

TestTrack Integration Login Rejected in Surround SCM 2014.0 or Earlier

Note: The following information applies only to Surround SCM 2014.0 or earlier when integrated with Helix ALM (or TestTrack 2014.1 - 2016.1).

Problem

When attempting to retrieve projects for a TestTrack connection in Surround SCM, an error similar to the following is returned:

'Login rejected. Invalid username and password.'

Cause

In Surround SCM, the TestTrack connection is configured to use the Surround SCM username and password, which are provided through single sign-on. A security enhancement introduced in TestTrack 2014.1 requires an updated single sign-on token to authenticate login credentials and Surround SCM 2014.0 and earlier versions cannot provide the required token.

Solution

Update the TestTrack user settings in Surround SCM with your single sign-on username and password.

1. Choose Tools > TestTrack Integration > User Settings. The TestTrack User Settings dialog box opens.
2. Select Use the following and enter your single sign-on Username and Password.
3. Click OK to save the changes.
4. Choose Tools > TestTrack Integration > Connections and add a new connection or edit an existing connection to retrieve the projects list from the TestTrack Server.

You can also upgrade to Surround SCM 2014.1 or later to continue using single sign-on without needing to manually provide your username and password.

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