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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Helix ALM (formerly TestTrack) -> Problems Importing Email Attachments from Mac and Apple Mail

http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=456