

Hyperlinks to the Current Helix ALM Server Require Reconnecting

Note: This article only applies to Helix ALM on Mac and Linux.

Problem

When you click a Helix ALM hyperlink to an item in the current project, you are prompted to disconnect from the Helix Server and log in again.

Cause

The `/etc/hosts` file on the local computer includes an unqualified hostname for the server you are attempting to access. The unqualified hostname is used instead of the fully qualified hostname and Helix ALM cannot detect that the hostname is for the current server.

Solution

Remove the unqualified hostname from the `/etc/hosts` file.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=315>