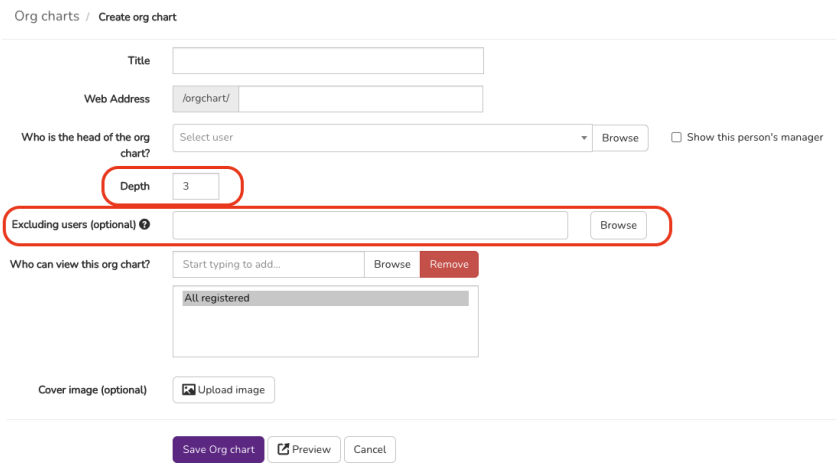
What can I do about it?

It's nice to be able to see the entire company structure on the screen, when it comes to exporting there is some limitation depending on the browser you are using and the size of the OrgChart.

Here are some tips:

1. Create additional org charts for each department. This can be exported easily and easier to read when printed.

2. Tweak the properties of the org chart by limiting the depth and also excluding some segments to reduce the size.



3. You may want to consider creating a static org chart using drawing software such as MS Visio or LucidChart

Once you've created the org chart you can then export it as an image or PDF and store it on the Intranet.

> **Please note** that one of the benefits of Claromentis OrgChart is dynamic, meaning when you change the user's manager or direct report the OrgChart is automatically updated.

Last modified on 1 December 2023 by Hannah Door

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Tags: org chart, limitation