

Cannot view certain IEs

- **Article Type:** General
 - **Product:** Rosetta
 - **Product Version:** 2.1
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Problem Symptoms:

- * IEs are not viewable in Rosetta
- * IEs are not viewable in Primo
- * dps_log/server.log has "A Search criterion is missing. Please enter condition value."

Cause:

Problematic file_streams have UPPERCASE file extensions

Resolution:

Change any UPPERCASE file extensions to lower case.

Additional Information

Run the Beyond Compare application on two different ie.xml files, one that works and one that doesn't.

IEs that are not viewable have an uppercase .JPG extension, for example, while the working IEs had the recognized lowercase .jpg extension.

You can download Beyond Compare from <http://www.scootersoftware.com/download.php>

Category: Delivery

Subject: IE Viewer

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