

FYI: All Available Connections Are In Use... Accessing Lotus
FYI

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TITLE: All Available Connections Are In Use...
Accessing Lotus
DOCUMENT ID#: FYI.P.7628
DATE: 26MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Using Lotus v2.01.

When attempting to access Lotus, the station receives a message saying all available user connections are in use, even though no one else is using the application.

Previous to the problem someone tried to destroy the network. However, the user was able to get everything restored, but Lotus could not be accessed. The Lotus documentation indicated that when this message is received, it is because some hidden files have been left open. The server was downed in an attempt to close the files, but the files could not be accessed.

SOLUTION

However, renaming the 123NW.SN file, (which is apparently the serialization file) and copying the file from the original diskettes fixed the problem.

FYI: AUTOEXEC.NCF Not Loading Automatically. ISADISK.DSK
FYI

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TITLE: AUTOEXEC.NCF Not Loading Automatically.
ISADISK.DSK
DOCUMENT ID#: FYI.P.7633
DATE: 26MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: AUTOEXEC.NCF not loading automatically.

ISSUE/PROBLEM

The problem began after a new install, everything worked fine, but there was a power failure and the file server, a Phillips P3360 (386/25) with a Micropolis 1558 ESDI drive, crashed. After rebooting the server, the AUTOEXEC.NCF would not load. However, everything worked if loaded manually. Trying to rename and recreate the AUTOEXEC.NCF did not work. Additionally the file server would return the message "Invalid file format" error when loading INSTALL from the C drive; and sometimes volume SYS would not mount on the first try, but would mount eventually.

SOLUTION

Loading ISADISK with the /b parameter allowed the AUTOEXEC.NCF to load properly. Since other problems were being experienced, it was recommended that the ESDI drive have a low-level format done on it and reinstalled using the ISADISK /b parameter.

The problem with the AUTOEXEC.NCF not loading has always been a disk driver problem (old version or not using a certain parameter).

The only time that the /b parameter should not be used is if the drive is known to be a NetWare Ready or Common Configuration Method drive. In other words, it is recommended that the /b parameter almost always be used.

FYI: "Error Unloading NetWare Shell..." /u, /f Options

FYI

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TITLE: "Error Unloading NetWare Shell..." /u, /f
Options
DOCUMENT ID#: FYI.P.7636
DATE: 26MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Error unloading NetWare shell-Different NetWare shell or a NetWare shell interrupt has been hooked."

ISSUE/PROBLEM

Trying to use the /u /f parameters to unload the shell returned the above error message.

SOLUTION

When trying to use the /u option to unload the shell ensure that no TSR's are loaded or the error above will be returned. The shell cannot be unloaded if a TSR was loaded after it. The /f option can be used to force the shell to unload if a TSR is not interrupt chained. However, if the TSR is interrupt chained it will produce the error above. If a TSR is loaded but not interrupt chained then the shell can be forcibly unloaded.

FYI: "Mirrored Copies Of... Don't Match" IDE Drivers, Paddleboards

FYI

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TITLE: "Mirrored Copies Of... Don't Match" IDE
Drivers, Paddleboards
DOCUMENT ID#: FYI.P.7631
DATE: 26MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Mirrored copies of
the FAT/Volume don't match."

ISSUE/PROBLEM

Trying to get NetWare 386 running on a clone 386, 40 mHz machine with an IDE drive. The IDE driver is being used. When the system is looping a batch file that Ncopies subdirectories, or when downing the system and re-mounting, the above error messages appear and VREPAIR must be executed. Several options were attempted to set up the drive and even re-trying the ISADISK driver and switches did not help.

SOLUTION

There have been some reports with IDE failure, especially paddleboards. In this case replacing the paddleboard, and running tests showed that it was indeed a bad paddleboard. These adapters can have timing problems and or crosstalk problems that cause very strange things to occur.

FYI: Users Prompted For Passwords When Force Periodic Changes =
NO

FYI

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TITLE: Users Prompted For Passwords When Force
Periodic Changes = NO
DOCUMENT ID#: FYI.P.7640
DATE: 26MAY92

PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

A problem occurred when users login, the system prompts for a password change, even though force periodic password changes=no in default account restrictions. Default and user account restrictions were set respectively: No expiration date, No limit concurrent connections, Yes require passwords, No force periodic password changes, Yes require unique passwords. The only recent change was the addition of Lotus 123 v3.1 on the server.

SOLUTION

A work-around was to change require unique passwords to no, run SETPASS for the user, change password to something else, then back again.

FYI: Unix Workstation Connectivity To NetWare
FYI

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TITLE: Unix Workstation Connectivity To NetWare
DOCUMENT ID#: FYI.P.7634
DATE: 26MAY92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

There is an issue dealing with getting Hewlett Packard 9000 workstations connecting via TCP/IP and NFS to run applications

and utilities on a Novell file server.

SOLUTION

It is up to each OEM (Original Equipment Manufacturer) to implement IPX/SPX and NetWare utilities on their cards. This will allow Unix workstations to run applications/utilities on any NetWare v2.1x and above file server. Apparently Univel and NeXT will be the first to release such implementations. Univel for the Intel 386 platform and NeXT for their workstations.

FYI: Upload Of 300PT1.ZIP

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TITLE: Upload Of 300PT1.ZIP
DOCUMENT ID#: FYI.P.7627
DATE: 26MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

This file contains all NetWare v3.0 OS PATCHES. These patches are intended for 386 NetWare v3.0 only.

***NOTE: It is recommended that CONNFIX2.EXE, CREATFIX.EXE, LOADFIX.EXE, and OPENFIX.EXE be installed in every 3.0 system.

BWAREFIX.EXE and CHDIRFIX.EXE should be installed ONLY on an as-needed basis.

BWAREFIX EXE 13157 1-18-90 3:39p

BWAREFIX.EXE performs the patch mentioned in the January, 1990, issue of Lan Times (pp. 13,14), as well as in BootWare

Bulletin #19 from LANWORKS Technologies Inc. This patch will enable any 2.1x boot prom to work with NetWare 386 v3.00.

CHDIRFIX.EXE 13204 06-11-90 9:52a

CHDIRFIX.EXE addresses an issue with using periods when accessing directories. DOS allows a user to specify a directory name by ending the name with a period. This period is ignored by DOS, but not by NetWare. For example: if a user had a directory named "TEMP", DOS would allow the user to type "CD TEMP" or "CD TEMP." to change directories. Under NetWare 386 v3.0, the latter command would generate an "Invalid directory" error message.

Although this should rarely be a problem, some applications append the period character to the end of a directory name before searching for the existence of the directory.

Directory names which have a period character embedded in them will not be affected by this patch (EXAMPLE: "TEST.DAT"). NetWare 386 already treats these directories the same as DOS.

CONNFIX2.EXE 8990 06-01-90 9:11a

CONNFIX2.EXE corrects a problem with some applications which use an older NetWare function call to map a user to a connection list and caused confusion between nearly identical user names. These are names which are identical with the exception of the last character (for example: SAMS and SAMR). CONNFIX2 also corrects an anomaly in CONNFIX which causes a General Protection Interrupt when some applications are run.

***NOTE: CONNFIX2 replaces the previous version of CONNFIX. If you have already run CONNFIX, CONNFIX2 will fix the GPI problem caused by CONNFIX. If CONNFIX has not been run previously, CONNFIX2 will make all the necessary adjustments to SERVER.EXE.

CREATFIX EXE 8772 12-18-89 12:24p

Some applications attempt to create a file by using the DOS INT 21 call "CREATE NEW FILE" (function 5B). This call will only succeed in creating the specified file if it does not already exist. If the file does exist, function 5B returns an error code indicating the existence of the file.

NetWare 386 erroneously returns an ACCESS DENIED error if function 5B is called to create a file which already exists.

This may confuse certain applications, leading to unpredictable results. CREATFIX corrects this problem and causes the correct error code to be returned to the application.

LOADFIX EXE 11757 8-25-89 11:32a

Some 386 clone machines hang when loading NetWare 386 v3.0. The hardware in these machines does not handle the switch into 386 protected mode fast enough for SERVER.EXE to load normally. This may cause the machine to "hang" during boot-up, or continually reset itself.

This patch injects wait loops to allow the hardware time to make the switch into 386 protected mode.

OPENFIX EXE 8746 11-28-89 8:43a

Some applications open the same file more than once within the program. If the application opens the file with different access rights (or fewer access rights) the next time, the rights granted during the latest OPEN will overwrite the previous access rights. For example, if a file is opened with Read\Write access rights the first time, then is opened again with only the Read access right, the file opened first will no longer have the Write access right when the second file is closed. This problem only occurs if the same file is being opened a second time without closing it the first time.

Applications that receive the resulting ACCESS DENIED error from NetWare may interpret this differently and give the user inaccurate error messages. The AccPac software by Computer Associates, for example, returns a DISK FULL error when this occurs. Other applications may return different error messages.

Future versions of NetWare 386 will already have these fixes implemented. These patches will only work for NetWare 386 v3.0.

FYI: "Error Reading Boot Image File" ODI Drivers
FYI

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TITLE: "Error Reading Boot Image File" ODI Drivers
DOCUMENT ID#: FYI.P.7625
DATE: 26MAY92
PRODUCT: NetWare
PRODUCT VERSION:
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Error reading boot image file."

ISSUE/PROBLEM

The above error was being returned after NE2000.COM was executed from the image file. Remote boot would work fine with DOS 3.3 and the ODI or dedicated IPX drivers. The remote boot would also work fine with DOS 5.0 and the dedicated IPX drivers. However, the remote boot would not work with DOS 5.0 and the ODI drivers. The file RPLFIX was applied when using DOS 5.0.

SOLUTION

The user obtained the latest ODI drivers from DOSUP5.ZIP, but had installed the ODI drivers that shipped with NetWare on the boot diskette, which were being used for DOSGEN. After putting the drivers from DOSUP5.ZIP on the boot diskette and running DOSGEN, remote boot worked fine.

FYI: "Unable To Write Data Set" SBACKUP
FYI

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TITLE: "Unable To Write Data Set" SBACKUP
DOCUMENT ID#: FYI.P.7613
DATE: 24MAY92
PRODUCT: NetWare
PRODUCT VERSION: V3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Unable to write data set".

ISSUE/PROBLEM

Receiving the above error when running SBACKUP. Also the file server was periodically hanging during BACKUP and RESTORE.

SOLUTION

ASPITAPE.NLM from the B/R driver kit and new SBACKUP from SBACK.ZIP solved the problem.

FYI: What Type Of Machine To Use As A Print Server

FYI

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TITLE: What Type Of Machine To Use As A Print Server
DOCUMENT ID#: FYI.P.7616
DATE: 22MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.15, v2.2, 3.x
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What type of machine should be used for a print server?

SOLUTION

PSERVER.EXE will only use the 640k of conventional memory. Processor speed is not as important for speed as the LAN is. The LAN card is the most common source of bottleneck in the machine.

FYI: Unable To Create NetWare Partition. Ultrastor 12f
FYI

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TITLE: Unable To Create NetWare Partition. Ultrastor
12f
DOCUMENT ID#: FYI.P.7615
DATE: 22MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Unable to create a NetWare partition.

ISSUE/PROBLEM

Configuration: Ultrastor 12F controller, and a Micropolis ESDI drive.

Unable to create the NetWare partition.

SOLUTION

There are some issues with the Ultrastor 12F controller. First, for it to work with v3.11 NetWare, the BIOS on the controller must be updated. For the 12F, the last three digits should be 009. For the 12F-24, they should be 011.

Also, be aware that there have been reports of problems with the Micropolis 1664 drive. It is suggested that a different model drive be used with this controller.

FYI: System Going Down With NMI. NetWare v3.x, NFS
FYI

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TITLE: System Going Down With NMI. NetWare v3.x,
NFS

DOCUMENT ID#: FYI.P.7623
DATE: 21MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: System going down by either hanging or
receiving a NMI.

ISSUE/PROBLEM

Configuration: PS/2 model 80 with 48MB RAM (IBM expansion
board), two LAN cards, Adaptec subsystem.

Thought it was a hardware problem so the following equipment
was swapped out, the motherboard twice, power supply, both LAN
cards twice, switched to different brand of LAN cards, swapped
out disk controller twice. The problem was still not solved.
Next, IBM came in and swapped out the simms on the expansion
board. When that did not solve the problem IBM swapped out the
expansion board itself. When that did not solve the problem
experts were brought in to analyze power and check for possible
power problems on the network cable. Everything checked out
fine.

SOLUTION

The user bought a no-name clone, a 486 50 mHz clone with
48MB of RAM. Also purchased was an ISA version of the adaptec
controller. The SCSI drives were transferred over.

The system (50 mHz clone) has been running flawlessly for
over a month. The customer is not interested in isolating the
problem with the PS/2.

FYI: Q & A Temporary File Problems During SBACKUP

FYI

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TITLE: Q & A Temporary File Problems During SBACKUP
DOCUMENT ID#: FYI.P.7602
DATE: 21MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The system had 650MB of disk space on the file server and during SBACKUP it would prompt for four 250MB tapes. Tried the latest SBACKUP from SBACK.ZIP with no change. Started looking at directories and found three files under the Q&A directory named "\$t00004" "\$t00005" and "\$t00006", which were all shown as being 287MB. NDIR showed these values but CHKVOL showed that there was still 200MB free - which was the correct value.

SOLUTION

Contacted Q&A and they said that these files are temporary files which are created and normally deleted automatically unless the user reboots the machine while still in the application or has the workstation hang. Deleted the files and SBACKUP works as it should.

FYI: "Invalid ROM Parameter Table". Adaptec ACB-2370A
FYI

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TITLE: "Invalid ROM Parameter Table". Adaptec ACB-2370A
DOCUMENT ID#: FYI.P.7606
DATE: 21MAY92
PRODUCT: NetWare

PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Invalid ROM parameter table."

ISSUE/PROBLEM

Configuration: an Adaptec ACB-2370A disk controller.

With this controller, set the CMOS drive definition to type one, and the controller does a type of translation. The system kept returning the above error when trying to link the v2.2 OS. FYI.P.3017 gives a debug routine for old 286 NetWare. Thought this might be related to the c800 limitation of ISADISK. Tried ISAREM.ZIP version of ISADISK, but still received the same error.

SOLUTION

Went into install and answered NO to the question, "Will this machine be the server?" This allowed the system to link successfully. Then it was necessary to go in and install the linked OS to the hard drive from the maintenance portion of INSTALL.

FYI: Abend: Disk Controller Channel 0 Reset...
FYI

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TITLE: Abend: Disk Controller Channel 0 Reset...
DOCUMENT ID#: FYI.P.7610
DATE: 21MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Abend: disk controller channel 0 reset error" during installation.

ISSUE/PROBLEM

During the NetWare v2.2 installation, right before Ztest, the system would return the error listed above. The system was using an Acer 486/SX with two Maxtor 120MB IDE drives. Both drives worked fine alone. Neither worked with a slave.

SOLUTION

The system only had 2MB of RAM on the server. Increasing the RAM to 4MB solved the problem.

FYI: Hanging Problems. RPRINTER 1.22. 3000 Connection Program
FYI

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TITLE: Hanging Problems. RPRINTER 1.22. 3000
Connection Program
DOCUMENT ID#: FYI.P.7604
DATE: 21MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.x
SUPERSEDES: NA

SYMPTOM: Workstation running RPRINTER hangs when
starting Windows 3.0

ISSUE/PROBLEM

The system was using a Hewlett Packard Vectra 286 workstation running RPRINTER v1.22. The workstation would hang intermittently when entering Windows or running Printer Assist from Fresh Technologies. If neither of these applications were loaded, the workstation functioned properly.

SOLUTION

When running Printer Assist or Rprinter it is not possible to run the Walker Richards & Quinn 3000 connection TSR (used for access to an HP 3000). Rprinter and Printer Assist access the same memory as the Quinn 3000 software and therefore, cannot run

together on the same workstation.

FYI: Blank Pages Printing Before Print Job

FYI

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TITLE: Blank Pages Printing Before Print Job
DOCUMENT ID#: FYI.P.7594
DATE: 20MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: Printing would always print a blank page in front of the job.

ISSUE/PROBLEM

The problem was not happening at any other sites, which were set up almost identically.

SOLUTION

Deleted the queues and printserver from PCONSOLE, deleted the numbered directories from SYS:SYSTEM, ran BINDFIX, then recreated the queues and printserver, which solved the problem.

FYI: Workstation Hangs Loading RPRINTER. ODI, SHELL Loaded High

FYI

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TITLE: Workstation Hangs Loading RPRINTER. ODI,
SHELL Loaded High

DOCUMENT ID#: FYI.P.7593
DATE: 20MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The system was using DOS 5.0 and loading the ODI drivers and the shell high. It was also using LAN SUPPORT to attach to an AS400 machine.

When booting a workstation that was loading RPRINTER, the workstation would hang after loading RPRINTER 10-20 percent of the time. If all the drivers were not loaded high, RPRINTER (always loaded low) would have no problems running.

The problem only surfaced when loading the drivers and shell high.

SOLUTION

Downloaded PSERV.ZIP and used the RPRINTER in RPTPOL.ZIP and the problem was solved.

FYI: Abend: Bad Block Returned Via Free" NetWare v2.15c
FYI

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TITLE: Abend: Bad Block Returned Via Free" NetWare
v2.15c
DOCUMENT ID#: FYI.P.7587
DATE: 20MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Abend: Bad block returned via free" when booting server.

ISSUE/PROBLEM

Added two 650MB duplexed external drives to a server with two internal 650MB duplexed drives. When the server came back up after adding the external drives, after mounting all volumes, and trying to initialize everything, the above message would abend the server.

SOLUTION

In this case the system had run out of file service process' (FSP's). The system had two FSP's before adding the external drives, and none after. Despooling all four printers gave back one FSP. The bottom line is the system was being maxed out because of its limited 286 capabilities (1.2GB disk space, 12MB memory, 1 FSP). In a case like this it would probably be best to upgrade to NetWare v3.11.

FYI: "Error Setting Directory Handle To SYS:RPL"
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TITLE: "Error Setting Directory Handle To SYS:RPL"
DOCUMENT ID#: FYI.P.7600
DATE: 20MAY92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Error setting directory handle to SYS:RPL."

ISSUE/PROBLEM

When remote booting with OS/2 it is necessary to make an exact copy of an OS/2 workstation on the server. What that means is that everything must be copied from an OS/2 workstation to a

network drive. Everything is copied to a subdirectory named RPL. When this is done the first time, rights were given to the correct users and everything worked. However, the need arose to create an OS/2 workstation with a different configuration. The original RPL directory was renamed to RPL1ST and a new RPL subdirectory was created. After copying all needed files to this directory and setting everything up as shown in the documentation the above error would be returned.

SOLUTION

The only thing overlooked in the new setup was granting rights. There were rights to the RPL subdirectory but when it was renamed and a new one created, the rights stayed with the renamed subdirectory; however, no users had rights to the new RPL subdirectory. Gave rights to the new RPL subdirectory and there were no more errors.

FYI: GPPE. AST Premium And Conner IDE Drive
FYI

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TITLE: GPPE. AST Premium And Conner IDE Drive
DOCUMENT ID#: FYI.P.7599
DATE: 20MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving a GPPE error when selecting disk information after loading MONITOR.NLM.

ISSUE/PROBLEM

Running an AST Premium file server and using a 300 MB Conner drive. The problem occurred when loading the MONITOR.NLM and choosing the disk information within MONITOR the server would abend with GPPE. Tried IDE311.ZIP and MONITOR.NLM off of diskette. Suggested MON311.ZIP with no success. INSTALL.NLM

loaded fine and saw the disk area with no errors.

SOLUTION

Loaded ISADISK with parameters of /b /l. After loading the ISADISK driver with these parameters, disk information came up with no problem in MONITOR.

FYI: "Bad Source File Server Encountered" NetWare v3.11

FYI

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TITLE: "Bad Source File Server Encountered" NetWare
v3.11
DOCUMENT ID#: FYI.P.7591
DATE: 20MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Bad source file server encountered in BACK\$000.000! The data on the media is probably corrupted."

ISSUE/PROBLEM

Using UPGRADE.EXE v3.5.

The problem occurred when trying a test BACKUP first. The drive C:\ was selected as the working directory and c:\back as the destination directory. The program deleted the backup file from c:\back but not the session files. Another session was started this time specifying c:\work as the working directory and c:\back and the destination directory. NetWare v3.11 was installed and tried to RESTORE by selecting c:\ as the working directory at which time the above error was displayed.

SOLUTION

Selecting c:\work as the working directory where the session file for the latest backup file was located and everything worked correctly. The System Messages manual has this error and it gives this explanation for the error, "The Upgrade utility writes the file server name in session and data file headers. The data file header server name does not match the session header name. The data is probably corrupted." However, in this case the data file was fine. The problem was that the session was not the correct one for the data file that was available.

FYI: Abend: GPPE, Loading PSERVER.NLM

FYI

(Note: The origin of this information may be internal or external 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: Abend: GPPE, Loading PSERVER.NLM
DOCUMENT ID#: FYI.P.7578
DATE: 19MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving an "Abend GPPE" when loading PSERVER.NLM. Also running PCONSOLE.

ISSUE/PROBLEM

Loading PSERVER.NLM or running PCONSOLE resulted in the error above.

SOLUTION

In this case it was necessary to go into SYS:\SYSTEM and delete the printing subdirectories and run BINDFIX. The system was then able to run PCONSOLE and the printing services on the NNS network could be recreated.

