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## [Solution ID kb37603 - Application Event ID: 770 - Alert Manager could not send Alert Message](#)

### **Title: Application Event ID: 770 - Alert Manager could not send Alert Message**

Solution ID: kb37603 Last Modified: 3 JUN 2005

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Goal and/or Problem Application Event ID: 770 - Alert Manager could not send Alert Message

Description: Alert Manager is not sending Alerts

No POPUP alerts being created when GSD passes an alert to Alert Manager 4.7

Application Event description:

ERROR: Alert Manager could not send an alert message

Application Event ID: 770

Source: AlertManager

Application Type: Error

Alert Manager could not send an alert message

Device type: "Network Message"

Intended recipient: "\\Server"

Message: "GroupShield for Lotus Domino Content Exception found in D8E on CN=Server/O=Backline. Note has been quarantined.(from Server IP 0.0.0.0 user Admin running GroupShield 5.3 )"

ePO is unable see the Viruses detected by GSD5.3 when report is run at the ePO Console

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Problem McAfee GroupShield 5.3 for Domino

Environment: McAfee Alert Manager 4.7

Lotus Domino

Microsoft Windows

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Changes affecting this problem: *Installed McAfee Alert Manager 4.7 with McAfee GroupShield 5.3 for Domino (GSD5.3)*

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Cause of this problem: The Messenger Service is disabled.

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**Solution 1:**

1. Change the Messenger status to Manual or Automatic
2. From the Microsoft Windows Services enable the Messenger Service
3. Send a Test Virus through the Domino Servers Mail.box to initiate the Alert Manager POPUP Alert

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