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TITLE: Windows Enhanced Mode Using Both COM
Interrupts
DOCUMENT ID#: FYI.P.4925
DATE: 10DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user installed Windows on the a NetWare v3.11 network and could load it in Standard or Real mode; however, the Windows locked when the user tried loading it in the Enhanced mode.

ISSUE/PROBLEM

Configuration:

- Interrupt line set at 3 on the NE1000.
- AST machine had both COM1 and COM2 ports.

Windows sometimes uses both COM1 and COM2 interrupts.

SOLUTION

After disabling COM2 in the setup, the user loaded Windows in the Enhanced mode just fine.

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TITLE: Faulty Wiring Causing Errors Mounting Volumes
DOCUMENT ID#: FYI.P.4920
DATE: 10DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user tried to mount the volumes in different orders, the system displayed the following error message:

```
Mirror copies of the volume directory don't match
```

If the volumes were mounted from the AUTOEXEC.NCF, the system displayed the following error message:

```
Device deactivated due to drive failure
```

If the user reconfigured the second hard disk so there was only one or three volumes instead of two, everything mounted.

ISSUE/PROBLEM

Configuration:

- Compaq 486/33L DeskPro 8 MB RAM
- Two - disk controllers:
 - * Compaq controller - Micropolis Model 1568 750 MB hard disk
 - * Adaptec 1540 - Micropolis Microdisk 1030 Model 1598 1 GB hard disk
- Adaptec driver ASW1440 revision 3.1

The problem turned out to be a hardware fault. The cables to the hard disks had been wired incorrectly.

SOLUTION

When the user put in new cables, the problem went away.

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TITLE: "Abend: AddToDeletedBlockList..." - NetWare
v3.11
DOCUMENT ID#: FYI.P.4922
DATE: 10DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After the SYS: volume started getting full, the server stopped and sent the following abend message:

```
|Abend: AddToDeletedBlockList found an invalid  
DeletedBlockList|
```

ISSUE/PROBLEM

Configuration:

- NetWare v3.11 file server
- Two Always IN2000 controllers
- Two Micropolis 1.5 GB drives (duplexed)

Always Technology suggested using their newest driver. Any Always driver dated 1990 may have problems with drives greater than 1 GB.

SOLUTION

Always has a new driver with 1991 (or newer) date on it. When the user installed the new disk driver, it allowed the

drives to remirror and the SYS: volume to mount.

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TITLE: "Out of Network Buffer Space"
DOCUMENT ID#: FYI.P.4899
DATE: 09DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user tried to run RCONSOLE from the workstation, the system kept displaying the following message:

Out of Network Buffer Space

ISSUE/PROBLEM

Configuration:

Third-party memory manager from Helix entitled
Connecting/Room

This message is generated by Connecting/Room.

SOLUTION

Contact Helix at their technical support line (718) 392-3735 to solve the problem.

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TITLE: NMI Parity Errors - Cupid-32 Card in AST
Premium
DOCUMENT ID#: FYI.P.4901
DATE: 09DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Every time the server was brought up, it received an NMI Parity error Generated by the system board.

ISSUE/PROBLEM

Configuration:

- AST Premium 386/33 machine
- 4 MB on the motherboard
- 8 MB on a CUPID-32 expansion board

The Single In-line Memory Module (SIMM) modules that the user put in the expansion card were Kingston chips.

AST Research Inc. said their machine requires a proprietary WRITE PER BIT SIMMS module, and the Kingston WPB chips will not work in the CUPID board.

SOLUTION

After the user replaced the Chips with AST WPB SIMMS, the server came up and the error disappeared.

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TITLE: Unable to Recognize Second ESDI Drive
DOCUMENT ID#: FYI.P.4875
DATE: 06DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Cannot recognize second ESDI Compac drive

ISSUE/PROBLEM

The user could not get the operating system to recognize the second ESDI Compaq drive. The user was using ISADISK and loading it twice.

SOLUTION

When the user loaded ISADISK /1 both times, the system was able to recognize the second drive.

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TITLE: Prevail Driver Not Automatically Loading
AUTOEXEC.NCF
DOCUMENT ID#: FYI.P.4895
DATE: 06DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

AUTOEXEC.NCF would not load automatically.

ISSUE/PROBLEM

Configuration:

- Prevail SCSI 660 MB drive
- Prevails driver

Every time the server came up, it would not execute the AUTOEXEC.NCF.

SOLUTION

Using a new version of Prevail's disk driver solved the problem.

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TITLE: Problems with Profit Software Program
DOCUMENT ID#: FYI.P.4883
DATE: 06DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Server freezes with Profit program v6.0

ISSUE/PROBLEM

The user upgraded from a NetWare v2.12 to v3.11 operating system. When he goes into Profit, a geological oil program, the file server freezes without any error message and locks.

SOLUTION

None. The software company has duplicated the problem and has not yet fixed the software.

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TITLE: "I/O Error Network Disk..." - Samsung S800
DOCUMENT ID#: FYI.P.4889
DATE: 06DEC91
PRODUCT: NetWare
PRODUCT VERSION: v2.15c, v2.2
SUPERSEDES: NA

SYMPTOM

The user's system displayed the following error message:

```
Network Error: I/O Error Network disk during read from  
a file.
```

ISSUE/PROBLEM

Configuration:

- Samsung machine as file server
- WD1007 controller
- ESDI drive
- ISADISK driver

The user checked all the obvious hardware issues (such as cables and changed controller).

When the user executed VREPAIR (VRP215.ZIP), it could not find a volume. At this point, the user upgraded to a NetWare v2.2 operating system and executed VREPAIR. The

NetWare v2.2 VREPAIR did not find any errors; however, now the user could not access anything on the drive.

SOLUTION

When the user moved the disk and controller to a COMPAQ machine, the problem disappeared.

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TITLE: Unable to Automatically Load Adaptec 1520
Controller
DOCUMENT ID#: FYI.P.4864
DATE: 05DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The Adaptec driver is not loading automatically for the 1520 controller.

ISSUE/PROBLEM

The user was loading AHA1520.DSK v1.1. The user could not get the 1520 driver to load automatically.

SOLUTION

Use the Adaptec DSKPATCH.EXE patch to fix this driver's automatic loading problem.

Additional Note: The AHA1540.DSK v2.22 dated 07-26-91 should not need the DSKPATCH.EXE patch.

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TITLE: Workstation Not Attaching to Server - HTI
Card
DOCUMENT ID#: FYI.P.4863
DATE: 05DEC91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

Horizons Technology Incorporated (HTI) Ethernet card using NE2000 driver cannot attach.

TRACK ON at the server showed the GET NEAREST SERVER and GIVE NEAREST SERVER exchange but no ROUTE REQUEST from the workstation. Therefore, the Horizons Technology Incorporated (HTI) Ethernet card using NE2000 driver could not attach to the server.

ISSUE/PROBLEM

The IPX configuration did not match the card interrupt.

SOLUTION

Reconfiguring the IPX solved the problem.

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TITLE: Virus Causing DIR to Return Invalid Date and
Time
DOCUMENT ID#: FYI.P.4869
DATE: 05DEC91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

The DIR command on NetWare v2.15, v2.20, and v3.10 file servers returned an invalid date and time. The NetWare v3.11 file servers were unaffected.

ISSUE/PROBLEM

The user found a virus on the servers after executing the McAfee virus scanner.

SOLUTION

After the user removed the virus, the DIR command worked fine.

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TITLE: 55LS Remote Booting to A:LOGIN> with 55LS
DOCUMENT ID#: FYI.P.4839
DATE: 04DEC91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Remote booting from the 55LS put the user at A:LOGIN> instead of the F:LOGIN> prompt, which users would get on other remote boot stations. The new prompt messed up the

drive mappings for this workstation.

ISSUE/PROBLEM

Configuration:

Using MAP *1= in the login script

The 55LS discerned that it did not have any drives, so it made the A: drive the first NetWare drive.

SOLUTION

To workaroud the problem, the user changed the command in the login script to the following:

MAP F:=

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TITLE: Memory and File Handle Errors - Cabletron
Cards
DOCUMENT ID#: FYI.P.4846
DATE: 04DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When a Clipper application was run from the Novell Menu (MENU34.ZIP), the workstation received memory and file handle errors.

ISSUE/PROBLEM

Configuration:

FILE HANDLES was set to 51 in the SHELL.CFG

All the user's Cabletron EX3010 NICs in various IBM boxes had the same problem. The user tried various versions of IPX and shells but the symptom still existed.

SOLUTION

When the user replaced the 3010 NICs with NE2000 NICs, the errors disappeared.

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TITLE: "Host Adapter Not Responding..." AHA1740
DOCUMENT ID#: FYI.P.4843
DATE: 04DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user tried to load drivers for two Adaptec 1740 adapters, the system displayed the following message:

```
|HOST ADAPTER NOT RESPONDING TO AN ABORT SLOT # 2 1740  
|TARGET |  
|CAUSED THE 1740 TO RESET THE SCSI BUS SLOT # 1 AHA1740  
|HOST |  
|ADAPTER HAS BEEN DEACTIVATED
```

If the user used only one adapter, the following message appeared:

1740 HOST ADAPTER NOT RESPONDING TO AN ABORT

ISSUE/PROBLEM

The default setting within the EISA CONFIG for the SCSI ID number is set to 7. The user had the drives' jumpers set for 0 and 1 and changed this default from 7 (on both ID numbers) to 0 and 1 respectively.

SOLUTION

After the user changed the default back to 7, the drivers stayed loaded and everything worked.

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TITLE: "440 SCSI Drives and Mirror Copies.."
DOCUMENT ID#: FYI.P.4825
DATE: 03DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

"Error: 440 SCSI drives and Mirror copies of Directory.."

ISSUE/PROBLEM

After the user did INSTALL and tried to load SERVER and STARTUP.NCF, the system displayed the following message:

|Error: 440 SCSI drives and Mirror copies of

Directory..|

SOLUTION

When the user tried loading the Adaptec driver with
IO_COMBINE=1 VERBOSE=Y, it fixed the problem.

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TITLE: Virus Causing "Invalid Procedure Offsets..."
DOCUMENT ID#: FYI.P.4827
DATE: 03DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user executed SERVER.EXE, the system displayed the following message:

Invalid Procedure offsets within load file

ISSUE/PROBLEM

When the user replaced the SERVER.EXE, it worked a few times and then start displaying the error again.

The C: drive had been infected by the Jerusalem B virus.

SOLUTION

When the user cleaned the drive, the error went away.

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TITLE: Enhanced Memory Card for PS/2 Track 0
Information
DOCUMENT ID#: FYI.P.4845
DATE: 03DEC91
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM

The user added an Enhanced memory card to a Model 80 without the help of the IBMMEM.ZIP patch. It blew away the track 0 information so that it would not boot from the cold boot loader (booted from floppy diskette fine).

ISSUE/PROBLEM

The user wanted to know what to do from here to fix the problem.

SOLUTION

The following options are two things the user can try to solve the problem:

Option 1: The instructions for installing the new cold boot loader on an existing system are in the READ.ME in IBMMEM.ZIP file. It only changes the cold boot loader and the .ADF files.

If that does not work, then you must do the following steps:

- 1) Execute REFERENCE (Ctrl a for low level format).
- 2) Execute COMPSURF, no format.
- 3) Patch the operating system with IBMMEM.

4) Install NetWare.

Option 2: The second option is a last resort. When all else fails, format the drive. Experience has shown that if you format within REFERENCE, it will work every time. When the cold boot loader has been messed up with IBMs memory code, the user will have to do an IBM low-level format. Sometimes, track 0 gets so messed up that the system must get a low-level format to get beyond a boot to cassette BASIC or other boot errors.

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TITLE: Faulty Floppy Drive Causing DOSGEN Problems
DOCUMENT ID#: FYI.P.4828
DATE: 03DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

DOSGEN was not creating NET\$DOS.SYS correctly.

The user was seeing binary data on the screen. The errors occurred using DOS 5.0 and 3.3. The system displayed an error reading data from a floppy diskette in the A: drive and then displayed a lot of binary or hex data.

ISSUE/PROBLEM

The floppy drive was faulty.

SOLUTION

When the user replaced the floppy disk drive, DOSGEN worked.

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TITLE: AT&T Bulletin Board Number
DOCUMENT ID#: FYI.P.4836
DATE: 03DEC91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

What is the AT&T bulletin board (BBS) number?

SOLUTION

The AT&T BBS phone number is (612) 638-2854. This bulletin board has the newest drivers from AT&T.

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TITLE: Unable to Recognize a NetWare v3.11 Server
after Upgrade
DOCUMENT ID#: FYI.P.4811
DATE: 02DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11

SUPERSEDES: NA

SYMPTOM

After the upgrade, the four workstations on the same thin Ethernet segment as the server could not recognize the server if the thin Ethernet segment was attached to the backbone.

ISSUE/PROBLEM

Configuration:

- The server had an NE2000.
- Three of the stations were using 3C505 cards from 3Com.
- One station had an NE1000.
- The backbone was twisted pair Ethernet connected (RJ45) to a David Systems ExpressNet twisted pair to thick-Ethernet converter. From there it led to a "digital repeater" (Note: This cabling went from thick to thin, one AUI, and one BNC connector) and then to the server and workstations.

The user upgraded from a NetWare v2.15c to v3.11 operating system. The NetWare 2.15c system had been in use for approximately 18 months and had not had any specific problems. After the upgrade, the four workstations on the same thin-Ethernet segment as the server could not recognize the server if the thin-Ethernet segment was attached to the backbone.

SOLUTION

After the user did the following, everything worked fine:

1. Installed another NE2000 in to the NetWare v3.11 server.
2. Set the card for AUI and removed the digital repeater (thick to thin converter).
3. Connected the backbone to the David Systems ExpressNet twisted pair to thick-net converter to the AUI port on the NE2000.
4. Connected the BNC thin-net segment to the second NE2000 and workstations.

Note: The user did not have any information on the digital

repeater (AUI to BNC).

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TITLE: DOSGEN and Michelangelo Virus
DOCUMENT ID#: FYI.P.4807
DATE: 02DEC91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user ran DOSGEN, the system displayed the following error:

Subdirectory \$#@%#% not supported

After the error displayed, DOSGEN continued; however, all the file names were scrambled ASCII characters as they were processed. The result was an image file that did not work.

ISSUE/PROBLEM

The user found the Michelangelo virus on the system.

SOLUTION

After the user cleaned up the system, DOSGEN ran without any problems.

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TITLE: Everex 386 Machines Getting GPPE Errors
DOCUMENT ID#: FYI.P.4774
DATE: 27NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.10
SUPERSEDES: NA

SYMPTOM

GPPE errors

ISSUE/PROBLEM

A user had Everex 386/33 machines with 16 MB of RAM that received GPPE errors.

SOLUTION

Everex Systems Inc. said to make the machine work reliably with a NetWare v3.10 operating system and 16 MB installed the user needed to replace a PAL chip on the older Everex 386 motherboards.

On the newer 386 motherboards, the user had to select a particular option in setup to disable the last megabyte of RAM.

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TITLE: "Abend: RemoveFromSectorIndex Called Invalid.." - NetWare v2.2
DOCUMENT ID#: FYI.P.4777

DATE: 27NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

One day, after the user installed a NetWare v2.2 operating system on a new file server with an Intel EtherExpress, the system displayed the following message:

```
|Abend: RemoveFromSectorIndex called with invalid  
cache buffer.|
```

ISSUE/PROBLEM

The possible causes for this error could be things such as faulty memory, faulty motherboard, or bad power supply.

SOLUTION

When the user replaced the memory, the system worked fine.

