Remove Case Attachment

Last Modified on 03/26/2026 6:38 am EDT

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

V11.0

Overview

As a workflow developer, you can remove/delete an existing case attachment from an Open case based on file Id, and manage the case attachments easily.

You need to add the Remove Case Attachments built-in command activity in the workflow to enable removing the case attachments.

> **IMPORTANT**
> The case attachments can be removed 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**> **Remove Case Attachments**.
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(s). For example, `wf.MasterWOrkflowInstanceId` .
   - attachmentIds: (mandatory), the attachment Ids from the case selected in the workflowInstanceId.

   <<screenshot>>

5. Click **Finish**.

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

Error handling
- If `attachmentId` 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.
  - `attachmentId` is null.
  - Case status is Completed or Aborted (fldStatus ≥ 3).
- On failure, the workflow engine can stop execution or jump to a compensation activity as configured.