

Troubleshooting Helix ALM Server Problems on Unix

Problem

The Helix ALM Server does not start. The server script, ttstudio, is executing but the server is still not running.

Cause #1

In a Unix environment, all data files and the file extensions are case sensitive and must be in uppercase letters. When moving files from Windows to Linux, some files may be copied in lower case. For example, USER.TTT is copied as user.ttt.

Solution #1

Make sure the data file names and the file extensions are in all uppercase letters.

If most of your files are in lowercase you can download and use the `mix2caps.pl` Perl script, which is attached to this article, to automatically change file names and file extensions to uppercase. Copy the script to the `TTServDb` directory or to each project directory. This Perl script was donated to us by M.S. Praveen of ControlNet, (I) Inc. and does not come with a warranty. It can be changed and modified to meet your needs.

Cause #2

Permissions are generally stricter in Unix environments. When Helix ALM is installed in a L environment the root user owns of all data files. The root user must own each data file and folder in the Helix ALM directory (generally in `/var/lib/`). To store data, the data files must also have read-write permission.

Solution #2

Make sure the permissions are set correctly and root owns all the data files and folders in the Helix ALM directory.

Use the following commands to check this information:

```
cd /var/lib/HelixALM
chown -R root:root *
```

The root user must own the following files and directories. The following file and directory locations are the default locations.

```
/var/lib/HelixALM
/var/log/Startup.log
/etc/ttstudio.conf
```

The root user should own the `ttstudio` script, which starts the Helix ALM Server in the background.

```
/usr/bin/ttstudio
```

Cause #3

The `ttstudio` script executes but the server does not start.

Solution #3

Make sure root owns and executes the ttstudio script. Next, verify that the Helix ALM Server is running. Use the following commands:

```
ps -ef |grep ttserver - Lists the Helix ALM process if it is running
```

```
netstat -pan |grep 1566 - Indicates the Helix ALM Server is listening for connections when it is running. Replace 1566 with the port your Helix ALM Server is using.
```

You should also check the Startup.log file for additional information. The log file is generally stored in the following directory: /var/log/Startup.log.

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