

Reload Error When Logging In to Helix ALM and License Server Web Clients

Problem

When logging in to the Helix ALM web clients or the Helix ALM License Server Web Admin Utility, the login page does not load and a reload error is returned.

Cause

External authentication may be enabled on the web server and a pop-up blocker is preventing the browser from displaying the authentication system login page.

Solution

Disable the pop-up blocker or allow the browser to open pop-ups from the web server. See the browser help for information.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=290>