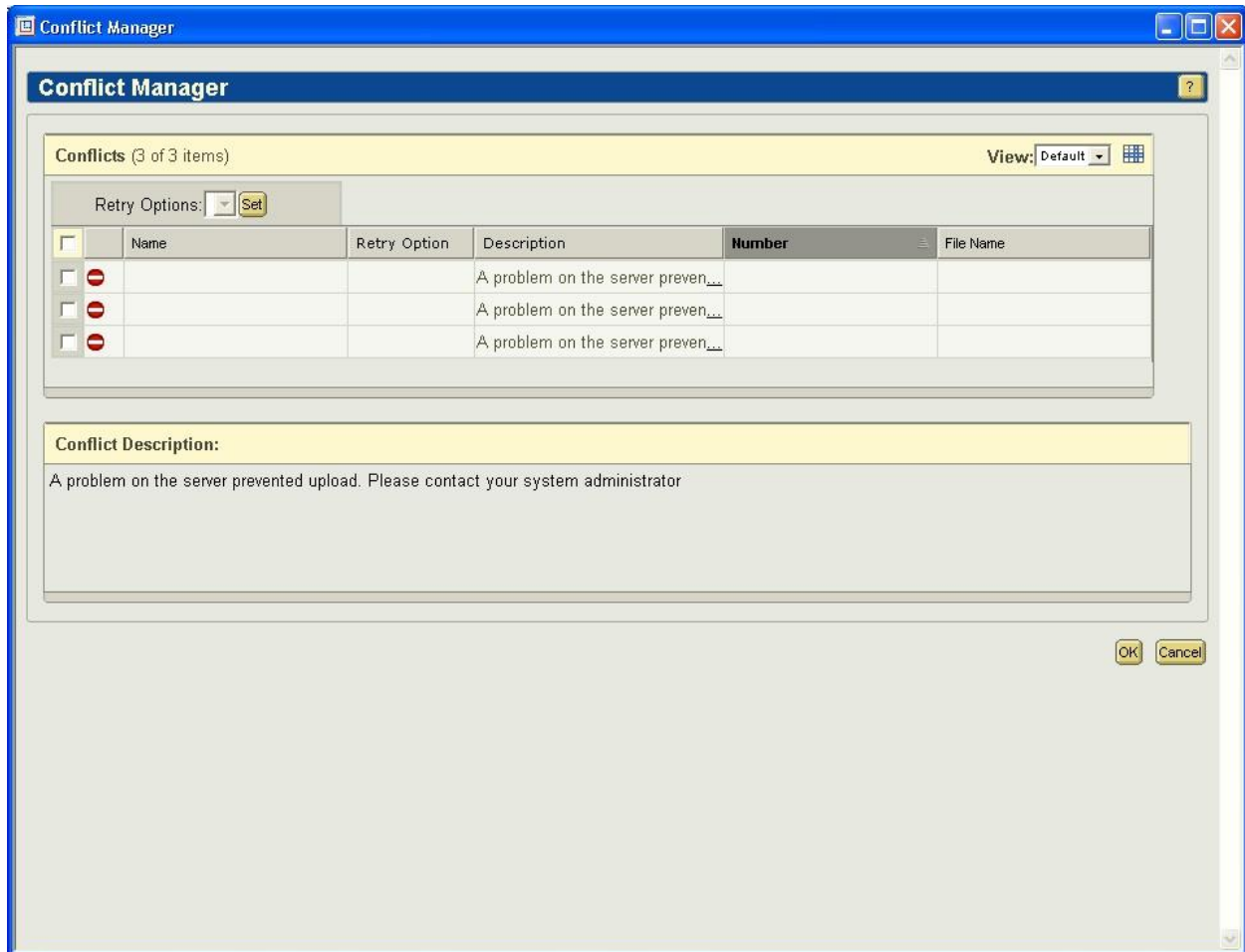


## **Project 1123:**

Upload of CAD documents on client(CAD19) gives the following error:



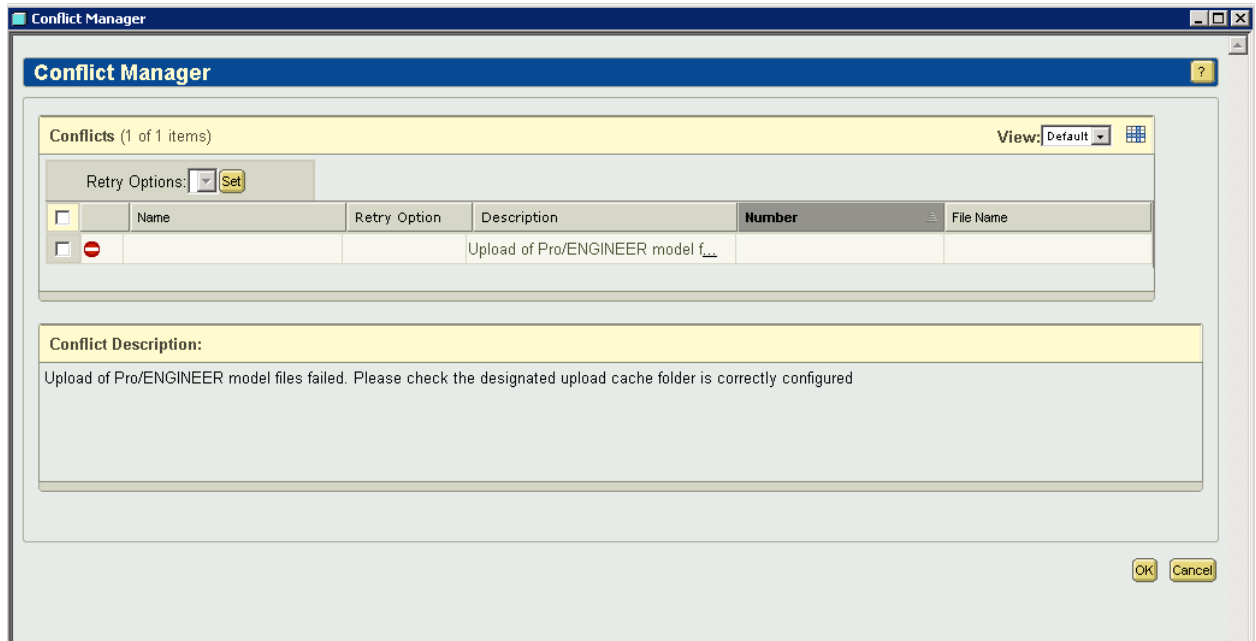
**Error:** A problem on the server prevented upload. Please contact your system administrator.

