

# Problems Importing Email Attachments from Mac and Apple Mail

## Problem

Attachments are lost or corrupted when importing email into Helix ALM from Mac and Apple Mail.

## Cause

The email attachment may have been sent in BinHex or AppleDouble formats. The Helix ALM Server email import code does not support these encodings for attachments.

## Solution

Email attachments should be sent in Base64/MIME encoding from Mac email clients.

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