

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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