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TITLE: "Error on <ServerName>" Attempting to Remote
Boot
DOCUMENT ID#: FYI.P.4780
DATE: 27NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After applying RPLFIX.ZIP, the system displayed the following error when the user attempted to remote boot:

Error on <servername>

ISSUE/PROBLEM

Configuration:

- NetWare v3.11 operating system
- The workstation in question is a Compaq 386N (386sx/16) with the a PureData 508 Plus Arcnet card and MS DOS 5.0 as the operating system.
- The PureData card set for interrupt line 3, I/O 2E0, and RAM D000.

The user said that nothing else was using interrupt line 3 and that Pure Data recommended using interrupt line 3.

SOLUTION

When the user changed to using interrupt line 2, I/O 2E0, and RAM D000, the machine remote booted with no problems.

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TITLE: Unable to Recognize All Servers on Token-Ring
Network
DOCUMENT ID#: FYI.P.4783
DATE: 27NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.15, v3.0, and v3.11
SUPERSEDES: NA

SYMPTOM

When logging into the NetWare v3.11 server, the system could recognize all other servers except the NetWare v3.11 server on the center ring of a Token-Ring network. When logging into any other server on the network, the system could recognize all servers.

ISSUE/PROBLEM

Configuration:

- Three rings on the network, one new

When adding the new ring with the NetWare v3.11 server, the user copied the AUTOEXEC.NCF from the center ring NetWare v3.11 operating system to the new NetWare v3.11 server. The user forgot to change a node address specified in the AUTOEXEC.NCF when he copied this file to the new server.

SOLUTION

After the user changed the node address, everything worked.

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TITLE: New ROM Upgrade for Maxtor XT Drives
DOCUMENT ID#: FYI.P.4788
DATE: 27NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The Disk-pending statistics increased rapidly with Maxtor drives.

ISSUE/PROBLEM

Configuration:

- Two Maxtor drives
- XT Panther 1.2 GB
- XT 8760 drive

Everything worked fine except for very slow performance on the LAN. The user usually noticed a performance hit when using XCOPY. The disk-pending statistics were shooting way up.

SOLUTION

A ROM upgrade for these drives is available that fixes the problem.

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TITLE: Thomas-Conrad 6345 Twisted Pair Cards and Terminators
DOCUMENT ID#: FYI.P.4796
DATE: 26NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

If both terminators were in place, only one workstation could log into the system at once. The other workstation received the following message:

No free connection slots

ISSUE/PROBLEM

Configuration:

- New dedicated NetWare v2.2 install with two workstations
- File server on one end of the chain
- Secretary in the middle of the chain
- Boss on the other end of the chain

Thomas-Conrad Technical Support suggested removing the terminators.

SOLUTION

When the user removed both terminators, the error disappeared and the workstation connected fine.

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TITLE: "Initialize Error: 48 Module Initialization"
- Windows
DOCUMENT ID#: FYI.P.4760
DATE: 25NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

"Initialize Error: 48 Module Initialization"

ISSUE/PROBLEM

Configuration:

Running Windows in Enhanced Mode

When the user exited Windows v3.0, the system displayed the

following error:

Initialize Error: 48 Module Initialization

SOLUTION

Changing the IBM 4/16 MB Token-Ring board from interrupt line 3 to interrupt line 7 solved the problem.

FYI

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TITLE: "Allocate Temporary DIR Handle Returned Error 156"
DOCUMENT ID#: FYI.P.4759
DATE: 25NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user tried to save the system login script using SYSCON, the system displayed the following error:

Allocate Temporary DIR Handle Returned Error 156

The user had a NET\$LOG.DAT; however, LOGIN would not execute it, and SYSCON would not pull it up.

ISSUE/PROBLEM

The user discovered that they had moved their PUBLIC directory to a different volume.

SOLUTION

When the user created the PUBLIC directory on the SYS: volume, everything worked fine.

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TITLE: Queue Name in CAPTURE Corrupted
DOCUMENT ID#: FYI.P.4764
DATE: 25NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user was trying to print and noticed that the queue name in the CAPTURE command was corrupted. The queue name in PCONSOLE looked fine. When the user tried creating another queue, it became corrupted in CAPTURE as well. Nothing would print. When the user tried to print locally under DOS, the system displayed the following error:

Error writing device PRN

When the user rebooted the workstation, the error cleared until the next time he executed CAPTURE.

ISSUE/PROBLEM

The user was using an old application (OFFICER - an accounting package) that was trying to CAPTURE to the p 0.

SOLUTION

When the user ran the SPOOL command on the server console,

the CAPTURE command worked fine and the queue name was fine.

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TITLE: "Incorrect DOS Version" - DR DOS v6.0
DOCUMENT ID#: FYI.P.4762
DATE: 25NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user just installed DR DOS v6.0 just fine. However, when the user booted the system with DR DOS 6.0 and executed any specific DR DOS command, the system displayed the following error:

Incorrect DOS version

If the user went into the actual DR DOS subdirectory and issued a command, everything worked fine.

Suspecting a map or search map problems, the user reentered the system login script but the same error occurred.

ISSUE/PROBLEM

When the user mentioned they had the same problem installing MS DOS v5.0 (originally had v3.3), Novell suggested looking for the DOS 3.3 directory and it did not exist. The user found the 3.3 files in the root directory of PUBLIC.

SOLUTION

The user took the DOS 3.3 files out of the root directory

and created another DOS 3.3 subdirectory along with the DRDOS6 subdirectory under an IBM_PC directory. When all the correct DOS files were in their proper place, everything worked fine for each DOS version.

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TITLE: Map Root Hangs Workstation Typing DIR -
Gateway Ethernet
DOCUMENT ID#: FYI.P.4763
DATE: 25NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

MAP ROOT hangs workstation after typing DIR

ISSUE/PROBLEM

Configuration:

- Upgraded to a NetWare v3.11 operating system
- Upgraded the shells and IPX to the current versions
- Using a Gateway Ethernet adapter

After issuing a MAP ROOT command, the workstation hung when the user tried to execute a DIR command. When the user tried another type of Ethernet adapter, the system worked fine.

SOLUTION

There is reference to a ROOT.ZIP in the Network Support Encyclopedia (NSE) that will fix this problem, but that file is no longer available on the BBS. Gateway has written new drivers that include the patch. In this case, the user

needed a file from Gateway called GEATWS21.ZIP that is the newest workstation driver.

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TITLE: "Error During Driver Initialization.." DTC
3280A
DOCUMENT ID#: FYI.P.4772
DATE: 23NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user attempted to load the NV313X50.DSK v1.01 dated May 8, 1991, for a DTC 3280a SCSI HBA, the system displayed the following error:

```
|Error during driver initialization host adapter  
interrupt failure.|
```

ISSUE/PROBLEM

The user was running two drives internally, and he had not removed the terminating resistors on the DTC controller.

SOLUTION

Removing the resistors fixed the problem.

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TITLE: G-Ethernet AT Card Problems in NetWare v3.11
DOCUMENT ID#: FYI.P.4747
DATE: 22NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Losing time

ISSUE/PROBLEM

Configuration:

Machine was a clone with a Beaver Motherboard - AMI BIOS

After loading this G-Ethernet AT LAN driver the second time, every now and again the server would pause for a few moments, then continue. The user noticed that it was losing about 1 hour per day on the system clock. The user made sure that no interrupt or IO conflicts were in the configuration. However, when the user loaded the driver the second time, things started acting choppy and the time slowed down.

SOLUTION

When the user took out the Gnet adapters and installed Racal NI6510 adapters, the problem went away.

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this information. However, the information provided in this document is FOR YOUR INFORMATION only. Novell makes no explicit or implied claims to the validity of this information.)

TITLE: 4 MB Token-Ring NIC Problems with PS/2
Machines
DOCUMENT ID#: FYI.P.4743
DATE: 22NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The original 4 MB IBM Token-Ring Network PC Adapter II is not compatible with PS/2 Model 35/40. According to IBM technical support an all IBM Original card is identifiable by the green color composite base.

SOLUTION

NA

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TITLE: Memory Console Command Only Shows 16 MB of 28
MB RAM
DOCUMENT ID#: FYI.P.4740
DATE: 21NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the NetWare v3.11 server was running, the MEMORY console command would only show 16 MB.

ISSUE/PROBLEM

Configuration:

- A Dell 486/33TE with 28 MB of RAM
- Auto-register memory above 16 meg was ON

All the memory was counted during the boot up procedure.

SOLUTION

For the amount of memory to be properly recognized run the EISA CONFIGURATION program.

Also use the following console command to recognize all memory loaded:

```
LOAD AHA1540.DSK ABOVE16=Y INT=x PORT=x
SET RESERVED BUFFERS BELOW 16 MEG=32
```

FYI

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TITLE: IBM Token-Ring RPL on Northgate Systems
DOCUMENT ID#: FYI.P.4734
DATE: 21NOV91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

The IBM RPL PROMS default to interrupt vector 18h. Interrupt vector 18h is used to call ROM BASIC, which does not exist in the AMI BIOS used in Northgate systems. Thus,

when a Northgate machine is used for IBM TRN RPL, it displays the following error:

```
ROM BASIC not found, insert diskette in drive A
```

ISSUE/PROBLEM

During Power On Self Test (POST), IBMs RPL PROMS hook vector 18h. Watch to see if the computer can find an active partition on the A: or C: drive to load the master boot sector. If the machine's BIOS cannot find this boot sector, it calls its own interrupt 18h ROM BIOS BASIC routine.

Because 18h is hooked and monitored by the RPL PROM's interrupt service routine, the PROM's 18h service routine interprets when 18h begins execution. If 18h is called, then no local boot partition was found during POST and the PROM will then begin the Remote Program Load (RPL) process from a server.

Unfortunately, if the machine's BIOS does not provide an interrupt 18h BASIC routine, then the PROM will send the error message "ROM BASIC NOT FOUND" to the screen.

SOLUTION

Novell Boot PROMs hook BIOS interrupt 19h that is the BOOT LOADER that searches for the MASTER BOOT SECTOR on a local drive. Therefore, a Novell Boot PROM from LANworks for Token-Ring solves the problem just fine.

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TITLE: Duplexing Issue with IBM Model 95
DOCUMENT ID#: FYI.P.4730
DATE: 21NOV91

PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Cold boot with secondary drive in duplexed/mirrored system

ISSUE/PROBLEM

Configuration:

- IBM PS/2 Model 95 duplexed with 8 MB Ram
- Two IBM SCSI caching controllers (in slots 1 and 4)
- Two 1.2 GB ST41200N (Wren IV) drives (one drive off each controller)

The user was attempting to duplex. If the primary controller goes bad, he wants to be able to cold boot from the drive connected to the second controller. However, he cannot cold boot from the duplexed drive (on the second controller) unless it has a system partition on it.

To boot from the hard disk of the Model 95, an IBM system partition must be on the disk. The IBM system partition is created by running the REFERENCE diskette. Creating an IBM system partition will destroy all data on the drive. The REFERENCE diskette will allow you to create a system partition on only one drive in a machine.

SOLUTION

The following directions allow the user to create a system partition on more than one drive in a machine. This outlines the procedure for two controllers; however, it applies to mirroring on a single controller as well.

1. Create a system partition on the first drive (with ID 6) on the primary controller (the controller in the lowest numbered slot).
2. When you have created the system partition on the drive, physically remove it from the primary controller.
3. Move the first drive (also having ID 6) from the secondary controller (the controller in the higher numbered slot) to the primary controller.

4. Run the reference diskette again. Create a system partition on this drive.
5. Reattach the drives to the appropriate controllers.
6. Create a DOS and NetWare partition on each drive. The DOS partition on the primary controller should be ACTIVE (bootable).

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TITLE: Windows Problems in Enhanced Mode - Cyrix
386/20
DOCUMENT ID#: FYI.P.4736
DATE: 21NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

A Cyrix 386/20 workstation with an older motherboard could not run Windows 3.0 in Enhanced mode but would work in Real and Standard modes.

ISSUE/PROBLEM

Configuration:

3C503 with DMA

The cause was an apparent DMA conflict with the Cyrix machine.

SOLUTION

When the user changed to a non-DMA card (WD 8003), the

workstation could run the Enhanced mode.

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TITLE: Abend: Single Step Interrupt Running Process:
TRANS
DOCUMENT ID#: FYI.P.4738
DATE: 21NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

After the user loaded the NetWare for MAC VAPs, the system displayed the following error after the VAPs were identified:

Abend: Single step interrupt running process : Trans

ISSUE/PROBLEM

Configuration:

Compaq SystemPro 386 with a RACAL-INTERLAN EISA board

A report indicated that a similar error occurred when a Compaq Dual-Speed TRN driver was used with a Proteon EISA adapter.

SOLUTION

When the user changed the network interface card to a 3C503, the newly generated and reconfigured NetWare v2.2 operating system booted without the error.

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TITLE: Racal Interlan NI6510 and NetWare v3.11
DOCUMENT ID#: FYI.P.4712
DATE: 20NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user loaded the NI6510.LAN v4.1 through the AUTOEXEC.NCF immediately after the internal IPX number (example: the third line). When the server came up and the user issued an SLIST command, the server would not show up on the network.

ISSUE/PROBLEM

Configuration:

- Compaq 386/33E
- Racal NI6510 Ethernet NIC

The user took the LOAD and BIND statements out of the AUTOEXEC.NCF and let the server come up. Then when the user manually typed the commands, they worked.

SOLUTION

When the user moved the commands to the last line in the AUTOEXEC.NCF, it worked. Racal does have a newer NetWare v3.11 driver (v4.2) but it is not known whether this fixes the problem.

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TITLE: Connecting Apple LaserWriter IINT to File
Server
DOCUMENT ID#: FYI.P.4718
DATE: 20NOV91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The user was attempting to connect an Apple LaserWriter II NT to a NetWare file server as a network printer off the server COM port and wanted to know what cabling scheme to use.

SOLUTION

Use the following cabling scheme:

DB25	DB25
1	1
2	3
3	2
5, 6	20
7	7
20	5, 6

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TITLE: Error Level Produced by DOS Commands
DOCUMENT ID#: FYI.P.4713
DATE: 19NOV91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The user wanted a list of Error Levels produced by DOS commands.

SOLUTION

With DOS 5.0, the following commands return different errorlevel values: (This list is not all inclusive.)

DISKCOPY

0 successful
1 nonfatal read/write error
2 CTRL+C pressed
3 fatal hard error
4 initialization error

FORMAT

0 successful
3 CTRL+C pressed
4 fatal error
5 user pressed 'n' in response to continue prompt

RESTORE

0 successful restore
1 file to restore not found
3 CTRL+C pressed
4 restore halted because of error

SETVER

0-14 See your DOS 5.0 manual, page 601.

XCOPY

0 successful

1 no files found to copy
2 CTRL+C pressed
4 Initialization error
5 Disk write error

There may be other error codes as well. Usually, 0 means it worked and anything greater than that means it failed for some reason. Consult other manuals for greater detail.

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TITLE: "No Free Connection Slots" - TC 16-Bit
Ethernet
DOCUMENT ID#: FYI.P.4695
DATE: 19NOV91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

When the user tried to load the shell, a Thomas Conrad 16-bit Ethernet card received the following message

No free connection Slots

ISSUE/PROBLEM

This card had worked fine for several months, then the problem surfaced.

Thomas Conrad verified that these cards may have problems with the chip set going faulty.

SOLUTION

Thomas Conrad does not have a specific revision of the card that has problems, but they suggested calling them for any instance of a problem. This symptom is happening with cards even less than 6 months old.

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TITLE: "NMI Parity Error, Lost Hardware Interrupt"
DOCUMENT ID#: FYI.P.4699
DATE: 18NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user's system suddenly started receiving the following error, and then the server crashed:

NMI parity error, lost hardware interrupt

ISSUE/PROBLEM

The user had added some Single In-line Memory Modules (SIMMs) that were mismatched with the speed of the memory already in the machine.

SOLUTION

When the user got new memory to match the machine's memory speed, no more errors occurred.

