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## X-Force Server Application



## X-Force Server Application

This having functionality to send mail or print to predefined configuration which is done on X-Force Alarm Web application. It can send mail through SMTP server or outlook. It will use XML file to get transmission configuration for sending data with or without attachment. If it fails to transmit the file, then it will move it to its corresponding directory like for mail its Fail Mail folder and for print it's Fail Print.

## **1. Email not received**

### **1.1. Event / Symptoms**

<< What problem has occurred>>

Email not received from the AIMS system.

<< What are the symptoms of problem>>

Email not received by end user.

### **1.2. System Details**

### **1.3. Cause Identified**

<<Description of Cause>>

SMP not working or antivirus update

<<Step-by-Step investigation carried out>>

- Ping SMPT server, or test SMTP using Email testing application.
- Check Antivirus exclusion policy.

### **1.4. Resolution**

<<Description of Resolution. Steps carried out to resolve the issue>>

Open antivirus and insert X-Force Server Application.exe name in the exclusion policy.

### **1.5. Measures / Precautions**

<<Measures & precautions to take to avoid any such problems in future >>

At the time of antivirus update check the exclusion policy of the antivirus.