

Users Cannot Log In or Access TestTrack TCM Functionality

Problem

Licensed TestTrack TCM users cannot log in to projects that were upgraded from TestTrack Pro 7.5 and earlier to TestTrack 7.6 and later.

Users with both TestTrack Pro and TestTrack TCM licenses can log in to projects but cannot access TestTrack TCM functionality.

Cause

By default, TestTrack TCM users do not have access to log in to projects upgraded from TestTrack 7.5 and earlier to TestTrack 7.6 and later.

Solution

Enable the project option to allow TestTrack TCM users to log in to the project.

1. Choose Tools > Administration > Project Options.
2. In the General category, select the 'Allow TestTrack TCM users to log in to this project' option.

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Helix ALM (formerly TestTrack) -> Users Cannot Log In or Access TestTrack TCM Functionality

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=591>