Emails Tied Into Events Are Not Being Sent

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Symptom

Emails that are tied into alarm events are not automatically sent when the event occurs.

Resolution

1. Verify that the desired signal received in Alarm Monitoring was the event configured in **Monitoring > Alarms > Messages for Email**.
2. Stop the Global Output Server service and start it as an application.
3. Right-click on an event in Alarm Monitoring and select **Send E-mail**. After choosing a recipient select **OK**. Verify in the Global Output Server application that the email was sent. If it was not sent, refer to KB 1533 for information on configuring and troubleshooting the Global Output Service.
4. Verify that the LS Linkage Server service is running. If it is not running, attempt to start the service.
5. If it fails to start, verify that the Linkage Server Host was configured as the correct machine in **Administration > System Options**.
6. Once the LS Linkage Server service is running, reproduce the event and verify in the Global Output Server application that the email was sent.

Applies To

OnGuard (any version)

Additional Information

None