

# Global I/O not working after OnGuard server is rebooted

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## Symptom

Global I/Os defined in the system are no longer working after the OnGuard server is rebooted.

## Resolution

In most cases, this issue is caused by the Linkage Server service not running, and/or not starting automatically on system boot.

To resolve this issue, follow these steps:

- 1) Click the Start button, then select **Run**. The Run dialog is displayed.
- 2) In the Open field, type services.msc and click [OK].
- 3) In the Services window, locate the LS Linkage Server service in the list. Right-click the service and select **Properties**.
- 4) In the Properties window, verify that the **Service status** is "Started". If not, click [Start].
- 5) Verify that the service has a **Startup Type** of "Automatic". If not, select "Automatic" from the **Startup type** drop-down.
- 6) Click [Apply], then click [OK] to save the changes.

After the LS Linkage Server service is started, global I/Os should be functional. Selecting a **Startup Type** of "Automatic" will ensure the service starts the next time the system reboots.

## Applies To

OnGuard (All versions)

## Additional Information

None

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