NOTE: The system contained a 357 MB file from a clipper application that had been saved and then couldn't be deleted. The file may have had some impact on what was happening on the server.

FYI: "XXX Short Term Memory Allocation Failed" NCL 538

FYI

(Note: The origin of this information may be internal or external 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: "XXX Short Term Memory Allocation Failed" NCL
538
DOCUMENT ID#: FYI.P.7576
DATE: 19MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "xxx short term memory allocation failed 1.1.133 ALLOC Short term memory allocator requests exceeded the configuration limit."

ISSUE/PROBLEM

Configuration: 386 clone, DOS 5.0, NCL 538 intelligent IDE controller, Maxtor 200MB IDE drive, ISADISK.DSK, ARCTape four port card, SMC PC-110.

A new NetWare v3.11 install would give the above error when trying to load MONITOR and at other times. No SET commands were being used but in checking the Maximum Alloc Short Term Memory setting, it was not at the default 2097152 bytes but at 0. Could change the setting to the default and avoid the problem but the cause was unknown.

SOLUTION

Swapped the NCL 538 card for a regular paddleboard controller and used the IDE.DSK driver contained in IDE386.ZIP on Netware. The default setting for Maximum Alloc Short Term Memory now comes up correctly.

FYI: Print Screen Problems Running CAPTURE.EXE. NetWare v3.11
FYI

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TITLE: Print Screen Problems Running CAPTURE.EXE.
NetWare v3.11
DOCUMENT ID#: FYI.P.7579
DATE: 19MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Caps Lock comes on but Caps Lock light does not come on. Pressing Caps Lock gives small letters, and Caps Lock light then comes on.

ISSUE/PROBLEM

Running CAPTURE.EXE (version 3.50, dated 1/28/91), then doing a print screen caused the keyboard to go to all capital letters. The workstation was an IBM model 56. Nothing except files=n and buffers=n in CONFIG.SYS, not loading any TSR's or anything, and using MS DOS 5.0.

SOLUTION

This has been seen with NetWare Lite (FYI.P.5774, FYI.P.5780), but there are no references in the NSE for NetWare v3.11. Put the line:

```
install=c:\dos\keyb.com us,,c:\dos\keyboard.sys
```

in the CONFIG.SYS and it solved the problem.

FYI: "File In Use During Opening Of File" NetWare v3.11
FYI

(Note: The origin of this information may be internal or external

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: "File In Use During Opening Of File" NetWare
v3.11
DOCUMENT ID#: FYI.P.7585
DATE: 19MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "File in use during opening of file" when trying to make a backup.

ISSUE/PROBLEM

The BACKUP process would always die when trying to backup the 250th file. Checked the latest drivers off NetWare for the controller, and LAN. Also problems using the DOS COPY and NCOPY.

SOLUTION

Replaced the NIC in the file server and put the file server on an UPS, also grounded the file server and cables. This seems to have solved the problem.

FYI: "Unable To Create GO003.BAT" Xircom IPX
FYI

(Note: The origin of this information may be internal or external 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: "Unable To Create GO003.BAT" Xircom IPX
DOCUMENT ID#: FYI.P.7584
DATE: 19MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Unable to create

GO003.BAT."

ISSUE/PROBLEM

Using DOS 5.0 and Xircom's proprietary IPXDE.COM would result in the following operation of menu. An item would be selected a first time and the above error message would be displayed. After pressing escape and choosing the item a second time everything worked.

SOLUTION

Replaced the Xircom IPX with Novell's IPX and a different Ethernet adapter.

The IPXDE.COM is not proprietary but is just a pre-linked IPX.OBJ and Xircoms' drivers for their adapters. Xircom does this for convenience. So it is possible that the copy being used was corrupt or something else was causing the problem.

FYI: ELS NetWare v2.0a Has Drive Types Linked In
FYI

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TITLE: ELS NetWare v2.0a Has Drive Types Linked In
DOCUMENT ID#: FYI.P.7572
DATE: 18MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.0a
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

A user called and requested a "DISK SUPPORT" disk for v2.0a. They were reinstalling a new drive.

SOLUTION

ELS v2.0a had the drive types linked in. Therefore, there are no choices as far as which disk type to use.

Advanced NetWare v2.0a and SFT have some options, but there are limits to the options given by the installation.

It is necessary to upgrade to get the ability to link in disk drivers.

FYI: Workstation Hangs At Login. Semicolon At End Of Path Statement

FYI

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TITLE: Workstation Hangs At Login. Semicolon At End Of Path Statement
DOCUMENT ID#: FYI.P.5805
DATE: 17MAY92
PRODUCT: Netware
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Workstation hangs

ISSUE/PROBLEM

When a particular workstation would attempt to login, the workstation would hang after entering the username.

SOLUTION

The AUTOEXEC.BAT file had a SET command, setting a variable to append to the DOS PATH command.

```
set OP=c:\...etc...
```

The PATH command was as follows:

```
path c:\;c:\dos;(etc, etc);%OP%;
```

The semicolon at the end, after the %OP% , was the culprit. It seems that something in the mappings in the login script, in conjunction with the DOS path, was causing the workstation to hang as if it were waiting for more PATH information. The semicolon was removed and it works fine.

FYI: "Error 255" From SYSCON v3.62

FYI

(Note: The origin of this information may be internal or external 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: "Error 255" From SYSCON v3.62
DOCUMENT ID#: FYI.P.5802
DATE: 17MAY92
PRODUCT: Netware
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Error 255".

ISSUE/PROBLEM

While saving the system login script, the system returned the above error from SYSCON. The script was not saved and when retrieved again, it was corrupted with ASCII CHARACTERS.

SOLUTION

Ran VREPAIR and it fixed the problem.

FYI: "Bad Command Or File Name" Hardcard And Hard Drive Conflict

FYI

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

TITLE: "Bad Command Or File Name" Hardcard And Hard Drive Conflict
DOCUMENT ID#: FYI.P.7538
DATE: 15MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Bad command or file name" while logging in.

ISSUE/PROBLEM

The above message was returned when attempting to login from one specific workstation. The workstation would attach to the server with no problem, switched to F:\LOGIN> but could see no files doing a DIR. However, files on DOS drives could be seen with no problems. No viruses were found.

SOLUTION

Went over the hardware and found that a hard drive had recently been added to the workstation. However, a hardcard drive had been left connected in the workstation. After removing the hardcard, all was fine.

FYI: "Error Occurred On Server..." NETCON, NNS
FYI

(Note: The origin of this information may be internal or external 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: "Error Occurred On Server..." NETCON, NNS
DOCUMENT ID#: FYI.P.7498
DATE: 13MAY92
PRODUCT: NNS
PRODUCT VERSION: v1.00
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Error occurred on server (servername) while synchronizing password changes for object (username). This error will be logged in the error log file."

ISSUE/PROBLEM

While running NETCON one file server in the domain went down unexpectedly. When attempting to bring it back up, the passwords could not be synchronized. Ran BINDFIX, and upgraded NETCON from v1.00 to v1.00d.

SOLUTION

Took the file server out of the domain, then put it back in and reinstalled NNS from scratch. Then synchronized the passwords to the other file servers in the domain.

FYI: What Is Needed To Run DR DOS With Windows

FYI

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TITLE: What Is Needed To Run DR DOS With Windows
DOCUMENT ID#: FYI.P.7513
DATE: 13MAY92
PRODUCT: NetWare
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is necessary to run Windows with DR DOS 6.0?

SOLUTION

There seems to be some confusion about what is necessary to allow DR DOS 6.0 to run Windows. The following requirements are provided to clear up the confusion.

First, to run Windows 3.0, no changes are necessary. It is recommended, however, that the machine be using at least the December release, as it does fix a few issues like disk caching that obviously affect Windows.

To run Windows v3.1, it is necessary be running the April Business Update, which will be mailed automatically to ALL registered users of DR DOS. It includes a patched COMMAND.COM and EMM386.SYS, as well as several other minor fixes for other utilities.

The user may download only the Windows portion of the update from the DRI bulletin board. They should still apply the rest of the April Update when they receive it by mail. The update is currently shipping.

FYI: User Definable Drive Types With NetWare v3.11

FYI

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TITLE: User Definable Drive Types With NetWare v3.11
DOCUMENT ID#: FYI.P.7512
DATE: 13MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What has to be done to run IDE drives with NetWare v3.11?

SOLUTION

First, it is necessary to have the exact parameters of the IDE drive to be used. This can be obtained by running IDEID.COM (available on NetWire as filename IDEID.COM). However, if the

driver is the IDE386.ZIP and it is to be used as the disk driver, the drive type can be set to one, NetWare will allow this setting. However, it is necessary to define the proper drive type if a DOS partition is to be used on the drive.

Assuming a DOS partition is to be used, go into the configuration for the machine, and set up the drive information reported by IDEID.COM minus two cylinders. It is necessary to go minus two cylinders due to the design of the IDE386 driver to get maximum compatibility.

Next, use DOS's FDISK to create the DOS partition. The DOS partition should always be the first partition with NetWare 386.

Finally, NetWare can be installed normally, after creating a NetWare partition on the rest of the drive.

FYI: RPRINTER Not Loading With STACKS Command In CONFIG.SYS
FYI

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TITLE: RPRINTER Not Loading With STACKS Command In
CONFIG.SYS
DOCUMENT ID#: FYI.P.7482
DATE: 12MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: RPRINTER not loading.

ISSUE/PROBLEM

RPRINTER appeared to load initially, but after rebooting RPRINTER could not reattach until the PSERVER was unloaded and reloaded. This is not the timeout issue with RPRINTER and rebooting. It was possible to turn off the machine and come back the next day and it still would not reestablish the RPRINTER session.

SOLUTION

Had the DOS STACKS command in the CONFIG.SYS set to 0,0. In other words the stacks had been disabled. After removing the disabling command RPRINTER had no problems.

FYI: Functions Performed By Certain NetWare NLM's FYI

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TITLE: Functions Performed By Certain NetWare NLM's
DOCUMENT ID#: FYI.P.7483
DATE: 12MAY92
PRODUCT: NetWare
PRODUCT VERSION: 3.X
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What are the functions performed by the following NLM's:
NUT.NLM, TSA.NLM, TSA311.NLM, SIDR.NLM, SNMP.NLM, SNMP.LOG,
TLI.NLM, PROTO.NLM, V_MAC.NLM, V_NFS.NLM, V_OS2.NLM.

SOLUTION

NUT.NLM is the module that allows the creation of menu programs that will look like MONITOR and install screens. NUT.NLM is used by other NLMs and is referred to in development as the nut interface. NLMs such as PSERVER use it. The NUT module provides a graphical user interface to the NetWare operating system. Any NLM that uses a screen type interface can potentially use it but it is not required. It allows the NLM writer the ability to have nicer screens and write code quicker. Since it is common to all NLMs, it can be changed without needing to change each NLM. Also it reduces the size of the other NLMs as the interface code does not need to be reproduced in each NLM.

TSA.NLM is Target Service Agent module. Its purpose is to advertise itself on the wire as a target for SBACKUP to get information from. TSA.NLM is the intelligent piece of the SBACKUP system. It is the piece that translates the source environment to the intermediate file format. TSA.NLM must load a TSA-XXX.NLM that knows the data format that exists on the server that the NLM is loaded on. (i.e. If backing up a DOS environment, and restoring to an OS/2 environment, a TSA will be needed for each one.) If the version is 3.11 then TSA.NLM automatically loads TSA-311.NLM.

TSA311.NLM is the Target Server Agent module for v3.11 so that SBACKUP can backup the server that is running the TSAs. The TSA-311.NLM is the piece that reads the information from the target and gives it to the TSA.NLM. A TSA for v3.10 should be available now in the SBACK.ZIP and TSAs for DOS, OS/2 and MAC workstations will be available in the future.

SIDR.NLM is the Service Independent Data Requestor module. Its purpose is to request information from the TSA (either local or remote) and pass it to SBACKUP to be stored on the tape.

SNMP.NLM is the Simple Network Management Protocol module. It is used in conjunction with the TCP/IP NLMs and allows the server to give and receive SNMP messages and provides network management information. SNMP.NLM provides Simple Network Management agent services to the Netware server. It contains the MIB on the Netware TCP/IP system and provides access to SNMP managers.

SNMP.LOG is a log file of errors or statistics that the SNMP.NLM creates. SNMP.LOG processes the SNMP trap messages sent to the Netware TCP/IP server and writes them to disk.

TLI.NLM is the Transport Layer Interface module that allows the creation of protocol independent programs. In other words, the use of this interface simplifies the writing of applications that can use IPX/SPX, TCP/IP or Appletalk protocols--or even all three at the same time. TLI.NLM is an API interface that is Novell's low level API set for peer to peer applications.

PROTO.NLM is the Protocol Explorer module that can be run to get information about what protocols are running on the v3.11 server. With just IPX loaded, by default, just IPX information is available. If IP or AFP is active, then it would get information on those as well.

V_MAC.NLM, V_NFS.NLM, and V_OS2.NLM are modules that allow VREPAIR to run on volumes that have NAMESPACE added. If the necessary NAMESPACE NLMS are not loaded before VREPAIR, VREPAIR must either remove the NAMESPACE or stop when it is encountered.

FYI: TAPEDAI.DSK Problems In SBACK.ZIP
FYI

(Note: The origin of this information may be internal or external 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: TAPEDAI.DSK Problems In SBACK.ZIP
DOCUMENT ID#: FYI.P.7470
DATE: 11MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the following messages on the file server:

Debug Entry: 256
Break Caused By: EnterDebugger Call
Error: None

ISSUE/PROBLEM

The system is returning the above error messages when running SBACKUP.

SOLUTION

In this case a call was inadvertently left to the debugger in the driver. Use the TAPEDAI.DSK driver from SBACK.ZIP on Netwire.

FYI: Unable To Edit .MNU File With PSERVER.VAP Connection
FYI

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TITLE: Unable To Edit .MNU File With PSERVER.VAP
Connection
DOCUMENT ID#: FYI.P.7467
DATE: 11MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The PSERVER.VAP connection is somehow keeping the .MNU file from allowing changes to be made. The PSERVER.VAP connection appeared to allow the user the ability to edit the .MNU file, but when the TYPE command was issued, the file had not been changed.

SOLUTION

The .MNU file contained CAPTURE commands implicating the PSERVER, thus keeping the .MNU file locked. Removing the PSERVER.VAP connection through FCONSOLE allowed the .MNU file to be edited.

FYI: PostScript Jobs Not Printing Completely. Kodak Ektaplus
FYI

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TITLE: PostScript Jobs Not Printing Completely.
Kodak Ektaplus
DOCUMENT ID#: FYI.P.7469
DATE: 11MAY92
PRODUCT: NetWare

PRODUCT VERSION: v2.15c, v3.x
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In this case the system was using a Kodak 7016 Ektaplus printer that supports PostScript printing, and was having problems getting a complete job to print. The EOT control character (signifying the end of the job) wasn't getting to the printer correctly.

SOLUTION

Some things that were tried (e.g. ti=0, na, trying it stand-alone) helped but still did not resolve all of the issues. The v3.26 shell from DOSUP5.ZIP was used, and that solved the problem.

FYI: Maynard Backup Not Properly Restoring IRM In NetWare v3.11
FYI

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TITLE: Maynard Backup Not Properly Restoring IRM In
NetWare v3.11
DOCUMENT ID#: FYI.P.7454
DATE: 08MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.1x
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In this case there were several reports of users, with trustee assignments to a given directory, who were unable to see the directory.

SOLUTION

It was discovered that the system had just had the volume restored from a Maynard tape drive. Apparently certain older versions of Maynard Mainstream software don't properly restore the IRM on NetWare v3.1x. The older Maynard software restores the IRMs blank so the users must then go in and explicitly fill in every one of the IRMs again.

NOTE: The IRM on 3.x is blank normally in the root of a volume, this is because the IRMs have no parent to inherit rights from. Thus, the system needs no Inherited Rights Mask at the root of the volume. However, each subdirectory should have a full IRM.

FYI: Unable To Make Changes To Login Scripts. LOGIN.TMP File
FYI

(Note: The origin of this information may be internal or external 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: Unable To Make Changes To Login Scripts.
LOGIN.TMP File
DOCUMENT ID#: FYI.P.7453
DATE: 08MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: Unable to make changes to user login scripts.

ISSUE/PROBLEM

In this case it was necessary to edit the supervisor's as well as other users login scripts. The updates were made through SYSCON, and the changes were saved. No errors were given at this point and all looked fine except that the changes were not taking effect. A LOGIN.TMP file was being created in the users mail directory and this file in fact contained the updated login script. The LOGIN file (the real login script) was also present

in that directory.

SOLUTION

The LOGIN.TMP file will be created when SYSCON is unable to save the changes to the normal LOGIN file for that user. In this case, the cause was at the workstation making the changes. Another workstation was able to make changes to any script. A simple reboot of the "bad" workstation solved the problem.

FYI: "Not Ready Error Reading Drive A:" Windows 3.1
FYI

(Note: The origin of this information may be internal or external 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: "Not Ready Error Reading Drive A:" Windows
3.1
DOCUMENT ID#: FYI.P.7443
DATE: 08MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Not ready error reading drive A" after remote booting and then running Windows in Enhanced mode.

ISSUE/PROBLEM

Using Windows v3.1, QEMM v6.0, MS DOS v5.0

The workstation was a 486/33 clone with a 16 bit Compex Arcnet card (with a Boot PROM) and a floppy drive. Remote boot worked fine; however, when running Windows v3.1 from the network in Enhanced mode, the program would try to read drive A, and the system would return the above error message.

However, the message would not be returned if; 1) Windows was executed from the network in Standard mode, or 2) if Windows was executed from the local hard drive in Enhanced mode. Furthermore, the error would not be returned if the system was

booted from a workstation with a C: drive and Windows was executed from the network in Enhanced mode. Finally, if the system was booted from the floppy drive and Windows was executed from the network in Enhanced mode, the workstation would hang after the Windows kernel loaded.

SOLUTION

CONFIG.SYS and SYSTEM.INI needed to be modified.

1. In CONFIG.SYS:

```
SWITCHES=/W (this line
is added)
DEVICE=A:\QEMM386.SYS RAM ROM VXDDIR=X:\ (this line
is modified)
```

X:\ is the directory where the VXD files, WINHIRAM.VXD and WINSTLTH.VXD, are located. The directory doesn't have to be x:\. Also it was necessary to remove the ST:M or ST:F parameters from the QEMM386.SYS line to get the program to work. This reduces the amount of memory available to load things high, thus it became necessary to load NETX and another driver low.

2. In [386Enh] section of SYSTEM.INI:

```
DEVICE=[path]WINA20.386 (this line is
added)
```

See MS DOS 5.0 README.TXT (4. NOTES ON WINDOWS) and the QEMM v6.0 Manual (Chapter 4, page 45) for more information.

FYI: DR DOS XDEL Utility For Deleting Files In Multiple Subdirectories

FYI

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TITLE: DR DOS XDEL Utility For Deleting Files In

Multiple Subdirectories

DOCUMENT ID#: FYI.P.7438
DATE: 08MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In this case the system was upgraded (Transfer Method) from NetWare v2.15 to v3.11. The upgrade failed on the first couple of tries, and succeeded on the third try. However, the user did not delete the volumes and start over before each upgrade attempt, and was thus left with a group of .U00, .U01, and .U02 files throughout the volume. There was desire to get rid of these extra files quickly.

SOLUTION

FILER does not seem to have this capability, nor is there a "NDEL" utility that would be handy in this case. DR DOS v6.0 has a utility called XDEL for deleting multiple files in subdirectories and removing empty subdirectories. The syntax in this case would be: XDEL *.U0? /S (executed at the root of the volume). If /D is specified, empty subdirectories would be removed also. (See page 348 of DR DOS 6.0 User Guide for more information.)

Note: If access to DR DOS 6.0 is not available, then the options are to; 1) find another utility to do this, 2) delete the files one directory at a time, or 3) delete the volume and upgrade again.

FYI: Supervisor Unable To Unlock Server Console. Intruder Detection

FYI

(Note: The origin of this information may be internal or external 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: Supervisor Unable To Unlock Server Console.
Intruder Detection
DOCUMENT ID#: FYI.P.7455
DATE: 08MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: The supervisor cannot unlock the file server console after using the Lock File Server Console inside the MONITOR module.

ISSUE/PROBLEM

The supervisor cannot unlock the server even if the supervisor's password is entered. Use of the remote console utility was attempted; however access to the server console was still denied. An error message was returned saying that the password was incorrect.

SOLUTION

The problem occurred because somebody was trying to log on the system using the supervisor's account, which enabled the intruder detection. In this case the supervisor had a user who had supervisor equivalence rights, and the supervisor was able to disable the intruder detection for supervisor. Once the intruder detection for supervisor was disabled the supervisor was able to unlock the server console.

FYI: "Break At 0001 Because Of Interrupt 3 Instruction" Arcserve
FYI

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TITLE: "Break At 0001 Because Of Interrupt 3
Instruction" Arcserve
DOCUMENT ID#: FYI.P.7451
DATE: 08MAY92
PRODUCT: NetWare

PRODUCT VERSION: v2.x, v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Break At 0001 Because
Of Interrupt 3 Instruction".

ISSUE/PROBLEM

Using Cheyenne's ARCSERVE.NLM v4.0.

When an entire network backup is performed (i.e. all servers
in the LAN) the 386 server that is running the NLM will stop with
the above message.

