

# Retrieving Global Users in Surround SCM

## Problem

You added global users to the Helix ALM License Server, but the users cannot log in to Surround SCM.

## Cause

Users added to the license server are not automatically added to Surround SCM.

## Solution

[Retrieve the global users in Surround SCM](#). Make sure retrieved users are [assigned a license and added to a security group](#).

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Surround SCM -> Retrieving Global Users in Surround SCM

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=607>