

Surround SCM Server Not Found When Configuring Integration

Problem

The following error is returned when validating a Surround SCM connection in Helix ALM.

'The Surround SCM server at ServerAddress:Port could not be found or the source control project path is invalid.'

Cause

RSA key exchange is enabled on the selected Surround SCM Server. The server is configured as a source control provider in the Helix ALM project, but the connection information in the provider configuration does not match the information in the server settings XML file.

For example, the Surround SCM Server address may be 'devpc10' in the server settings file, but it may be 'devpc10.wysicorp.com' in the source control provider configured in the Helix ALM project.

This error also occurs when the required public key is not available because users have not imported the server settings file (provided by the Surround SCM administrator) to the server connection in the Surround SCM Client.

Solution

The Helix ALM administrator needs to change the Surround SCM Server address in the source control provider configuration to ensure the connection information matches the information in the server settings file.

1. Choose Tools > Administration > Source Control Providers. The Source Control Providers dialog box opens.
2. Select the Surround SCM provider and change the Server address and Server port to match the values in the Surround SCM server settings file.
3. Click OK to save the changes.

Alternatively, users can manually enter the connection information for the Surround SCM SCCI provider instead of using the specific provider when configuring the integration.

1. Make sure the Surround SCM SCCI provider is selected in the integration configuration.
 - **Helix ALM**—Choose Tools > Source Control Integration Local Options. The Source Control Integration Local Options dialog box opens. Select <Custom> as the Current integration and Surround SCM SCCI as the provider Type.
 - **TestTrack 2016.1 and earlier**—Choose Tools > Source Control Integration. The Source Control Integration dialog box opens. In the Provider category, select Surround SCM SCCI and click Make Current. Select the Connection category.
2. Click Browse to select the server to connect to. The Surround SCM Login dialog box opens.
3. Select the Server to connect to, enter your Surround SCM Username and Password, and click Connect.

Note: If you cannot connect to the server, you must import the server settings file you received from your Surround SCM administrator to provide the connection information and public key for RSA key exchange. In the login dialog box, click Setup, select the connection, and click Edit. In the Edit Server Connection dialog box, click Import, select the server settings file, and click Open. Click OK to save the changes.

4. Select a Source Control Application Login option and click Validate Connection.

If the connection fails, make sure the information is correct. You can also copy and paste the message into an email and send it to your Surround SCM administrator for help.

5. Click OK to save the changes.

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