

Cannot Open ttstudio Hyperlinks

Problem

After clicking a ttstudio hyperlink, the item does not open.

Cause

ttstudio links generally open items and list windows in the Helix ALM desktop client. If the desktop client is not installed, the Helix ALM URL Redirector must be installed and configured to redirect these links to open in Helix ALM Web.

Solution

Install the Helix ALM URL Redirector and configure it to open ttstudio links in the web client. See the [Helix ALM help](#) for information.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=427>