

Helix ALM Web Server Cannot Connect Error

Problem

Logging into Helix ALM web clients returns a server cannot connect error.

Cause

This error generally occurs when the IP address used by the CGI is not the IP address the web server is expecting. It may also occur if you are using a computer with multiple network interface cards (NICs) that each have an IP address or if the web server uses an address assigned by a DHCP server.

Solution

Modify the Windows registry so Helix ALM's CGI uses the loopback IP address 127.0.0.1 to access the server.

1. Choose Start > Run.
2. Type regedit in the run command window and click OK.
3. Open the following registry key:
HKEY_LOCAL_MACHINE\Software\Seapine Software\TestTrack\TestTrack Server

Note: TestTrack was renamed to Helix ALM starting with the 2017.1 release. TestTrack is still used in the registry key.

4. Right-click ServerAddress and click Modify.
5. Replace the IP address in the value data field with 127.0.0.1 and click OK.
6. Try to log in to the web client. If an error occurs, follow the same instructions, but enter the IP address of another installed NIC in step 5.

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