

# Helix ALM Cannot Connect to Web Server When Using Internet Explorer

## Problem

Users cannot complete requests or connect to the web server when using Helix ALM Web in Microsoft Internet Explorer 10 or 11. The following error is returned when debugging in Internet Explorer:

```
'XMLHttpRequest: Network Error 0x2ef3, Could not complete the operation due to error 00002ef3.'
```

This problem only occurs when Helix ALM Web is hosted on Apache web servers.

## Cause

The Keep-Alive Timeout option in the Apache configuration file controls the number of seconds Apache waits for a subsequent request before closing the connection. Requests sent after the connection is closed and before Apache can open a new request cannot complete.

If multiple requests are sent within the timeout limit, Apache cannot complete the requests.

## Solution

Disable the HTTP Keep-Alive extension or increase the Keep-Alive timeout limit in the Apache configuration file.

### Disabling the Keep-Alive extension

**Note:** Disabling Keep-Alive may cause Helix ALM Web to run slowly.

1. Open the httpd.conf Apache configuration file.
2. Change the KeepAlive value to Off.
3. Save the configuration file and restart the Apache server for the changes to take effect.

### Increasing the Keep-Alive timeout value

**Note:** Increasing the timeout value may affect performance because Apache holds open connections for longer periods, which uses more system resources. This solution is only recommended for lower usage servers.

1. Open the httpd.conf Apache configuration file.
2. Change KeepAliveTimeout to a higher value. The default value is 5 seconds.
3. Save the configuration file and restart the Apache server for the changes to take effect.

---

Article ID: 526

Last updated: 28 Apr, 2017

Revision: 3

Helix ALM (formerly TestTrack) -> Helix ALM Cannot Connect to Web Server When Using Internet Explorer

