Helix ALM Web and SELinux

Problem

The Helix ALM Server is installed on a computer that is running SELinux (Security-enhanced Linux). When Helix ALM Web users try to connect to the server, an error that the server cannot be found is returned. Checking the running processes on the computer shows that the server process is running.

Cause

SELinux adds mandatory access control to Linux and limits the ability to call CGIs from a web browser. The error is returned because the Helix ALM CGI script, which is used to log in and access the server from a browser, cannot run.

Solution

Enable a setting that allows the web server to accept calls from a browser to run CGI scripts.

1. From a terminal, become root and enter the following command:

   /usr/sbin/setsebool –P httpd_can_network_connect=1

2. Stop and restart the web server.