

# Timeout Error When Uploading Attachments in Helix ALM Web

## Problem

When attaching a large file to an item in Helix ALM Web, the upload fails and a timeout error is returned.

## Cause

The time it takes to upload the file exceeds the timeout value set on the web server that hosts Helix ALM Web. The default value is 300 seconds on Apache and IIS.

If Helix ALM Web is hosted on IIS, the file may exceed the maximum file size value set in IIS. The default value is 30 MB.

## Solution

Increase the timeout value on the web server. Refer to the Apache or IIS help for information.

If you use IIS, you may consider increasing the maximum file upload size. Refer to the IIS help for information.

---

Article ID: 511

Last updated: 06 Jun, 2017

Revision: 4

Helix ALM (formerly TestTrack) -> Helix ALM Web -> Timeout Error When Uploading Attachments in Helix ALM Web

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=511>