

Update Case Attachment Details

Last Modified on 03/26/2026 6:37 am EDT

Starting with V11.0, Cora Orchestration has been renamed to Orchestration AI.

V11.0

Overview

As a workflow developer, you can update/edit an existing case attachment of an Open case based on the file Id, and manage the case attachments easily.

You need to add the Update Case Attachment Properties built-in command activity in the workflow to enable editing the case attachments.

The updated attachment details are then visible in the case Attachments tab on refresh. The updated by (name of the user who updated the attachment) and updated at (date and time at which the attachment was updated) information is also visible in the same tab.

IMPORTANT

The case attachments are updated only for cases where status is *Open* (*fldStatus < 3*).

Update Case Attachment Properties through built-in command

1. Add a Built-In Command activity.
2. Select **Case Operations**> **Update Case Attachment Properties**.
3. Click **Next**.
4. Add the following command parameters:
 - workflowInstanceId: (mandatory), the master or the sub workflow Id of the open case that contains the attachment. For example, `wf.MasterWorkflowInstanceId`.
 - fileId: (mandatory), the file Id of the case selected in the workflowInstanceId. For example, `85e6c44b-34df-4563-9f9f-c75037c68f12`.
 - fileName: name of the attachment. For example, `{Form1}.Query{"Form1"}.Include{"att"}.att.filename`.
 - contentType: MIME type of the attachment. For example, `application/pdf` OR `text/csv`.
 - comment: any comment. For example, `"New comment"`.
 - attachmentType: file type of the attachment, must be one of the configured values in the Attachment View. For example, `"zip"`.

<<screenshot>>

5. Click **Finish**.

IMPORTANT

Make sure you have *Execute* permissions in the master workflow.

Error handling

- If `fileId` doesn't exist in the provided case, the command completes with no changes and no error.
- The command fails (with error code/message) if any of the following conditions are true:
 - `workflowInstanceId` is null or does not exist.
 - `fileId` is null.
 - Case status is Completed or Aborted (`fldStatus ≥ 3`).
 - `FileName`, `ContentType`, or `AttachmentType` are provided but are invalid per validation rules.
- On failure, the workflow engine can stop execution or jump to a compensation activity as configured.