

# Helix ALM Web Client Cannot Generate Temp Files When Running on IIS 7

## Problem

When adding or editing an item in a Helix ALM web client, an error similar to the following is returned after a user selects a file to attach to an item and clicks Upload:

'An error occurred during file upload. The temp file could not be generated.'

## Cause

The default IIS 7 configuration on Windows Vista and Windows Server 2008 may cause conflicts when attempting to generate Helix ALM Web temp files.

## Solution

Change the authentication identity and application pool settings in IIS.

1. Choose Start > Control Panel > Administrative Tools > IIS Manager.
2. Select the computer in the Connections pane.
3. Double-click Authentication.
4. Select Anonymous Authentication and click Edit in the Actions pane
5. Select Application pool identity.
6. Click OK.

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