

NT 2140 Error Returned When the Helix ALM Server Starts

Problem

NT error 2140 is returned when starting the Helix ALM Server as a service.

The server is attempting to start on the same port as another application. Only one application can use a port at a time.

Cause #1

The Helix ALM port setting was changed to use port 80, but the web server is already running on this port.

Solution #1

Use the Helix ALM Registry Utility to change the Helix ALM port.

1. On the Helix ALM Server computer, choose All Programs > Perforce > Helix ALM > Helix ALM Registry Utility from the Start menu.
2. Click Server Options. The Edit Server Options dialog box opens.
3. On the General tab, change the Reboot port to 99 or another port number that is not in use.
4. Click OK to save the changes.
5. Restart the Helix ALM Server.

Cause #2

Helix ALM and another application on this computer (possibly the web server) are both attempting to use port 99.

Solution #2

Change the web server port number back to 80, which is the default for most web servers. See the web server help for information about changing port numbers.

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