

Helix ALM Detected Suspicious Network Activity Error Problem

Users cannot log in to Helix ALM clients and the following error is returned:

'You cannot log in because Helix ALM detected suspicious network activity.'

Cause

Clients cannot verify the authenticity of the Helix ALM Server, which may indicate that a hacker is trying to impersonate the server.

Solution

Verify communication between clients and the server is secure. If RSA key exchange is not configured for the server, consider enabling it in the Helix ALM Server Admin Utility to improve security and prevent eavesdropping. See the server admin utility help for information about [configuring RSA key exchange](#).

If RSA key exchange is already configured, use the server admin utility to [regenerate the public and private key pair](#). After the keys are regenerated, you must download a new server settings file and update all client applications that connect to the server.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=525>