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Notifications (mail / snmp trap) related to MAM events may no longer be sent

Applies from Application Suite 201x (any version)
to version Application Suite 201x (any version)

Applies to

Windows Server 2019
Application Suite all versions

Description

Notifications (mail / snmp trap) related to MAM events may no longer be sent to administrators and the MAM events could be not saved on Windows event viewer.

Troubleshooting:

1. Check *"Event Log"* service crash in Windows Event Viewer
   (The Event Log service terminated unexpectedly.)
2. Check in Stonevoice\Var\Log\w3wp log this stack tace:

```
Exception Type {System.ComponentModel.Win32Exception}
Message {The RPC server is unavailable}
StackTrace
```

Cause

Windows Event Log behavior has been changed in the new Windows version 2019

Solution

Windows Updates will solve the issue.
Issue related to KB4519338 and KB4523205