

Cannot Load Projects from Network Shares on Windows Vista

Problem

Helix ALM cannot access projects stored in shared network directories on Windows Vista. The following error is displayed in the server log:

'Unable to create directory for the new Helix ALM project because the parent directory does not exist.'

Cause

User Account Control (UAC) is enabled in Windows Vista, which prevents the Helix ALM Server from accessing network shares.

Solution

Disable User Account Control in Windows Vista.

1. Choose Start > Control Panel > User Accounts and Family Safety.
2. Click User Accounts.
3. Click Turn User Account Control on or off. You may be prompted to enter an administrator password.
4. Clear the Use User Account Control (UAC) to help protect your computer option and click OK.
5. Restart the server computer for the changes to take effect.

Article ID: 499

Last updated: 28 Apr, 2017

Revision: 3

Helix ALM (formerly TestTrack) -> Cannot Load Projects from Network Shares on Windows Vista

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=499>