

Retrieving Global Users in Helix ALM

Problem

You added global users to the Helix ALM License Server, but the users cannot access Helix ALM.

Cause

Users added to the license server are not automatically added to Helix ALM.

Solution

[Retrieve the global users in Helix ALM](#). Make sure retrieved users are [assigned a license and added to a security group](#) so they can access the Helix ALM project.

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Helix ALM (formerly TestTrack) -> Retrieving Global Users in Helix ALM

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=306>