

Helix ALM Web Version Mismatch Error

Problem

The following error is returned when you log in to Helix ALM Web: 'The TTCGI executable is newer than the Helix ALM Server application. Please contact your administrator to resolve this version mismatch.'

Cause

The Helix ALM Web CGI is a newer version than the Helix ALM Server application. This can be caused by a partial installation. For example, installing new web components, but not installing the new server application.

The CGI could also be connecting to an old server address that is no longer used. Verify your configuration setting using the Helix ALM Registry Utility.

Solution

Reinstall all Helix ALM components.

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Helix ALM (formerly TestTrack) -> Helix ALM Web -> Helix ALM Web Version Mismatch Error

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=326>