

# Surround SCM Proxy Server Does Not Start

## Problem

The Surround SCM Proxy Server does not start or shuts down immediately.

## Cause

This generally happens for one of the following reasons:

- The proxy server does not have read/write permissions for the proxy cache directory and its files. Check the permissions and make sure they are set to read/write.
- The master Surround SCM Server rejects the connection because the Proxy Name and Password are incorrect.

## Solution

To ensure security of the master Surround SCM Server data, you must configure it to accept connections from known proxy servers before attempting to use the proxy server. The installation and configuration of the proxy server requires information about both the Surround SCM Server and proxy servers. You must set the configuration options on both computers.

We recommend adding a proxy server to the master Surround SCM Server before installing the proxy server. However, if the proxy server is already installed and you add a proxy server to Surround SCM, you can use the registry utility to configure the proxy server settings. The server name, password, and port number must match.

## Editing proxy server settings

1. Start the Surround SCM Registry Utility.

- Windows—On the Start menu, choose Programs > Seapine Software > Surround SCM > Surround SCM Registry Utility.
- Unix—Enter `./sscmregistryutil`
- Mac—Double-click Surround SCM Registry Utility, which is generally installed in Applications/Surround SCM.

2. Choose Edit > Server Options. Make any changes to the following information:

- Proxy name—Enter the Surround SCM proxy server name.
- Proxy connection password—Enter the proxy server connection password. This password must match the master Surround SCM Server value.
- Confirm password—Enter the proxy connection password again to confirm it.
- Master server address—Enter the master server address that the proxy server connects to.
- Master server port—Enter the master server port number. The default port is 4900. Valid values are 1-65535.
- Application directory—Enter the directory path where the proxy server application is stored or click the browse button to select a directory

- Log directory—Enter the directory path where the proxy server writes the SCMProxyStartup.log file. The startup log contains any error messages that occur when the proxy server application starts. If this field is not set, the log file is created in the same directory as the proxy server application.
- Proxy cache directory—Enter the directory path where cached files are stored on the proxy server or click the browse button to select a directory. If this field is not set, the SCMProxyCache directory is created in the same directory as the proxy server application.

3. Click Validate Options to validate the information you entered. If it fails, check the following:

- Make sure the master server is running.
- Make sure you entered the correct master server address and port number in the registry utility. Check the Master Server address and Master server port fields.
- In the Surround SCM Client, open the Proxy Server Maintenance dialog box. Make sure the proxy server is listed and the proxy name and password match the values in the registry utility.

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Article ID: 658

Last updated: 05 May, 2015

Revision: 3

Surround SCM -> Surround SCM Proxy Server Does Not Start

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=658>