

Enabling Remote Connections on PostgreSQL Servers

Helix ALM products may require enabling remote connections on PostgreSQL Servers to work correctly. Following are a few scenarios that require enabling remote connections in PostgreSQL.

Helix ALM Data Warehouse

A 'Could not get JDBC Connection' error is returned when importing from Helix ALM product servers and databases hosted in PostgreSQL because remote connections are not enabled for the PostgreSQL server.

Surround SCM

Only one Surround SCM Server can connect to a PostgreSQL database at a time. When moving mainline branches from one PostgreSQL server to another, you may need to enable remote connections on the destination server. This allows the destination server to connect to the database that contains the mainline branch so Surround SCM can copy it to the destination server.

After setting up the destination PostgreSQL server and creating a new database to copy the mainline branch to, enable remote connections in PostgreSQL before converting the mainline branch.

Enabling remote connections

1. Disconnect any processes connected to the PostgreSQL server.
2. Stop the PostgreSQL service.
 - Windows—Choose Start > Control Panel, click System and Security, click Administrative Tools, and then double-click Services. Select PostgreSQL Server and click Stop.
 - Unix—As the root or sudo user, enter the following command: `sppostgres stop`
3. If you use a firewall, open the port used by PostgreSQL. The default port is 5432. Refer to your operating system documentation for information.
4. Locate the PostgreSQL configuration files in the following location:
 - Windows—`C:\Program Files\PostgreSQL\<version>\Data`
 - Unix—`/usr/local/pgsql/data`
5. Open the `pg_hba.conf` file.
6. Add the following line to the IPv4 local connections section and save the file:
`host all all <Helix ALM product server IP address>/32 md5`
For example: `host all all 123.456.78.90/32 md5`
7. Open the `postgresql.conf` file.
8. Make the following change in the Connections and Authentication section and save the file:

Change: #listen_addresses = 'localhost'

to: #listen_addresses = '*'

Note: You can also use a specific IP address for the PostgreSQL server to listen on.

9. Restart the PostgreSQL service.

- Windows—Choose Start > Control Panel, click System and Security, click Administrative Tools, and then double-click Services. Select PostgreSQL Server and click Start.
- Unix—As the root or sudo user, enter the following command: `sppostgres start`

Article ID: 250

Last updated: 25 Apr, 2017

Revision: 6

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