Since it was a server related issue the following things were carried out to debug this issue.

### **On server side:**

1. Restarted the Windchill server(Method Server/Server Manager)
2. Cleared the Windchill server logs(tomcat-work folder)
3. Restarted the Windchill server(machine)
4. Upload also fails for a new CAD part without any geometry for an existing product and vault for which checkin worked previously.

Error message on upload of a CAD part with client and server on same machine(server machine):



**Error:** Upload of Pro/Engineer model files failed. Please check the designated upload cache folder is correctly configured.

On the **client side** (CAD19) following things were attempted:

1. Deleted the ProE trail files (in working directory)
2. Used another ProE launch shortcut
3. Verified that WTPart checkin works from both the embedded browser and standalone browser
4. Direct checkin(without upload) also gives the above error(from embedded browser)
5. Upload also doesnot work for other workspaces and products for newly created CAD parts.

## VAULT CONFIGURATION:

Have followed the following steps for configuring vault for a particular product 1125-

### Vault settings

Mounts

Host	Folder	Seq Number	Path	Enabled	Read Only	Mount Status	Last Status Update Time
smpdm8.silicomm	1125_folder	1	E:\Windchill_vault +	-	-	Valid	27 Sep 16 19:41

Update Vault

Name: 1125\_vault  Read Only

Designated for Cache

Folders

Show Only Writable  Show All

Seq Number	Folder	Enabled	Read Only
1	1125_folder	+	-

Move Top  
Move Up  
Move Down  
Move Bottom

OK Cancel Help

Java Applet Window

### Folder settings and mounting:

Mounts

Host	Vault	Seq Number	Path	Enabled	Read Only	Mount Status	Last Status Update Time
smpdm8.silicomm	1125_vault	1	E:\Windchill_vaults_EI1125	+	-	Valid	27 Sep 16 19:41

Update Folder

Name: 1125\_folder

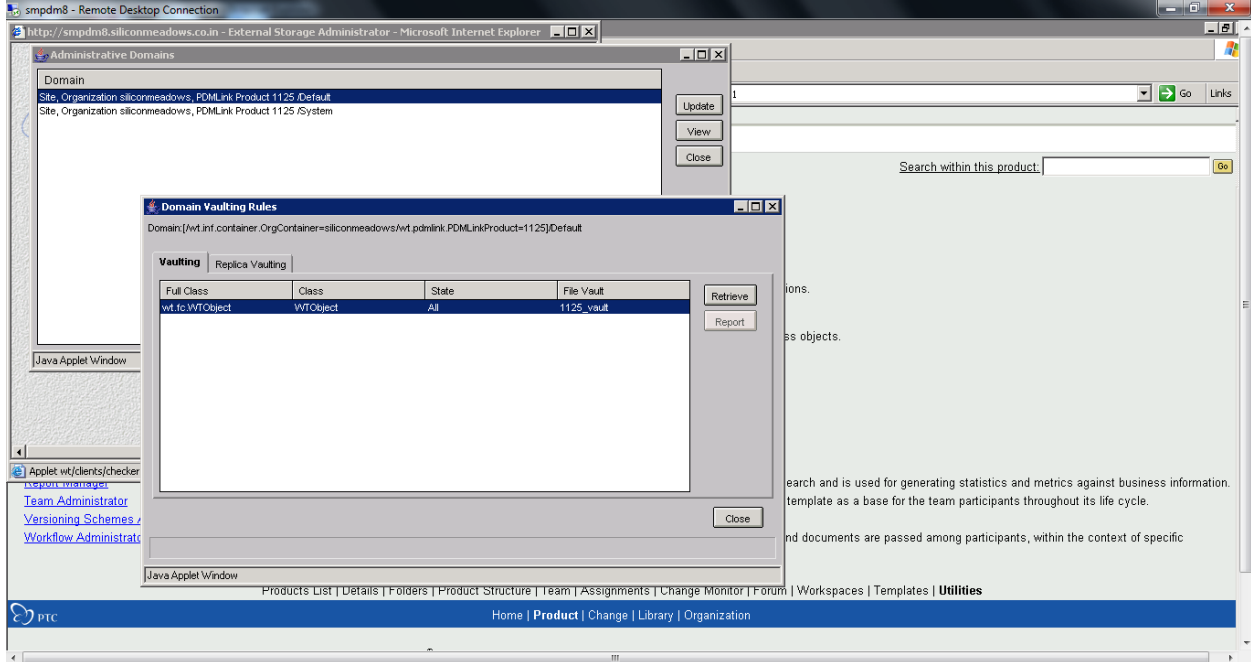
Vault: 1125\_vault

Read Only  Enabled

OK Cancel Help

Java Applet Window

## Vaulting Rules:



## Revaulting Scheduler:

