

**Knowledge Base Article**

## **Misuse of Server Override List**

### **Background Info/Overview**

SmartMsg systems are designed with automatic failover. This allows SmartMsg clients to automatically connect to a different server when/if their current SmartMsg server becomes unavailable (due to hardware failure, loss of network connection at the server, Operating system-lockup, etc.) In the SmartMsg database, each SmartMsg client is defined with a list of Servers to which that client can connect. The first server in the list would be the first server to which it would attempt connection. If the client was not successful connecting to that server, it would then try the next server in the list and so, on until it was able to successfully connect to a server in the list.

The server property “Client Failover List” defines a default list of servers for its clients. The server list defined in this property **normally** applies to **all** of the server’s client computers. Most often, this property is defined for each server and nothing else needs to be done because all of the clients on each server will use this default setting. If the list of failover servers needed to be changed at any time, this can be done easily in the Server property, and properties for individual client devices would not need to be changed.

Server List Overrides can be configured (per client device) to supersede the default setting defined at the server-level. (This option is located within the device properties for the client device). With this override setting enabled for a client device, the client will ignore the default setting defined at the server level and instead work from its own defined list of available servers. In most cases, Server List Overrides need not be defined. This option is only intended for Client Devices that would be exceptions to the general setup. A possible example of an exception might be a remote Windows client computer that connects via VPN and cannot reach some of the defined failover servers.

### **Symptoms**

A server becomes unavailable and some of its clients do not failover as expected. One or more Clients goes offline (red) or fails over to an unexpected server.

### **CAUSE**

Within a client’s device Properties, the option **Enable Server List Override** has been selected and server(s) have been defined for the **Server Override List**. This takes precedence over the failover list defined at the server level, so the client does not failover to the failover servers defined in Server properties.

## Resolution

***If the client should use the default list defined at the Server Level:***

1. Within Device Properties, deselect the option **Enable Server List Override**.

***Hint:*** All Windows client devices can be selected (for a server), in order to modify all client devices on a server at once.

To do this:

1. Right Click on the Server.
2. Select Show Server Device List.
3. Click the Type column heading in order to sort all devices by type.
4. Click on the first Windows Client device, and while holding down the shift key scroll to the last Windows Client device and select that as well.
5. All of the Windows Client devices should be highlighted in blue now.
6. Right click and select Device Properties ->Shared Devices.
7. Deselect the option **Enable Server List Override**.

## More Information


See the *SmartMsg Administrator Guide* for more information on this topic.

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

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