

Global Users Cannot Log In to 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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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=607>