

# Helix ALM Windows File Attachment Upload Error

## Problem

The following error is returned when a saving an item that uploads a new attachment when using Helix ALM on Windows:

'A communication error occurred during the transaction. Socket error caused incomplete request from [xxx.xxx.xxx.xxx]: File Transfer Error.'

## Cause

This error generally occurs when Helix ALM has restricted access to the local temp directory. The temp directory is defined in the System > Environment settings.

Windows generally uses the following setting for the temp directory: %SystemRoot%Temp (e.g., C:\WindowsTemp). This directory probably has restrictive permission settings that do not give Helix ALM read/write access.

## Solution

Locate the temp directory and change permissions to allow read/write access.

Or

Specify an alternate temp directory that has read/write privileges.

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