

Why do I get an Ubersmith error message when saving an attachment?

Posted: **LicenseCube Support** [support@licensecube.com]

Online URL:

<http://kbase.licensecube.com/billing-system-licenses/why-do-i-get-an-ubersmith-error-message-when-saving-an-atta>

When it comes to saving attachments within Ubersmith, you may find that when saving an attachment, you encounter a database error within Ubersmith. This database error is triggered by the MySQL configuration being set too tightly. Please follow the step-by-step directions outlined below to resolve this error:

- Login to your Ubersmith Server via SSH
- Next, run the following command within Linux:

```
# vi /etc/mysql/my.cnf
```

- Please locate/create the following line within this config:

```
max_allowed_packet = 15M
```

- Once completed, please save and exit (esc key + :wq)!
- Finally, run the following Linux command to reboot MySQL:

```
# /etc/init.d/mysqld restart
```

Should you have any further questions pertaining to [Ubersmith license](#), please feel free to get in contact with the LicenseCube support team for additional assistance.