

# Logging in to Helix ALM After Computer Crashes

## Problem

You are logged in to Helix ALM and your computer crashes. When you attempt to log in again, an error similar to the following is displayed:

This user is already logged in.

## Cause

The Helix ALM Client application pings the Helix ALM Server application every 30 seconds to let the server know it is still running and to get updates made by other users.

If the server does not hear from the client for 6 minutes, the server terminates the connection. When your computer crashes, you are not logged out of Helix ALM and the connection remains active.

## Solution

- Wait 6 minutes before you try to log in to Helix ALM.
- Ask the Helix ALM administrator to log you out.
- In extreme circumstances, the Helix ALM administrator can stop and restart the Helix ALM Server to reset all user connections.

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