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TITLE: "Mirror Copies... don't match." - AHA1740
DOCUMENT ID#: FYI.P.4690
DATE: 18NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user's system displayed the following message: "Mirror copies of Volume directory do not match." The user cannot mount the volume.

ISSUE/PROBLEM

While using AHA1740.DSK Jul-01-91 (18099 bytes) in an ALR Business Veisa 486/33 machine, the system displayed the following error message when the user tried to mount the SYS: volume.

Mirror copies of Volume directory do not match.

Also another user was duplexing drives using two Adaptec AHA1740 controllers. Everything seemed fine; except as long as the drives were mirrored, the user could not mount the volume. The system displayed the above error at the console when the user tried to mount the volume.

SOLUTION

When loading the driver, use the IO_COMBINE=1 parameter.

Example: Load AHA1740 io_combine=1 slot=3

This parameter disables the Scatter-gather feature of the Adaptec driver.

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TITLE: Partition Types
DOCUMENT ID#: FYI.P.4705
DATE: 17NOV91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The following is a list of partition types and their respective codes:

Partition Types	Codes
Unknown operating system	00
DOS with 12 bit FAT, 16 bit sector number	01
XENIX	02
DOS with 16 bit FAT, 16 bit sector number (DOS > 3.0)	04
DOS Extended partition (DOS 3.3+)	05
DOS 4.0 (Compaq 3.31), 32 bit sector number	06
Ontrack extended partition	51
Novell 286	64
Novell 386	65
PCIX	75
CP/M	DB
BBT	FF

SOLUTION

NA

FYI

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TITLE: "Abend: Allocate Disk Block..." - Compaq IDA
Controller
DOCUMENT ID#: FYI.P.4688
DATE: 14NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After being installed and running for just a few hours, the system displayed the following error message:

Abend: allocate disk block allocated a block that was not available

ISSUE/PROBLEM

None of the following actions removed the symptom:

- Doing a disk dump
- Obtaining the Compaq motherboard, revision G, and checking for mixed memory.
- Trying XLOAD.ZIP.

SOLUTION

When the user replaced the disk controller, the error did not occur any longer.

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TITLE: "Segment Overflow Error" - Newport Systems,
NetWare v2.2
DOCUMENT ID#: FYI.P.4646
DATE: 14NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

When the user linked the drivers during a NetWare v2.2 INSTALL, the system displayed segment overflow errors.

ISSUE/PROBLEM

Configuration:

Newport Systems

Receipt of segment overflow errors means that the combination of Adaptec, SMC Arcnet, and Newport drivers took too much global static memory. While this combination did link successfully under the NetWare v2.15c operating system, the NetWare v2.2 operating system is more strict and forced the error during INSTALL.

SOLUTION

After the user installed a newer LAN-to-LAN v2.12F LAN driver from Newport's BBS, the system worked fine.

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TITLE: McAfee Software and NetWare v2.2
DOCUMENT ID#: FYI.P.4648
DATE: 14NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

The user's system was experiencing several weird problems

ISSUE/PROBLEM

The user found The Dark Avenger virus on the file server.

SOLUTION

The user used McAfee's Clean 84 and Netscan 84 to clean up the file server. However, because the application must be run on closed files and the NetWare v2.2 DIRSTAMP.SYS is open when the file server is up, McAfee's utilities bumped out of server before completing the clean.

To get around DIRSTAMP.SYS file, the user used a /unattend option on the Clean 84 and Netscan 84 allowing the utilities to fix the file server .COM and .EXE files correctly.

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TITLE: Invalid ROM Option - NE1000 and NetWare v2.2
DOCUMENT ID#: FYI.P.4683
DATE: 14NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

The user's system displayed the following error message when the user tried to remote boot:

Invalid ROM option, error initializing LAN.

ISSUE/PROBLEM

Configuration:

Using an NE1000 with Remote Boot PROM 12-05-88 v2.1c.

The NE1000 and IPX were configured to option 3 while the NE1000 only supports options 0, 2, and 9 with remote reset.

SOLUTION

When the user reconfigured the NE1000 and IPX to use the supported options, the error disappeared.

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TITLE: HP Ethertwist Problems with LANspool
DOCUMENT ID#: FYI.P.4622
DATE: 13NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The workstations on LAN B can access the file server, the print server and the ICON Gateway successfully. The workstations on LAN A can successfully access the file server but they hang the print server and the Gateway when

they try to access them.

ISSUE/PROBLEM

Configuration:

- Model 95 file server
- An internal router using HP Ethertwist NICs
- Drivers (8-bit=v2.00, 16-bit=v1.01).
- LAN A has workstations only on it
- LAN B has workstations, a dedicated print server from LANSPOOL and an ICON Gateway.

Hewlett Packard and LANSpool both acknowledged a compatibility problem among the Hewlett Packard's Ethertwist, the Ethertwist drivers, and LANSpool.

SOLUTION

When the user tried replacing the Ethertwist adapters in the file server with NE2000 adapters, the problem disappeared.

FYI

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TITLE: "Mirrored Copies of Volume Directory Don't Match" - Bad Controllers
DOCUMENT ID#: FYI.P.4619
DATE: 13NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user loaded the driver, the system displayed the following error message:

Mirrored copies of volume directory don't match.

ISSUE/PROBLEM

Configuration:

- New installation using a ALR Business Veisa 386 as a server
- Using an Adaptec 1740 controller
- Running controller in the Enhanced mode.
- BIOS v1.34

The user tried running the controller in the Standard mode and loaded the AHA1540 driver with no luck. When the user tried a newer driver from Adaptec dated July 1991, the problem still existed.

SOLUTION

When the user tried another disk controller card, the volume mounted.

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TITLE: OS/2 Client Times Out Connecting to NetWare
v3.11 Server
DOCUMENT ID#: FYI.P.4652
DATE: 13NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The OS/2 Client cannot connect or recognize the NetWare v3.11 file server on the other side of the router. All DOS Clients run without problems.

ISSUE/PROBLEM

Configuration:

- The CISCO router is connected between two Ethernet trunk segments.
- The file server is on one side of the router.
- The OS/2 Client is on the other side of the router.
- The DOS Clients are on both sides of the router.

The CISCO router has old version of firmware and this is a known problem.

SOLUTION

The fix is to upgrade the firmware to the newest version (currently 8.26).

FYI

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TITLE: "Channel 0 Reset Error" "Invalid Process ID..."
DOCUMENT ID#: FYI.P.4656
DATE: 13NOV91
PRODUCT: NetWare ELS II
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM

"Channel 0 reset error"

"Invalid process id passed by interrupt process to kernel"

ISSUE/PROBLEM

Configuration:

NEC 386/20 Powermate with a 140 MB hard drive

While running ELSGEN, the system displayed one of the following abend messages depending on whether the user ran COMPSURF or not (respectively).

```
Channel 0 reset error
```

```
|Invalid process id passed by interrupt process to  
kernel|
```

SOLUTION

Use COMPSURF.EXE from NEC BBS specially designed for NEC hard drives. The number is 508-635-6328.

FYI

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TITLE: "Unable to Find Load File" - WDPLUSSV.LAN
DOCUMENT ID#: FYI.P.4653
DATE: 13NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

"Unable to find load file."

ISSUE/PROBLEM

When the user tried to load the WDPLUSSV.LAN V2.1 from the

AUTOEXEC.NCF, the system displayed the following error:

Unable to find load file.

SOLUTION

This version of WDPLUSSV.LAN only requires the PORT= parameter specified on the load command. For example: LOAD WDPLUSSV.LAN PORT=xxx. If any other parameters were used, the system sent an error.

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TITLE: Virus Causing "Invalid Procedure Offset.."
DOCUMENT ID#: FYI.P.4625
DATE: 12NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user booted the server, it received the following error message:

Invalid procedure offset within loadfile.

When the user tried booting from another SERVER.EXE on a floppy diskette, the same message displayed.

ISSUE/PROBLEM

The user ran a virus scan on the server and found that the Jerusalem Virus had lodged itself in the system RAM and on

the DOS partition. It was infecting the new SERVER.EXE as fast as it was called.

SOLUTION

After the user cleaned the virus off the system, the server booted just fine.

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TITLE: CompuAdd I/O Conflict with Port 360h
DOCUMENT ID#: FYI.P.4637
DATE: 12NOV91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Two CompuAdd machines with NE1000 adapters installed using port 360h would boot and log in but could not load RPRINTER without hanging.

ISSUE/PROBLEM

The machine appears to conflict with printing when the network interface card is configured to use the 360h port.

SOLUTION

When the user changed the port configuration of the NE1000 to 340h, the machine could loading RPRINTER without hanging.

FYI

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TITLE: Trap 000d Errors with Timberline Software
DOCUMENT ID#: FYI.P.4642
DATE: 12NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.15c and above
SUPERSEDES: NA

SYMPTOM

When using Timberline Software on the OS/2 machine running Requester v1.3, the system occasionally displayed the following errors:

Trap 000d

ISSUE/PROBLEM

The user tried two other fixes for this error without success.

SOLUTION

Implementing the patches in NSD003.ZIP solved the problem.

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TITLE: "Arc Card Communications Adapter Missing"
DOCUMENT ID#: FYI.P.4627
DATE: 12NOV91
PRODUCT: NetWare

PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

When the user loaded DOS high and then tried to load IPX, the system displayed the following error message:

IPX loaded fine when the user did not load DOS high.

Arc card communications adapter is missing or not working correctly.

ISSUE/PROBLEM

Configuration:

Thomas-Conrad 16-bit Arcnet card with DOS 5

One of the command line switches in the EMM386.EXE file is "x=" switch to exclude certain portions of memory.

SOLUTION

The Thomas Conrad's card uses D000-D3FF. When the user excluded that memory range, everything worked fine.

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TITLE: Users Placed in Root DIR - Executing Default Login
DOCUMENT ID#: FYI.P.4628
DATE: 12NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user logged into a multi-server network, the system placed him at the root directory whenever it executed the default login script. When the user took this particular server and workstation off the network, everything worked fine.

ISSUE/PROBLEM

Configuration:

NetWare v3.11 server and workstation

One of the servers had an old LOGIN.EXE from 1989.

SOLUTION

When the user recopied a new LOGIN.EXE over the old file, everything worked.

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TITLE: C-net Card and Custom Application Problems in
NetWare v3.11
DOCUMENT ID#: FYI.P.4612
DATE: 11NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

This user had a custom made imaging application that died and hung whenever he ran this application from a server that was more than 150 feet away from the server to which he was initially attached. Other applications ran fine. The user

could log into any server regardless of how far away it was.

ISSUE/PROBLEM

The user was using C-net cards.

SOLUTION

When the user tried a different Ethernet card in the workstation and file server, everything worked fine.

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TITLE: Creating Partition Problems with
IDAMONITOR.NLM
DOCUMENT ID#: FYI.P.4614
DATE: 11NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Unable to create a partition.

ISSUE/PROBLEM

The user was unable to create a drive partition with the Compaq IDAMONITOR.NLM loaded.

SOLUTION

When the user unloaded the NLM, created the partition, and reloaded the NLM, everything worked fine.

FYI

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TITLE: ALR Server GPPEs Loading SERVER.EXE
DOCUMENT ID#: FYI.P.4641
DATE: 09NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user loaded SERVER.EXE, the system sent a GPPE message.

ISSUE/PROBLEM

Configuration:

- ALR 486/33 4e file server
- 16 MB of RAM
- DPT SCSI controller
- Intel EISA Ethernet boards
- ROM BIOS at the 16 MB barrier rather than the 1 MB barrier

Novell suggested reducing memory to 12 MB and moving the ROM BIOS down to the 1 MB barrier.

SOLUTION

When the user moved the ROM BIOS down to the 1 MB barrier, the server came up fine.

Another user that received this error had 32 MB RAM; so instead of setting ROM BIOS to 1 MB or NO LIMIT, they set it to 16 MB. They also had to set auto register memory to OFF. After the user reset the memory configurations, the server loaded fine.

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TITLE: Cubix Boards in Bridge Losing Connection
DOCUMENT ID#: FYI.P.4613
DATE: 08NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

Remote users losing connection

ISSUE/PROBLEM

The user generated a bridge using BRGEN for two Cubix modem boards, and one Gateway 10BaseT card to be used as a remote access bridge. Every now and again, the NetWare v3.11 servers on the network lost the Bridge routing information and remote workstation could not recognize the servers.

On the servers, TRACK ON would not even recognize the bridge SAP.

If they did a RESET ROUTER on the servers, the station began to recognize the bridge, but after a while it would lose it again.

SOLUTION

After the user regenerated the bridge/router with ROUTEGEN, everything worked fine.

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TITLE: "Abend: NMI Parity Error Processor Exception.." - NetWare v3.11
DOCUMENT ID#: FYI.P.4599
DATE: 08NOV91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user was upgrading from NetWare v2.11 to v3.11 using the same machine for the file server. After the user typed the SERVER command, the system displayed the following message:

Abend: NMI parity error processor exception,
parity error was generated by I/O check.

ISSUE/PROBLEM

When the user replaced four of the 8 MB of RAM, nothing changed. When the user replaced all 8 MB of RAM, the error still occurred.

SOLUTION

When the user replaced the VGA (video7) card that comes from Compaq, an 8-bit card, the error disappeared.

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TITLE: "Hard Error 000D/000C.." - Compaq, OS/2
Requester

DOCUMENT ID#:
DATE: 14NOV91
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM

The user saw a combination of the following errors when booting the OS/2 workstation:

```
Hard Error 000D/000C.  
Exception in Device Driver NVL$TKN.  
System Detected an Internal Processing Error at Location:  
0228:371D. |
```

In one case, every time the user tried to boot the workstation, the system displayed all the above errors.

In reviewing the users CONFIG.SYS and NET.CFG files, the user referenced TOKEN.SYS as a driver in the CONFIG.SYS but tried to link CMGRLAN with the LINK DRIVER statement in NET.CFG. After the user changed the linked driver to TOKEN.SYS, the workstation booted. However, now every time the user tried to COPY files to the server or back to the workstation, the system displayed the following message:

```
Hard Error 000D/000C
```

ISSUE/PROBLEM

The problem was found in the CONFIG.SYS file. The user had used the same ROM starting address in the DEVICE= statement for the DIGI card that was being used for the Token-Ring Network Interface Card.

SOLUTION

After the user selected another ROM address for the

DIGI card, everything worked as it should.

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TITLE: "LSL Buffers Larger Than the Adapters Maximum
Size 1042"
DOCUMENT ID#: FYI.P.10538
DATE: 17NOV92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM

"LSL buffers larger than the adapters maximum size 1042."

ISSUE/PROBLEM

Configuration:

Using an IBM 16/4 Token-ring adapter

When using CMGRLAN.SYS with OS/2 (CSD 5050) and the NetWare Requester for OS/2 v1.3 (NSD004), the system displayed the following error message:

```
┌───────────────────────────────────────────────────────────────────────────────────┐  
└┬──┘  
  | LSL buffers larger than the adapters maximum size  
  | 1042. |  
└───────────────────────────────────────────────────────────────────────────────────┘  
└──┘
```

SOLUTION

In the IBM Communications Manager for OS/2, set the transmit buffer size to 4208.

In the NET.CFG, set the following:

Link support
buffers 14 4202.

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TITLE: Maximum Printer Definitions Allowed in
PRINTCON Database
DOCUMENT ID#: FYI.P.10535
DATE: 17NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

What is the maximum number of printer definitions allowed in a PRINTCON database?

SOLUTION

The maximum number of entries allowed in PRINTCON is 37.

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TITLE: BINDFIX "Unable to Open Bindery NET\$BIND.SYS"
DOCUMENT ID#: FYI.P.10533
DATE: 17NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

While running BINDFIX on a NetWare v3.11 server, the system displayed the following error message:

Unable to open bindery NET\$BIND.SYS

ISSUE/PROBLEM

The user was running BINDFIX from a NetWare v2.15 version.

