

Incorrect CGI Information on the TestTrack Server Computer

Problem

The following error is returned when using a TestTrack web client:

'The TestTrack Server computer must be updated with the correct CGI information.'

Cause

The TestTrack CGI process generated by the web server does not have read access to the registry. The TestTrack web component cannot run because it cannot find where the web pages are located, where the TestTrack Server is running, and the server port number.

Solution

Provide read access to the TestTrack Server registry key on the server computer.

Note: The following steps include editing the registry. Only users familiar with Windows administration should edit the registry.

1. Locate the following registry key:

HKEY_LOCAL_MACHINE\Software\Seapine Software\TestTrack\TestTrack Server

2. Choose Edit > Permissions.

3. Ensure that Everyone and the anonymous user both have Read permissions for the registry. Permissions are propagated down. If Read permissions are not available at any place in the path, starting with HKEY_LOCAL_MACHINE, all subsequent directories will not have Read permissions.

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