

Why are e-mails not being generated by the Global Output Server service?

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Question

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Answer

If e-mails are not being generated by the Global Output Server service, check the following:

- 1) Ensure that the LS Global Output Server service is running.
- 2) Start System Administration. From the **Administration menu**, select **Global Output Devices**. On the **SMTP Server Settings** tab, ensure the **Host** field contains the correct hostname of the SMTP server. Verify the remaining fields on the SMTP Server Settings tab are accurate, and verify there are recipients entered on the Recipients tab as well.
- 3) Ensure the TCP port for the Global Output Server is not being blocked, scanned or used by another application on the machine running the Global Output Server service. By default, this is TCP port 4002.
- 4) By default, the Global Output Server service uses the local system account to run. You may wish to modify the service to use an account with either local or domain administrator permissions. To do this, open Services in Windows. Right-click on the **LS Global Output Server** service, select **Properties**, click the Log On tab, and then enter the relevant account information.
- 5) Start System Administration. From the **Monitoring** menu, select **Alarms**. Click the Messages tab and then ensure any alarms you want to associate e-mail notifications with are configured with messages for valid recipients.

Applies To

OnGuard (All versions)

Additional Information

None