SOLUTION

The user needs to run the BINDFIX from NetWare v3.11 software.

FYI

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TITLE: Increasing Extended Memory in a Windows 3.1
DOS Box
DOCUMENT ID#: FYI.P.10532
DATE: 17NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

An increase in the default of 1 MB available extended memory (through the DOS box) is needed for a Lotus application to pull up a large spread sheet.

SOLUTION

Use the following steps to increase the memory in the DOS box to 2048 KB.

1. Go in the SYSTEM.INI file.
2. Go to the section titled [NonWindowsApp].
3. Add the following parameter: CommandEnvSize=2048

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TITLE: Santa Clara Diskless PC Hangs after Loading
NETX
DOCUMENT ID#: FYI.P.10525
DATE: 17NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After the user booted the workstation, it opened the boot image file, ran dedicated IPX or ODI drivers, and then hung with no errors when executing NETX.COM.

ISSUE/PROBLEM

Configuration:

- Diskless Santa Clara PC Terminal workstation
- Using an NE1000 card

The file server is a 486/50 MHz machine.

SOLUTION

After the user slowed down the file-server machine bus and the PC terminals attached, the user could log in to the network.

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TITLE: Fifth User Unable to Remote Boot
DOCUMENT ID#: FYI.P.10598
DATE: 25NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The fifth user, a remote boot workstation on 5-user NetWare 3.11 operating system, could not log in to the file server.

ISSUE/PROBLEM

Because remote boot uses two connections to attach to the file server, the temporary connection will be number 5 and the permanent connection 6. Thus, the permanent connection causes the user connection limit to be exceeded.

See page 188 of the NetWare Version 3.11 Concepts manual for more information.

SOLUTION

Avoid having the remote boot workstation log in last (as connection 5).

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TITLE: Show Dots = on Not Working in DOS Window
DOCUMENT ID#: FYI.P.10596
DATE: 26NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user could see the dots fine in Windows applications like file manager. However, when he opened a DOS window and issued a DIR or NDIR command, the dots did not appear even though he had "show dots=on" set in the NET.CFG.

ISSUE/PROBLEM

Configuration:

- ODI drivers
- NETX v3.26
- Windows 3.1

The dots are not seen in the DOS Window because NetWare does not support the show dots parameter.

SOLUTION

The show dots parameter in the NET.CFG is functionality Novell included for Windows applications only.

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TITLE: Abend: Invalid Drive Passed to Disk Process
DOCUMENT ID#: FYI.P.10595
DATE: 26NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

The user was installing a dedicated NetWare v2.2 server with an Adaptec 1522 disk controller. The INSTALL went fine. However, when the user tried to boot, the system indicated that it was installing the cold boot loader and then it stopped and displayed the following message:

Abend: Invalid drive passed to disk process

ISSUE/PROBLEM

During INSTALL, the user chose option 8 of the Adaptec driver.

SOLUTION

Options 8 through 12 are for multitasking with multiple drives off the same host bus adapter. It should never be used with just a single drive.

When the user regenerated and chose option 1, everything worked fine.

Note: The reason the user regenerated instead of just running DCONFIG and changing the option is that he could not find the driver number for the Adaptec driver, not even from Adaptec.

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TITLE: GPPE Loading RPRINTER
DOCUMENT ID#: FYI.P.10587
DATE: 27NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user created one RPRINTER on the PSERVER. Everything worked fine when creating RPRINTER; however when loading RPRINTER the file server got a received the following error message:

GPPE (General Protection Processor Exception)

ISSUE/PROBLEM

Configuration:

- PSERVER.NLM v1.22r
- RPRINTER v1.22r

The symptom still existed after the user applied the standard fixes for RPRINTER problems.

SOLUTION

When the user replaced faulty memory in the file server, everything worked fine.

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TITLE: Extended Attributes Truncated to 8 Bytes -
Requester
DOCUMENT ID#: FYI.P.10582
DATE: 23NOV92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v2.0
SUPERSEDES: NA

SYMPTOM

When files with Extended Attributes were copied to a NetWare v3.11 file server, the Extended Attributes of the files were all truncated to 8 bytes. The files were fine; just the extended attributes were being modified.

ISSUE/PROBLEM

The maximum number of extended attributes per file or path needed to be increased at the file server.

SOLUTION

The default for the maximum number of extended attributes per file or path is 8. The user needs to increase this parameter.

This set parameter can be added to the AUTOEXEC.NCF file as shown below:

```
SET MAXIMUM EXTENDED ATTRIBUTES PER FILE OR PATH=40.
```

Note: This SET parameter is incorrectly documented as 32 for the default value on pages 253 and 277 of the NetWare Version 3.11 System Administration manual. Currently, the default value for this parameter is 8. Please note this change in your manual, and refer to the README.311 file on the SYSTEM-1 diskette for this and other documentation changes.

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TITLE: "No LSL Memory Pool"
DOCUMENT ID#: FYI.P.10634
DATE: 19NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Loading LSL high gets "No LSL memory pool" and LSL does not load.

ISSUE/PROBLEM

When loading LSL high then running TCPIP, the system displayed the following error and LSL does not load:

No LSL memory pool

SOLUTION

Use the LSL.COM dated 09-04-92 located in IPXLSL.ZIP on available on NetWire or NetWare Express. This allows loading of LSL high and creates pool for use by TCPIP.

FYI

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TITLE: Creating NetWare Partition Destroys DOS
Partition - BusTek
DOCUMENT ID#: FYI.P.10572
DATE: 20NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Creating a NetWare partition destroyed the DOS partition.

ISSUE/PROBLEM

Configuration:

The file server hardware consisted the following:

- 486 EISA motherboard (Award BIOS)
- 16 MB RAM
- BusTek 742A SCSI adapter
- Seagate ST41600N (a 1.3 GB SCSI drive)

While the user was preparing to install NetWare v3.11, he created a 10 MB DOS 5.0 partition on file server's hard drive. Then, when trying to create a NetWare 386 partition in INSTALL, the following error was produced:

```
|DOS partition (12 bit FATs) relative sector 32 and  
size 20448|  
|do not match ending cylinder 3, head 127, sector 32
```

After the displaying the error, the DOS partition disappeared.

SOLUTION

After consulting with BusTek, the user used the EISA CONFIGURATION utility to change the "mode" option to "Less than 1 gigabyte and SCO," even though the hard drive was greater than 1 GB. This change allowed the installation to continue without destroying the DOS partition.

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TITLE: "Not Logged in" Error, Corrupt PCONSOLE.EXE
DOCUMENT ID#: FYI.P.10615
DATE: 24NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

The user had two NetWare v2.2 servers and had been running for about 2 years with no problems. He had printing already set up on one server. When the user tried to access PCONSOLE to set up printing on the second server, the system displayed the following message:

NOT LOGGED IN

ISSUE/PROBLEM

The user ran BINDFIX to make sure he was a member of the group EVERYONE, also checked versions of PCONSOLE on both servers.

The user had a corrupted copy of PCONSOLE.EXE on the second server.

SOLUTION

After copying a new PCONSOLE.EXE to the server, everything ran fine.

FYI

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TITLE: DBASE Support in NetWare v2.2 Nondedicated
DOCUMENT ID#: FYI.P.10614
DATE: 24NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

The user system locked or hung when running dBASE on nondedicated NetWare v2.2 server.

ISSUE/PROBLEM

Is dBASE supported on a nondedicated NetWare v2.2 server?

SOLUTION

Borland said that dBASE is not supported on a nondedicated server. They have had numerous problems with the machine locking and problems with the record locking feature when running nondedicated. Therefore, their official stand is that it is not supported.

FYI

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TITLE: "PCCOMPATIBLE Unknown Login Script Command"
DOCUMENT ID#: FYI.P.10602
DATE: 25NOV92

PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Every time the user logged in, the system displayed the following message:

```
PCCOMPATIBLE Unknown Login Script Command
```

ISSUE/PROBLEM

The user found a LOGIN.COM in the LOGIN subdirectory.

SOLUTION

After the user deleted this extra LOGIN.COM, everything worked fine.

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TITLE: Runtime Error with SWAPSH TSR
DOCUMENT ID#: FYI.P.10568
DATE: 20NOV92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

DR DOS 6.0 reported the following error while running with a NetWare v2.2 operating system.

```
Runtime error floating point not loaded
```

ISSUE/PROBLEM

The error was caused by a PC Tools "SWAPSH" terminate-and-stay resident (TSR), a hot key program.

SOLUTION

When the user removed the TSR, the system worked fine.

FYI

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TITLE: "SMCARC -OS/2-050: The Board Cannot be Found"
DOCUMENT ID#: FYI.P.10566
DATE: 20NOV92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v2.0
SUPERSEDES: NA

SYMPTOM

The following error message was displayed when the user loaded an SMC ARCnet driver for OS/2 v2.0 (SMCARC.SYS dated 09-25-92 and 21,856):

SMCARC -OS/2-050: The board cannot be found.

SYS1201: The device driver "c:\NetWare\SMCARC.SYS specified in the DEVICE command on line 65 of the CONFIG.SYS was not installed. Line 65 is ignored.

ISSUE/PROBLEM

The DIP switches on the SMC PC130 were set incorrectly for the PORT and RAM addresses. Even though the DIP switches

were incorrect, the INT, MEM, and PORT were read correctly from the NET.CFG.

SOLUTION

Correctly configuring the MEM and PORT addresses of the network board will fix the problem.

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TITLE: "Error Loading TOKEN.LAN..." - IBM Token-Ring
16/4 Card
DOCUMENT ID#: FYI.P.10516
DATE: 18NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When loading TOKEN.LAN at the colon prompt, the user received the following error on a PS/2 Model 8590-0L9 microchannel machine with a D-Link DT 300 card that claimed to use the Novell Token-Ring driver:

```
|Error loading TOKEN.LAN, Token-Ring Adapter 0 not  
found D-Link|
```

ISSUE/PROBLEM

Novell could not find information on the DT 300 card.

SOLUTION

When the user replaced his card with an IBM Token-Ring 16/4 card, everything worked fine.

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TITLE: Unable to See Print Queues from Windows
Control Panel Icon
DOCUMENT ID#: FYI.P.10512
DATE: 18NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Cannot see print queues from Windows 3.1.

ISSUE/PROBLEM

Configuration:

Using EMSNETX v3.26

In Windows 3.1, in the control panel under the printer's icon, the network queues could not be seen.

SOLUTION

When the user used NETX v3.26, the problem went away.

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TITLE: Possible Problems Mirroring with IDE Drives
DOCUMENT ID#: FYI.P.10088
DATE: 13OCT92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

Use of IDE Drives in Mirrored Environments

Due to increasing support problems resulting from design limitations of some IDE drives and Host Bus Adapters (HBA), NetWare Product marketing is issuing the following configuration recommendation.

Novell recommends that when using IDE drives in SFT II mirroring configurations, duplex the drives by placing the mirrored pair on separate channels (duplex or channel mirroring) rather than mirroring (simplex mirroring) the drives on a single channel. On some implementations of the IDE interface, when the Master drive fails, the Slave drive may also fail when both drives are attached to a single HBA.

This is a limitation of some manufacturer's implementation of the IDE interface and not a limitation of NetWare itself. Users wishing to mirror a pair of drives on a single IDE HBA should confirm with the drive manufacturer that the configuration has been certified by Novell Labs for use in mirrored environments.

After extensive testing, Novell has determined that when using IDE drives, the advantages of SFT II are fully realized when duplexing the mirrored pair by using separate Host Bus Adapters for each side of the mirrored pair. Caution should also be exercised when two drives are added to a single HBA and duplex mirrored against two other drives on a separate channel. In that configuration, if one drive in a given HBA fails, the second drive on that same HBA may also fail. The following table summarizes this

recommendation:

Recommended

Duplex Mirroring (a mirrored pair on separate Host Bus Adapters) |

HBA Drive A

HBA Drive A'

Recommended (Use Caution)

Duplex Mirroring of dual drives (two mirrored pairs on separate Host Bus Adapters)

HBA Drive A Drive B

HBA Drive A' Drive B'

Not Recommended

Simplex Mirroring (a mirrored pair on a single Host Bus Adapters) |

HBA Drive A Drive A'

Not Recommended

Simplex Mirroring on Dual Host Bus Adapters (two mirrored pairs on each of two HBAs)

HBA Drive A Drive A'

HBA Drive B Drive B'

SOLUTION

NA

FYI

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TITLE: Error Running OS/2 on Gateway 2000 486
DOCUMENT ID#: FYI.P.10430
DATE: 05NOV92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v2.0
SUPERSEDES: NA

SYMPTOM

"macname=[] using first token mlid MLI2013 unable to find named adapter."

ISSUE/PROBLEM

Configuration:

- Running OS/2 on a Gateway 2000 486/33 ISA machine
- Running IBM OS/2 2.0,
- Running Extended Services
- Running NetWare requester 2.0.
- Running at 4 MB
- Using a Token-Ring adapter

After installing extended services and the NetWare requester, the system displayed the following error at bootup:

macname=[] using first token mlid MLI2013 unable to find named adapter.

SOLUTION

The solution was changing the link support buffers in the NET.CFG file from 14 4202 to 14 4210.

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TITLE: Compatibility Issues with LapLink Pro and DR
DOS
DOCUMENT ID#: FYI.P.10652
DATE: 30NOV92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

Incompatibility between DR DOS v6.0 and LapLink Pro

ISSUE/PROBLEM

A user could not get LapLink Pro to work with DR DOS 6. The company that manufacturers LapLinkPro said they were not compatible. However, they had not tested it with DR DOS 6, so they did not know for sure if they were compatible or not.

SOLUTION

When Novell tested the application they found that it worked fine from LPT1 to LPT1 in every situation tested. Everything worked fine in the following situations tested on a 386sx with 4 MB RAM to and from an 8088:

1. With or without EMM386.SYS
2. With or without Superpck /EM /S:1024.
3. From DR DOS6 to MS-DOS 5 and the opposite
4. From a SSTORED partition

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TITLE: PSERVER.VAP Not Initializing Epson Dot Matrix Printers
DOCUMENT ID#: FYI.P.10650
DATE: 30NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

Epson printers not initializing

ISSUE/PROBLEM

On a file server running a dedicated NetWare v2.2 operating system and using PSERVER.VAP, the user found that Epson printers would not initialize if the print server was not set to use interrupts on local LPT ports. This resulted in the printers not functioning at all unless interrupts were enabled and then disabled again each time the file server was booted.

Sometimes the printers (Epson) would just stop working, and again the interrupts would have to be toggled on and off to get them going again. This is not a hardware problem because DOS does initialize the printers properly.

SOLUTION

The solution was to cut line 16 (-INIT) on the parallel cables servicing the Epson dot matrix printers. Since the user did this, the printers have worked fine.

As an interesting note, the same problem occurred with a WANG line printer (not NetWare related) and a DOS application. Cutting line 16 on the parallel cable solved this problem as well.

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TITLE: PowerPro Conflicts with DR DOS
DOCUMENT ID#: FYI.P.10646
DATE: 30NOV92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

PowerPro, a label printing program, would not work if the user had the EMM386 memory manager loaded. If he did not load it, PowerPro worked fine.

ISSUE/PROBLEM

The user had the following parameters set:

```
/f=auto for expanded memory
/r=auto
```

SOLUTION

After setting both of the parameters to none (because he did not have any applications that needed expanded memory anyway), the program worked fine.