SOLUTION

Cheyenne is aware of this problem -- the above problem will
only occur if there is a 286 server on the LAN and you are trying
to back it up as well. CLIBP002.NLM is a patch obtainable from
Cheyenne that will correct the problem.

FYI: "Incompatible DOS Version" At Workstation NetWare v2.2
FYI

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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: "Incompatible DOS Version" At Workstation
NetWare v2.2
DOCUMENT ID#: FYI.P.7420
DATE: 07MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Incompatible DOS
version" at the workstation.

ISSUE/PROBLEM

The system was running NetWare v2.2 nondedicated with DOS

v5.0 at the file server and on all the workstations. IPX, and NETX would be loaded and then the above message would be returned while waiting for the F: prompt to come up. The system only had one COMMAND.COM loaded. The error message would even be generated when attempting to login from the workstation side of the nondedicated file server.

SOLUTION

A batch file was being executed to load IPX, NETX, etc from a menu program that someone at the site had written. Logging in was available when executing the batch file from the command line without the menu loaded. The site purchased a menu program and now everything is working as it should.

FYI: Madge 16 Bit Card Problems With Over 16MB Of Memory
FYI

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TITLE: Madge 16 Bit Card Problems With More Than
16MB Of Memory
DOCUMENT ID#: FYI.P.7422
DATE: 07MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Installed v3.11 NetWare on a 486/33 server with 36MB RAM. This was an ISA bus machine, so all cards were 16 or 8 Bit. When Auto Register Memory was set to "ON", the workstations would experience difficulties accessing files or running utilities almost immediately after logging in. With Auto Register Memory set to "OFF", all works fine.

The Madge NICs apparently use DMA, the workstation's current driver does not seem to use the hooks that support the "SET

RESERVED CACHE BUFFERS BELOW 16 MEGABYTES" parameter. There was no obvious way to disable DMA on the card.

SOLUTION

Replaced the card with a non-DMA NIC, and requested that Madge write drivers that use the reserved cache buffer hooks. Another solution would have been to limit the server RAM to 16MB.

FYI: Information On NET\$OS.EXE During NETGEN
FYI

(Note: The origin of this information may be internal or external 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: Information On NET\$OS.EXE During NETGEN
DOCUMENT ID#: FYI.P.7423
DATE: 07MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the deal with the NET\$OS.EXE that ships on OSEXE-1?

There is an explanation about the NET\$OS.EX1 and NET\$OS.EX2 files that ship on the OSEXE-1 and OSEXE-2 diskettes, respectively, and how the installation/netgen process combines them into the NET\$OS.EXE that is called by the cold boot loader. But, it didn't say anything about the NET\$OS.EXE that ships with them on OSEXE-1. A user wanted to know why the .EX1 and .EX2 files had a 1992 date, but the .EXE file on the diskettes had a 1988 date if it was supposed to have been built by combining the other two.

SOLUTION

The NET\$OS.EXE file that ships on the diskettes act more like a batch file that invokes the .EX1 and .EX2 files. This is

useful for booting up the server from floppy. It is a different file from the .EXE that is created during installation.

FYI: Users Prompted For Login And Password Twice

FYI

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TITLE: Users Prompted For Login And Password Twice
DOCUMENT ID#: FYI.P.7431
DATE: 07MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Users would be prompted for login/password twice each time they tried to Login.

ISSUE/PROBLEM

Users could not get logged in.

SOLUTION

Somehow a LOGIN.COM got into the login directory. There was both LOGIN.EXE and LOGIN.COM (only shipped with v2.0a). When LOGIN.EXE was specified LOGIN.COM didn't run. At this point the supervisor got in. The users who had tried to login when both .COM and .EXE were in the same directory had corrupt passwords. The passwords were changed and everything was back to normal.

FYI: "Insufficient Number Of NCB's". NetBIOS On XT Machine

FYI

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or implied claims to the validity of this information.)

TITLE: "Insufficient Number Of NCB's". NetBIOS On XT
Machine
DOCUMENT ID#: FYI.P.7433
DATE: 07MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Insufficient number
of NCB's".

ISSUE/PROBLEM

The problem occurred when running NetBIOS on an XT machine
on a large network the above error message would be returned.

SOLUTION

Suggested increasing the number of NCB's commands in
SHELL.CFG and moving to a more powerful machine than the XT. The
user decided to go to IPX only as his solution.

FYI: "NWD0115: Error Getting Connection I.D." NetWare Requester
FYI

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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: "NWD0115: Error Getting Connection I.D."
NetWare Requester
DOCUMENT ID#: FYI.P.7432
DATE: 07MAY92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.2 rev F
SUPERSEDES: NA

SYMPTOM: Receiving the message: "NWD0115: error
getting connection I.D".

ISSUE/PROBLEM

In this case the system had Requester running fine until it was upgraded to revision F, and the above error started occurring. Going back to the previous revision everything was fine. The problems all pointed to communication problems, which is normal if the server has gone down, but in this case everything looked okay.

SOLUTION

A SNIFFER trace was executed and whether rev F was used or not it showed an intermittent communication problem on one cable segment. Replacing the cable cleared up the problem.

FYI: Unable To Execute Menu Parse Program.

FYI

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TITLE: Unable To Execute Menu Parse Program.
DOCUMENT ID#: FYI.P.7426
DATE: 07MAY92
PRODUCT: NetWare
PRODUCT VERSION:
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Unable to execute menu parse program (errno = (null))".

ISSUE/PROBLEM

Using MENU.EXE v2.30.

The message was received after choosing the menu option and exiting the application that was called by the menu option.

SOLUTION

It was believed that there was a search drive mapped to the PUBLIC directory where the menu and menuparz files were located;

however, in reality there was only a regular drive mapping to PUBLIC. Within the menu option it was changing drives and could no longer find menuparz when not actually sitting on that drive.

FYI: Printing Problems Using NE3200 And ODI Workstation Drivers
FYI

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TITLE: Printing Problems Using NE3200 And ODI
Workstation Drivers
DOCUMENT ID#: FYI.P.7435
DATE: 07MAY92
PRODUCT: NetWare
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The problem occurred when using an NE3200 with ODI workstation drivers and printing from Windows 3.0 and 3.1.

When printing a document out of Windows using the "LPT1" configuration, the job would print a banner with no name (even if nb had been specified), and the program would print out multiple copies of the document. However, looking in PCONSOLE showed just one job, but all the job parameters in PCONSOLE were wrong (i.e. 65,000+ copies, 'yes' to formfeed, 'yes' to notify when done, 'yes' to enable tabs, tab size would be 255, and 'yes' to enable banner, although they were set off in the CAPTURE statement).

The 'CAPTURE sh' showed that the setup in Windows was fine. The problem would not occur if the "LPT1/OS2" configuration was selected. The problem only occurs with the NE3200 card and ODI drivers, other cards worked fine.

SOLUTION

In the NET.CFG in the "link driver" section, put the parameter "double buffer". Added this to the NET.CFG and the problem went away.

Example:

```
Link Driver NE3200
    double buffer
```

Also, the current NE3200.COM should not be loaded high. Future versions will allow hi-loading.

FYI: IPX.COM Will Not Load On IBM Model 25 The First Time
FYI

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```
TITLE:      IPX.COM Will Not Load On IBM Model 25 The
First Time
DOCUMENT ID#:  FYI.P.7424
DATE:        07MAY92
PRODUCT:     NetWare
PRODUCT VERSION:  v2.2, v3.11
SUPERSEDES:  NA
```

```
SYMPTOM:     Receiving the message: "IPX INITIALIZATION
ERROR 48: DIR. INITIALIZED TIMEOUT".
```

ISSUE/PROBLEM

The problem occurred with STOKEN.OBJ v2.63 linked into IPX.COM. IPX.COM will not load the first time on an IBM MODEL 25 if interrupt two is used on the IBM Token-Ring board.

The model 25 leaves interrupt two pending on boot up, which causes problems with some versions of the Token-Ring driver.

SOLUTION

The IPX.COM can be placed in the AUTOEXEC.BAT twice and it will load fine the second time, or the ODI drivers can be used

which do not have a problem with interrupt two pending when it loads.

The same is also true of the IBM model 30/8086 machine. This could happen with any IPX driver set at IRQ 2 on either the IBM model 25 or 30 8086 machine.

FYI: "Error Receiving From Network" Fountain 386/40
FYI

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TITLE: "Error Receiving From Network" Fountain
386/40
DOCUMENT ID#: FYI.P.7417
DATE: 06MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM: Workstation hanging without an error.

ISSUE/PROBLEM

In this case there were multiple hangs occurring without any errors being received on the workstations. The system was using an NE1000 card in a Fountain Technologies 386/40 file/server machine. Swapping out the NE1000 for an NE2000 card caused no improvement.

SOLUTION

When the speed of the machine was slowed down the system started to work without any problems. However, the speed of the machine went to 10Mhz and that was unacceptable to the customer so he changed the machine for a 386/33 machine that fixed the problem.

FYI: Upgrading User Versions Of NetWare v2.2

FYI

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TITLE: Upgrading User Versions Of NetWare v2.2
DOCUMENT ID#: FYI.P.7403
DATE: 06MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, 3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the process for upgrading the user version of NetWare v2.2 to a larger user version? For example, upgrading from 10 user NetWare v2.2 to 50 user v2.2.

SOLUTION

The OS serialization and user version files are on the OSOBJ diskette. Specifically, DEDOS.OBJ and NONDEDOS.OBJ. Be sure to use the NEW OSOBJ diskette that came with the upgrade, then perform the following options:

1. DOWN the server, run INSTALL from the SYSTEM-1 diskette or subdirectory.
2. Select "Maintain existing system" from the main menu.
3. Press F10 on the Operating System Generation screen.
4. "Configure NetWare v2.2 OS" and "Link NetWare v2.2 OS" are the only Actions required. Press Insert add them to the list of Actions to be performed.
5. Press F10 to save and continue.
6. Press F10 on the File Server Definition screen.
7. "Load NetWare v2.2 OS" is the only Action required;

DELETE all other items listed in the Actions to be performed box.

8. Press F10 to continue. The upgrade is now complete.

Note: In NetWare v3.11, the procedure is easier. Just DOWN the v3.11 server and load the new SERVER.EXE that came with the upgrade.

FYI: Abend: IPX Block Already... Attachmate Gateway
FYI

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TITLE: Abend: IPX Block Already... Attachmate
Gateway
DOCUMENT ID#: FYI.P.7418
DATE: 06MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the Netbios message: "Abend: IPX
Block Already on Free List".

ISSUE/PROBLEM

This error message would appear on the Attachmate gateways.

SOLUTION

Upgraded TOKEN.LAN from TOKENB.ZIP Novlib 06 on the file server to version 3.16.

FYI: Unable To Remove Job From Queue. BlueLans TSR
FYI

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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: Unable To Remove Job From Queue. BlueLans TSR
DOCUMENT ID#: FYI.P.7408
DATE: 06MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Error sending on network.

ISSUE/PROBLEM

Unable to remove a job from the queue with PCONSOLE. Looking at a LANalyzer trace, it was found that the request buffer length was too long, making the packet larger than a valid length of a packet.

SOLUTION

A file from the system login script was being loaded called REM411.COM from BlueLans Software. This memory resident (TSR) program must have been conflicting with PCONSOLE, because when REM411.COM was not loaded, PCONSOLE could remove jobs from the queue without any problems.

FYI: FAT Errors Limiting Users Added To The Network
FYI

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TITLE: FAT Errors Limiting Users Added To The
Network
DOCUMENT ID#: FYI.P.7413
DATE: 06MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Adding a user in SYSCON returns an error.

ISSUE/PROBLEM

In SYSCON the system only allowed 88 users. When attempting to add the 89th user an error is returned. If a user is deleted then another user account can be created. Using BINDFIX did not help. Booting off the original SERVER.EXE made it so that it was no longer possible to mount the SYS: volume.

SOLUTION

When VREPAIR was executed it found some FAT errors. It was necessary to run VREPAIR twice to clean everything up. After running VREPAIR the system allowed creation of all the users needed.

FYI: Appending To The End Of An Existing PATH
FYI

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TITLE: Appending To The End Of An Existing PATH
DOCUMENT ID#: FYI.P.7434
DATE: 06MAY92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How to append to the end of an existing PATH in DOS without retyping the long path= statement. Existing path was:

```
C:\;\DRDOS;\...;\WINDOWS
```

And the \TEMP subdirectory needed to be added to the end of the string.

SOLUTION

Create a batch file called ADDPATH.BAT:

```
PATH=%PATH%;%1
```

To append to the existing path, simply type:

```
ADDPATH \TEMP
```

The %PATH% command will not work alone from the command line.

Also, to expand on the idea of resetting the path in a batch file, it is possible to use this method to set the path to any string set in a DOS environment variable. For example, the batch file could be used to save the existing path to an environment variable named ORIGPATH and change to another predetermined path "saved" as a DOS environment variable with name NEWPATH:

```
@ECHO OFF
SET ORIGPATH=%PATH%
PATH=%NEWPATH%
```

Later, it is possible to reset the path to the original path with this batch file:

```
@ECHO OFF
PATH=%ORIGPATH%
```

FYI: LAN Spool And Other Applications Causing Slow NSE

FYI

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TITLE: LAN Spool And Other Applications Causing Slow
NSE

DOCUMENT ID#: FYI.P.7383

DATE: 05MAY92
PRODUCT: NetWare
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: Slow response in NSE

ISSUE/PROBLEM

It took up to five minutes to search for a file in the NSE.

SOLUTION

Novell tried to duplicate the problem with the same hardware configuration and could not. However, it was discovered later that LAN Spool was loaded and some other applications, which were causing the problem.

FYI: Problems Configuring NE3200 Card In AST Machine
FYI

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TITLE: Problems Configuring NE3200 Card In AST
Machine
DOCUMENT ID#: FYI.P.7384
DATE: 05MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: In EISA configuration was being prompted for the wrong configuration file.

ISSUE/PROBLEM

Using an AST 486 with an NE3200 card.

When trying to configure the NE3200 card the EISA configuration was asking for the !NVL07E1.CFG file and the

diskette only has the !NVL0701.CFG file. Called EAGLE. They said it was a bus problem.

SOLUTION

The system was using slot one on the AST machine and Eagle said to change slots. However, the card had just been pulled from another AST machine where it had been working fine. After changing to another slot, unsure which one, the system was able to go through the EISA configuration just fine.

FYI: NET\$OS.EXE Increases When Core Printing Is Selected
FYI

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TITLE: NET\$OS.EXE Increases When Core Printing Is Selected
DOCUMENT ID#: FYI.P.7387
DATE: 05MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How much does the NET\$OS.EXE increase when Core printing is selected?

SOLUTION

It can vary depending upon the setup. With just the basics and a Thomas Conrad card, memory will increase by 18,110B.

FYI: Creating Icons For NetWare Utilities In Windows

FYI

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TITLE: Creating Icons For NetWare Utilities In
Windows
DOCUMENT ID#: FYI.P.7388
DATE: 05MAY92
PRODUCT: NetWare
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: Receiving the message: "INVALID PATH: THE
PATH O:\PUBLIC\FILER.EXE IS INVALID".

ISSUE/PROBLEM

In this case the system had the utilities flagged EXECUTE ONLY and there was a desire to create Icons in Windows Program Manager for FILER, SYSCON, etc. However, in setting the Icons up the system would display the above error in a dialogue box. After browsing it was found that the Icon was not created.

SOLUTION

Use a .PIF or .BAT file to base the Icon on and have the file call FILER.EXE, SYSCON.EXE, etc. This way PROGMAN.EXE can read the .PIF and create the Icon.

FYI: Runtime Errors Logging Into NetWare v2.2 Server

FYI

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TITLE: Runtime Errors Logging Into NetWare v2.2
Server
DOCUMENT ID#: FYI.P.7393

DATE: 05MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Workstation receiving the message: "RUNTIME
ERROR R6000 STACK OVERFLOW RUNTIME ERROR R6001 NULL POINTER
ASSIGNMENT".

ISSUE/PROBLEM

The above messages were returned when trying to login from any workstation to the server. Sometimes login would work and other times it wouldn't. This applied to any user. When the user could get logged in, most of the time there were no mappings or just part of the mappings.

SOLUTION

Copied a clean LOGIN.EXE onto the system at which point login worked without problems. However, there still remained some map problems as well as problems with some of the other NetWare commands. Replacing all the public files brought the system back to normal operation.

FYI: Maximum Number Of Queues Created In PCONSOLE
FYI

(Note: The origin of this information may be internal or external 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: Maximum Number Of Queues Created In PCONSOLE
DOCUMENT ID#: FYI.P.7366
DATE: 04MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.x, v3.x
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the maximum number of Queues that can be created in PCONSOLE?

How many print jobs will a print queue hold in NetWare v2.2?

SOLUTION

The number of print queues and print servers on a single file server is limited only by the number of bindery objects that can be placed on that server. In 2.x, it is believed to be about 65,000 or so and there is no idea what it is in 3.x. While it's true that the Novell utilities won't display that many bindery objects, they can still be created.

A print queue in v2.2 will hold 250 jobs. Trying to send the 251st job will return the message: "The queue is full, try again". Different versions of PCONSOLE will show different numbers of the jobs that are in the queue. Version 1.51 will show up to 100 jobs, 1.52 will show 250.

In NetWare v3.11 the number of print jobs in a queue is limited only by disk space.

FYI: Tracking Semaphores And Logical Locks. NetWare 386

FYI

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TITLE: Tracking Semaphores And Logical Locks.
NetWare 386
DOCUMENT ID#: FYI.P.7371
DATE: 04MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In this case there was a desire to be able to track

semaphores and logical locks from the client.

SOLUTION

In NetWare 286's FCONSOLE this functionality is available. This was taken out in NetWare 386.

Therefore, it is necessary to get the Network Management Developer's Toolkit. Also Novell marketing said that this support will be going back into the next version of NetWare.

FYI: Salvaging Files Used By The System

FYI

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| | |
|------------------|------------------------------------|
| TITLE: | Salvaging Files Used By The System |
| DOCUMENT ID#: | FYI.P.7374 |
| DATE: | 04MAY92 |
| PRODUCT: | NetWare |
| PRODUCT VERSION: | v3.x |
| SUPERSEDES: | NA |
| SYMPTOM: | NA |

ISSUE/PROBLEM

Be very cautious when attempting to salvage files that are used by the system. When you salvage them, you will become the new owner. NetWare may not recognize the file correctly because it no longer owns it and very strange results may occur. This will be especially critical with future versions of NetWare that will maintain special files for auditing and data migration purposes.

FYI: NetWare v2.2 Server Hangs. Optinet CD-ROM Server

FYI

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TITLE: NetWare v2.2 Server Hangs. Optinet CD-ROM Server
DOCUMENT ID#: FYI.P.7376
DATE: 04MAY92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: File server hanging.

ISSUE/PROBLEM

In this case the system had an Optinet CD-ROM server on the network that apparently was causing problems.

SOLUTION

Took the CD-ROM server out and v2.2 has been up and running for almost two weeks.

FYI: PS2OPT Disk Driver Not Supported In NetWare v3.10
FYI

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TITLE: PS2OPT Disk Driver Not Supported In NetWare v3.10
DOCUMENT ID#: FYI.P.7355
DATE: 01MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.1
SUPERSEDES: NA

SYMPTOM: PS2OPT disk driver not working on PS/2 57/SX file server.

ISSUE/PROBLEM

The user has NetWare v3.1 and wanted to use the PS2OPT disk driver. However, they could not get the driver to work.

SOLUTION

The PS2OPT disk driver is not supported in v3.1 and won't work. Verified with Novell Engineering.

FYI: Application Limits Packet Burst Handling

FYI

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TITLE: Application Limits Packet Burst Handling
DOCUMENT ID#: FYI.P.7397
DATE: 01MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11, v3.10
SUPERSEDES: NA

SYMPTOM: The system is using Burst Mode but only transferring 150 byte Packets.

ISSUE/PROBLEM

The system was using Ethernet cabling for a 1KB max packet size. When the utilities were doing just reads and writes from the disk using NCOPY or NDIR. But from some applications the packets were only 150 bytes. The user was expecting a performance increase, but because the application was requesting files in 150 byte increments BURST MODE showed virtually no performance increase.

SOLUTION

This is a limitation of the application. NDIR or NCOPY will take advantage of the packet size (i.e. Ethernet=1K, Token-Ring=1-4K, ETC.). However, if an application only requests 150

byte packets then Burst Mode will not send it in a larger field. It is important to remember that BURST MODE only bursts NCP READS and WRITES.

FYI: Adding Or Deleting Files During SYSTEM, PUBLIC Load
FYI

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TITLE: Adding Or Deleting Files During SYSTEM,
PUBLIC Load
DOCUMENT ID#: FYI.P.7354
DATE: 01MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When installing NetWare v3.11, and loading SYSTEM and PUBLIC files, is there a way to eliminate files to be loaded, or add additional files to be loaded by this process?

SOLUTION

The file to accomplish the above task is FILEDATA.DAT and is found on the SYSTEM-2 diskette. The format of the file is easy to follow.

Many users have worked with the file FILES.DAT to accomplish this task. FILES.DAT is strictly documentation and is NOT used by Install or RCONSOLE.

Note: This was mentioned briefly in the NSE, but it only referred to loading SYSTEM and PUBLIC file from RCONSOLE, not from INSTALL. FILEDATA.DAT is accessed by both RCONSOLE and INSTALL.

For v2.2 NetWare the files to modify are:

MACINFO.DAT
NOVPRINT.DAT
PUBINFO.DAT

These are used by INSTALL to create SYSTEM-1\FILEINFO.DAT depending on what options are selected.

For 2.1x NetWare the file for most (if not all) versions is GENDATA\FILEINFO.DAT

FYI: Abend: Bad Block Returned During Process PSERV
FYI

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TITLE: Abend: Bad Block Returned During Process
PSERV
DOCUMENT ID#: FYI.P.7357
DATE: 01MAY92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Abend: bad block returned during process PSERV" on the file server.

ISSUE/PROBLEM

A NetWare v3.11 file server would abend whenever a user logged out and sporadically when they didn't log out. Unloading PSERVER would allow the file server to stay up.

SOLUTION

The only thing in common with log out and PSERVER was the bindery. Ran BINDFIX and the abend went away.

FYI: Unable To Write LAN Driver Change To Disk

FYI

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TITLE: Unable To Write LAN Driver Change To Disk
DOCUMENT ID#: FYI.P.7344
DATE: 30APR92
PRODUCT: NetWare ELS II
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM: Could not write changed LAN driver
information to disk.

ISSUE/PROBLEM

When changing from an NE2000 to a 3c503 card and changing the driver in ELSGEN the program would appear to write to the disk. But, when booting it would still come up as an NE2000. If the default installation is selected instead of the custom installation, the program would actually write the information to disk but when booting the program would give an ABEND: "INVALID CHANNEL SEMAPHORE STATE ON NetWare RELEASE" message.

SOLUTION

Use the correct version of v2.15 diskettes. Running ELSGEN from another version will result in above issue.

FYI: "SYS2070: The System Could Not Demand Load..." SYSCON
FYI

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TITLE: "SYS2070: The System Could Not Demand
Load..." SYSCON
DOCUMENT ID#: FYI.P.7351

DATE: 30APR92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: Receiving the message: "SYS2070: The system could not demand load the application's segment. SYSCON is in error."

ISSUE/PROBLEM

Product: OS/2 version 1.3 using communication manager and Western Digital or IBM Ethernet cards, and using the CMGRLAN.SYS Novell driver.

When loading SYSCON on a local segment OS/2 would return the error-- "SYS2070:The system could not demand load the application's segment. SYSCON is in error". SYSCON would load properly if a hop was introduced between the server and client.

SOLUTION

Use 802.2 frame types at both the server and client or use a 618 byte (approximately 1/2 KB) frame size. If using an 802.2 frame type it is possible to use a larger packet size. Note: ODI drivers default to 802.2 protocol.

FYI: ODINSUP Driver Connectivity For Dissimilar Networks Part 1
FYI

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TITLE: ODINSUP Driver Connectivity For Dissimilar
Networks Part 1
DOCUMENT ID#: FYI.P.7353
DATE: 30APR92
PRODUCT: NetWare
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Novell's new product, ODINSUP, is an interface that allows coexistence of two network driver interfaces, the Network Driver Interface Specification (NDIS) and the Open Data-link Interface (ODI) Specification. ODINSUP (Open Data-link Interface/Network Driver Interface Specification Support) allows the connection of two dissimilar networks from one workstation and use them as if they were one network.

For example, after loading ODINSUP on the workstation, it is possible to log in to a network running LAN Server, and log in to a NetWare network. At this point files can be copied and applications executed as if they were on one network.

When ODINSUP is loaded, it is possible to use a wider variety of programs without compatibility problems. Also it is not necessary to reconfigure or reboot the workstation to switch from one type of network to another.

PREREQUISITES

To complete ODINSUP installation, the user must have access to the NDIS protocols and documentation. The user should also have a working knowledge of the NDIS protocol.

How ODINSUP works.

ODINSUP functions as a default protocol stack. As a default protocol stack, it accepts packets from the ODI Link Support Layer (LSL) that are not specifically marked with a protocol identifier (PID) for a registered protocol stack (such as IPX or TCP/IP). When it receives a packet, ODINSUP translates the packet to a form understood by the NDIS Protocol Manager and passes it on to the NDIS protocol stack.

ODINSUP allows the NDIS protocol stack to communicate with a network board. The NDIS protocol stack does not need to be aware of the details (such as frame type) of the packets transmission. The details of the packets transmission are handled by the Multiple Link Interface Driver (MLID) which is the ODI driver.

FYI: "Primary Interrupt Controller..." Primary, Secondary PIC
FYI

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TITLE: "Primary Interrupt Controller..." Primary,
Secondary PIC
DOCUMENT ID#: FYI.P.7330
DATE: 29APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the difference between the Primary and Secondary PIC? (PIC=programmable interrupt controller.)

SOLUTION

The Primary PIC handles IRQ 0-7, and the Secondary PIC handles IRQ 8-15. The first PIC is connected to the CPU and, therefore, causes the actual interrupt to the CPU. The second PIC is connected to the first PIC (cascaded) through IRQ 2 and so when an input line to the second PIC (IRQ 8-15) is asserted, the second PIC interrupts the first PIC through IRQ 2 and it in turn interrupts the CPU. That is the reason that when a NIC is set to IRQ 2 it is, out of necessity, actually using IRQ 9.

FYI: Windows 3.1 Hangs Exiting To DOS Application

FYI

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TITLE: Windows 3.1 Hangs Exiting To DOS Application
DOCUMENT ID#: FYI.P.7285
DATE: 24APR92
PRODUCT: NetWare

PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: Windows 3.1 hanging.

ISSUE/PROBLEM

In this case the system was upgraded to Windows 3.1 using DOS 5.0. However, when exiting a DOS application, Windows would hang. Changing to ODI drivers and using NETX 3.26 still did not help.

SOLUTION

The system was loading DOS 5.0 and NETX and IPXODI high. To trace the problem it was necessary to start taking the load highs out one at a time. Took out the IPXODI load high and the problem went away.

Novell set this up in the lab but was unable to duplicate the problem. Windows had no problems running with IPXODI loaded high when Novell tried to recreate the problem.

FYI: SBACKUP Causing GPPE Error

FYI

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TITLE: SBACKUP Causing GPPE Error
DOCUMENT ID#: FYI.P.7527
DATE: 21APR92
PRODUCT: NetWare
PRODUCT VERSION: V3.11
SUPERSEDES: FYI.P.7250

SYMPTOM: The system was returning a GPPE when running SBACKUP.

ISSUE/PROBLEM

The system was returning the message: "GPPE 00e60000 running

process SBACKUP 0 process".

Configuration: 16MB memory on model 95 with IBM tape backup unit model 64511121. IBM.NLM from B/R driver kit v3.0b.

The GPPE would occur after SBACKUP was completed and the user was exiting SBACKUP.NLM. There were Mac name spaces on all volumes. Also there was a TAPEDC00 DIBI driver. The backup would complete but error would occur.

SOLUTION

New SBACKUP in SBACK.ZIP found on NetWire solves the problem.

FYI: Setting Up EtherExpress Card With RPRINTER
FYI

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TITLE: Setting Up EtherExpress Card With RPRINTER
DOCUMENT ID#: FYI.P.7194
DATE: 19APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Configuration: an Intel EtherExpress ISA 16-Bit BNC, AUI.

In this case there was a need to set the station up as a RPRINTER in NetWare v3.11. The system had put the statement SPX CONNECTIONS=50 in NET.CFG. When running IPX the program did not echo the SPX CONNECTIONS=50; however, the program did echo FILE HANDLES=150 and some other things in the NET.CFG.

SOLUTION

The system had Windows 3.1 loaded on it so it was possible to use LSL.COM, IPXODI.COM, and NETX.COM from Windows. It was found that the EXP16ODI.COM on the Intel disk was dated Aug. 29, 1991. When loading the ODI shell, it echoed SPX CONNECTIONS=50 and RPRINTER is up and running now. (NOTE--This card was certified with v3.11 as a workstation using the ODI driver.)

Note: SPX connection do not need to be incremented for RPRINTER.

FYI: Duplicate Search Mappings Executing LOGIN Second Time
FYI

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TITLE: Duplicate Search Mappings Executing LOGIN
Second Time
DOCUMENT ID#: FYI.P.7199
DATE: 18APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: Duplicated search mappings are occurring when executing LOGIN a second time (while already logged in).

ISSUE/PROBLEM

Observe the following output showing Z: and Y: mapped twice:

```
U:\USERS\CURTIS>map
```

```
Drive A: maps to a local disk.  
Drive B: maps to a local disk.  
Drive C: maps to a local disk.  
Drive D: maps to a local disk.  
Drive E: maps to a local disk.  
Drive F: = FS1\SYS: \LOGIN  
Drive U: = FS1\SYS: \USERS\CURTIS
```

```
SEARCH1: = Z:. [FS1\SYS: \PUBLIC]
```


SEARCH2: = Y:. [FS1\SYS: \PUBLIC\IBM\MSDOS\V5.00]
SEARCH3: = Z:. [FS1\SYS: \PUBLIC]
SEARCH4: = Y:. [FS1\SYS: \PUBLIC\IBM\MSDOS\V5.00]
SEARCH5: = C:\
SEARCH6: = C:\DOS

SOLUTION

The problem occurs while running DOSSHELL (v5.0) and using <Shift-F9> to get a DOS prompt, then executing IPX and NETX for the first time and logging in. If the shell is exited before logging in a second time, then the problem does not occur.

FYI: Server Hangs Running MAS90 Program
FYI

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TITLE: Server Hangs Running MAS90 Program
DOCUMENT ID#: FYI.P.7211
DATE: 17APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.10
SUPERSEDES: NA

SYMPTOM: The file server hangs with no error messages.

ISSUE/PROBLEM

The file server locks up. Configuration:

386/25 clone (tried three different motherboards.)
8Mb of RAM (has swapped out ram)
wd ethercard plus int 5 cc00 240 802.3
" " " int 3 d000 280 802.3
SCSI future domain controller.(8 bit) with their
driver.
ups v1.1
patchman v1.1b MONITOR.NLM.

When running the Mas90 program and pressing ESC to the menu

from another program on another machine the server hangs and the workstation also hangs with no errors. At other times it hangs, but the user can reproduce the problem at will with the Mas90 program.

SOLUTION

It was finally necessary to bring the server up as a NetWare v3.11 server and then do a core dump and mail the dump in.

While looking through the dump it was discovered that the system was hanging in the FUTCAM.DSK file. It turns out that the drivers and controller were not certified for v3.10. Swapping out the drive and controller fixed the problem.

FYI: Issues With DOS Partition Overlapping NetWare On IDE Drives
FYI

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TITLE: Issues With DOS Partition Overlapping NetWare
On IDE Drives
DOCUMENT ID#: FYI.P.7209
DATE: 17APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

There were some questions about D Greenwoods article on IDE drives in Network Connections. Specifically about the DOS partition overlapping the NetWare partition on an IDE drive if the same parameters are not used on both partitions.

SOLUTION

Download the IDEID.COM file from library 15 on NetWire.

This COM file will explain the setup parameters of the IDE drive that are on the server. Those parameters can be used to set up the NetWare partition.

FYI: Upload Of KBD326.ZIP

FYI

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TITLE: Upload Of KBD326.ZIP
DOCUMENT ID#: FYI.P.7208
DATE: 17APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: Shell resets keyboard.

ISSUE/PROBLEM

The issue concerns KBD326.ZIP, a patch on NetWare.

NetWare contains a patch for the NetWare shells v3.26 (NETX.COM, EMSNETX.EXE, XMSNETX.EXE, BNETX.EXE) correcting a problem with the v3.26 shell resetting the keyboard when sending a message to yourself.

The shells are part of the NetWare Workstation Kit For DOS/Windows, available for \$30 US by calling (800) UPDATE1. These patches are also included in DOSUP5.ZIP.

FYI: Can't Initialize LAN B. Ethercard Plus Driver, NetWare v2.15c

FYI

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

TITLE: Can't Initialize LAN B. Ethercard Plus
Driver, NetWare v2.15c
DOCUMENT ID#: FYI.P.7207
DATE: 17APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: LAN B not initializing

ISSUE/PROBLEM

Using SMC/Western Digital Ethercard Plus, driver version 3.04.

In this case the problem occurred with a new installation of NetWare v2.15c with two Western Digital Ethercard Plus network adapters, set as the first and second self configured drivers. NETGEN went fine (no errors), but when booting the server, LAN B is never initialized. The program did not return an error, and LAN A worked fine, but LAN B never came up. Executing DCONFIG on the NET\$OS showed LAN B was properly configured.

SOLUTION

SMC said that this a known problem with that version of the driver and told the user to get an earlier version, which fixed the problem.

FYI: Maximum Values For Packets Sent And Received. MONITOR.NLM
FYI

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TITLE: Maximum Values For Packets Sent And Received.
MONITOR.NLM
DOCUMENT ID#: FYI.P.7213
DATE: 17APR92

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

SYMPTOM: NA

ISSUE/PROBLEM

What is the maximum value the statistics in MONITOR - LAN INFORMATION could increment to? Specifically, what is the maximum possible values for total packets sent and total packets received?

SOLUTION

In the LAN Developer's manual it states that the field defined for these values are "double words", which means that there are 32 bits to store the numeric values. This means that the maximum possible value is 4,294,967,296 (2 raised to the 32nd power). In v2.x the value is believed to be 65,536 (2 raised to the 16th power).

When these "magical" numbers are reached, the counter goes back to zero and starts over.

FYI: Errors Adding 14th Server To A Domain
FYI

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TITLE: Errors Adding 14th Server To A Domain
DOCUMENT ID#: FYI.P.7217
DATE: 17APR92
PRODUCT: NetWare Naming Service
PRODUCT VERSION: v1.0
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

In this case the problem occurred when adding a 14th server to a domain. When NETCON got to the 14th server, the one being added, it started giving errors about OLD_PASSWORD, and soon ran out of memory. At this point in the synchronization NETCON will generally hang.

SOLUTION

The system had 14 servers and 1500 users defined. When the process has gone this far into adding the server to the domain the server is already seen as being in the domain. However, because the synchronization failed the server is not completely in sync with the domain. NETCON will allow a server to server synchronization. Therefore, it was necessary to go into the domain synchronization option and select the template server to synchronize from. Next, select the server that is being added to the domain as the server to synchronize to. With 1500 users this takes a few hours but has solved the problem. The 14th server is now in synchronization with the domain.

FYI: DTK PKM Motherboard GPI. Incorrect Jumper Settings
FYI

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TITLE: DTK PKM Motherboard GPI. Incorrect Jumper
Settings
DOCUMENT ID#: FYI.P.7218
DATE: 17APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: The system returned a General Protection Interrupt upon initializing LAN A during process MUXPRC. The system also had General Protection Interrupt problems during process INIT.

ISSUE/PROBLEM

File server is a DTK PKM 33304 486/33.

DTK manual incorrectly specified jumper settings of J2 for disabling the 64K external cache.

SOLUTION

J2 must be jumped on the first two pins to disable cache. If jumped on the last two pins it is set for software control, and no jumpers leave the cache enabled.

FYI: "ScanFreeALimboFile Found An Invalid..." MCS-700

FYI

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TITLE: "ScanFreeALimboFile Found An Invalid..." MCS-700
DOCUMENT ID#: FYI.P.7185
DATE: 16APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Server Abending three times a week with the message "SCANFREEALIMBOFILE FOUND AN INVALID DELETED FILE BLOCK ON DELETE LIST".

ISSUE/PROBLEM

Configuration: Future Domain MCS-700, Futcam and Futdisk v1.2, an IBM PS/2 model 80, and an Adaptec 1640 disk controller

Three model 80 servers using the Future Domain MCS-700 controllers and Futcam and Futdisk drivers. The revision level on the drivers was v1.2. The FUTCAM.DSK was dated 5/2/91 and FUTDISK.DSK was dated 5/17/91. This particular controller and earlier versions of the driver are IMSP certified. The problem has been seen many times before and the answer was to set "IMMEDIATE PURGE OF DELETED FILES=ON". This was not possible in this case. There was a need to have the ability to salvage the files.

SOLUTION

After trying everything to get the Future Domain disk controller to work the user switched to an Adaptec 1640 disk controller. They have been running solidly with this solution.

Just a couple of interesting notes on some insights gleaned from Future Domain when talking to their technical support people. If the Future Domain controller is used in a PS/2 in conjunction with IBM's internal ESDI or SCSI drives, the Future Domain software has to have a higher memory address. To make this happen it may be necessary to pull the ESDI and SCSI controllers, run reference and then re-install the internal ESDI and/or SCSI controllers and then re-run reference. The on-board BIOS of the future domain controllers is NOT needed if there are IBM internal drives present.

FYI: Common Printing Problems

FYI

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| | |
|------------------|--------------------------|
| TITLE: | Common Printing Problems |
| DOCUMENT ID#: | FYI.P.7166 |
| DATE: | 15APR92 |
| PRODUCT: | NetWare |
| PRODUCT VERSION: | All |
| SUPERSEDES: | NA |
| SYMPTOM: | NA |

ISSUE/PROBLEM

When sending a job containing extended ASCII graphic characters to the printer, the lines become strange letters. Doing a print screen where the screen image contains boxes for example.

SOLUTION

The problem is that PCs are typically using a PC-8 character set and the printer is set up for a Roman-8 (or some other) character set.

If supported, send the printer instructions to switch to a PC-8 character set. This can be done for HP printers by using the "print screen mode" found in the HP printer PDF files.

COMMON PROBLEMS ENCOUNTERED USING NOVELL PRINT SERVICES

Initial Notes: Many printing problems can be resolved by updating to the latest print services files. These can be obtained from NetWire. The publicly available ones are PSERVx.ZIP, PUTILx.ZIP, and PRINTx.ZIP in NOVLIB\01 or 06. The x in the file name represents a number which is incremented each time the file is updated. There may be even more recent ones in the private (NSD) area of NetWire, but these have not been through software test and are offered "at your own risk". Also, corrupted print queues or print servers is a common cause of problems. Deleting and recreating them has often resolved printing problems. When doing so refer to note 1 below.

1. PCONSOLE version 1.51 has a problem when deleting a print server, the associated subdirectory is not deleted. This undeleted subdirectory may cause a variety of problems. These problems include a print server asking for a password when none has been assigned, slow or erratic printing, and error sending or receiving on network when running RPRINTER. If any unusual problem occurs with printing services, check for print server subdirectories for which there is no print server.

2. RPRINTER losing connection. The RPRINTER makes a connection to the print server through an SPX connection. This connection is very susceptible to any variance from network specifications. The problem has been caused by cable troubles, concentrators, terminators, NICs, NIC drivers, old IPX/shell, etc. A router between the RPRINTER station and the print server may also cause problems. Using the status/control feature of PCONSOLE across a router may also be a problem as that function also uses an SPX connection. Sometimes these problems may be alleviated by settings in the NET.CFG file. In NET.CFG use IPX RETRY COUNT=n where n>20 (20 being the default) and SPX ABORT TIMEOUT=n where n>540 (540 being the default).

3. RPRINTER hanging. Conflicts with NIC settings and NIC drivers have caused the RPRINTER to hang. A problem with RPRINTER and DOS 5.0 has been resolved with version 1.22R (PTF

920218) of RPRINTER. Check for other TSRs.

4. PSERVER hanging. Sometimes the PSERVER.EXE will cause the workstation that it is running on to hard hang. This is generally caused by NIC drivers and/or older IPX/Shells. As with RPRINTER problems, this may also be caused by a variance from network specifications or by bad hardware. Another manifestation of PSERVER hanging is when just one printer being serviced has problems but the other printers are still functioning properly. Unloading and reloading the print server will usually allow the print server to again service the printer. This problem also is usually related to network problems.

5. Graphics jobs. It is necessary to be in byte stream mode when sending a graphics job to the printer. Use the parameter NT (for No Tabs) in CAPTURE and NPRINT. This is the byte stream mode switch. PRINTCON can also be used to define a job with byte stream specified. The PSERVER NLM that ships with v3.11 has a problem that causes "extra" text and other garbage to be printed when sending jobs larger than the print server buffer. A newer NLM may be found in PSERVx.ZIP on NetWire that fixes the problem.

6. PostScript printing. Note 5 applies to PostScript printing as well. In addition, PostScript jobs should be sent with NB (No Banner) as the Adobe language sent to set up the printer for the job is sent with the job and after the banner. Normally NFF (No Form Feed) should also be used. Some problems have been experienced with an applications PostScript drivers (including Windows) where updated drivers have been the cure. Some PostScript PDF files include modes that are larger than the default shell header buffer size (64 bytes). The buffer can be increased to up to 255 bytes through a PRINT HEADER=n entry in the NET.CFG file. CAPTURE uses this buffer; NPRINT does not.

7. Handshaking problems. Most of the serial handshaking problems arise from the way the Print server manipulates the RTS and DTR signals. These problems have been addressed by the 1.22R versions of Print Server and RPRINTER. Another problem is that some software (including DOS) that sends data to the serial port, checks that both signals, CTS and DSR, are asserted before sending data to the printer. The Print server only checks CTS. This can cause a problem with cabling schemes that cause CTS to always be asserted so that the handshaking can be accomplished through RTS alone. The Print server must have the printer manipulate CTS (on the PC side) for the handshaking to function.

8. Printserver VAP. The current version of the VAP has been stable but a few problems have been seen. On v2.2 with some NIC drivers that are not certified with v2.2 the print server will stop SAPing. The print server will also not SAP if LAN A is an ARCNET and no workstations are powered up. On some servers, if the polling time is set to five seconds or less, the server will not down correctly. (The polling time can be set by using the console command, P[RINTER] nn POLL xx.) Shadow RAM on some machines has caused problems with the VAP. Some third party VAPs conflict with the PSERVER VAP.

9. Windows. The latest WINUPx.ZIP file should be obtained from NetWire as it has resolved many printing problems. Some times a "garbage" problem can be resolved by changing the printer configuration (Using the Control Panel-Printer options) to print to LPT1.OS2. Try increasing buffers in CONFIG.SYS.

10. Hardware. Some add-on port cards have not worked well with the print server or RPRINTER. Sometimes a built in port (which works okay under DOS) will not be able to handle the data flow from the print server. Some ports are not able to cause the interrupt in interrupt mode.

11. Plotters. Plotters need to function pretty much as printers, i.e. the plotters can be sent a job to plot but there can be no interaction between them and the application. Plotters often use serial communications and XON/XOFF handshaking. Some plotters seem to work better using the version 1.20 RPRINTER (available in file PRINTx.ZIP on NetWire).

12. Miscellaneous. Some problems have been resolved by making sure that the print server has a unique name. Different object types should be able to share the same name but this can sometimes cause printing problems. The Jerusalem B virus can cause a problem with an .SPL file wherein the file grows until it consumes the volume.

FYI: Tracking Unreleased Memory In The NLM

FYI

(Note: The origin of this information may be internal or external 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: Tracking Unreleased Memory In The NLM
DOCUMENT ID#: FYI.P.7164
DATE: 15APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What can be done to track down exactly which memory has not been released when messages similar to the following appear?

"Module did not release 1264 resources"
"Resources: small memory allocations"

SOLUTION

One method to determine which pointer or pointers need to be freed, which works on NetWare v3.11 with CLib v3.11, is to:

Drop into Internal Debugger.
Set a breakpoint exactly like this:

