

Cannot Connect to the License Server After Upgrading

If you upgrade only Helix ALM or Surround SCM, the correct Helix ALM License Server version is automatically installed. However, if you upgrade more than one product, an older version of the license server could be installed, overwriting the latest version needed for products to work correctly.

Before upgrading more than one product

Check the release date for each product on the [Software Upgrades](#) page. Always upgrade the product with the most recent release date last to guarantee the latest license server version is installed.

Note: Not all supported product versions are compatible with the latest version of the license server. If you only plan to upgrade one product, check the [License Server Compatibility](#) to make sure the earlier product version you do not plan to upgrade is also compatible with the upgraded license server.

After upgrading more than one product

If you already upgraded more than one product and cannot connect to the license server, run the Helix ALM or Surround SCM installer with the most recent release date, but only install the license server. After reinstalling the license server, all product versions compatible with the license server should be able to connect to it.

Article ID: 275

Last updated: 30 May, 2017

Revision: 4

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=275>