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```
TITLE:      Problems Calling LOGIN from Batch File
DOCUMENT ID#:  FYI.P.10645
DATE:       30NOV92
PRODUCT:    NetWare
PRODUCT VERSION:  All versions
SUPERSEDES:  NA
```

SYMPTOM

EXIT command not working as expected

ISSUE/PROBLEM

The user ran a batch file that did many things, one of which was to call LOGIN. After the LOGIN command, there were several other things in the batch file. The LOGIN script's last statement was EXIT "<batch file name>." They found that the batch file called from the EXIT statement was not working or even being called.

SOLUTION

The user changed the original batch file to run LOGIN as the last line in the batch file.

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TITLE: File Corruption in NetWare v3.11 Operating System Using FoxPro
DOCUMENT ID#: FYI.P.10468
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Files were getting corrupted.

ISSUE/PROBLEM

Configuration:

- ALR PowerPro I486-33 file server
- 37 MB RAM
- DPT 2012/90 SmartCache HBA 4 MB RAM
- Three 1.2MB Seagate drives
- Ethernet Network 32-bit Ethernet card

The user downloads several 100 MB text files, each with approximately 1 million records and a record length of 197 characters.

Several users manipulate these data files using custom-written C programs and FoxPro. About one out of three programs runs. The record length changes from 197 to 200 characters, which shifts the records in the file and makes

it unusable. They must reload the text file from tape and start over.

The problem does not show up on a workstation running the programs on a local drive, only on the network drives.

SOLUTION

After the user replaced the DPT HBA with an Adaptec 1740, low-leveled formatted the drives, and reinstalled NetWare and program files, the system has been running on network drives just fine.

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TITLE: Installing SYSTEM and PUBLIC Files Hangs -
DOS 5.0
DOCUMENT ID#: FYI.P.10467
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user was able to load the server and disk driver and continue with INSTALL. The user created a partition and created a volume. Then when the user started to install PUBLIC and SYSTEM files, the server hung, kept prompting for the same diskettes, or acted as if it could not read the floppy disk.

ISSUE/PROBLEM

The user was using DOS 5.0 in all cases of the symptom.

SOLUTION

When the user used another DOS version, everything loaded fine.

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TITLE: Printing from AutoCAD 12 Bypasses CAPTURE
Statement
DOCUMENT ID#: FYI.P.10466
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When printing to a captured LPT port from within AutoCAD on the workstation, it bypassed the CAPTURE statement and printed directly to the local LPT port.

The user upgraded from AutoCAD release 10 to release 12. He was using an HP Laserjet II as an RPRINTER on his AutoCAD workstation LPT1: port. Before launching AutoCAD, the user issued CAPTURE L=1 J=xxx Q=xxx TI=20 NT NB NFF. If other users had jobs in the queue waiting to be serviced by the RPRINTER, his jobs would insert themselves.

When the user tried CAPTURE L=2 ... to the same queue and job, the system displayed the following AutoCAD error:

Printer out of paper

ISSUE/PROBLEM

The problem is that AutoCAD release 12 prints directly to the hardware port, bypassing the BIOS calls for which CAPTURE searches.

SOLUTION

This user solved the problem by printing to a file (LPT1) from within his application and issue a CAPTURE L=1 ... command.

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TITLE: Setting Up SuperPCK in Conventional Memory
DOCUMENT ID#: FYI.P.10451
DATE: 09NOV92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The user had an PC/XT and wanted to set up a small SuperPCK cache in conventional memory. There is no option in the DR DOS setup to do this, nor does it say anything about setting up the cache to use conventional memory in the DR DOS manual.

SOLUTION

SuperPCK can be set up to use conventional memory by adding a /c+ parameter (as opposed to /a+ for ems, /em for xms) when loading SuperPCK.

The use of the /c+ parameter is shown by typing Superpck /h when SuperPCK is not loaded, which will list all the available parameters.

Note: Most users will not want to set up SuperPCK to use conventional memory because this takes away from available memory for applications. In most cases, the disadvantages of decreased conventional memory will probably outweigh the advantages of using SuperPCK. However, the option is available.

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TITLE: Unable to See Files in Windows - NONVDS in
NET.CFG
DOCUMENT ID#: FYI.P.4608
DATE: 11NOV91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

The user could see files after logging into the system. However, when the user started Windows, no files could be seen in a DOSBOX or File Manager.

ISSUE/PROBLEM

Configuration:

- TC5045 NIC
- Using ODI and NET5 with DOS v5.0

The driver kept loading in high memory.

SOLUTION

The user added a NET.CFG that contained the following lines:

```
LINK DRIVER TC5045SH  
NONVDS
```

The user said the NONVDS kept the driver from loading high.

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TITLE: Users Wanting to Put Print Jobs on Hold
Outside of Queue
DOCUMENT ID#: FYI.P.10480
DATE: 11NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

The user cannot put print jobs on hold.

ISSUE/PROBLEM

Can you automatically put a print job on hold without having to go into the queue and manually set it to hold?

SOLUTION

Currently, this functionality has not been built into Novell's utilities. The easiest workaround is to do the following:

1. Define a second Form.
2. Designate all jobs, that you want to be put on hold, to print with to this Form.
3. Then in your printer definition, select that printer to service only jobs with "currently mounted form" and have this one be the default.
4. Manually change each jobs to the "currently mounted

form" to print each one by one.

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TITLE: DR DOS 6.0 Does Not Support DPMI
DOCUMENT ID#: FYI.P.10476
DATE: 12NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

DR DOS 6.0 and MS DOS 5.0 memory managers do not support the DPMI memory specification.

DPMI (DOS Protected Mode Interface) is a relatively new memory specification that allows applications to use more fully the protected mode features of 286, 386 and 486 processors. Until recently, most applications did not use DPMI. Even those that did use DPMI used other memory specifications (such as VCPI or EMS) if DPMI was not supported by the memory manager in use.

Microsoft C++ version 7.0 requires DPMI and will not function properly without it.

SOLUTION

The following two solutions exist:

A. Use DR DOS 6.0 with the Qualitas 386MAX memory driver that Microsoft ships with C++ version 7.

B. Use DR DOS 6.0 with QEMM386 and an additional driver, QDPMI that is available through Quarterdeck Office Systems Inc.

In each of these cases, the third-party memory manager is loaded first, followed by a DR DOS DEVICE=HIDOS.SYS /B=FFFF to relocate the operating system kernel to the High Memory Area (HMA). Page 39 of the DR DOS "Optimization and Configuration Tips" booklet gives examples.

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TITLE: Error Levels Not Reported in Batch Files - DR
DOS
DOCUMENT ID#: FYI.P.10475
DATE: 12NOV92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

Error levels not reported in batch files and type /p and type|more are not functioning properly.

ISSUE/PROBLEM

This symptom occurs only with the special July 1992 COMMAND.COM. In July, a special COMMAND.COM was generated to resolve a few problems including the following NetWare issues:

- Remote MD (make directory) on NetWare using volume name is now fixed.
- Novell API function E2h to execute a program with drive letter [left bracket) is now supported.

- COMSPEC is now not expanded to the full network path.
- On entry to COMMAND.COM, the Novell error mode is set to zero. On exit from COMMAND.COM, the previous value is restored.

While using the July 1992 release, COMMAND.COM did not properly report batch file error levels, and TYPE did not pause at each page when /p or |more was used.

SOLUTION

A new COMMAND.COM has been generated that retains the previous fixes listed but also corrects the problem with batch file error levels and TYPE. It is contained in UTL1192.ZIP available on the DR DOS BBS (phone #408-649-3443) or NetWire.

PATCH SUMMARY

Utility fixes for DR DOS 6.0 to the following files: BACKUP.COM, COMMAND.COM, CURSOR.COM, DISKCOPY.COM, FDISK.COM, FORMAT.COM, KEYB.COM, RESTORE.COM. Descriptions of fixes follow.

BACKUP.COM 12,968 7-15-92 6:00a checksum A2AA

- BACKUP /A now allows user to continue appending to a backup disk that is partially filled with a previous backup.

COMMAND.COM 50,536 11-05-92 11:10a checksum 29D0

- CD-ROM problem fixed. National Geographic CD-ROM, IBM Linkway software gives video problems when reloading transient COMMAND.COM.

- Fix for extra line feed.

- Remote MD on NetWare using Volume Name now works.

- COMMAND.COM no longer uses the return code of an EXECed program as its own return code.

- IF EXIST now works with hidden files (MS-DOS compatible).

- COPY no longer copies zero length files (MS-DOS

compatible).

- A CR/LF is no longer printed at the end of a TYPE, as the command TYPE NUL >> PRN was sending a CR/LF to the printer.

- Fixed for Novell API function E2h to execute a program with drive letter [(left bracket) (for example: shell "[:test.exe").

- Typing a nonexistent or hidden file now gives the correct error message.

- The environment size of a secondary command processor is now set to the size of the original if the /E option is not used.

- COMSPEC is now not expanded to the full network path.

- On entry to COMMAND.COM, the Novell error mode is set to zero. On exit, it is set to whatever it was.

- /P and |MORE now work correctly.

- Problems with batch files not returning error level codes have been corrected.

CURSOR.EXE 5,201 7-15-92 6:00a chksum 7489

- Fixed to prevent system hanging when CURSOR used with FILELINK.

DISKCOPY.COM 18,096 7-15-92 6:00a chksum ED4A

- Now determines correct disk free space so only one pass should be needed.

- Fixed to allow access to Sysgen Bridge external floppy drives.

- No longer uses extended memory as this causes problems under Windows 3.1.

FDISK.COM 18,177 7-15-92 6:00a chksum C749

- Fixed Problems with ESDI disks > 512 MB where FDISK.COM saw part of the drive past 512 MB as bad sectors.

FORMAT.COM 15,633 7-15-92 6:00a chksum DAEE

- FORMAT /X/S now makes the hard disk bootable.
- FORMAT /S now sets the time and date of the system files to the same as the original system files.
- Using the /A option now beeps before the prompt for the disk label.

KEYB.COM 34,671 7-15-92 6:00a chksum 379D

- Fixed for Swedish keyboard.
- Cannot beep if already in beep routine.

RESTORE.COM 14,519 7-15-92 6:00a chksum F7BC

- Now allows continuation or start from any disk.
- No longer creates subdirectories with /S option if /R option also used.

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TITLE: CASTOFF ALL Kills Connections to Servers -
Requester
DOCUMENT ID#: FYI.P.4575
DATE: 06NOV91
PRODUCT: NetWare
PRODUCT VERSION: All versions

SUPERSEDES: NA

SYMPTOM

CASTOFF ALL causes the workstation to lose connections to all servers.

ISSUE/PROBLEM

Configuration:

Using NetWare Requester for OS/2 v1.3

After issuing a CASTOFF ALL command when a broadcast is received, it appears that the connections to all servers have been dropped. OS/2 then produce errors such as the following

```
|SYS1041: The name specified is not recognized as an  
internal or  
external command, inoperable program or batch file.
```

```
|SYS0319: The System cannot read message file  
OSO001.MSG.
```

SOLUTION

This problem is solved by applying the patches in NSD003.ZIP available on NetWire or NetWare Express.

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TITLE: "Unable to Get Connection Information 8801"
DOCUMENT ID#: FYI.P.4529
DATE: 25OCT91
PRODUCT: NetWare
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM

Error "Unable to get connection information 8801"

ISSUE/PROBLEM

Configuration:

- 3.04 IPX
- 3.22 NETX
- IBM 16/4 Token Ring cards v2.62 drivers
- Applications: WordPerfect, Symphony, OmniPro, Notify
- All sites had been set up with the Preferred Server option.

The user noticed the following error displays intermittently on the workstations at 15 different sites when the user logs out just before the prompt comes:

Error "Unable to get connection information 8801"

SOLUTION

NETX v3.26 or greater fixes this problem.

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TITLE: Workstation Losing Connection with Tiara
Cards - NetWare v2.2
DOCUMENT ID#: FYI.P.4498
DATE: 29OCT91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

Workstations losing connections

ISSUE/PROBLEM

Configuration:

- One server with Tiara a-pc16 revision 1.21 card in it (using trxnet)
- One PC and one PS/2 both with Tiara cards

If the PC logged in everything was fine, but as soon as the PS/2 logged in the PC lost its connection.

If the PC was rebooted, it displayed the following message:

A file server could not be found.

If the user rebooted the server, the PC could log back on. Also, if they took the PS/2 off the LAN the PC could reboot and log in fine. These workstations were also running OS/2.

SOLUTION

When the user replaced the Tiara cards with SMC cards, everything worked fine.

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TITLE: "Out of Available Memory" - Windows, NetWare
v3.11
DOCUMENT ID#: FYI.P.10499
DATE: 12NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After logging into the network and then entering Windows v3.1, the following error would be reported whenever the user clicked on the MSDOS icon:

Out of available memory.

ISSUE/PROBLEM

The path to COMMAND.COM was specified incorrectly in the PIF file associated with COMMAND.COM.

SOLUTION

After the user set this path correctly, the error disappeared.

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TITLE: "Cant Find File PS2\$RUN.OVL"
DOCUMENT ID#: FYI.P.10498
DATE: 12NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user tried to run SYSCON, the following message displayed:

```
Can't find file PS2$RUN.OVL...
```

After the message displayed, the user could not continue the execution of the program.

ISSUE/PROBLEM

The user had changed the short machine name to ps2.

SOLUTION

Solution 1: Copy IBM\$RUN.OVL to PS2\$RUN.OVL.

Solution 2: Change the short machine name.

FYI

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TITLE: RPRINTER Hangs and Loses Connection - DCA
Cards
DOCUMENT ID#: FYI.P.10497
DATE: 12NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

RPRINTER hanging and losing its connection

ISSUE/PROBLEM

RPRINTER was hanging. When the user rebooted the machine, it would not attach. The user had to unload the PSERVER.NLM to get it to connect. The user was using DCA cards on the workstation that had the problems.

SOLUTION

The user contacted DCA to get a newer version of their ODI driver. After the user installed the new drivers, the RPRINTER problems disappeared.

FYI

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TITLE: Creating Print Queues in PCONSOLE Sends GPPE
to Server
DOCUMENT ID#: FYI.P.10494
DATE: 12NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The server received GPPE errors when the user added print queues.

ISSUE/PROBLEM

The user could do anything in PCONSOLE except add print queues. When the user tried to add print queues, PCONSOLE prompted "please wait" while the server received an abend:GPPE.

SOLUTION

When the user used a new copy of SERVER.EXE, the problem went away.

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TITLE: Machine Hangs Running NSEPro from CD-ROM
DOCUMENT ID#: FYI.P.10493
DATE: 12NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Machine hangs running NSEPro from CD-ROM

When the user installs from CD-ROM onto the hard drive, everything worked fine. When the user tried to run the NSEPro from the CD-ROM, the first screen appeared and then the machine hung and the user needed to reboot the system.

ISSUE/PROBLEM

The user had the /E switch on the MSCDEX command in the CONFIG.SYS file.

SOLUTION

Take out the /E from the MSCDEX command switch in the CONFIG.SYS (this switch loads the CD-ROM buffers in upper memory.)

When the user removed the /E switch, there were no problems.

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TITLE: Losing Paths on Successive Logins
DOCUMENT ID#: FYI.P.10500
DATE: 13NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After each log in, the user would lose an additional part of the path specified in the AUTOEXEC.BAT.

ISSUE/PROBLEM

The user had PATH statement in AUTOEXEC.BAT and then had mapped some search drives in the system login script (MAP S1:= MAP S2:=).

PATH statements are set up as search mappings when logged onto the network starting with s1, s2, and so on. When you specifically MAP (S1:=), then you overwrite the existing search mapping (PATH).

SOLUTION

Doing a MAP INS on the search drives will push the existing statements down the line without overwriting. Using MAP INS S16:= will append the map statements to the end of the line without overwriting those at the beginning.

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TITLE: Long Machine Type Not Executing - AST

DOCUMENT ID#: FYI.P.10562
DATE: 16NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Setting Long Machine Type does not work.

ISSUE/PROBLEM

The user had assigned the LONG MACHINE TYPE the value AST. According to all documentation, six characters or less is the restriction. The value AST conformed to this and should have worked.

SOLUTION

When the user assigned a four-character value, the variable worked.

In the description for LONG MACHINE TYPE in the NetWare Version 3.11 Installation manual on page 334, it states "(six characters or less)." This statement is incorrect.

The current requirement is four to six characters, which is completely logical based on the character requirements for SHORT MACHINE TYPE.

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TITLE: "Error 0XFFF Mounting Media" - SBACKUP
DOCUMENT ID#: FYI.P.10560
DATE: 16NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The system displayed the following error after beginning the SBACKUP session:

Error 0xffff mounting media

The TSA.NLM was loaded and SBACKUP showed no errors until beginning the backup.

ISSUE/PROBLEM

Configuration:

Wangtek drive

The port specified in the DIBI2\$DV.DAT did not match the jumper setting on the controller.

This symptom will also occur for incorrectly specified DMA and IRQ settings.

SOLUTION

After the user changed the port specified, everything worked fine.

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TITLE: "Warning Enhanced Keyboard Not Found..." -
IBM 16/4 Adapter
DOCUMENT ID#: FYI.P.10559
DATE: 16NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11

SUPERSEDES: NA

SYMPTOM

When the user tried to load TOKENBM.COM, the system displayed the following message:

```
|Warning: enhanced keyboard not found. Assumed enhanced  
= yes. |
```

Also, the network interface card would not initialize without a NET.CFG even when using the default settings.

ISSUE/PROBLEM

Configuration:

■IBM 16/4 adapter II

The user did not have a NET.CFG file with "Enhanced yes" under link driver heading.

SOLUTION

When the user put "Enhanced yes" under link driver heading in NET.CFG, everything worked fine.

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TITLE: Workstation Hangs while Printing - RPRINTER
in Login Script
DOCUMENT ID#: FYI.P.10558
DATE: 16NOV92
PRODUCT: NetWare

PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

A workstation was hanging after issuing a CAPTURE and doing a DIR > LPT1. NPRINT worked just fine. The user was printing to a remote printer.

ISSUE/PROBLEM

The station the user was printing to (remote RPRINTER) was loading RPRINTER from its login script.

SOLUTION

After the user put the loading of RPRINTER into a batch file, the other station was able to print with no problems.

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TITLE: Machine Starts Other Programs when Exiting
Tasks
DOCUMENT ID#: FYI.P.10545
DATE: 17NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

When using <Ctrl>+<Alt>+ to exit the last task, the computer would start Windows or any other program.

ISSUE/PROBLEM

The problem was that TaskMAX was loading from within a batch file that used a SWITCH command (this will also happen with

a GOTO command). Examples batch files are shown below:

```
Examples:          SWITCH EXAMPLE  GOTO EXAMPLE
echo 1. Load Turbo C++ if "%boot%"=="TC" goto tc
echo 2. Load Win 3.1   if "%boot%"=="WIN" goto win
switch 1config,2config
:tc
:1configtaskmax
taskmax tc
tc          exit
exit       rem Add second "exit" here
rem Add another "exit" to here
:win
:2configwin
win        exit
exit
```

The problem is that TaskMAX keeps a copy of what is in resident in memory when it is loaded. When you unload the last task it returns to that copy. In this case, it returns to the batch file and for some reason bypasses the exit command and starts windows.

SOLUTION

Put two exit commands after the TaskMAX option in either of the examples above (as shown by the REM statements).

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```
TITLE:           Banner Still Printing with NB (no banner) in
CAPTURE Command
DOCUMENT ID#:    FYI.P.10115
DATE:           09OCT92
PRODUCT:        NetWare
PRODUCT VERSION: v3.11
SUPERSEDES:     NA
```

SYMPTOM

Even though the user had set the NB option in the CAPTURE command, all print jobs received a banner.

ISSUE/PROBLEM

The user discovered a BT option in the CAPTURE command.

SOLUTION

Removing the BT option suppressed the banner. The BT option enabled the banner because bannername is a valid option to enable and print a banner.

Note: An interesting fact about the CAPTURE command options is that the equal sign is not required in the syntax.

Example: The following command line will work fine:

```
Capture sprv-srvcomm qe33-hpiii-1 bewells ti10
```

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TITLE: NetBIOS Returned Error 8 during Command 92
DOCUMENT ID#: FYI.P.10374
DATE: 02NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

NetBIOS returned error 8 during command 92. The NetBIOS error code 8 is "Invalid local session Number."

ISSUE/PROBLEM

The symptom indicates that problem was either the workstation lost the session with the node or the session was never established and the application did not do the required checks to recognize the nonconnection.

The error was caused by a cabling problem.

SOLUTION

Replacing the cable solved the problem.

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TITLE: Users Lose Connections Loading PSERVER -
Interrupt Conflict
DOCUMENT ID#: FYI.P.10366
DATE: 02NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

Whenever the user loaded PSERVER, the following events occurred:

- The network users lost connections.
- The system displayed the following error:

Error receiving from network

- New workstation logins received the following message:

A file server could not be found.

- Compaq 386/20e file server
- Compaq (Conner) IDE drive

When the user booted to DOS 5.0 and ran VREPAIR.EXE, the file server rebooted itself.

SOLUTION

After booting to DOS 3.3, the file server did not reboot, and VREPAIR ran fine.

A patch is available for use when booting to DOS 5.0 before loading dedicated v2.2 NetWare or running VREPAIR. The patch is called ROMINT15.EXE and is found in 22DOS5.ZIP available on NetWare or NetWare Express. Run the patch if you boot to DOS 5.0 before loading a dedicated NetWare v2.2 NET\$OS.EXE or before running VREPAIR.EXE.

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TITLE: Information about PCKWIN.SYS
DOCUMENT ID#: FYI.P.10356
DATE: 30OCT92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

DR DOS documentation states that if you are using Windows 3.x with Super PC-Kwik, then you must have PCKWIN.SYS in the CONFIG.SYS file. The user reported that he saw no difference in behavior in Windows or Windows applications, whether he loaded PCKWIN.SYS or not.

ISSUE/PROBLEM

The user wants to know what PCKWIN.SYS does and why he did

not see any performance difference when it was used.

SOLUTION

PCKWIN.SYS makes Super PC-Kwik use the same kind of application memory lending method that SmartDrive uses. Therefore, when Super PC-Kwik needs to lend memory to Windows applications, the user cannot tell that the memory is not being lent by SmartDrive. In fact, in the MEM display, PCKWIN.SYS is reported as SMARTAAR.

PCKWIN.SYS is not needed if memory lending is turned off in Super PC-Kwik. The user did not see any difference in performance because he was not using lending.

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TITLE:	Hidden Files Created by DR DOS
DOCUMENT ID#:	FYI.P.10401
DATE:	04NOV92
PRODUCT:	DR DOS
PRODUCT VERSION:	v6.0
SUPERSEDES:	NA

SYMPTOM

NA

ISSUE/PROBLEM

The user wanted to know about certain hidden files--where they came from and what they were. The files' names were OLDBOOT.UI (and some others with UI extensions) and OLDMRB.BIN. They were all in the root directory.

SOLUTION

OLDBOOT.UI and any file with a UI extension are created at

installation time if you select to save the old operating system. UI stands for UnInstall. If any of these files gets deleted, UNINSTALL will not function correctly.

OLDMBR.BIN gets created when you use FDISK to rewrite the Master Boot Record (MBR). The old record is saved in this file so you can restore the original master boot record.

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TITLE: Watchdog Timing Out Workstations - Addressing Problems
DOCUMENT ID#: FYI.P.10400
DATE: 04NOV92
PRODUCT: NetWare
PRODUCT VERSION: All Versions
SUPERSEDES: NA

SYMPTOM

Every 15 minutes, all the workstations started getting disconnected from the network by watchdog.

ISSUE/PROBLEM

Configuration:

- Four servers with two LAN cards in each server
- LAN A was a thinnet backbone.
- Each server's LAN B went out to a twisted pair network of workstations.

The problem was caused by addressing conflicts. The user thought all the LAN B net addresses could be the same because they were on different servers.

SOLUTION

Making the net address unique fixed the problem.

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TITLE: Restoring Only Binderries after NBACKUP
DOCUMENT ID#: FYI.P.10390
DATE: 03NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

After doing a full server backup with NBACKUP, how do you restore only the bindery?

SOLUTION

1. In the "Restore" options under "restore the bindery" option, select YES.
2. In "directories to exclude" option list each volume name (SYS:). If you specify "sys:*, " "sys:*.*, " "sys:*, " or any combination of those three instead of just "sys:," you will still get all directories.

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TITLE: Options 4 and 5 Not Available during FDISK
DOCUMENT ID#: FYI.P.10386
DATE: 03NOV92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

The user did not have option 4 "display logical drives in extended partition" or option 5 "rewrite master boot record" available when he ran FDISK.

ISSUE/PROBLEM

Because the user was using system security, his disk was secure. Options 4 and 5 are not available when system security is enabled. They do not even show up when running FDISK.

SOLUTION

When the user disabled security, both options were then available.

Note: The option to rewrite master boot record is only available in FDISK dated 12-91 or later.

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TITLE: Workstations Hang - D-Link Cards
DOCUMENT ID#: FYI.P.10380
DATE: 03NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11

SUPERSEDES: NA

SYMPTOM

The first workstation could log in and perform normal network tasks. As soon as a second workstation loaded the shell (version irrelevant), both workstations hung but the server remained functional. The workstation would have to reboot. It did not matter which station logged in first; as long as a second workstation loaded its shell, the symptom occurred.

ISSUE/PROBLEM

Configuration:

- New NetWare v3.11 installation on a 486/33 clone
- Twisted pair backbone (one concentrator)
- D-LINK DE-220 cards

The D-LINK DE-220 cards have software configurable MAC addresses. This user's particular batch of cards all had the same MAC address, 00000000.

SOLUTION

When the user changed the MAC addresses, all workstations could log in fine.

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TITLE: Unable to Change Paper for Different Print
Jobs
DOCUMENT ID#: FYI.P.10431
DATE: 05NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM

Print jobs sent to a queue serviced by a plotter would print one right after another and not allow paper to be changed as needed.

ISSUE/PROBLEM

When sending print jobs to a plotter through a print queue, the jobs in the queue are being serviced one right after the previous. This does not allow any time for the paper to be changed. The next print job begins to plot over the previous.

SOLUTION

Solution 1: Set up two queues: one for holding the jobs, and another for servicing the jobs.

Result: Having two queues would require a print queue operator to copy the jobs manually from the second queue to the first as desired to allow changing of paper between jobs.

Solution 2: Set the queue service mode to the "Service only currently mounted form" option and the form to something other than the form used by the plotter jobs. This can be done temporarily through the "status/control" option or permanently through the "printer configuration" screen.

When a job is then sent to the queue, it will sit there without giving error messages. When the operator wants to let the job "go" for printing, use the "Current Print Job Entries" option to bring up the list of jobs in the queue. Press <Enter> on the job of interest and highlight the Form: option to change the form to the one being serviced by the printer.

Result: The job will then be sent to the printer (plotter in this case), be removed from the queue when completed, and the paper can then be changed for the next job. An error does come up when the job is printed that states something to the effect that the specified print server for this job is unknown, However, the error is cosmetic and does not causes problems.

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TITLE: Multiple Drives Recognized by INSTALL
DOCUMENT ID#: FYI.P.10412
DATE: 05NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When the user tried to partition the drive from INSTALL, 10 drives appeared.

ISSUE/PROBLEM

Configuration:

- Adaptec 1542b
- Conner SCSI drive

The user had both the HBA and the drive set to SCSI ID 7.

SOLUTION

Address 7 is usually reserved for the HBA so this was not changed. When the user changed the SCSI ID, INSTALL recognized only one drive.

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TITLE: Using NetWare Tools to Automatically Log into Server
DOCUMENT ID#: FYI.P.10389
DATE: 03NOV92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v2.0
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The user wanted to use NetWare Tools to automatically log into a server and do commands such as MAP drives or CAPTURE printers when he turned on the machine.

SOLUTION

Use the following steps to use NetWare Tools to automatically log into a server and do the desired commands:

1. Open the "Startup" folder found in the "OS/2 System" folder.
2. Open the "Templates" folder and drag a Program icon to the "Startup" folder. This will open the settings notebook for the new icon.
3. Click on the "Sessions" option.
4. Click on the "Startup Minimized" option.
5. Click on the "Program" option.
6. In the "Path and file name:" box, type <path>\NWTOOLS.EXE
7. In the "Parameters" box, type the name of the settings file (.NWS) you want to use at startup.
8. In the "Working Directory", type the path to the directory where NetWare Tools and the NWS files are stored

(usually C:\NetWare).

9. Click on the "General" option.
10. In the "Title" box, type NetWare Tools.
11. Double click on the upper left corner of the window.

You now have an icon that will pop up a login dialogue each time you start the machine. NetWare Tools will minimize to the desktop or the Minimized Window Viewer after you type your password and press <Enter>.

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TITLE: Using System Attribute to Flag File to
Inhibit Copying
DOCUMENT ID#: FYI.P.10448
DATE: 06NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The user wanted to know how to flag a file so that it could not be copied by NCOPY or COPY.

SOLUTION

Flag the file with the SYSTEM attribute.

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TITLE: NetBIOS Abend: Active NCB Repassed to NetBIOS
DOCUMENT ID#: FYI.P.10447
DATE: 06NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When NetBIOS ends a Datagram session, the following error occurs:

NetBIOS abend: active NCB repassed to NetBIOS.

ISSUE/PROBLEM

Configuration:

NETBIOS v3.01F

When programming for use with NetBIOS, a data structure is created that is the NetBIOS Control Block structure; hence the NCB occurred in the error message.

The IBM NetBIOS uses two unsigned characters in this structure called retCode (return code) and cmdCplt (command completion code). In the IBM NetBIOS, these two fields always reflect the same data; and coders will often check the retCode to see if the NetBIOS is complete. The problem is that the coders should be checking the cmdCplt field for completion. The Novell NetBIOS follows the rules and uses the cmdCplt field to store whether or not the NetBIOS is done. If the cmdCplt is 0xFF, then the command is pending. If cmdCplt is anything else, then the command is done.

The problem rises when the user switches to the Novells

NetBIOS. Novell uses the retCode field to store information while NetBIOS is running. If the programmer checks this field instead of the cmdCplt for completion, then the above error will occur.

SOLUTION

When the user changed the code to check the cmdCplt for completion, the error message did not occur.

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TITLE: "Unable to Complete Operation, Read Error" -
NSEPro
DOCUMENT ID#: FYI.P.10440
DATE: 06NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

"Error, Unable to complete operation, read error"

ISSUE/PROBLEM

When trying to search on anything after loading the NSEPro, it would get the error message:

Error, Unable to complete operation, read error

SOLUTION

After the user reinstalled the NSEPro, everything worked fine.

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TITLE: Memory Is Full Message Executing Lotus Add-on Product
DOCUMENT ID#: FYI.P.10439
DATE: 06NOV92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

When the user tries to execute a Lotus add-on product, the system displayed the following message:

Memory is full

ISSUE/PROBLEM

The user had the following line in the AUTOEXEC.BAT file:

```
memmax -u -l
```

SOLUTION

When the user removed the -l from the command, everything worked fine.

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TITLE: Cannot Recognize Files with Windows File
Manager after Upgrade
DOCUMENT ID#: FYI.P.10438
DATE: 06NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After upgrading from a NetWare v2.15 to v3.11 operating system, the system was unable to recognize files when using Windows v3.0 File Manager utility.

ISSUE/PROBLEM

The files could be recognized from DOS or from the DOS prompt in Windows. Only the workstations that had 3Com TokenLink cards experienced the problem.

The problem still existed even after the user tried IPX v3.10, NETX v3.26, and the latest Token-Ring drivers to date (v2.63 from TOKENB.ZIP).

