

Cannot Log In to Web Clients After Upgrading to Mac OS X 10.10 or Later

Problem

Users cannot log in to some web clients after the computer hosting the Helix ALM Server or Helix ALM License Server is upgraded to Mac OS X 10.10 or later. The following web clients are affected:

- Helix ALM License Server Web Admin Utility
- Helix ALM Web
- Helix ALM Web Server Admin Utility
- SoloSubmit

Cause

Mac OS X 10.10 and later uses Apache 2.4. The `mod_cgi` module is not enabled by default in this Apache version.

Solution

Modify the Apache configuration file (`httpd.conf`) to enable the `mod_cgi` module.

1. In Terminal, enter the following command to back up the current Apache configuration:

```
sudo cp /etc/apache2/httpd.conf /etc/apache2/httpd.conf.backup
```
2. In Finder, click `Go > Go to Folder`.
3. Enter `/etc/apache2` and click `Go`.
4. Drag the `httpd.conf` file to the desktop.
5. Right-click the `http.conf` file and choose `Open With > Other`.
6. Select `/Applications/TextEdit` and click `Open`.
7. Delete `#` from the following line to uncomment it:

```
#LoadModule cgi_module libexec/apache2/mod_cgi.so
```
8. Save the file.
9. Drag the modified `httpd.conf` file back to the `/etc/apache2` folder. You are prompted to authenticate.
10. Click `Authenticate`.
11. Click `Replace` and enter your password.
12. Enter the following commands in Terminal to fix ownership and permissions for the `httpd.conf` file:

```
sudo chown root:wheel /etc/apache2/httpd.conf
```

```
sudo chmod 644 /etc/apache2/httpd.conf
```

13. Enter the following command to restart the Apache web server:

```
sudo apachectl restart
```

14. Log in to the web clients.

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