

# CODESPEAR®

## HELP CENTRAL

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### Knowledge Base Article

## Client Connects to SmartMsg, then Disconnects Immediately After Connection Settings Are Entered

### SYMPTOMS

Client flashes yellow (connected) only momentarily and then becomes red (disconnected).

### CAUSE

1. The SmartMsg Client attempts to connect to a server that is not in its server list. Once the Client connects (and the yellow icon appears), the SmartMsg server switches the client back to default server. If the client cannot connect to any of the servers defined in its server list, the Client disconnects and the icon changes to red. Although the client can connect to the 1<sup>st</sup> server (server entered in client connection settings) it is immediately getting “bounced” to its default server and only attempts to connect to servers in its server connection list. The server and port entered into connection settings on the client do NOT override the settings that exist within the SmartMsg database (on the server) for the client. To resolve this issue a change will need to be made on the server side (via admin tool) rather than on client. See the Resolutions below.
2. The method in which the SmartMsg Client is attempting to connect to the server is not the method set by the server. A server can be available by IP Address, Computer Name or DNS Name. Which one of these is used will be determined by the “Listening Host Name /IP Address” field in Server properties. The Client may be able to connect via IP Address, but not via DNS name. For example, if the Client attempted to connect via IP Address, but the server connection method is Computer Name or DNS Name and the Client cannot resolve the computer name or DNS Name, the Client icon will flash yellow and then become red.

### Resolution

To resolve cause #1 (Client attempting to connect to server that is not in its connection list/Servers in client’s connection list unavailable.):

1. In the Admin Tool, go to the **Devices** menu and select **Modify Shared Device**.

2. Select the computer name of the Windows Client device on which this problem is occurring, and click **OK**.
3. At the bottom of the screen there is a field for **Default Server**. If this server is different than the one the client attempted to connect to, click **Modify**, and pick the correct server.

To resolve cause #2 (Client attempting connection with wrong method IP/Name/DNS):

1. In the Admin Tool, right-click on the server that the Client is trying to connect to and select **Server Properties**. Or highlight the server and click the **Server Properties** button.
2. If the **Listening Host Name / IP Address** does not contain the same IP Address/DNS Name/Computer Name as what the Client was trying to connect with, you can change the entry. (You must restart the SmartMsg service for the changes to take effect.) For example, if the Client attempted to connect via IP address and the Listening Host Name / IP Address contains a Computer Name, you could change it to the IP Address.  
**Warning: This setting affects all servers and clients that connect to this server.**


## 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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