SOLUTION

The user finally solved the problem by using an older version of the Token-Ring drivers. The user used the following files:

IPX.OBJ	v3.10	
NETX.COM	v3.26	
STOKEN.OBJ	v2.41	(shipped with NetWare v2.15c)
STOKEN.LAN	v2.41	(shipped with NetWare v2.15c)

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TITLE: Btrieve Applications Able to Modify Read Only
Files
DOCUMENT ID#: FYI.P.10432
DATE: 09NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

Btrieve applications able to modify read only files.

ISSUE/PROBLEM

If a file had been flagged read only, a Btrieve application was still able to modify and change the file.

SOLUTION

Brequest v6.0 fixes this problem. This product can be obtained from Novell Austin, phone number 512-346-8380.

FYI

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TITLE: Running ViewMax Locks Computer
DOCUMENT ID#: FYI.P.10454
DATE: 09NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

When the user tried to run ViewMax, it locks the computer.

ISSUE/PROBLEM

The user was loading an anti-virus executable called VDEFEND.EXE that came with PCTools v7.1. The user was loading VDEFEND.EXE through CONFIG.SYS, and this conflicted with ViewMax from DR DOS v6.0.

SOLUTION

When the user took VDEFEND.EXE out of the CONFIG.SYS, it allowed ViewMax to work just fine.

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TITLE: Unable to Read Address Default - Colorado
Tape Unit
DOCUMENT ID#: FYI.P.10471
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM

The user was changing from a NetWare v2.2 nondedicated server to a dedicated server on another machine. He backed up the nondedicated server using a Colorado tape backup unit. When the user generated the new server and restored the data and binderies, the following error displayed on the tape backup unit:

Problems restoring rights

After the above error occurred, the user could not log into the server. SLIST showed the server; but when he tried to log in, the system displayed the following messages:

```
<servername> unknown file server
```

```
Unable to read address default
```

ISSUE/PROBLEM

The errors were caused by corrupt binderies.

SOLUTION

The user used BINDKILL to destroy the binderies. Then after he recreated them manually, everything worked fine.

FYI

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TITLE: Workstation Hangs Running ATTACH, LOGIN, MAP
or SLIST
DOCUMENT ID#: FYI.P.10469
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

The user installed the requester and had rebooted the COMPAQ to get attached so he could install the server utilities. Immediately after the user installed the NetWare requester, the OS/2 workstation hung when the user tried to run ATTACH, LOGIN, MAP, or SLIST from a OS/2 full screen.

ISSUE/PROBLEM

Configuration:

- NetWare Requester for OS/2 v2.0
- Compaq 50 MB machine
- Running OS/2 2.0 and extended services
- 16/4 Token-Ring adapter

The Compaq machine was shipped with a video adapter called QVision. The setting for this card defaults to interrupt line 2. This interrupt conflicted with 16/4 card that was also set to interrupt line 2.

SOLUTION

When the user changed settings on Token-Ring card to interrupt line 3, everything worked fine.

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TITLE: NETX.COM Negating MODE.COM Setting
DOCUMENT ID#: FYI.P.10198
DATE: 22OCT92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

NETX.COM negates MODE.COM settings

ISSUE/PROBLEM

The user uses the following mode commands:

```
mode com2,9600,n,8,1
mode lpt2:=com2:
```

This works fine until he loads NETX. After loading NETX, the mode command does not work.

The user has an AUTOEXEC.BAT file with the following:

```
MODE LPT2 = COM2
NETX
NETX -U
NETX
```

The user has an application that prints to LPT2 and needs to print to serial port, COM2, where the printer is hooked up. If the user executes mode command, LPT2 is redirected to COM2. When the user executes NETX.COM, the redirection is broken. When the user unloads NETX.COM and then reloads it, redirection is fine.

SOLUTION

Put the following command line in the NET.CFG file:

```
Set Local Printers = 2
```

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```
TITLE:          "File Server Not Found" ELS NetWare - Upgrade
to DOS 5.0
DOCUMENT ID#:   FYI.P.10216
DATE:          21OCT92
PRODUCT:        NetWare ELS Level I
PRODUCT VERSION: v2.12
SUPERSEDES:     NA
```

SYMPTOM

"A file server could not be found"

ISSUE/PROBLEM

The user had been trying to upgrade the workstations' shells and the workstations to DOS 5.0. When he tried to log in to

the server, the system displayed the following error at the workstation:

A file server could not be found

SOLUTION

After the user shut down the sever and brought it back up, the user could log in to the server from all workstations including the workstation with DOS 5.0 on it.

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TITLE: Problems Setting Up DOS Variables Install
NetWare MHS
DOCUMENT ID#: FYI.P.10171
DATE: 16OCT92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Problems setting up DOS variables

ISSUE/PROBLEM

The user was installing Message Handling Service (MHS) on a server and was having problems setting up the DOS variables. MHS calls for a mapping variable (MV) to be set to the root (SYS:) of the file server.

Example: DOS SET MV="PRV-MAIL-CORP/SYS:

The user had f: drive mapped to USERS/USERNAME and wanted to use the DOS SET MV="f:\" statement. When they did a DOS SET

MV="f:\\" command, it would not set MV equal to the root of the volume (SYS:). The system displayed the following error:

Script Error: Line contains no end quote

SOLUTION

DOS SET MV="f:\\" sets MV equal to the root of the volume (SYS:).

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TITLE: "R6003 Divided by Zero"
DOCUMENT ID#: FYI.P.10169
DATE: 16OCT92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

The workstation with VGA card and NE2000 gets error message "R6003 divided by zero" and hangs.

ISSUE/PROBLEM

When the user configured a VGA card in a 16-bit mode and the NE2000 card with default option interrupt line 3 and I/O of 300h, the workstation hung and displayed the following message:

R6003 divided by zero

SOLUTION

Reconfiguring the VGA card to the 8-bit mode solved the problem.

FYI

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TITLE: ECB Statistics Being Incremented for 90
Percent of Packets Received
DOCUMENT ID#: FYI.P.10136
DATE: 14OCT92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

"No ECBs available" statistic incrementing

ISSUE/PROBLEM

Some applications allow workstation statistics to be viewed. One of the statistics is "No ECBs available." Some users are reporting that this statistic is being incremented for 90 percent or more of the packets received at the workstation. This is not a problem.

The LAN driver at the workstation requests an Event Control Block (ECB) from IPX whenever it receives a valid packet from the LAN board. The LAN driver passes a parameter containing the destination socket to IPX when requesting the ECB. If there is not an open socket at the workstation matching the destination socket, then IPX reports back to the LAN driver that there are no ECBs available for that socket. This will increment the "No ECBs available" counter and the LAN driver will discard the packet.

For example: Routing Information Protocol (RIP) and Service

Advertising Protocol (SAP) broadcasts will be given to the workstation LAN driver as valid packets. A workstation will not have an open socket matching the RIP and SAP packets because it is not a router. These packets will increment the "No ECBs available" counter at the workstation. Therefore, on large networks a large percentage of packets received will increment the "No ECBs available" counter. The percentage will vary depending on the usage of the workstation.

SOLUTION

NA

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TITLE: TaskMAX Cut and Paste Not Working with
GeoWorks
DOCUMENT ID#: FYI.P.10132
DATE: 14OCT92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

The user was attempting to use TaskMAX's cut and paste option with GeoWorks Pro. When he brought up the menu, that option was grayed out as if it was not available.

ISSUE/PROBLEM

This problem was supposed to have been resolved with the 12-91 update.

SOLUTION

After the user manually copied the 04-92 files, the cut and

paste feature worked fine.

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TITLE: FILER Hangs Selecting "Who Has Rights Here"
DOCUMENT ID#: FYI.P.10101
DATE: 13OCT92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Workstation hangs

ISSUE/PROBLEM

FILER hangs the workstation when selecting the "who has rights here" option.

SOLUTION

An option in FILER allows you to find out who has rights in a directory, like TLIST. Sometimes, especially if you have Network File System (NFS) loaded, the workstation hangs when you select the mentioned option. The reason is that sometimes, depending on how much information is called by the option, the workstation runs out of memory and hangs.

Because Novell's utilities just use base memory, there is a limitation on most of our utilities. For example, NDIR has the same problem. The OS/2 version of FILER does not have the problem.

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TITLE: "SYS\$MSG.DAT File Can Not be Found" - FILER
DOCUMENT ID#: FYI.P.10096
DATE: 13OCT92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

If the user was in the PUBLIC directory, then FILER would work. If the user was in any other directory, the following error message appeared:

SYS\$MSG.DAT file can not be found

ISSUE/PROBLEM

The user had a pathmode=2 and a search mode=2 in the NET.CFG file.

SOLUTION

After the user changed the search mode to 1, the system booted and worked fine.

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TITLE: XTREE for Windows and DR DOS Problems
DOCUMENT ID#: FYI.P.10094

DATE: 13OCT92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The user could not get XTREE for Windows to run with DR DOS v6.0 and was wondering if this was because of a compatibility issue.

SOLUTION

Executive Systems (maker of XTREE) said the problem was not specific to DR DOS and that users could also have problems with other memory managers using the new XTREE for Windows, even using MS DOS or PC DOS.

Executive Systems has a fix available on their BBS or on CompuServe. Their BBS number is (805)546-9150 and the filename is XTWFIX01.EXE.

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TITLE: Supported Devices under HP-DIBI - SBACKUP
DOCUMENT ID#: FYI.P.10100
DATE: 13OCT92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

Devices listed in SBACKU.TXT file

SOLUTION

A file on NetWire named SBACKU.TXT lists all devices supported under SBACKUP. This list is valid if a driver from B/R driver kit is used (using TAPEDC00). However, if you are selecting HP-DIBI, this list is not a valid list. The only devices that are supported under HP-DIBI are WANGTEK, ARCHIVE, and HP DAT devices. It does not mean other devices do not work when using HP-DIBI but these are the only ones Novell supports.

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TITLE: DR DOS Backup Command - Backup Hard Drive to
Network
DOCUMENT ID#: FYI.P.10148
DATE: 12OCT92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

The user wanted to know how to backup a local hard drive to the network.

SOLUTION

Map root the target drive on the network where the backup

files will be placed.

Example: MAP ROOT F:=SYS:USERS\JOHN

Ensure the DRDOS directory is in your current path.

At F:> prompt, type BACKUP C:\ F: /S

C:\ is the source drive.

F: is the map root drive on the file server.

/S is switch to copy all sub-directories.

BACKUP will create a BACKUP directory in the JOHN directory and copy BACKUP.001 and CONTROL.001 to the SYS:USERS\JOHN\BACKUP directory.

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TITLE: INDISK.ZIP File to NetWire and NetWare
Express
DOCUMENT ID#: FYI.P.10116
DATE: 12OCT92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

This FYI concerns the INDISK.ZIP file that is available on NetWire or NetWare Express.

This program is intended for all number-of-user versions of a NetWare v3.11 operating system. INDISK.ZIP contains INDSKFIX.EXE that changes the SERVER.EXE file on the disk to

fix the following message:

```
|Abend: The sleeping process was prematurely awakened
during Delay.|
```

SOLUTION

NA

FYI

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TITLE: Invalid Command in CONFIG.SYS - DR DOS
DOCUMENT ID#: FYI.P.10114
DATE: 12OCT92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

"Invalid command in CONFIG.SYS"

ISSUE/PROBLEM

When the user booted the computer, the system displayed the following message:

```
Invalid command in CONFIG.SYS
```

The user put question marks in front of all the lines in the CONFIG.SYS and could not locate any lines that were causing the error. It turned out he had two blank lines in the

CONFIG.SYS.

SOLUTION

When the user removed the blank lines, the error disappeared.

More likely than just blank lines causing problems is the chance that there may have been some "invisible" control characters on those lines, possibly from some text editor used that did not save in ASCII mode. There have been numerous cases like this.

After hearing this possibility, one user brought up the file in a hex editor and the control characters were visible.

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TITLE: Print Server Prompting for Password
DOCUMENT ID#: FYI.P.10110
DATE: 12OCT92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

When loading PSERVER.NLM, the system prompts for user password on file server <servername.>

ISSUE/PROBLEM

The wrong print server name was specified when the user loaded the print server.

SOLUTION

When the user put in the correct name, everything worked

fine.

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TITLE: "Error Writing to Device" - NetWare v2.15c
DOCUMENT ID#: FYI.P.10077
DATE: 09OCT92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM

The system started displaying the following error at the workstations and the console:

Error Writing to Device

The user had just increased the directory entries to the maximum limit.

ISSUE/PROBLEM

The user's disk was getting full.

SOLUTION

Adding more hard drive space or decreasing the directory entries solved the problem.

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to Novell. Novell makes every effort within its means to verify this information. However, the information provided in this document is FOR YOUR INFORMATION only. Novell makes no explicit or implied claims to the validity of this information.)

TITLE: "Internal Error Code 001" - DR DOS, DeskLink
DOCUMENT ID#: FYI.P.10049
DATE: 08OCT92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

While the user was running DR DOS v6.0 and attempting to load or run DeskLink from Traveling Software, the system displayed the following error and returned the user to the DOS prompt.

Internal Error Code 001

No variation in memory management, drivers, or DR DOS file dates affected the symptom. DeskLink worked fine under MS DOS 3.3, 4.01, Compaq 3.31, PC DOS 3.30; not tested under MS DOS 5.0.

ISSUE/PROBLEM

DeskLink reportedly assumes that certain information is stored at a particular address that is valid under MS-DOS or PC-DOS but is not valid under DR DOS.

SOLUTION

DeskLink was discontinued by Traveling Software, and for several years now they have not supported it. Instead, they recommend users use LapLink that is compatible with DR DOS.

FYI

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TITLE: "Unable to Log in to Profile Server" NNS
DOCUMENT ID#: FYI.P.10062
DATE: 08OCT92
PRODUCT: NetWare Naming Service
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM

The system displayed the following message:

Unable to log in to profile server.

The user said that SLIST and track ON let all four servers recognize each other; however, the user could not log in to the default server. The user also said that the server, which he could not access, kept changing. It was not always the same server.

ISSUE/PROBLEM

When the user checked the internal net numbers of the servers, two of them were the same.

SOLUTION

After the user made the internal net numbers unique, everything worked fine.

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TITLE: Unable to Disable "Keep Alive" Function of

NetBIOS

DOCUMENT ID#: FYI.P.10061
DATE: 08OCT92
PRODUCT: NetWare
PRODUCT VERSION: NetBIOS
SUPERSEDES: NA

SYMPTOM

How to disable "Keep Alive" function of NetBIOS

ISSUE/PROBLEM

Can the "Keep Alive" function of NetBIOS be totally disabled? It has parameters, but the user wanted it OFF.

SOLUTION

The answer is no.

FYI

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TITLE: DR DOS Booting Up to IBM Basic
DOCUMENT ID#: FYI.P.10019
DATE: 07OCT92
PRODUCT: DR DOS
PRODUCT VERSION: v6.0
SUPERSEDES: NA

SYMPTOM

When user booted with the DR DOS INSTALL diskette, the machine went into IBM Basic. The machine would not boot off the floppy diskette.

ISSUE/PROBLEM

The user verified that the diskette was inserted in drive A:

and the drive door was closed. The user was using an IBM computer (the machines where IBM basic sits in ROM in case booting up with floppy does not work). The user was using high-density diskettes in a computer that could not read them. It did not ever give any error and just went into IBM Basic.

SOLUTION

The solution is to use low-density diskettes for that machine.

FYI

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TITLE: Diskless Workstations Will Not Boot - CNET
2000
DOCUMENT ID#: FYI.P.10026
DATE: 07OCT92
PRODUCT: NetWare
PRODUCT VERSION: 286
SUPERSEDES: NA

SYMPTOM

After the user switched from using an 8-bit card to a 16-bit card in the file server, he could not boot the diskless workstations.

ISSUE/PROBLEM

Configuration:

File server NIC is a CNET 2000.

According to CNET documentation that is sent with the card, you cannot have a SHELL.CFG on the diskette from which NET\$DOS.SYS is created.

SOLUTION

After the user regenerated NET\$DOS.SYS without a SHELL.CFG, he could boot the remote workstations.

FYI

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TITLE: Steps for Loading RPRINTER on OS/2 2.0
DOCUMENT ID#: FYI.P.10022
DATE: 06OCT92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v2.0
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

What are the steps to loading RPRINTER on OS2 2.0?

SOLUTION

1. Ensure you are using the RPRINTER from NSD201.ZIP available on NetWire or NetWare Express.
2. Set up a remote printer in PCONSOLE.
3. Drag a printer template from the template object and define it as LPT1 or whatever, and pick the driver for the printer to be used.
4. Double click on the Novell object.
5. Double click on the RPRINTER object.
6. Click on "CONFIG."

7. Click on the setup default.
8. Click on "Add."
9. Type the PSERVER name.
10. Type the printer number on the "printer name" field.
11. Click on "Load" on Startup.
12. Exit out of RPRINTER.

The next time you click on RPRINTER, it will automatically load RPRINTER.

Also, if you CAPTURE to a queue from the same machine, do not use the same LPT port for the CAPTURE. If you do, the job goes into a loop bouncing between the queue and the workstation.

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TITLE:	"Hard Error Flushing Network Send Buffer"
DOCUMENT ID#:	FYI.P.10510
DATE:	13NOV92
PRODUCT:	NetWare
PRODUCT VERSION:	All versions
SUPERSEDES:	NA

SYMPTOM

The SQL server received the following message:

Hard error flushing network send buffer

ISSUE/PROBLEM

Configuration:

Using NetWare Requester for OS/2 v1.3

The above error would sometimes hang the SQL server. At other times, the error would just appear in the SQL error log.

SOLUTION

After the user upgraded the Microsoft SQL server from v1.1 to v4.2, the symptom disappeared.

FYI

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TITLE: "Shared RAM Is Not on Correct Boundary"
DOCUMENT ID#: FYI.P.10501
DATE: 13NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.10
SUPERSEDES: NA

SYMPTOM

The user's system displayed the following message when loading IPX:

Shared RAM is not on correct boundary.

ISSUE/PROBLEM

Configuration:

Using an IBM 16/4 Token-Ring card

Shared RAM was set to 64 KB.

SOLUTION

When the user switched back to 16 KB, IPX loaded without displaying the error.

FYI

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TITLE: Unable to Log in Applying TOKENDMA.LAN to New
Disk Controller
DOCUMENT ID#: FYI.P.10472
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

The user added a new disk controller and the WORMROFX.NLM (in 311PT9.ZIP on available on NetWire or NetWare Express) patch to the operating system. After adding these items, all workstations could recognize the server but could not log into the server.

ISSUE/PROBLEM

Configuration:

Using TOKENDMA.LAN with a 16/4 busmastering card

The system was sending but not receiving packets. There were 0 packets received in LAN statistics. The problem still existed after the user took out the new controller.

SOLUTION

After the user upgraded to TOKENDMA.LAN v3.13 contained in TOKENB.ZIP available on NetWire or NetWare Express, the symptoms disappeared.

FYI

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TITLE: Upload of IPXLSL.ZIP
DOCUMENT ID#: FYI.P.10465
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

This FYI concerns IPXLSL.ZIP available on NetWire or NetWare Express. IPXLSL.ZIP includes IPXODI.COM (v2.00) and LSL.COM (v2.00) for NetWare v2.2 and v3.11 operating systems.

IPXODI.COM has been modified to support the IPXOpenLookAheadSocket API plus previous fixes.

LSL.COM fixes a problem that occurs while running LSL.COM and Norton's anti-virus program plus previous fixes.

SOLUTION

NA

FYI

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TITLE: Abend GPI, NetWare v2.15c - User Defined
Drive
DOCUMENT ID#: FYI.P.10470
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM

The user changed boxes from a 386 25 to a 486 33 and replaced the same hardware that was working in the 386 box into the 486 box (wd10007v-se2 ESDI controller with Thomas-Conrad Arcnet network interface card). At start up, the system displayed the following error:

Abend: GPI Running process Muxprc

ISSUE/PROBLEM

The drive type was set to "user defined" in the drive setup.

SOLUTION

After the user changed the drive type from "user defined" to "1" in the CMOS, everything worked fine.

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TITLE: CWORDHY Utilities Hang Machine with Screen at
132 Column Mode
DOCUMENT ID#: FYI.P.10464
DATE: 10NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

If the user sets the screen to 132 column mode and runs any CWORDHY utility such as FILER or SYSCON, it hangs the machine.

ISSUE/PROBLEM

CWORDHY does not support 132 column mode.

SOLUTION

CWORDHY utilities will support 25 or 50 lines in 80 column mode.

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TITLE: "A File Server Could Not Be Found" and Packet
Rate Problems - NETX.COM
DOCUMENT ID#: FYI.P.10479
DATE: 11NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Problems running NETX.COM v3.22

ISSUE/PROBLEM

While using NETX.COM v3.22, the user experienced the following problems:

1. Workstations received the following message when using preferred server

A file server could not be found

2. Workstations started sending out a stream of packets at 2500 a second.

SOLUTION

1. NETX.COM v3.26 solved the problem of not finding a file server.
2. The user said the problem of the packets being sent at 2500 per second was due to a bug in Attachmate's Extra for Windows v3.20. The user got the solution from Attachmate.

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TITLE: NPRINT Returns Illegal Flag or Parameter
Error
DOCUMENT ID#: FYI.P.10433
DATE: 06NOV92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

While trying to NPRINT a file directly to the queue (NPRINT xxxxx S=yyyyyy Q=zzzzz), the system returned an error that said something about an illegal flag or parameter in the

command syntax.

ISSUE/PROBLEM

The user found NPRINT.COM and NPRINT.EXE in the PUBLIC directory.

SOLUTION

After the user deleted the NPRINT.COM, everything worked.

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TITLE: DR Multi-user DOS Hangs Loading NETM on Model
70
DOCUMENT ID#: FYI.P.10449
DATE: 06NOV92
PRODUCT: DR Multi-user DOS
PRODUCT VERSION: v5.1
SUPERSEDES: NA

SYMPTOM

When running an I/O intensive application from NetWare in DOS Session 1 or 2 and the user switched to Session 3 or 4 and loaded NETM, the workstation (PS/2 Model 70) locked.

ISSUE/PROBLEM

When the user tried using an NE/2 instead of 3C523 card, the system worked fine.

SOLUTION

After the user updated the 3C523 driver to v2.3 and placed the 3C523 card back in, the hanging disappeared.

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TITLE: Diskless PS/2 Machines Hang Running Reference
Diagnostics
DOCUMENT ID#: FYI.P.10418
DATE: 05NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

The user was running REFERENCE from a boot image file on the server. Everything worked fine until the REFERENCE diagnostics was attempted. The diskless workstation hung and had to be cold booted.

ISSUE/PROBLEM

The IBM Reference diagnostics invokes the @E0000.DGS adapter diagnostics program (included on IBM REFERENCE diskette). This @E0000.DGS program did a Token-Ring adapter reset. This caused Novell's TOKEN.RPL code, which was sitting in workstation RAM at the time, to lose control of the adapter. After finishing execution of the @E0000.DGS program, the reference diagnostics tried to load the next diagnostics routine that TOKEN.RPL tried to provide but could not because TOKEN.RPL could no longer access the reference boot image on the file server.

SOLUTION

The @E0000.DGS program needs to check to see if the adapter is already initialized before resetting it. If already initialized, the adapter should not be reset.

Novell contacted the IBM software engineer who wrote @E0000.DGS. He said if reference diagnostics is being run from a boot image on a file server already, then this

constitutes a much more thorough adapter diagnostics than what @E0000.DGS performs. Novell was willing to conference with IBM to help them change their code; however, the IBM engineer opted not to change the @E0000.DGS code.

Novell recommends the following solutions to users:

1. Delete the @E0000.DGS file from the working copy of the REFERENCE diskette. Then, if the user chooses to run reference diagnostics from a boot image, the adapter diagnostics routine will not execute. The other diagnostic programs will run fine.

2. If the latest REFERENCE diskette is being used, the user can select from the diagnostics menu not to run the adapter check routine.

3. (If there are any other problems relating to running reference from a boot image, (such as workstation hangs when changing I/O Port, Shared RAM, or primary/alternate settings) try running reference from a file server subdirectory instead of from a boot image using the following steps:

- a. Create a subdirectory off the LOGIN directory (REF). Copy the entire contents of the REFERENCE diskette into this REF subdirectory. You may want to delete the @E0000.DGS file out of the REF subdirectory in case diagnostics needs to be run.

- b. Then, create a boot image that loads COMMAND.COM, LSL.COM, TOKEN.COM, IPXODI.COM, and NETX.COM. This will get the workstation attached to the file server's login directory.

- c. Log into the server as SUPERVISOR and change directories into the REF subdirectory.

- d. Then type COMMAND<ENTER> at the prompt. This will bring up the PS/2 REFERENCE program and reference can be run from the REF subdirectory.

This procedure seems to have cleared up additional problems related to configuring adapters from a boot image reference diskette.

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TITLE: Upload of VRPELS.ZIP
DOCUMENT ID#: FYI.P.10421
DATE: 05NOV92
PRODUCT: NetWare ELS Level I and Level II
PRODUCT VERSION: v2.12, v2.15c
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

This FYI concerns VRPELS.ZIP available on NetWire or NetWare Express.

ELS users who have drives larger than 260 MB may have volumes that begin after the first 256 MB of the hard drive. The VREPAIR.EXE that shipped with ELS does not properly repair drives with volumes starting after the first 256 MB on the drive. These files are different ELS disk drivers linked with the latest VREPAIR.OBJ (also known as VRP215.ZIP).

SOLUTION

NA

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TITLE: "Disk Not Formatted for NetWare Network" -
Stoned Virus
DOCUMENT ID#: FYI.P.10403
DATE: 04NOV92
PRODUCT: NetWare ELS Level II
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM

When the user booted the server, the system displayed the following error:

Disk not formatted for NetWare network

When running VREPAIR, the system displayed an error about the NetWare drive stamp missing.

ISSUE/PROBLEM

This message is usually attributed to hardware but in this case the STONED virus was found that overwrites parts of track 0. The changes to track 0 could be seen when using NetUtils and comparing the infected track with a good track on another server.

SOLUTION

After the user cleaned off the virus, everything went back to normal.

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TITLE: "Program Initialization Failure" -

PSERVER.EXE

DOCUMENT ID#: FYI.P.10395
DATE: 04NOV92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

The user was trying to set up a dedicated print server with PSERVER.EXE that would run from the local drive instead of logging in to the file server first. After executing PSERVER (PserverName), the system returned the following error:

Program Initialization Failure

ISSUE/PROBLEM

Configuration:

- Using PSERVER.EXE v1.21
- Files copied to the local drive; IBM\$RUN.OVL, PSERVER.EXE, SYS\$ERR.DAT, SYS\$HELP.DAT and SYS\$MESSG.DAT.
- SPX Connection were set to 60 in the SHELL.CFG or the NET.CFG.

In the AUTOEXEC.BAT, the user was just loading IPX.COM and then PSERVER.

SOLUTION

When the user loaded NETX.COM before running PSERVER, it came up just fine.

Note: This is documented one place in the NetWare Print Server manual on page 24 but not very clearly on page 149 where the manual describes what is needed to run PSERVER.EXE from a local drive. Loading IPX and NETX is not mentioned at all.

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TITLE: "Warning, Insufficient Memory to Cache
Directories..."
DOCUMENT ID#: FYI.P.10377
DATE: 02NOV92
PRODUCT: NetWare ELS Level II
PRODUCT VERSION: v2.12
SUPERSEDES: NA

SYMPTOM

The user had 4 MB RAM but FCONSOLE showed only 640 KB. When the user booted the file server, it displayed the following message:

Warning, insufficient memory to cache directories.
Not enough memory to cache volume <volume name>.

ISSUE/PROBLEM

When NetWare ELS Level II v2.12 is generated as a dedicated server, it runs in 86 mode (will run on an XT) and cannot access extended memory.

SOLUTION

NetWare ELS Level II v2.12 must be generated as nondedicated to run in protected mode and recognize more than 640 KB of RAM.

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TITLE: User Not Inheriting Security Equivalences of
Group
DOCUMENT ID#: FYI.P.10353
DATE: 30OCT92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM

NA

ISSUE/PROBLEM

When adding new users to a group, the added user would not inherit the security equivalences of the group.

SOLUTION

Upgrading to SYSCON (v3.68) solved the problem. This version of SYSCON is in SYS368.ZIP available on NetWire or NetWare Express.

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TITLE: Home Directories Not Being Automatically
Created in SYSCON
DOCUMENT ID#: FYI.P.10340
DATE: 29OCT92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM

Home directories were not being automatically created for

new users in SYSCON.

ISSUE/PROBLEM

The "Create Home Directory for User:" field in "Default Account Balance/Restrictions" screen under "Supervisor" options in SYSCON was set to "No."

SOLUTION

In SYSCON, it prompted for the path of the new user's home directory, ("Path to Create User's Home Directory") which is what the user was expecting.

Set "Create Home Directory for User:" to "Yes."

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TITLE: Transfer Mode Causing Problems with ELS
Backup
DOCUMENT ID#: FYI.P.10316
DATE: 28OCT92
PRODUCT: NetWare ELS Level II
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM

All the files (except the bindery files) and directories were inadvertently removed from the SYS: volume. About two times per week the network software had to be reinstalled and all the files restored from backup.

ISSUE/PROBLEM

After running through BACKUP and a RESTORE, the user noticed that the transfer mode was selected on the Maynard

Mainstream system. The transfer mode backups the server and then removes all the files backed up. This mode is used for archiving files.

SOLUTION

When the user switched to backup mode, the files no longer disappeared. Maynard added the "transfer" mode to allow administrators to backup, then remove files that go unused for extended periods of time to free up disk space.

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TITLE: LOGIN Hangs on NET\$LOG.DAT ELS NetWare
DOCUMENT ID#: FYI.P.10313
DATE: 28OCT92
PRODUCT: NetWare ELS Level II
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM

After getting the server up, the user could not log into the server. The login process would hang while reading SYS:PUBLIC\NET\$LOG.DAT.

ISSUE/PROBLEM

The NET\$LOG.DAT file was corrupted. This is the file that holds the system login script.

SOLUTION

At the F:> prompt, run ATTACH.EXE from the PUBLIC-5 diskette.

Example:

At F:> prompt, type A:ATTACH SERVER_1\SUPERVISOR to attach the user to the server.

Then at the F:> prompt, type CD \PUBLIC to move to the PUBLIC directory.

The Supervisor could not rename NET\$LOG.DAT because it was still open. He typed CLEAR STATION 3 at the file server console (which cleared the station holding the NET\$LOG.DAT file open). He then flagged NET\$LOG.DAT SRW, then renamed it. Then he could log in as Supervisor and recreate the system login script.

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TITLE: SYS2070: The System Could Not Demand Load a Support Segment
DOCUMENT ID#: FYI.P.10240
DATE: 23OCT92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM

After adding the patches in NSD004.ZIP, the following message occurred:

```
|SYS2070: The system could not demand load a support  
segment. |  
|NWCALLS was in error.
```

ISSUE/PROBLEM

The user had MS OS2 V1.3 CSD XR05015. Novell requires the IBM OS2 V1.3 CSD 5050.

SOLUTION

The user must replace OS2 with an IBM CSD 5050. If the user is not able to upgrade to IBM CSD 5050, then there is not a solution. Microsoft will not be upgrading or modifying their code.