

Surround SCM or ALM Data Warehouse Displays Incorrect Helix ALM Data or Cannot Retrieve Data

Problem

Surround SCM and Helix ALM Data Warehouse display incorrect Helix ALM data or cannot retrieve data.

For example, in Surround SCM, users may see items from the wrong Helix ALM project. In ALM Data Warehouse, users may not be able to log in, Helix ALM projects may not be displayed on the Import Schedule page, imports from a project do not work, or the wrong project is imported.

Cause

Each Helix ALM project has a universally unique identifier (UUID) and two or more projects have the same UUID. In the Helix ALM Server database, multiple rows in the TTDBS table have the same value in the TTProjUUID column.

This issue can occur when duplicate projects are added to the Projects list in the Helix ALM Server Admin Utility. This can happen when projects are created from backups or duplicated outside of Helix ALM, and then loaded in the server admin utility.

The problem may also occur when project databases are modified outside of Helix ALM.

Solution

To avoid this issue:

- Do not add two copies of the same project in the Helix ALM Server Admin Utility.
- Instead of externally duplicating project data, use the 'Create From Template' option in the server admin utility to create a new project from an existing one. See the [server admin help](#) for information.

To address this issue with existing projects:

Helix ALM (or TestTrack 2011.1 - 2016.1)

In the Helix ALM Server Admin Utility, remove all affected projects except one and then re-add each project. When you are prompted to change the identifier for each project, click Yes to change it.

TestTrack 2011.0 and earlier

Contact [Perforce Support](#) for help.

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