

# CODESPEAR®

## HELP CENTRAL

Date Created : 8/23/06  
Date of Last Review : 8/23/06  
Article Number : 50002

### Knowledge Base Article

## No Connection because SmartMsg Server Service Stopped

### SYMPTOMS

A SmartMsg client or server has trouble connecting to another SmartMsg server.

### CAUSE

The SmartMsg Server service is not running on the server.

### Resolution

To resolve this issue:

1. On the SmartMsg Server, right click on the My Computer icon on the desktop and select **Manage**.
2. Expand **Services and Applications**.
3. Select **Services**.
4. Scroll down to find the **SmartMsg Server**
5. Click the **Start Service** button. When the service has been successfully restarted, the status will read "Started".

If the SmartMsg Server Service will not start, see Knowledge Base article #80004.


### 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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