

# CODESPEAR®

## HELP CENTRAL

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### Knowledge Base Article

## Unable to See Other Servers in Admin Tool

### SYMPTOMS

When you connect the Admin Tool to your local SmartMsg server, the title bar will indicate which server it is connected to. It will read **SmartMsg Admin Tool - Connected to: (*machine name* or localhost)**. You see only your server as online (without a red-X through the server) but all other servers in the system as being offline (with a red-X through them).

### CAUSE AND SOLUTIONS

- 1) Wrongly configured servers, servers with Connectivity problems, or really poor connection status between them can devolve into a "Split Brain" mode. In this situation, multiple servers think they are the 'root' server. When this transpires, child servers may synchronize with different parents and connection statuses can be misleading. Internet Connectivity problems are rarely the cause, for the systems would have to be disconnected and out of synch with each other for a period of time greater than seven days. Instead, the more likely reason is wrongly configured parent servers. Verify the server connections with these steps:
  - a) Inside the SmartMsg Admin tool, right-click on a server and choose **Properties**
  - b) Select the **Connections** tab
  - c) Review the "Server List" for each server in your system. This is the list of which server the child (you are on) belongs to. Your parent server should have nothing in the list (meaning it is a child of no other server).
  - d) Conversely, only one server in your system should be a root (not a child of any other server). Properly configured systems should have a star pattern pointing to one system or a tree configuration with one root at the top.


### More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

**You may also want to consult these SmartMsg support tools:**

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.

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