

Helix ALM Server and License Server Cannot Run as Applications on Windows Vista

Problem

A 'cannot initialize the server database' error is returned when the Helix ALM Server or Helix ALM License Server is run as an application on Windows Vista. In addition, the Helix ALM Registry Utility will not apply changes made to server or CGI options when running on Windows Vista.

Cause

The server cannot initialize their databases. The registry utility cannot apply changes to the system registry. Security settings in Windows Vista prevent users from running applications that make system-wide changes. The server applications and registry utility require write access to the Program Files directory and require system administrative rights.

Solution

Use one of the following methods to run the servers as Windows services.

- See [Changing the License Server to a Service](#) and [Changing the Helix ALM Server to a Service](#) for more information.
- Set up the server or registry utility executable to run using the administrator user. Right-click the executable and choose Properties. On the Compatibility tab, select 'Run this program as an administrator' and click OK.

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