

Users with Suite Licenses Cannot Access Surround SCM

Problem

Surround SCM users assigned Helix ALM/Seapine suite licenses cannot log in after upgrading to Surround 2013.0 or later.

Cause

Surround SCM 2013.0 and later was removed from suite licenses.

Solution

Administrators need to manually assign a Surround SCM license to users.

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License Server -> Users with Suite Licenses Cannot Access Surround SCM

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=291>