

# Cannot Open ttstudio Hyperlinks from Firefox on Linux or Mac

## Problem

After clicking a ttstudio link in Firefox on Linux or Mac, Helix ALM does not start and the following error is returned:

'Firefox doesn't know how to open this address because the protocol (ttstudio) isn't associated with any program.'

## Cause

Firefox does not recognize the ttstudio protocol used to open Helix ALM.

## Solution

### Linux distributions not using Gnome 3

Register the ttstudio protocol and enable the ttstudio URL handlers.

**Note:** The following instructions require Gnome libraries and work for all Firefox versions.

1. Run the following commands from a command line. These commands cannot be run by the root user.

```
gconftool-2 -s /desktop/gnome/url-handlers/ttstudio/command '/usr/bin/tturlredirector %s'  
--type String
```

```
gconftool-2 -s /desktop/gnome/url-handlers/ttstudio/enabled --type Boolean true
```

2. Click a ttstudio link in Firefox to start Helix ALM.

**Note:** To register the ttstudio protocol without installing Gnome libraries in Firefox 3.5 and later or Firefox 3.0 and earlier, see the [MozillaZine Register Protocol](#) knowledgebase article.

### Linux distributions using Gnome 3

Register the Helix ALM URL Redirector as the ttstudio handler.

1. As the root user, create a new .desktop file in the /usr/share/applications directory. You can use any filename, such as testtrack.desktop, but it must include the .desktop extension.

2. Copy the following to the file:

```
[Desktop Entry]  
Version=1.0  
Name=Helix ALM  
Exec=/usr/bin/tturlredirector %u  
Terminal=False  
Type=Application  
MimeType=x-scheme-handler/ttstudio
```

3. Save the file.
4. Run the following command as the root user:  
`update-desktop-database`
5. Click a ttstudio link in Firefox to start Helix ALM.

## Mac

Add the Helix ALM URL Redirector application to Firefox.

1. Enter the following commands in a terminal window:  
`cd /Applications/HelixALM/"Helix ALM URL Redirector.app"/Contents/MacOS`  
`chmod ugo+x "Helix ALM URL Redirector"`  
`./"Helix ALM URL Redirector"`
2. In Firefox, enter `ttstudio://config` in the Address bar. The Helix ALM URL Redirector dialog box opens.
3. Select Use the Helix ALM Client and enter the client application path.
4. Click OK.
5. Restart Firefox and click a ttstudio link to start Helix ALM.

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