```
'b=malloc-4d+[dmalloc-9]'
```

Run the NLM.

When the NLM exits, the debugger will be entered once for each unfreed pointer. Once in the Debugger, register EAX contains a pointer to the unfreed memory.

FYI: "Current Drive No Longer Valid" After v3.11 Upgrade
FYI

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TITLE: "Current Drive No Longer Valid" After v3.11 Upgrade

DOCUMENT ID#: FYI.P.7162
DATE: 15APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.10, v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Current drive no longer valid" after upgrading to v3.11.

ISSUE/PROBLEM

The problem occurred after a recent upgrade from v3.10 to v3.11 NetWare. The system was returning the above error messages among other errors upon logout. The system was using the latest shells. Login and logout were checked to make sure of the proper versions.

SOLUTION

As it turned out, the server was being booted from floppy and not from a DOS partition on the hard drive. When upgrade was executed the v3.10 SERVER.EXE was still being used and all the other associated files needed for a boot diskette. Updating the server boot diskette fixed the problem.

FYI: GPPE Running VREPAIR. NetWare v3.11
FYI

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TITLE: GPPE Running VREPAIR. NetWare v3.11
DOCUMENT ID#: FYI.P.7159
DATE: 15APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: The system is returning a GPPE when running VREPAIR.

ISSUE/PROBLEM

Using a Storage Dimensions SCSI controller with the Lanstor5 driver and a Maxtor 8760s 600MB Drive.

The problem occurred when bringing up an ALR 386 file server (16 MB RAM) in the morning. The file server wouldn't boot off the C: drive as it did the previous day. In FDISK the DOS partition was there but the files were messed up. The partition was recreated and made the primary bootable partition. VREPAIR was executed after getting mirror mismatch errors bringing the server up, also the system returned an abend:GPPE. Then INSTALL was entered, after loading server, to delete and recreate the partition. The volume for mounting was selected but the system returned the error: "selected volume cannot be located".

SOLUTION

Doing "set auto register memory above 16 megabytes=off" solved the problem.

FYI: Unable To Recognize Tape Backup Device. WANGTEK.NLM

FYI

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TITLE: Unable To Recognize Tape Backup Device.
WANGTEK.NLM
DOCUMENT ID#: FYI.P.7147
DATE: 14APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Using SBACKUP with the WANGTEK.NLM, the system returned an error message of not being able to recognize the tape backup device.

ISSUE/PROBLEM

Configuration: Sytos tape backup using PC-02 controller with SBACKUP.NLM.

In this case the system could not recognize the tape device when running SBACKUP. It was believed to be interrupt problem, but changing the interrupt did not make any difference.

SOLUTION

The problem was solved when it was realized that only the IRQ on the controller was changed, but the DIBI2\$DV.DAT, found under the SYS:DIBI sub-directory, was not updated. After updating this file everything worked.

FYI: Exiting Symphony locks work station when using EMSNETX and old memory manager

FYI

(Note: The origin of this information may be internal or external 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: Exiting Symphony locks work station when
using EMSNETX and old memory manager
DOCUMENT ID#: FYI.P.7154
DATE: 14APR92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Workstation locks up.

ISSUE/PROBLEM

The problem occurred when exiting the Symphony application, the workstation would lock up. The system was using EMSNETX v3.22, IPX v3.04, and an older memory manager. The combination would result in the workstation locking up when exiting the Symphony application. The memory manager device driver was MM.SYS.

SOLUTION

A newer memory manager, one shipped with DOS v5.0 or later will fix the problem.

FYI: Backed Up Software Corrupting DIR Maximum Rights Mask Info
FYI

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TITLE: Backed Up Software Corrupting DIR Maximum
Rights Mask Info
DOCUMENT ID#: FYI.P.7156
DATE: 13APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM: Users without supervisor equivalence could not read the PUBLIC directory. SYSCON showed that group EVERYONE had Read, Open, and Search trustee assignments, but the RIGHTS utility only showed Open and Search.

ISSUE/PROBLEM

In this case the problem occurred after a NetWare v2.15a server with a failing drive was backed up. After installing a brand new NetWare v2.15c server, and restoring the volumes, trustee assignments, and binderies with a Maynard Mainstream v3.10 software package; when the restore was completed, the users could not read the PUBLIC directory. Thinking that there was a problem with the group EVERYONE, a new group was created with ROS trustee assignments; but the same problem occurred.

SOLUTION

The Maximum Rights Mask was limiting the rights on the PUBLIC directory to Open and Search. Although Novell is not sure how this happened, it is possible that the backup/restore software could corrupt the directory information. Changing the MRM fixed the problem.

FYI: "Invalid COMMAND.COM" Exiting An Application Dell DOS
FYI

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TITLE: "Invalid COMMAND.COM" Exiting An Application
Dell DOS
DOCUMENT ID#: FYI.P.7175
DATE: 13APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15a
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Invalid COMMAND.COM" upon exiting an application.

ISSUE/PROBLEM

Using DELL DOS v3.30.

The system was returning the above message upon exiting certain applications. COMSPEC was set up properly in the login script. The "#command /c" command was tried after the COMSPEC statement. Also setting the COMSPEC in the CONFIG.SYS file was attempted, but both attempts failed to fix the problem. Searching for the other COMMAND.COM files found some, but they all had the same version.

SOLUTION

Finally, the file sizes and dates on the COMMAND.COM files were checked. There were some differences there. Deleted all but the COMMAND.COM in the Public\.....\v3.30 subdirectory and the COMMAND.COM at the C: root and made sure those two files were the same. No more problems were encountered once this was done.

FYI: FDDI Symbols For Data Transfer

FYI

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TITLE: FDDI Symbols For Data Transfer
DOCUMENT ID#: FYI.P.7115
DATE: 10APR92
PRODUCT: NetWare
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The Networking Technologies Course seems to have a lack of information dealing with FDDI symbols. Following a list of the symbols that are used to transfer data down an FDDI link.

This information was gleaned from a little booklet from Netcomm Limited. Tel +44 268 534228. There is a more detailed explanation of these codes and how FDDI works in the booklet 'An introduction to FDDI'.

| Code Group | Symbol | Assignment |
|------------|--------|------------|
| 11110 | 0 | Hex 0 |
| 01001 | 1 | Hex 1 |
| 10100 | 2 | Hex 2 |
| 10101 | 3 | Hex 3 |
| 01010 | 4 | Hex 4 |
| 01011 | 5 | Hex 5 |
| 01110 | 6 | Hex 6 |
| 01111 | 7 | Hex 7 |
| 10010 | 8 | Hex 8 |
| 10011 | 9 | Hex 9 |
| 10110 | A | Hex A |
| 10111 | B | Hex B |
| 11010 | C | Hex C |
| 11011 | D | Hex D |
| 11100 | E | Hex E |
| 11101 | F | Hex F |

Line State Symbols

| | | |
|-------|---|-------|
| 00000 | Q | Quiet |
| 11111 | I | Idle |
| 00100 | H | Halt |

Quiet indicates the absence of transitions on the medium.

Idle indicates that the cable is being driven but that there is no activity. The commands are used to maintain clock synchronization between FDDI stations.

Halt is used to force a logical break in activity on the cable.

The Delimiters

| Code Group | Symbol | Assignment |
|------------|--------|---------------------------|
| 11000 | J | 1st of sequential SD pair |
| 10001 | K | 2nd of sequential SD pair |
| 01101 | T | Ending delimiter |

All FDDI frames begin with an SD (Start Delimiter) symbol. This is made up of two symbols, a J symbol followed by a K symbol. The JK combination is a unique sequence of 10 bits that cannot occur in any other situation. This allows the receiving station to correctly identify the symbol boundaries at the start of the frame. The ending delimiter (T) terminates all normal data transmissions.

The Control Indicators

| Code Group | Symbol | Assignment |
|------------|--------|---------------------------|
| 00111 | R | Denotes logical 0 (Reset) |
| 11001 | S | Denotes logical 1 (Set) |

The control indicators may occur in combination with the ending delimiter to signal various MAC level conditions between stations.

FYI: 3-Stations Unable To Login After NetWare v3.11 Upgrade
FYI

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TITLE: 3-Stations Unable To Login After NetWare
v3.11 Upgrade
DOCUMENT ID#: FYI.P.7122

DATE: 10APR92
PRODUCT: NetWare
PRODUCT VERSION: 3.11
SUPERSEDES: NA

SYMPTOM: Workstation cannot login to the file server.

ISSUE/PROBLEM

The problem occurred after upgrading from NetWare v2.15c to v3.11. The 3COM 3stations could not login to file server.

SOLUTION

Applied the patches contained in 3CBOOT.ZIP at the file server and generated a new up-to-date version of IPX for the workstations.

FYI: Genicom 855LW Printer Problems

FYI

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TITLE: Genicom 855LW Printer Problems
DOCUMENT ID#: FYI.P.7120
DATE: 10APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Print jobs would occasionally repeat part of the previous line.

ISSUE/PROBLEM

The system was using the PRINTSERVER.NLM and PRINTSERVER.EXE v1.21 and v1.22.

The system was using a Genicom 855LW high speed line printer. The printer was attached to both the server (Everex

386/33 Stepserver) and a dedicated print server (Everex Step 286/16) using a parallel connection.

While printing invoices, sometimes the job would have part of a prior line reprinted in the current line.

SOLUTION

Novell has only seen this sort of problem with the 1.21 version of the NLM that shipped with NetWare v3.11. And that problem was due to a buffer pointer problem, which showed that the "extra" data was always from memory outside the buffer area, not from the job itself. Most likely the problem has to be with the printer (meaning a hardware malfunction in the printer). After pursuing other possibilities (including some add-on hardware recommended by Genicom), the user feels the same.

FYI: Files Not Flagged Shareable Causing "I/O Disk During..."
FYI

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TITLE: Files Not Flagged Shareable Causing "I/O Disk During..."
DOCUMENT ID#: FYI.P.7094
DATE: 09APR92
PRODUCT: NetWare ELS II
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Network error: I/O Network disk during READ FROM A FILE".

ISSUE/PROBLEM

The problem occurred while using a medical office application (Medical Office Systems). When the application loads, it comes up with a menu of options. Some of the menu options worked fine. Other options would produce the above network error. The VOLINFO was checked and it showed there were 91MB and 6720 directory entries available. After running VREPAIR

(which corrected some bad blocks) the application would go further, but would display garbage on the screen.

SOLUTION

The problem turned out to be a form of file corruption. Some of the application's files were not flagged as Shareable. The application was reinstalled and then the appropriate files were flagged shareable. No problems have occurred since the reinstallation. (Note: some files needed RW and S, some just needed RO and S.)

FYI: "Unable To Create Menuparz... Oserr-0:...". No Shell Or IPX
FYI

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TITLE: "Unable To Create Menuparz... Oserr-0:...".
No Shell Or IPX
DOCUMENT ID#: FYI.P.7091
DATE: 09APR92
PRODUCT: NetWare ELS II
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Unable to create
menuparz program: _oserr=0: status -2".

ISSUE/PROBLEM

The system was using Menu v1.22.

The problem occurred while running Menu at the local drive with no shell or IPX loaded (the menu was being used for local applications). Attempting to load Menu returned the above message. Menu loaded fine with IPX and shell loaded. All the necessary files were loaded at the workstation for the Menu to run properly (menu files, overlay, etc.).

SOLUTION

The system was running DOS v5.0. The CONFIG.SYS file was renamed to CONFIG.OLD and the machine was rebooted. This time Menu loaded fine but returned the message: "unable to find help file menuparz". Placing 30 files and buffers in CONFIG.SYS fixed the problem. However, Novell is not sure exactly what in the CONFIG.SYS was causing the original error.

FYI: Apple LaserWriter IINTX Not Printing With RPRINTER
FYI

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TITLE: Apple LaserWriter IINTX Not Printing With
RPRINTER
DOCUMENT ID#: FYI.P.7102
DATE: 09APR92
PRODUCT: NetWare
PRODUCT VERSION:
SUPERSEDES: NA
SYMPTOM: Jobs don't print

ISSUE/PROBLEM

RPRINTER Date: 1-24-92 Byte Size: 59,284

The problem occurred when using this RPRINTER with an Apple LaserWriter II NTX. The Apple will not print (only tried PostScript mode). Jobs go out from the queue but nothing is printed.

SOLUTION

The problem was solved by using the RPRINTER v1.20 Date:6-11-90 Byte Size:6,326 with RPRINT\$.EXE date: 6/01/90 Byte Size:76892. This RPRINTER needs the second support EXE to run. The system already had this version running on another workstation.

FYI: Booting From Floppy Speed Shows Low Speed Rating
FYI

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TITLE: Booting From Floppy Speed Shows Low Speed
Rating
DOCUMENT ID#: FYI.P.7104
DATE: 08APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: Speed rating on initial bootup was 258. When DOWN, EXIT, then rerun SERVER.EXE, speed would be 915.

ISSUE/PROBLEM

When booting the file server from a floppy, then running NetWare 3.11 SERVER.EXE from floppy, the speed was 258. Issuing the DOWN command and then loading SERVER.EXE, the speed would be 915. The difference in SPEED rating occurred on an AST Premium 486/33E EISA machine.

SOLUTION

When booting from floppy, the CPU speed automatically slows to accommodate the access difference. This was verified by AST. When the initial SPEED rating was performed, the CPU speed was still slow. After the server was all the way up, the speed was back to normal, yet the SPEED command would still say it was 258. This is because the speed is only calculated once when the server is brought up, thus that value was still low. So, when the server was DOWNed, then brought back up, the speed was recalculated at 915.

This is really a cosmetic problem. The server performed the same regardless of the speed value. So when booting from floppy this problem may be seen. This is a common problem with many types of machines.

NOTE: Some systems possess an AUTO CPU mode or have selectable CPU speeds that start in low speed. In low speed, some computers run as slow as 8 or even 6 MHz. One purpose of the speed test is to inform the system administrator of the file

server's current operating speed. When booting from a floppy, the current operating speed of the CPU can be in low speed, as described in the scenario above. The September 1990 issue of NetWare Application Notes provides an explanation of the NetWare 386 speed rating test.

FYI: BINDFIX Errors. Advanced NetWare v2.15c
FYI

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TITLE: BINDFIX Errors. Advanced NetWare v2.15c
DOCUMENT ID#: FYI.P.7088
DATE: 07APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Errors while running BINDFIX. BINDFIX wouldn't complete.

ISSUE/PROBLEM

In this case the problem occurred when the server wasn't downed first, just turned off. When the file server was booted and attempting to execute BINDFIX, the BINDFIX process did not work. All workstations could login without a hitch, which doesn't explain why the BINDFIX was being executed. However, it was noted that all the NetWare files had the same file creation date and time.

SOLUTION

Re-installed NetWare. No more BINDFIX problems and no more file date anomalies were observed.

FYI: Watchdog Dropping Connections. NetWare v3.11 Token-Ring
FYI

(Note: The origin of this information may be internal or external 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: Watchdog Dropping Connections. NetWare v3.11
Token-Ring
DOCUMENT ID#: FYI.P.7062
DATE: 06APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Watchdog Dropping Connections.

ISSUE/PROBLEM

The problem occurred on a Token Ring network. The Watchdog process was dropping user connections.

SOLUTION

The problem ended up being caused by old drivers. Upgrading to latest ODI shells solved the problem.

FYI: Preferred Server And LANSUP Problem Cause Hanging
FYI

(Note: The origin of this information may be internal or external 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: Preferred Server And LANSUP Problem Cause
Hanging
DOCUMENT ID#: FYI.P.7060
DATE: 06APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Workstation hangs

ISSUE/PROBLEM

Combination of preferred server and LANSUP problem. Work

stations hanging or not being able to login.

SOLUTION

The problem was a combination of using old drivers and setting up the shell incorrectly. Upgrading to ODI, using the latest LANSUP.COM and creating the CONFIG.SYS correctly solved the problems.

FYI: Garbage Printing To RPRINTER Workstation
FYI

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TITLE: Garbage Printing To RPRINTER Workstation
DOCUMENT ID#: FYI.P.7058
DATE: 06APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2, v3.11
SUPERSEDES: NA

SYMPTOM: Printing garbage

ISSUE/PROBLEM

The problem showed up as having garbage printed to an RPRINTER workstation. The system was using a PS/2 model 50 and an HP Laserjet III.

SOLUTION

Applying the RPRINTER 1.22r in PSERV.ZIP will fix the problem by using the Tx (x is 1-9) parameter.

Note: the new RPRINTER in PSERV.ZIP has a new parameter whose syntax is RPRINTER <PSERVER_NAME> <PRINTER_NUMBER> T<x> (x is 1-9). This parameter adjusts the strobe time on the port. Setting this parameter to 1,2,3, or 4 will generally fix any timing problems between the printer and the computer. Remember, the higher the numbers go (5,6,7,etc...), the slower the system will print.

FYI: Erase Rights Extend To Parent Directory

FYI

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TITLE: Erase Rights Extend To Parent Directory
DOCUMENT ID#: FYI.P.7100
DATE: 06APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

This is a question about trustee rights and how they should work. Here's a picture of the problem:

| Dir | Rights |
|-----|-----------|
| A | r f |
| B | r w c e f |

B is a subdirectory of A. The users in directory B need to have the Erase right in B; however, the users can delete the entire directory from A (via RD B). The Erase right should only apply to the files in B. Obviously it also extends to A. Map Root on B will take care of this, but the user has custom applications hard-coded to the full path of B. The problem was duplicated in the Novell lab.

SOLUTION

According to the Concepts manual, this is how trustee rights are supposed to work. As a work-around the user is going to put a file in directory B and flag it so it cannot be deleted.

FYI: SQL Server In The NetWare Environment

FYI

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TITLE: SQL Server In The NetWare Environment
DOCUMENT ID#: FYI.P.7049
DATE: 06APR92
PRODUCT: NetWare
PRODUCT VERSION:
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Notes on SQL Server in the NetWare environment:

The values of several NET.CFG parameters relate to the SQL Server:

Protocol Stack SPX
Sessions 255

Named Pipes
Server Sessions 204
Client Sessions 50
Service Threads 32

The Protocol Stack SPX "Sessions" parameter sets the maximum number of SPX connections that the workstation can support. In the case of a SQL Server, each named pipe connection uses up an SPX connection. The default value of 16 is usually not enough. Acceptable values are from 8 to 255

The Named Pipes (NP) "Server Sessions" parameter sets the maximum number of connections a NP server will support with all NP clients. For a SQL Server, this is the maximum number of dbprocess structures that it will support. Since each NP connection uses an SPX session, this entry must be less than or equal to the "sessions" entry in the Protocol Stack SPX section. The default of 32 is usually not enough. Acceptable values are from 2 to 255.

The NP "Client Sessions" parameter sets the maximum number of connections the workstation can establish with all NP servers. Since a SQL Server is seldom used as a client, the default of 16

should be fine. Acceptable values are from 3 to 128.

NOTE: The total of NP "Server Sessions" and NP "Client Sessions" cannot exceed 254.

The NP "Service Threads" parameter is the maximum number of threads the NP server will allocate to service requests from all clients. In the case of a SQL Server, this is the maximum number of simultaneous requests that will be buffered by the server, because SQL Server uses blocking pipes. The default of 3 is too low, set at the maximum. Acceptable values are from 1 to 32.

The total of Server Sessions and Client Session must be <= 254. So, if 16 Client Sessions are needed, Server Sessions must be 238:.

FYI: "Invalid Interrupt Passed By Interrupt..." NetWare v2.15c
FYI

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TITLE: "Invalid Interrupt Passed By Interrupt..."
NetWare v2.15c
DOCUMENT ID#: FYI.P.7028
DATE: 03APR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Receiving an error on the file server:
"Invalid interrupt passed by interrupt procedure to kernel".

ISSUE/PROBLEM

The problem occurred while running NetWare v2.15c with one DL2000 and one Token Ring card, one ESDI drive. After second ESDI drive was added and a second DL2000, was when the above error started. By loading only the Printserver VAP or only the MAC VAPs, the error did not occur. Checked all the obvious possible problems, like file service processes and corrupt drivers, no luck.

SOLUTION

To fix the problem use the VAPVOLFIX file, rearrange the order that the VAPs are loaded, and rerun MAC setup.

FYI: "NET1018 Error..." NetWare Requester For OS/2
FYI

(Note: The origin of this information may be internal or external 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: "NET1018 Error..." NetWare Requester For OS/2
DOCUMENT ID#: FYI.P.7030
DATE: 03APR92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3f
SUPERSEDES: NA

SYMPTOM: Receiving the error: NET1018 ERROR - 30254 TO
NWCREATE QUEUEFILE.

ISSUE/PROBLEM

The problem began when a new PRINTCON PrintJob configuration was created. In the job configuration the user specified the PRINTSERVER Name, DEVICE, and specified a MODE for the DEVICE (the user wanted the IBM 4019 Printer to emulate a Hewlett Packard printer).

When the user tried to print the system would return the above error at the OS/2 Client.

SOLUTION

In this case it is necessary do two things:

- 1) Download and install NWSPOL.ZIP (NOVLIB 04)
- 2) Remove the QUEUE designation on the CAPTURE statement.

NOTE: The NWSPool.EXE in NWSPOL.ZIP will allow the specification of the "MODE" for the printer as well as the PRINT SERVER and the DEVICE in a PrintJob configuration for the OS/2

Client.

FYI: SBACKUP.NLM With Adaptec's 1740 In Enhanced Mode

FYI

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TITLE: SBACKUP.NLM With Adaptec's 1740 In Enhanced Mode

DOCUMENT ID#: FYI.P.7041

DATE: 03APR92

PRODUCT: NetWare

PRODUCT VERSION: v3.11

SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Configuration:

SBACKUP.NLM v3.11 (Shipped with 3.11 or newer Beta)

Adaptec 1740

ADAPTEC.NLM v3.0a (Adaptec 154x/164x DIBI-2 SCSI Tape Driver that shipped with v3.11)

AHA1740.DSK (latest)

Will the 1740 work in enhanced mode with SBACKUP?

SOLUTION

YES, if the latest AHA1740 driver is used, which supports the 1740 in enhanced mode. NO, if the ADAPTEC.NLM is used, which shipped with v3.11. If the ADAPTEC.NLM is used for the 154x/164x the 1740 will run in standard mode only.

FYI: OS2NT.NLM Will Not Work On An Unmounted Volume

FYI

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TITLE: OS2NT.NLM Will Not Work On An Unmounted
Volume
DOCUMENT ID#: FYI.P.7020
DATE: 02APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can the OS2NT.NLM work on an unmounted volume?

SOLUTION

This is not possible because the NLM needs to write to the disk and that option is not available unless the volume is mounted. The OS2NT.NLM contains no disk drivers so it cannot talk to the disk.

FYI: "Problem With File Q_0014.SRV..." NetWare v3.11
FYI

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TITLE: "Problem With File Q_0014.SRV..." NetWare
v3.11
DOCUMENT ID#: FYI.P.7017
DATE: 02APR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Problem with file
q_0014.srv: tts file was not changed".

ISSUE/PROBLEM

The file server would reboot while running NetWare v3.11 after loading PSERVER.NLM. After the server comes up again, the error log contains the above error. Suggested deleting and recreating all print service stuff (printserver, queues and the .SRV files in them), reboot the server, then recreate everything. Did this plus a PURGE /ALL, to no avail.

SOLUTION

It was necessary to select "no" to interrupts for the LPT1 port on the file server in the printer configuration and the problem went away. This problem MIGHT be specific to the port hardware that was being used. The file server was a Compaq System Pro 386/25 and the LPT1 port came with the machine.

The System Message manual reads:

Problem with file <filename>. (TTS file... was not changed) length kept=0, had allocated=4096

Source: OS

Explanation: The file server was abnormally downed, probably due to a power failure. TTS prevented the specified file from becoming corrupted.

Action: None. If the files are queue files (queue files begin with a Q_ and have an .SVR extension), a file must be added to the queue before the queue management file can be updated to the proper length.

The point is that the message is a by-product of the server rebooting, not a contributing factor.

FYI: Cannot See LPT2 In Printer Maintenance In ELSGEN

FYI

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TITLE: Cannot See LPT2 In Printer Maintenance In
ELSGEN

DOCUMENT ID#: FYI.P.5992
DATE: 31MAR92
PRODUCT: NetWare ELS II
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Not seeing LPT2 in Printer Maintenance within
ELSGEN.

ISSUE/PROBLEM

Configuration: an IBM PS/2 Model 60.

The problem occurred when attempting to add a second LPT port and spool it within ELSGEN. The IBM model 60's Reference program recognized the LPT2 port just fine, but going into Printer Maintenance only showed COM1 and LPT1.

SOLUTION

IBM's Reference program was accessing old .ADF files (configuration files) for the setup so NetWare only saw the previous configuration files (that had COM1 and LPT1 configured). Deleting the old .ADF's allowed NetWare to see COM1, LPT1, AND LPT2 within the Printer Maintenance option in ELSGEN.

FYI: Adaptec And NetWare v3.11 Installation Issues
FYI

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TITLE: Adaptec And NetWare v3.11 Installation Issues
DOCUMENT ID#: FYI.P.7529
DATE: 31MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: FYI.P.5988
SYMPTOM: NA

ISSUE/PROBLEM

Novell Training Document titled "Adaptec and NetWare v3.11 Installation Issues". Version: Revision 1.4 April 1992

NetWare 386 Issues with Adaptec SCSI Drivers/HBAs (Host Bus Adapters)

Many problems encountered during INSTALL or while mounting volumes can be resolved by using the latest drivers or setting switches (options) when the driver is loaded. The following sections detail many of the known problems.

Common Errors and Suggested Diagnostic Procedures:

Message: Mirror copies of Volume Directory do not match.

Message: Mirror copies of FAT do not match.

For the Adaptec Busmastering HBAs and their NW386 drivers, these errors can typically be resolved by using the IO_COMBINE=1 switch, or in the case of the 16-bit drivers, the ABOVE16=Y.

The following matrix indicates which drivers support the switches:

| | DRIVER NAME | DATE | SIZE (bytes) | io_combine=1 |
|----|-------------|---------|--------------|--------------|
| | AHA1740.DSK | 3-27-91 | 18310 | x |
| na | | 7-01-91 | 18099 * | x |
| na | | | | |
| | AHA1640.DSK | 3-27-91 | 17641 | x |
| na | | 7-26-91 | 19570 * | x |
| x | | | | |
| | AHA1540.DSK | 3-27-91 | 17641 | x |
| na | | 7-26-91 | 19570 * | x |
| x | | | | |

Example: load aha1540 above16=y io_combine=1 port=334 int=b

Note: If the above16=y switch is used the "Reserved Buffers Below 16 Meg" value should be increased (def=16). Use the set command in the STARTUP.NCF. (* Latest certified driver as of Feb. 1992)

The drivers listed in the table feature Scatter Gather. Because of some problems with the hardware in all adapters except the AHA1740A and AHA1742A, Adaptec and Novell recommend turning

the Scatter Gather feature off with the io_combine=1 switch, unless you have the AHA174xA adapter.

Message: Drive xx deactivated due to drive failure.

Explanation:

This message has been reported on servers using Adaptec SCSI HBAs; however, it could be reported on a server using any HBA or hard disk controller. The message comes from our OS whenever the disk driver reports a non-media error. Non-media errors are time-out errors, indicating that the drive is not responding.

Under heavy loads some disk drives cannot get data fast enough and they error out. When this condition occurs, the OS has no choice but to deactivate the drive. Older drives are particularly prone to this problem.

Possible Causes and Solutions:

Check SCSI bus termination and cabling. If the drive works intermittently then the cause is likely to be something marginal. Termination problems may cause intermittent and unpredictable problems. Much like incorrect termination, a marginal cable could cause erratic operation.

Set the disk drive and the HBA to run asynchronously. On an EISA HBA, use the EISA configuration utility to set async. For ISA HBAs there should be a jumper on the card for sync/async. In either case the embedded controller on the hard disk will have a jumper to set the sync/async mode. The asynchronous mode will be slower; however, if it works, where synchronous did not, one would suspect the drive as the root cause of the problem.

Another option is to disable disconnect/reconnect on the HBA.

Older Adaptec HBAs which use Busmaster DMA ship with jumpers set for 5.7 MB/sec DMA transfers. Many AT bus and EISA computers will only operate with 5.0 MB/sec or slower DMA transfers. You can set the jumpers to 3.3 or 5.0 MB/sec transfers or for NetWare 386 drivers use the SPEED=0 (5.0) or SPEED=FF (3.3) switch at the time the driver is loaded. Example:

```
Load aha1540 speed=ff io_combine=1 above16=y
port=334 int=b
```

Increasing the Bus Off time from default (4 µsec) to 12 µsec may help resolve problems with bus contention among host adapters. Bus On may be reduced from default of 11 µsec to 4 µsec as well. This switch applies to the 154x/164x/174x products and their NetWare v3.11 drivers. Example:

```
Load aha1540 bus_off=12 bus_on=4 io_combine=1 port=334
int=b
```

The AHA1740 SCSI HBAs use Tagged Queuing. This feature arranges requests for data in an order consistent with a head sweep across the disk, thus maximizing efficiency. Since NetWare already implements Elevator Seeking (about the same thing as Tagged Queuing, only implemented at the OS level) it can be disabled without sacrificing performance. If problems persist this is another option to disable. Example:

```
Load aha1740 tag_disable=ff slot=? (?=EISA slot
number)
```

Tag_disable=ff will disable Tagged Queuing on every device. If you want to pick a specific drive (SCSI ID#) use the following map:

```
Where ff ---> 1 1 1 1    1 1 1 1
SCSI ID# ---> 7 6 5 4    3 2 1 0
```

Suppose you want to disable Tagged Queuing on a drive with SCSI ID#=5, you set the bit corresponding to SCSI ID# 5.

```
Example: load aha1740 tag_disable=20.
```

If a you are using a 1740 or 1742, any version of the 154X or 164X adapter, then you must load the driver using the switch. Example above for 1740:

```
load aha1740 io_combine=1 slot=??
```

FYI: FILER And NDIR Ignoring MAP ROOT
FYI

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TITLE: FILER And NDIR Ignoring MAP ROOT
DOCUMENT ID#: FYI.P.7067
DATE: 30MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

FILER and NDIR are able to move in the directory structure even if a drive is mapped root. When using FILER or NDIR it is possible to select the directory entry '..' for getting to the next higher directory level. This is not possible with DOS utilities.

For compatibility with DOS this should not be possible. The ".." ability can never exist in the root directory.

FILER and NDIR should check for a map root status before the drive letter they are operating on can show the ".." directory entry.

SOLUTION

There is no solution or workaround right now.

Note: it is possible to also type CD <volume>: to bypass a fake root. So it is possible to bypass the map root also in DOS. The MAP ROOT command was never designed as a security feature.

FYI: "Cannot Execute w:\WP51\WP.EXE" Loading WordPerfect From
FYI

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TITLE: "Cannot Execute w:\WP51\WP.EXE" Loading
WordPerfect From Menu
DOCUMENT ID#: FYI.P.5949
DATE: 27MAR92

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

SYMPTOM: Receiving the message: "Cannot execute w:\wp51\wp.exe".

ISSUE/PROBLEM

Receiving the above error when loading WordPerfect from within the menu.

SOLUTION

Applying MENU34.ZIP resolved the problem.

FYI: "Warning Specified Disk Not Found..." DCONFIG.EXE
FYI

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TITLE: "Warning Specified Disk Not Found..."
DCONFIG.EXE
DOCUMENT ID#: FYI.P.5907
DATE: 23MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Warning specified disk not found...".

ISSUE/PROBLEM

The syntax for changing the disk channel configuration option with DCONFIG is given by the usage text as follows:

DCONFIG filename C0-7:[driver type], [configuration #]

Example: If channel 0 is using isadisk, option 0 and option 0 is to be changed to option 1, the syntax according to the above usage could be:

DCONFIG NET\$OS.EXE C0:, 1

This fails with an error "WARNING: Specified disk not found C0: 0,1." If you type DCONFIG NET\$OS.EXE again you find that channel 0 is now marked unused and no configuration option is chosen.

SOLUTION

The [driver type] field MUST be filled in. Disk types are given in FYI.P.4247. The correct syntax then, would be:

DCONFIG NET\$OS.EXE C0:2, 1

FYI: Corrupt Utilities Lock Workstation During Transfer Method
FYI

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TITLE: Corrupt Utilities Lock Workstation During
Transfer Method
DOCUMENT ID#: FYI.P.5896
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Workstation locks up

ISSUE/PROBLEM

Configuration of v3.11 server: ALR PowerPro SMP 486 EISA,
DPT 2012A/95 SCSI Bus Master Adapter.

The problem occurred when trying to upgrade from NetWare v2.15c to v3.11 (Transfer Method), the UPGRADE utility locks the workstation. The system had a v2.15c file server and had just installed NetWare v3.11 on an ALR. UPGRADE was executed at a workstation and a DOS Device was selected. At this point, the workstation would hang. Other utilities had problems as well. When the utilities were executed from the original floppy, the

problems did not occur.

Note: Login would return the error "Runtime error R60001 - null pointer assignment".

SOLUTION

Because of the symptoms corrupted files were suspected; therefore, the PUBLIC and SYSTEM files were recopied to the server. This process showed that the utilities had indeed become corrupted. The user spoke with ALR, and ALR said that the DPT 2012A/95 is incompatible with their Power Pro SMP 486 EISA server. ALR said that the DPT 2012B/95 should work fine, though. The user replaced the DPT 2012A/95 with an Ultrastor 24f and is using the U24_31x.dsk driver from Ultrastor dated 7-22-91.

FYI: Corrupt .MNU Alters Option Execution
FYI

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TITLE: Corrupt .MNU Alters Option Execution
DOCUMENT ID#: FYI.P.5874
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The problem occurred when running the Menu v2.31 and selecting an option that executes a CAPTURE statement. The option would cause execution of another menu option (i.e. WordPerfect, Lotus, etc.). However, selecting the WordPerfect or Lotus option executes properly.

SOLUTION

The .MNU file was corrupt and was re-created with the same syntax and the problem was solved.

FYI: Novell NetBIOS Adheres To 1.0 Specification
FYI

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TITLE: Novell NetBIOS Adheres To 1.0 Specification
DOCUMENT ID#: FYI.P.5875
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Does Novell's NETBIOS Adhere to IBM's Netbios specification 1.0 or 3.0?

SOLUTION

To date Novell has adhered to the 1.0 specification. Apparently there are only about four calls added in the 3.0 specification. Novell could in the future follow the 3.0 specification if deemed necessary.

FYI: Terminated Wren Drive Causing "Freealimbofile Found..."
FYI

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TITLE: Terminated Wren Drive Causing "Freealimbofile Found..."
DOCUMENT ID#: FYI.P.5839
DATE: 19MAR92
PRODUCT: NetWare

PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the messages: "Abend:
Freealimbofile found an invalid name list" and "Abend:
DeleteFileCompletely found an invalid TNode".

ISSUE/PROBLEM

The file server returned the above errors. The file server would reboot fine, but one of the four volumes would never mount. VREPAIR reported that the "volume cannot be repaired" and "both primary and mirror entry sequence volumes are incorrect". Tried using the 7-26-91 (latest) version of AHA1540.DSK and tried VREPAIR from VRPDBL.ZIP, but would still received the errors.

Configuration: 386/33 clone with 16MB RAM, AMI Bios, 64K cache board. Adaptec 1540 adapter with a CDC Wren 6 560MB SCSI drive and a Maxtor Panther PO-12S 1.2GB SCSI drive.

SOLUTION

After receiving various abend messages, running VREPAIR multiple times, deleting and recreating the volume that would never mount, the terminators were checked on the drives and it was discovered that the WREN 6 drive (the first drive in the channel) was terminated. The terminating resistor was removed from the WREN drive and the last drive was checked to make sure it was terminating properly. Since then, the drives have worked fine.

FYI: No Accessible Disk Drives. Zenith 386, ESDI Drives
FYI

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TITLE: No Accessible Disk Drives. Zenith 386, ESDI
Drives
DOCUMENT ID#: FYI.P.5836
DATE: 19MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11

SUPERSEDES: NA

SYMPTOM: Receiving the message: "No accessible disk drives".

ISSUE/PROBLEM

The problem occurred when running NetWare v3.11 on a Zenith 386/25 with two external SCSI drives. The user was trying to add the two internal ESDI drives into the system. This system had been running v2.15 on the internal ESDI drives. The ESDI drives were 100MB and 300MB devices. During the upgrade to v3.11, the ESDI's were disconnected and SCSI's were installed, and the above error was returned.

SOLUTION

Loading isadisk /b /l solved the problem.

FYI: Lastdrive Command Not Recognized In Diskless Workstation
FYI

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TITLE: Lastdrive Command Not Recognized In Diskless Workstation

DOCUMENT ID#: FYI.P.5848

DATE: 19MAR92

PRODUCT: NetWare

PRODUCT VERSION: All versions

SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The problem occurred when booting a diskless workstation, the lastdrive command in the CONFIG.SYS was ignored and causes the shell to always leave the workstation at the a:\login prompt. Some users want to use the lastdrive command to make the shell leave them at the f:\login prompt. However, unless there is a drive installed in the machine, this command does not work.

SOLUTION

The reason this does not work is due to the way the shell determines where it is going to leave the user after it attaches to the server.

The shell uses DOS to decide what to do. The first thing the shell does is to make a call using interrupt 21h that returns a list of drives that DOS keeps in memory. If this call returns any drives, the shell will then make another interrupt 21h call that gets the last drive. The shell will then assign the next drive to the login directory and then leave the user at the drive they executed NETX from. The lastdrive defaults to E: unless set to something different in the CONFIG.SYS.

When using a diskless workstation and remote booting, the list of drives comes up empty. When this happens, the shell does not make a get last drive call, thus assigning the login directory to A:. The reason for this is when running the image file, it appears to have an A:. As a test, try using an image file without an AUTOEXEC.BAT and doing a directory. It shows the contents of the diskette used to DOSGEN and says it is A:. When the user runs NETX, the program closes the image file. When this happens, there are no drives. Unless the login directory is assigned to A:, the workstation would not be able to accept any commands from the user. A machine with drives is able to change from the current drive to F:.

FYI: Corrupt SERVER.EXE Causing GPPE

FYI

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| | |
|------------------|---------------------------------|
| TITLE: | Corrupt SERVER.EXE Causing GPPE |
| DOCUMENT ID#: | FYI.P.5855 |
| DATE: | 19MAR92 |
| PRODUCT: | NetWare |
| PRODUCT VERSION: | v3.11 |
| SUPERSEDES: | NA |
| SYMPTOM: | Receiving a GPPE error. |

ISSUE/PROBLEM

In this case the system had an Intel 386/25 that loaded SERVER.EXE without any problems. However, when running Install the program would return a GPPE. Stripping the 386/25 with all known good hardware and memory, and using different versions of DOS still gave the GPPE.

SOLUTION

SERVER.EXE was corrupt. A new SERVER.EXE was copied from the originals that solved the problem.

FYI: File Creation Errors In WordPerfect With 3.02 Shell

FYI

(Note: The origin of this information may be internal or external 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: | File Creation Errors In WP With 3.02 Shell |
| DOCUMENT ID#: | FYI.P.5833 |
| DATE: | 18MAR92 |
| PRODUCT: | NetWare |
| PRODUCT VERSION: | All versions |
| SUPERSEDES: | NA |
| SYMPTOM: | NA |

ISSUE/PROBLEM

Receiving a file creation error in WordPerfect when trying to save a file.

SOLUTION

Changing NETX from v3.02 to v3.22 solved the problem. The latest NETX can be found in DOSUP5.ZIP on Netwire.

FYI: Password Encryption, NetWare v2.15c

FYI

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TITLE: Password Encryption, NetWare v2.15c
DOCUMENT ID#: FYI.P.5798
DATE: 17MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

NetWare v2.15c had a NCP routine to encrypt passwords on the wire and at the file server. However, proper or enhanced versions of LOGIN.EXE as well as other utilities had to access this NCP to run through the encryption algorithm.

This process brought up a question; what indicates that the utilities being used are enhanced?

SOLUTION

Actually, password encryption was enabled in v2.15c. Some of the primary utilities shipped with v2.15c supported encryption on the data bus. The following v2.15c utilities supported encryption on the wire (this info was found in FYI.P.3310):

ATTACH.EXE
CAPTURE.EXE
FCONSOLE.EXE
FILER.EXE
LOGIN.EXE
MAP.EXE
NPRINT.EXE
PCONSOLE.EXE
PRINTDEF.EXE
SESSION.EXE
SETPASS.EXE
SYSCON.EXE

FYI: "Network Error Receiving.." With Preferred Server

FYI

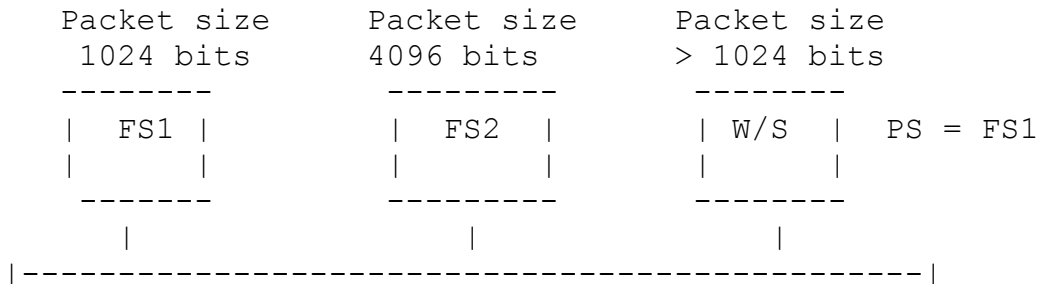
(Note: The origin of this information may be internal or external to Novell. Novell makes every effort within its means to verify this information. However, the information provided in this document is FOR YOUR INFORMATION only. Novell makes no explicit or implied claims to the validity of this information.)

TITLE: "Network Error Receiving.." With Preferred Server
DOCUMENT ID#: FYI.P.5765
DATE: 12MAR92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Network error receiving on network. Abort, Retry?".

ISSUE/PROBLEM

The problem occurs if and ONLY if a node (workstation -- running preferred server) connects to an INTERMEDIATE server (FS2) which has a packet size larger than the PREFERRED SERVER'S packet size (FS1) and the workstation's packet size is larger than the PREFERRED SERVER's packet size.



SOLUTION

Use NETX.COM version 3.26.

FYI: "Out Of Memory Dynamic Memory Pool" PSERVER.VAP
FYI

(Note: The origin of this information may be internal or external 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: "Out Of Memory Dynamic Memory Pool"
PSEVER.VAP
DOCUMENT ID#: FYI.P.5784
DATE: 12MAR92
PRODUCT: NetWare
PRODUCT VERSION:
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Out of memory Dynamic memory pool".

ISSUE/PROBLEM

The problem occurred during moderate to heavy use, the system would return the above error.

SOLUTION

The PSEVER.VAP was corrupt. Reloading the VAP from floppy fixed the problem.

FYI: NETx Not Designed To Work With DOS Versions Lower Than 3.0
FYI

(Note: The origin of this information may be internal or external 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: NETx Not Designed To Work With DOS Versions Lower Than 3.0
DOCUMENT ID#: FYI.P.5743
DATE: 11MAR92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

Does NETX work with ALL versions of DOS -- especially 2.01?

SOLUTION

NETX is NOT designed to work with DOS versions less than 3.0. The startup code moves a 30h in AH and does an INT 21h, after which a compare is done to reject DOS versions below 3.0.

FYI: "File Server Not Found" 3.04 IPX And NETx 3.22
FYI

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TITLE: "File Server Not Found" 3.04 IPX And NETx
3.22
DOCUMENT ID#: FYI.P.5723
DATE: 09MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "File server not found."

ISSUE/PROBLEM

In this case the user was upgrading the shells. While using a WD ethercard plus driver v3.02 ec, IPX v 3.04, and NET3, which shipped with v3.11 everything worked fine. However, after using NETx v3.22 the file server couldn't be found.

SOLUTION

Upgrade the IPX to v3.10 and NETx runs without a problem. The WD driver is an older version.

FYI: File Server Could Not Be Found. 3C503
FYI

(Note: The origin of this information may be internal or external 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: File Server Could Not Be Found. 3C503
DOCUMENT ID#: FYI.P.5305
DATE: 23JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Receiving the message: "A file server could not be found".

ISSUE/PROBLEM

The problem occurred when installing a new workstation 3c503 thick Ethernet using the DIX connector. The server would keep returning the above error.

SOLUTION

The setting on the card was the default setting. Placed a "d" after 3C503 when loading from the AUTOEXEC.BAT, which worked fine. The syntax for the AUTOEXEC.BAT is as follows:

```
AUTOEXEC.BAT
LSL
3C503 D (or DIX)
IPXODI
NETX
F:
LOGIN
```

Note: the DIX option is a command line parameter, Thus using them in a NET.CFG file do not work.

For DEDICATED IPX workstation drivers (i.e. IPX.COM) complete the following steps:

1. Run WSGEN
2. Select the 3c503 driver
3. Select the option that you want (both DIX and BNC are available). The JUMPERS CONFIGURABLE option is available too.
4. Generate the driver

If the JUMPERS CONFIGURABLE option was chosen complete STEP 5.

5. Run JUMPERS.EXE against IPX.COM

(i.e. JUMPERS IPX.COM)

FYI: INSTALL -M Option Not Recognizing Driver Files

FYI

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TITLE: INSTALL -M Option Not Recognizing Driver
Files

DOCUMENT ID#: FYI.P.7530
DATE: 06JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: FYI.P.5103

SYMPTOM: INSTALL -M Option Not Recognizing Driver
Files

ISSUE/PROBLEM

The problem occurred with the v2.2 INSTALL.EXE program. The traditional naming convention for LAN drivers is to use A, B, C, or D as the first letter in the name of the LAN driver. If this naming convention was not followed, the previous version of NCONFIG.EXE (V1.0) would display the following message when attempting to use INSTALL -M:

"Lan Driver Description file for <NETWORK BOARD> cannot be found. Will not show up in OS generation screen."

Adapter Not Found

SOLUTION

Get NCONFIG.ZIP on Netwire. It contains NCONFIG.EXE 124499 02-12-92.

This version of NCONFIG.EXE addresses a problem using the -M option. This new NCONFIG.EXE v1.1 does not require the LAN driver to have A, B, C, or D included anywhere in the name. This

problem only occurs with third party LAN Drivers that do not use the same naming convention as Novell's *.OBJ drivers.

FYI: Remote Program Load And PCN2 Boards

FYI

(Note: The origin of this information may be internal or external 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: Remote Program Load And PCN2 Boards
DOCUMENT ID#: FYI.P.7051
DATE: 21OCT91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the message: "A file server could not be found".

ISSUE/PROBLEM

The problem occurred after an upgrade from NetWare v2.15c to v3.11. The system was unable to get the PCN2 boards to work. While using PCN2 driver, NETx returned the above error. While using LANSUP driver and IBM LAN Support Program, NETx hung the workstation with no errors.

SOLUTION

Finally tried ODI drivers (tried both PCN2L.COM and LANSUP.COM) and the workstation attached with no problems. However, Remote Program Loading also had problems.

Eventually got RPL to work by adding the statement "BIND RPL to PCN2L" in the AUTOEXEC.NCF after "LOAD RPL". Got RPL to work using either driver, PCN2L.COM or LANSUP.COM. Here are examples of two ways it worked:

PCN2L

LANSUP

AUTOEXEC.NCF

```
LOAD PCN2L                LOAD PCN2L (PCN2L.ZIP)
BIND IPX to PCN2L         BIND IPX to PCN2L
LOAD PCN2LRPL             LOAD RPL (RPLFT.ZIP)
BIND PCN2LRPL to PCN2L   BIND RPL to PCN2L
```

Config.SYS

```
* no change *                device=DXMA0MOD.SYS 001
                               device=DXMG2MOD.SYS
```

AUTOEXEC.BAT

```
LSL                          LSL
PCN2L                         LANSUP
IPXODI                        IPXODI
NETX                           NETX
```

LOGIN directory

```
* no change *                PCN2L.RPL (RPLFT.ZIP)
```

FYI: VREPAIR "Loader Cannot Find Public Symbol"

FYI

(Note: The origin of this information may be internal or external 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:      VREPAIR "Loader Cannot Find Public Symbol"
DOCUMENT ID#: FYI.P.4156
DATE:       26SEP91
PRODUCT:    Netware
PRODUCT VERSION: v3.1
SUPERSEDES: NA
```

```
SYMPTOM:    Running VREPAIR and receiving the error:
"LOADER CANNOT FIND PUBLIC SYMBOL".
```

ISSUE/PROBLEM

The problem occurred while attempting to run VREPAIR the above error is received. VREPAIR would not load. This issue comes up when running NLM's which are incompatible.

SOLUTION

Load VRSHIM before running VREPAIR. This file can be found in VRP310.ZIP

FYI: Sytos Backup And NetWare v3.11

FYI

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TITLE: Sytos Backup And NetWare v3.11
DOCUMENT ID#: FYI.P.7525
DATE: 23JUL91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The system used the SYTOS v2.00 to back up in NetWare v2.15c. After upgrading to v3.11 when trying to backup with SYTOS the system would return:

"CREATE THE GROUP EVERYONE AND ADD ALL USERS THEN RESTART".

Another user reported that only a fraction of the files were restored when the supervisor did a RESTORE from a backup tape.

SOLUTION

SYTOS v2.00 does not work with NetWare v3.11. Upgrade to SYSTOS PLUS v1.32.

FYI: IPX not reading SHELL.CFG

FYI

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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: IPX not reading SHELL.CFG
DOCUMENT ID#: FYI.P.9415
DATE: 13JAN91
PRODUCT: Netware
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: Parameters used by IPX.COM not being read from NET.CFG.

ISSUE/PROBLEM

The problem occurred when loading IPX version 3.0x. If there is a SPACE after the IPX command, then SHELL.CFG or NET.CFG is not read. For example: (using the "_" to represent a space)

| | |
|--------|--|
| IPX | IPX parameters from NET.CFG or SHELL.CFG is loaded |
| IPX_ | IPX parameters from NET.CFG or SHELL.CFG is NOT loaded |
| IPX o0 | IPX parameters from NET.CFG or SHELL.CFG is loaded |
| IPX Z | IPX returns an invalid argument error |

SOLUTION

Use IPX.OBJ v3.10 20340 11-21-91 found on NetWire DOSUP5.ZIP NOVLIB 05.

FYI: AS/400 LAN Support And Diskless Workstations
FYI

(Note: The origin of this information may be internal or external 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: AS/400 LAN Support And Diskless Workstations
DOCUMENT ID#: FYI.P.3714
DATE: 09AUG91
PRODUCT: Netware
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The problem occurred when using the IBM PC-Support/400 version 2 and LANSupport with Token Ring, there is a language driver which needs to be placed in the CONFIG.SYS file. This language driver uses subdirectories to determine which language to use (subdirectories begin with MRInnnn).

The problem is, when using a diskless workstation, DOSGEN will not allow putting in subdirectories or information contained in a subdirectory. DOSGEN assumes all files needed are at the root directory of the diskette which is being "DOSGENed". Because of this, the language driver being called from CONFIG.SYS is not found (an error will be returned when running the diskless station indicating this).

SOLUTION

No solution yet. Can't use a diskless workstation to connect to an AS/400 using the PC Support/400 version 2 software if DOSGEN was used. The problem is being looked into.

A temporary workaround:

Use DR DOS 6.0 DISKCOPY.COM to generate NET\$DOS.SYS. Diskcopy does a sector by sector copy of the entire diskette in drive A:. This means that all subdirectories from the floppy in drive A: will be included in NET\$DOS.SYS. RPL and Remote Boot works great with this disk image generated by DISKCOPY.COM. Use the following syntax:

```
DISKCOPY A: C:\NET$DOS.SYS /V <return>
```

The "/V" option verifies that the image is an exact copy of the floppy.

FYI: Changing File Attributes With Flag But Not With Filer
FYI

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or implied claims to the validity of this information.)

TITLE: Changing File Attributes With Flag But Not
With Filer
DOCUMENT ID#: FYI.P.9417
DATE: 29OCT90
PRODUCT: Netware
PRODUCT VERSION: 3.10
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

If the user has RWCEMF rights in a directory they can change the file attributes with FLAG but cannot within FILER.EXE v3.13 06-04-90 271369.

SOLUTION

This has been fixed with FILER.EXE v3.60 02-01-91 292951. This version of FILER.EXE ships with NetWare v3.11 and v2.2.

FYI: Error 246 3.1, Creating Home Directories
FYI

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TITLE: Error 246 3.1, Creating Home Directories
DOCUMENT ID#: FYI.P.9418
DATE: 01NOV90
PRODUCT: Netware
PRODUCT VERSION: 3.1
SUPERSEDES: NA

SYMPTOM: Receiving the message: WritePropertyValue returned an error code of 251.

ISSUE/PROBLEM

The problem occurred with SYSCON.EXE v3.10, work group managers could not create home directories for users the home

directories create without supervisory equivalency, even if the work group managers have the proper rights to do so. The complete error is as follows:

SERVER ERROR

WritePropertyValue returned an error code of 251.

(or 246)

DESCRIPTION

An attempt was made to write to the bindery object "SUPERVISOR" property "HOMEDIRPATH", but the information could not be written to the bindery.

SEVERITY

The current operation cannot be completed.

SOLUTION

Replace SYSCON.EXE v3.10 05-29-90 270103 with SYSCON.EXE v3.66 06-10-91 280849 found in SYS366.ZIP on NetWire NOVLIB 06.

FYI: FLAG.EXE And Execute Only Attribute

FYI

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TITLE: FLAG.EXE And Execute Only Attribute
DOCUMENT ID#: FYI.P.9416
DATE: 24JUN91
PRODUCT: Netware 386
PRODUCT VERSION: 3.1
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Unknown attribute encountered in command line".

ISSUE/PROBLEM

The problem occurred when flagging a file execute only with NetWare Flag utility. The above error was returned.

SOLUTION

1. Use FILER to flag files execute only.

2. Use FLAG.EXE v3.27 43409 01-30-91 or later. This version of FLAG.EXE ships with v2.2 and v3.11.

FYI: SCSI Adapter And Drive In PS/2 Model 60
FYI

(Note: The origin of this information may be internal or external 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: SCSI Adapter And Drive In PS/2 Model 60
DOCUMENT ID#: FYI.P.9494
DATE: 08JAN91
PRODUCT: Netware
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Does the PS2 Model 60 support a SCSI drive while running NetWare?

SOLUTION

Although PS/2 Model 60's did not come with SCSI drives, IBM is now supporting the SCSI adapter by using the drive from the PS/2 Model 65 in the Model 60. Since the Novell driver was written to support the Model 65 drive, NetWare runs fine with the Model 60 configuration using the Model 65 drive.

FYI: Error "Getting Connection ID 880F"
FYI

(Note: The origin of this information may be internal or external 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: Error "Getting Connection ID 880F"

DOCUMENT ID#: FYI.P.9493
DATE: 08MAY91
PRODUCT: Netware Requester for OS/2
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: Receiving the error: "Getting Connection ID 880F" when booting the OS/2 Client.

ISSUE/PROBLEM

The above error message was returned when bringing up the presentation manager for OS/2. The hardware configuration worked without problems using DOS.

SOLUTION

The PC110 card was set to IRQ 2 and I/O 2E0. It was necessary to change both the interrupt and I/O address to 3 and 300 respectively. The conflict was probably with the VGA card. Interrupt 2 and I/O 300 worked somewhat but there were still communication problems.

FYI: RPRINTER Hangs Workstation

FYI

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TITLE: RPRINTER Hangs Workstation
DOCUMENT ID#: FYI.P.9492
DATE: 09MAY91
PRODUCT: Netware
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: RPRINTER hangs workstation.

ISSUE/PROBLEM

PSERVER VAP running at the file server with a printer connected to the file server, prints fine. However, when RPRINTER is executed at the workstation, the workstation hangs.

SOLUTION

The NIC card in the workstation had been set to use IRQ7, which is also the default for LPT1 in the printer configuration screen. Changed the NIC IRQ to 2 and RPRINTER worked as expected.

FYI: Peak Accountant Software And Network Printing
FYI

(Note: The origin of this information may be internal or external 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: Peak Accountant Software And Network Printing
DOCUMENT ID#: FYI.P.9491
DATE: 07MAY91
PRODUCT: Netware
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: When using the Peak Accountant Software, and printing from it, the fourth print job was always garbage.

ISSUE/PROBLEM

The problem occurred when running an accounting software package called Peak Accountant. If the software is installed and run locally on a workstation, when printing through the network, the fourth print job was always garbage. This was the only workstation experiencing any printing problems.

The Peak Accountant software was taken off the workstation and installed on the network (using the networking options), the program printed fine. Taking the program off the file server and placing it back on the workstation, and taking the workstation off the network, dedicating a printer to the workstation, allowed the program to print fine.

SOLUTION

The program cannot be installed locally and still print through the network in some isolated instances. If network

printing is necessary the program must be installed on the network.

FYI: Duplicate Node Addresses On NetWare v2.12 And v2.2. Servers
FYI

(Note: The origin of this information may be internal or external 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: Duplicate Node Addresses On NetWare v2.12 And v2.2. Servers
DOCUMENT ID#: FYI.P.9490
DATE: 07MAY91
PRODUCT: Netware
PRODUCT VERSION: v2.2 , v2.12
SUPERSEDES: NA

SYMPTOM: Some servers are not being seen on the internetwork.

ISSUE/PROBLEM

In this case there was a problem when internetworking an Advanced NetWare v2.12 server and a v2.2 server. There were problems logging into one server. When SLIST was executed from a workstation logged into the 2.12 server, only the 2.12 server could be seen. However, if logged into the NetWare v2.2 server, both servers, from SLIST, could be seen.

SOLUTION

Checking for correct LAN addresses through CONFIG found that the two NE2000 cards in the 2.12 server had the same node address. After swapping out one of the NE2000 cards, everything worked.

FYI: Running Jumpers And Configuring NET\$OS.EXE without logging in.

FYI

(Note: The origin of this information may be internal or external 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: Running Jumpers And Configuring NET\$OS.EXE
without logging in.
DOCUMENT ID#: FYI.P.9489
DATE: 06MAY91
PRODUCT: Netware
PRODUCT VERSION: v2.15 , v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the message: "A file server could not be found".

ISSUE/PROBLEM

During installation while in the Configuration Option menu the Jumpers Option was selected, the installation was completed and the file server booted with no problems. However, when attempting to log in the message: "A file server could not be found" was returned. However, JUMPERS had not been executed. The Manual was checked (Using the Network pg. 345) to see how to run Jumpers. The manual assumes that the network is up and running in order to run jumpers. The problem is the network cannot be up and running because the LAN driver has not been configured yet.

SOLUTION

The following process will solve this problem, copy the following files to a DOS diskette:

| FILE | DISKETTE |
|--------------|-----------|
| \$RUN.OVL | DOSUTIL-1 |
| IBM\$RUN.OVL | " |
| SY\$ERR.DAT | " |
| SY\$MSG.DAT | " |
| NET\$OS.EXE | OSEXE |
| JUMPERS.EXE | WSGEN |
| JUMPERS.HLP | WSGEN |

Next, run JUMPERS, select NET\$OS and the LAN driver configuration desired, then run NET\$OS from DOS. The server should come up. Finally, copy the NET\$OS.EXE into the SYSTEM directory.

FYI: Error "Unable To Open DSKSCTRS.DAT, TTS Not In The VDT"
FYI

(Note: The origin of this information may be internal or external 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: Error "Unable To Open DSKSCTRS.DAT, TTS Not
In The VDT"
DOCUMENT ID#: FYI.P.9488
DATE: 01MAY91
PRODUCT: Netware
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Unable to open
DSKSCTRS.DAT, TTS not in the VDT, No files copied during
INSTALL".

ISSUE/PROBLEM

Configuration: Using an IDE hard drive.

The problem occurred while trying to install NetWare v2.2 on the drive. The above error message was being returned. The NetWare directories had been created and the server could be booted from floppy disk in nondedicated mode. After logging in from the floppy disk more than 600 TMP files were found in the SYSTEM directory. All of the files were copied over to the volume SYS, using DOS, and everything worked fine.

SOLUTION

After running Ztest everything installed fine.

Note: Ztest will not ruin IDE drives because the drive information is not kept on track 0. However, formatting the drives can ruin them.

FYI: Loading Proteon 4/16 Driver In AUTOEXEC.BAT
FYI

(Note: The origin of this information may be internal or external 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: Loading Proteon 4/16 Driver In AUTOEXEC.BAT
DOCUMENT ID#: FYI.P.9487
DATE: 02MAY91
PRODUCT: Netware
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Loading the Proteon 4/16 driver in AUTOEXEC.NCF would ignore the speed and cable type specified as parameters.

ISSUE/PROBLEM

The Proteon driver is the same one delivered for NetWare v3.10.

SOLUTION

In this case it is necessary to specify the parameters in uppercase. Otherwise the parameters are ignored and defaults are taken. Proteon is aware of the problem.

LOAD <driver name> s=16 c=utp ! Does NOT work.

LOAD <driver name> S=16 C=UTP ! Does work.

FYI: DIRLPFX1 And TTSFIX Patches Won't Work Together
FYI

(Note: The origin of this information may be internal or external 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: DIRLPFX1 And TTSFIX Patches Won't Work Together
DOCUMENT ID#: FYI.P.4306
DATE: 09OCT91
PRODUCT: Netware

PRODUCT VERSION: 3.11
SUPERSEDES: NA

SYMPTOM: Unable to load both TTSFIX and DIRLPFX1 patches at the same time.

ISSUE/PROBLEM

The versions of Patchman, which are zipped with the above patches, are not compatible. For example, DIRLPFX1 cannot be loaded with the Patchman that is zipped with TTSFIX, and vice versa.

