

# 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>