

# CODESPEAR®

## HELP CENTRAL

Date Created : 2/26/07  
Date of Last Review : 7/12/07  
Article Number : 10005

### Knowledge Base Article

## Cannot Change Root Server

### SYMPTOMS

- The root server has failed.
- When you attempt to promote a child server to be the new root a message appears saying "XXX is already the root server".

### RESOLUTIONS

1. Right-click on the current root server, and select **Server Properties**.
2. Uncheck the **Root Server** checkbox.
3. Click **OK**.
4. Right-click on the server that you want to make the new root, and select **Server Properties**.
5. Go to the **Connection** tab.
6. In the Server list, remove all entries by clicking on **Modify**, and clicking the **Remove All** button.
7. Click **OK**.
8. Go to the **General** tab.
9. Check the **Root Server** checkbox.
10. Click **OK**.


## 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.