

TestTrack Pro Web ISAPI Extensions Not Properly Installed

Note: The following information applies only to TestTrack 2013.0.2 and earlier.

Problem

When you try to log in to TestTrack Pro Web, an error similar to the following is returned:

'The TestTrack Pro Web ISAPI extensions were not properly installed. The CGI program cannot find the TestTrack registry key.'

Cause #1

The TestTrack Pro Web pages and CGI program were not installed on the web server computer.

Solution #1

Run the TestTrack installer on the web server computer and reinstall the TestTrack web components. The installer updates the registry with the TestTrack settings.

Cause #2

The CGI process generated by the web server does not have read access to the registry.

Solution #2

See [Incorrect CGI Information on TestTrack Server Computer](#).

Cause #3

A version 1.x ttcgi.exe exists on the computer that runs TestTrack. The CGI program looks for a TestTrack Pro Web registry key under HKEY_LOCAL_MACHINE\Software\Seapine Software. If this key does not exist, the ISAPI error is displayed.

Solution #3

Reinstall TestTrack and overwrite the web pages and CGI.

Article ID: 562

Last updated: 24 May, 2017

Revision: 3

Helix ALM (formerly TestTrack) -> Helix ALM Web -> TestTrack Web 2013.0 and earlier -> TestTrack Pro Web ISAPI Extensions Not Properly Installed

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=562>