If not could you create a template project and send it to me? This will allow me to attempt to reproduce the issue to see where the problem is. Template projects have all of the original project's settings and configurations but have none of the data.   
  
To create a template project:  
  
1. Login to the Helix ALM Server Admin Utility  
2. Click 'Projects'  
3. Select the project you want to make a template of  
4. Click 'Create from template...'  
5. Give the project a name and set the database type to 'Helix ALM Native'  
6. Click 'ok'  
7. Select the newly created project from the list and click 'remove'  
8. Navigate to the Helix ALM installation directory, select the project and zip it  
9. Attach it to this email