

Thumbnail Images Not Available for Helix ALM File Attachments

Problem

A 'Thumbnail image is not available' message is displayed instead of previews of image file attachments in Helix ALM items after thumbnails are enabled in the project.

Errors similar to the following may also be added to the Helix ALM Server log:

'Warning: An error occurred in getting an archive file from the database, no archive record was found for <ttptn_0000003.dat>.'

Cause

The Helix ALM Server was not restarted after enabling the project option to create thumbnails for image file attachments. If a Helix ALM project is stored in a PostgreSQL, Oracle, or SQL Server database, the server must be restarted to generate thumbnails for attachments in existing items.

Solution

Restart the Helix ALM Server.

Article ID: 394

Last updated: 06 Jul, 2017

Revision: 4

Helix ALM (formerly TestTrack) -> Thumbnail Images Not Available for Helix ALM File Attachments

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=394>