Project 1123:

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

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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):

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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

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