

Can't Sync Attachments between Jira on Windows Server and HP ALM/QC

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Problem

Synchronization is blocked if attachments are synced to a Windows Server.

Cause

If you use a Windows Server to host your Jira on-premise instance, then the problem might be caused by the special characters in the Connection name.

Windows has a set of characters that are not allowed for file names in the system. [More details](#).

Solution

Update the Connection name via database query on both sides:

For Jira Server and HP ALM/QC

```
UPDATE "AO_08F1AF_RELATION" SET "NAME" = 'XXX' WHERE "ID" = YYY;
```

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