

# Persistent and Non-Persistent Connections in Helix ALM and Surround SCM

## Helix ALM

Users logged in to Helix ALM maintain a persistent connection to the Helix ALM Server, which means they stay connected to the server until they log out. Changes made to the server that

cause it to go offline while users are logged in, such as upgrades, will cause those users to lose their connection and any unsaved work.

## Surround SCM

Users logged in to Surround SCM maintain a non-persistent connection to the Surround SCM Server, which means they are automatically disconnected after a period of inactivity and automatically reconnected when needed. Changes made to the Surround SCM Server that cause it to go offline while users are logged in, such as upgrades, will not cause those users to lose unsaved work because they work with files checked out to a local directory.

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