The connection to the server failed error message when attempting to Export in Designer
3023317

Question / Problem:
When attempting to export a process or any files using the export function in the designer, the following error is encountered:

Answer / Solution:
In this particular scenario, this issue occurred when using the Japanese language locate settings within and English Windows Server 2019 operating system. This is a software bug submitted under Bug ID: 1477165 in KTA 7.7.0.7.

This will be resolved in a future version of KTA.

The workaround is to switch the language locale settings to English, then attempt to export Process and/or specific files.
**Applies to:**

<table>
<thead>
<tr>
<th>Product</th>
<th>Version</th>
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<tbody>
<tr>
<td>KTA</td>
<td>7.7</td>
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