SOLUTION

To solve this problem get the latest versions of these patches in 311PTx.ZIP, and replace PATCHMAN.NLM from the same file.

Note: All pre serialization v3.11 patches will have to be replaced with those in 311PTx.ZIP file.

FYI: System Login Script Not Executing Without END Statement
FYI

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TITLE: System Login Script Not Executing Without END Statement
DOCUMENT ID#: FYI.P.9485
DATE: 01MAY91
PRODUCT: Netware
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: System login script was not executing.

ISSUE/PROBLEM

The system login script was not executing.

SOLUTION

In this case the system login script was basically identical to the default login script. However, the system script had an IF THEN statement with no END. When logging in it appeared that the system login script was executing; however, it wasn't because of the missing END parameter. Therefore, the default login script was executing in place of the system script making it appear as though the system script was executing. By placing the END label in the IF THEN statement the system login script was able to be executed properly.

FYI: "Invalid Drive Specification". Microsoft SQL Server
FYI

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TITLE: "Invalid Drive Specification". Microsoft SQL
Server
DOCUMENT ID#: FYI.P.9484
DATE: 29APR91
PRODUCT: Netware
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: After loading the Microsoft SQL server, the workstation would get the message: "Invalid drive specification" when switching to F:.

ISSUE/PROBLEM

In this case there was a NetWare v3.11 file server up and running. Then a MicroSoft SQL SERVER was loaded on the same file server. After loading the SQL server, the workstation would get the above error when switching to F:. Attempting to put a "lastdrive=e:" in the CONFIG.SYS made no difference. However, it was possible to login from the floppy drive.

SOLUTION

Apparently the LOGIN directory had been deleted, so it was recreated. That only helped partially. It was necessary to run VREPAIR, and everything works fine.

Note:Actually, it is only necessary to dismount and remount the volume after recreating the LOGIN directory.

FYI: Bug In WordPerfect Office Utility NOTIFY.

FYI

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TITLE: Bug In WordPerfect Office Utility NOTIFY.
DOCUMENT ID#: FYI.P.9477
DATE: 19MAY91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Receiving the message:"Error Reading network drive F:".

ISSUE/PROBLEM

When using WordPerfect Office on the Network, the workstation randomly returns the message: "Error Reading network drive F:".

SOLUTION

There is a problem using WordPerfect Office and the "NOTIFY" utility dated 6-14-90. Call 1-800-321-3253 and get the updated version.

FYI: Date User Password Expires Resets To January 1, 1985

FYI

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TITLE: Date User Password Expires Resets To January

1, 1985

DOCUMENT ID#: FYI.P.9476
DATE: 7/30/91
PRODUCT: NetWare
PRODUCT VERSION: v2.15, v2.2, v3.11
SUPERSEDES: FYI.P.9635

SYMPTOM: Date Password Expires resets to January 1, 1985.

ISSUE/PROBLEM

Date Password Expires defaults to January 1, 1985.

This happens when the SUPERVISOR creates a new user in SYSCON, The Date Password Expires defaults to January 1, 1985. However, if the supervisor does not include the password expiration date when working in SYSCON, then the first time the user attempts to login the message: "Password for user x on server x has expired. You have x grace logins left to change your password. Would you like to change your password?" will be returned and the user will need to answer yes to reset their password

Please be aware that this is the default date for The Date Password Expires command. The reason for this default date is for network security reasons.

FYI: "Two Subdirectories Reference The Same first directory block."

FYI

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TITLE: "Two Subdirectories Reference The Same first directory block."
DOCUMENT ID#: FYI.P.5911
DATE: 24MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error: "Two subdirectories reference the same first directory block."

ISSUE/PROBLEM

The above message was being returned to the machine. The System Messages recommends running VREPAIR. However, a customer wanted to know more about the message.

SOLUTION

Here is an explanation. When a new directory is created in NetWare v3.11, a 4KB block (32 entries times 128 bytes/entry) is created. The new or parent directory has a pointer to the "first" 4KB block. Only entries for files and subdirectories which belong to the parent directory will be found in the first 4KB block or subsequent linked blocks. Another parent directory cannot (in theory) point to that 4KB block as its first directory block.

Only an anomaly that causes corruption would result in two parent directories claiming the same first directory block. While VREPAIR may fix the problem the cause could be any number of things. To mention a few:

Bad controller/HBA, drive, power glitches, problem with driver, firmware, bad system board, bad memory.

FYI: NDSPX.ZIP

FYI

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TITLE: NDSPX.ZIP
DOCUMENT ID#: FYI.P.9475
DATE: 8/16/91
PRODUCT: Netware
PRODUCT VERSION: v2.2 v2.15
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How can SPX connections be increased on a nondedicated server's DOS process above 15?

SOLUTION

Apply NDSPX.ZIP available on NetWire.

CHGSPX.EXE

This file contains a menu driven utility with instructions on how the program works. The program will configure the .OBJ files for advanced NetWare v2.15C and v2.2 so that the DOS process on a nondedicated file server versions 2.15C and 2.2(5,10,50,100) will support more than 15 SPX CONNECTIONS. Since it is menu driven, executing CHGSPX.EXE will not affect the system until the user specifies the modifications to be made. The patch may be used on the 5, 10, 50, and 100 user versions of NetWare 286 v2.2.

SPXCOUNT.EXE

This is a utility that determines the number of SPX connections that a workstation is configured for.

FYI: Applications Report Access Denied. Open Files

FYI

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TITLE: Applications Report Access Denied. Open Files
DOCUMENT ID#: FYI.P.5925
DATE: 25MAR92
PRODUCT: NetWare
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Applications Report Access Denied.

ISSUE/PROBLEM

Applications report "Access denied" or "Insufficient file handles" when running application through a drive mapped to yourself. Examining the server status from another workstation shows available file handles (e.g. max open files=50 currently open files=25).

SOLUTION

Files opened through client cause the open file counter on the client machine to be incremented as well as the file counter on the server where the file resides. If the two machines happen to be the same then the open file counter gets incremented twice for every file opened. This only happens when accessing files via the network (i.e. through a mapped drive).

Rather than mapping to yourself, use the SUBST command instead. For example: You have f: mapped to the network directory APPS which has actual path c:\apps on the server. On the server you would do "subst f: c:\apps" instead of "net map f: apps". Then the file counter will only go up by 1 for each open file and disk I/O will be a lot faster. Of course, you still have to use the map command at workstations.

FYI: "Two Subdirectories Reference The Same first directory block."

FYI

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TITLE: "Two Subdirectories Reference The Same first directory block."
DOCUMENT ID#: FYI.P.5911
DATE: 24MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Getting the error: "Two Subdirectories Reference The Same first directory block."

ISSUE/PROBLEM

The System Messages recommends running VREPAIR. However, a customer wanted to know more about the message.

SOLUTION

Here is an explanation. When a new directory is created in 3.11 NetWare, a 4Kbyte block (32 entries times 128 bytes/entry) is created. The new or parent directory has a pointer to the "first" 4Kbyte block. Only entries for files and/or subdirectories which belong to the parent directory will be found in the first 4Kbyte block or subsequent linked blocks. Another parent directory cannot (in theory) point to that 4Kbyte block as its first directory block.

Only an anomaly which causes corruption would result in two parent directories claiming the same first directory block. While VREPAIR may fix the problem, the cause could be any number of things. To mention a few:

Bad controller/HBA, drive, power glitches, problem with driver, firmware, bad mother board, bad memory.

FYI: Printing Garbage Characters In Windows From LPT1
FYI

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TITLE: Printing Garbage Characters In Windows From
LPT1

DOCUMENT ID#: FYI.P.5932
DATE: 24MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11 and v2.2
SUPERSEDES: NA

SYMPTOM: Printing Garbage Characters In Windows From
LPT1

ISSUE/PROBLEM

Printing from within Windows using either WordPerfect or Write, would give pages of control type characters (from LPT1 in

Windows). If a printer was connected locally the doc. would print fine. We tried with and without the Printmanager, different drivers, including Generic text only and the latest Pserver. If we selected the LPT1OS2, or LPT2OS2 port in Windows then it would print text OK, but had problems with any graphics.

SOLUTION

After installing Winup5.zip he could print fine, text or graphics, from LPTx, LPT1OS2 or LPT2OS2.

FYI: "The Bindery Contains An Invalid Object..." NetWare
FYI

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TITLE: "The Bindery Contains An Invalid Object..."
NetWare v3.11
DOCUMENT ID#: FYI.P.5916
DATE: 24MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: WHOAMI and TLIST return an error "The Bindery Contains An Invalid Object..."

ISSUE/PROBLEM

When WHOAMI and TLIST are executed they return the following error "The bindery contains an invalid object in the trustee list". As well as when the users would login, Login would execute the personal login script for another user and %LOGIN_NAME, used in the system login script, would return a different user name than the actual user logging in. This issue is probably a corrupt bindery and possibly problems with the directory entry table.

SOLUTION

The customer ran BINDFIX, At this point they could login and access files in public directory, however executing TLIST

would still give the above error message, "the bindery contains....." They scanned for a virus and did not find any. Ran VREPAIR to repair the Directory Entry Table. The DET is where the Trustee information is stored. Vrepair resolved this customers problem. However if Vrepair had not fixed it, they could have deleted the volume and then recreate it and then restored the files from a backup to build a new DET and resolve the problems with the trustee assignments.

FYI: Difficulty Running IBM Iclass With NetWare v2.2

FYI

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TITLE: Difficulty Running IBM Iclass With NetWare
v2.2
DOCUMENT ID#: FYI.P.5901
DATE: 23MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Stack overflow detected by kernal

ISSUE/PROBLEM

Getting the ABEND: Stack overflow detected by kernal when downing the server.

SOLUTION

This was resolved with 286DWN.ZIP. This increases the number of files that can be opened, from 24 to 240, when the down command is issued. Also make sure everyone is logged out before downing.

FYI: Epson Dot Matrix Problems Off LPT2

FYI

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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: Epson Dot Matrix Problems Off LPT2
DOCUMENT ID#: FYI.P.5861
DATE: 21MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Having problems printing with LPT2

ISSUE/PROBLEM

Customer has a 386/33 clone and has an HP Laserjet running off LPT1 and seems to print fine. On LPT2 he has an Epson MX1000 Dot Matrix and it will print one line and then take 5 minutes to print a second.

SOLUTION

Had him go into PCONSOLE and set the interrupts to No and it printed just fine. Suggested that this will work fine but he still has an interrupt problem on LPT2.

FYI: Using 3C501 Cards In NetWare v3.11 Workstations

FYI

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TITLE: Using 3C501 Cards In NetWare v3.11
Workstations
DOCUMENT ID#: FYI.P.5862
DATE: 21MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Using 3C501 Cards In NetWare v3.11

Workstations

ISSUE/PROBLEM

I have had questions on the issue of running 3c501 cards with NetWare v3.11.

SOLUTION

You can use them on the workstation if you use the odi drivers. They also asked about using it on a v3.11 file server. We do not recommend it. It is an old card and would be a very slow server NIC.

FYI: CAPTURE With No Parameters "Queue SFD Does Not Exist..."
FYI

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TITLE: CAPTURE With No Parameters "Queue SFD Does Not Exist..."
DOCUMENT ID#: FYI.P.5863
DATE: 21MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: CAPTURE with no parameters gets error "Queue SFD Does Not Exist..."

ISSUE/PROBLEM

The user was trying to capture with no parameters and would get the message above. After checking out all PRINTCON.DAT files on the server, he mentioned something about spooling at the console.

SOLUTION

It turns out he had typed SPOOL 0 TO QUEUE HP at the console. In the print server manual it states that "These assignments set up default print queues for NPRINT and CAPTURE

and support applications that make calls to printer numbers rather than to queues. What isn't mentioned in the manuals is the fact that this command can be entered into the AUTOEXEC.NCF in v3.11 and then will automatically set the default queue. So when the user types CAPTURE with no parameters this queue will be set as the queue being captured to. I had him take out the SPOOL command and all is well.

FYI: Server <Old Server Name> Is Unknown At This Time

FYI

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TITLE: Server <Old Server Name> Is Unknown At This Time

DOCUMENT ID#: FYI.P.5883

DATE: 20MAR92

PRODUCT: NetWare

PRODUCT VERSION: v3.11

SUPERSEDES: NA

SYMPTOM: Received the error: Server <old server name> is unknown at this time, when doing a CAPTURE with no server specified.

ISSUE/PROBLEM

After upgrading and changing the name of the server, if a CAPTURE was done without specifying a server name, the machine would beep four (4) times and then give the above error message.

SOLUTION

Found a PRINTCON.DAT file in each of 3 MAIL directories. After deleting those files the problem was gone. This could have also been resolved by updating the server name in those print jobs through PRINTCON.

FYI: Workstations Hang When WS Reboots. Locked DBF Files

FYI

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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: Workstations Hang When WS Reboots. Locked DBF Files
DOCUMENT ID#: FYI.P.5887
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Workstations would hang when a workstation was rebooted.

ISSUE/PROBLEM

The customer would have several workstations in a database application. He wanted to test TTS, so he would reboot one machine. He was surprised to see that the rest of the machines would hang until he loads IPX on the rebooted machine. He thought that there was a bug in our code or in FoxPro.

SOLUTION

The machines were hanging because the rebooted machine's connection still had 3 dbf files locked and when the other workstations would try to access them they would hang. We talked with engineering and they said that those locks wouldn't be released until a destroy connection was performed. So he could either reload IPX on the rebooted machine or wait until watchdog cleared the connection. The customer didn't like waiting 15 min. so we informed him about the set parameters for the watchdog.

A side note about TTS is that if a transaction hasn't completed when a destroy connection is performed the transaction is rolled back to its last known state. So the customer would have to have some way to take a picture of the data before and after the transaction to check TTS. Then when he rebooted the machine he could clear the workstation then compare the snapshot of the data before with the current data to verify the verification.

FYI: Trustee Assignments Not Transferring To Backup Server
FYI

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TITLE: Trustee Assignments Not Transferring To
Backup Server
DOCUMENT ID#: FYI.P.5879
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Trustee Assignments Not Transferring To
Backup Server

ISSUE/PROBLEM

Customer backed up FS1 to tape. Renamed FS2 (the backup server) to FS1. Restored to FS2. The trustee assignments didn't transfer. We were not sure that EMSAVE 3.03 has a Directory Entry problem, or if it was just a fluke that no trustee's were transferred.

SOLUTION

Use NBACKUP to dos device. Choose to backup entire directory structure and for files to exclude *.* and *. This will back up the trustee's only. Restore this to the new fs then backup and restore data by tape.

FYI: Emerald Backup Showing Out Of Disk Space
FYI

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TITLE: Emerald Backup Showing Out Of Disk Space
DOCUMENT ID#: FYI.P.5868
DATE: 20MAR92

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

SYMPTOM: Emerald backup showing: Out of disk space.

ISSUE/PROBLEM

Emerald backup showed: Out of disk space, when there was still space on the volume.

SOLUTION

Emerald said it is possible that when he was backing up he was running out of disk space because of the temporary files created and deleted. Needs to increase disk space. Or perhaps use the SET parameter: SET IMMEDIATE PURGE OF DELETED FILES = ON so those deleted files will not take up disk space.

FYI: Error Writing New Transactional Backout File
FYI

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TITLE: Error Writing New Transactional Backout File
DOCUMENT ID#: FYI.P.5877
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Getting error "ABEND: Error Writing New Transactional Backout File."

ISSUE/PROBLEM

Volume SYS: was near full when a custodian decided to pull the power on this server. Re-booting the server resulted in the above error. VREPAIR didn't help.

SOLUTION

Re-installed the NetWare v2.2 OS as nondedicated so that TTS could be disabled. After that the f/s came up and files could be deleted. Alternatively, On-Track has a utility that deletes files on a downed server.

FYI: Two SYS Volumes After Adding Drive To Existing Server
FYI

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TITLE: Two SYS Volumes After Adding Drive To
Existing Server
DOCUMENT ID#: FYI.P.5865
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Two SYS volumes.

ISSUE/PROBLEM

Customer added a drive that had a 386 partition and Volume SYS, to an existing server. When the server booted there were two SYS volumes. Customer saw some errors and turned off the power.

SOLUTION

Customer removed the new Drive with volume sys on it and had to run VREPAIR to bring the server backup. Customer lost some data on existing volumes.

I set up a scenario like the one above. We wanted to see what would happen and what errors occurred. In this test case no data was lost and VREPAIR didn't need to be run. The following messages were displayed when mounting volume sys:

All mirrored partition on this system are synchronized.
Warning: Volume SYS has multiple sync definitions all
Definitions except 1 discarded.

Warning: Definitions for sysc 0 of volume SYS removed

In this case. Volume SYS should be unmounted and the new drive should have its partition deleted. Then volume sys can be mounted.

FYI: Range Of Error Severity Levels. NetWare v3.11

FYI

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TITLE: Range Of Error Severity Levels. NetWare v3.11
DOCUMENT ID#: FYI.P.5880
DATE: 20MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the range of error severity levels at the console and what does each level mean?

SOLUTION

After cross-referencing a list from the NetWare 386 Support Routines book and a list from an Appnote in the NSE, I come up with the following list:

| Level | Severity | Description |
|---------------|-------------------------------------|---|
| 0 includes | Informational counters & gauges. | Indicates attained thresholds; |
| 1 | Warning | Configuration errors and so on. No damage. |
| 2 | Recoverable | Hot Fix disk and so on. Work- around made. |

3 Critical Disk mirror failure and so on.
Fix-up attempted.

4 Fatal/Abend Resource fatally affected; server
shut down.

5 Operation-Aborted Operation cannot complete; cause
unknown.

FYI: "ScanProperty Returned Error Code 255..." LANSPOOL
FYI

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TITLE: "ScanProperty Returned Error Code 255..."
LANSPOOL VAP
DOCUMENT ID#: FYI.P.5842
DATE: 19MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15 , v3.11
SUPERSEDES: NA

SYMPTOM: ScanProperty returned error code 255. Bindery
backup terminated.

ISSUE/PROBLEM

Doing upgrade from NetWare v2.15 to v3.11, transfer method. While transferring it would get to the point of doing the bindery and then end with the above error. BINDFIX did not help. We had the customer try backing up the bindery to a local hard drive and they got the same error, however when they pressed escape it revealed the object that was being transferred: "properties lanspool".

SOLUTION

Went into PCONSOLE to delete the print server and received an error 255. Tried it again and deleted the print server successfully. The UPGRADE was then able to complete without

error.

FYI: Cannot See Files In System Directory After Arcserve
FYI

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TITLE: Cannot See Files In System Directory After
Arcserve Backup
DOCUMENT ID#: FYI.P.5854
DATE: 19MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Users could not see any files in system
directory unless they had supervisor rights.

ISSUE/PROBLEM

Customer upgraded from NetWare v2.15 to v3.11 and restored from Cheyenne Arcserve Backup. After the restore users could only see four or five files in the SYSTEM directory.

SOLUTION

Copied all files from the SYSTEM directory to a temporary directory then back again. All files could then be seen.

FYI: Unable to use two CNET 190 LAN Cards
FYI

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TITLE: Unable to use two CNET 190 LAN Cards
DOCUMENT ID#: FYI.P.5850

DATE: 19MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Unable to use two CNET LAN cards in the server.

ISSUE/PROBLEM

Customer has two CNET 190 LAN cards. Each card would work by itself, but if used together, users could only access one card.

SOLUTION

Obtained the latest server LAN driver from CNET. (No rev given.)

FYI: "Unable To Open Swap File" NSE Update CD ROM
FYI

(Note: The origin of this information may be internal or external 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: "Unable To Open Swap File" NSE Update CD ROM
DOCUMENT ID#: FYI.P.5845
DATE: 19MAR92
PRODUCT: NetWare Support Encyclopedia
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: Error: UNABLE TO OPEN SWAP FILE.

ISSUE/PROBLEM

This error would appear as customer tried to download selected files from NSE PRO update CD ROM.

SOLUTION

Customer's default directory was set to the CD ROM drive so

Folio was trying to open a swap file on the CD ROM. He needed to change his 'Temp File Path', under Options -> User Defaults in Folio, to a directory where he had Read/Write rights. Another solution would be to map a search drive to the CD ROM, then execute the NSE from a directory where you have Read/Write rights.

FYI: Problems Seen With Larger Disks And NetWare 286

FYI

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TITLE: Problems Seen With Larger Disks And NetWare
286
DOCUMENT ID#: FYI.P.5829
DATE: 18MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.15, v2.2
SUPERSEDES: NA

SYMPTOM: Large drives not working with 286 NetWare.

ISSUE/PROBLEM

As larger disks (1.2 gigabytes +) have become more commonplace we see customers trying to use them with 286 NetWare. Their problems range from insufficient file service processes to problems with directory entries and any number of other problems.

SOLUTION

Customers need to understand some things about the design of 286 NetWare.

1. When 286 was developed some of the larger hard drives were 40 Mbyte. It was designed to support single devices about 10 times that size or 400 Mbytes. It can more easily manage multiple devices of 400 Mbytes than a single device which is much larger.

2. When we tested NetWare v2.15c the largest drives were 300 - 500 Mbytes. Even v2.2 had very little testing with drives

larger than a gigabyte.

3. The 286 architecture will always pose problems because of the segmented memory.

A 1.2 GByte drive (in my opinion) pushes 286 NetWare to its limit. The formula to calculate TOTAL(max) directory entries, see FYI.P.3452, is given by:

$$T = (3066 - 20V - M) * 32 \text{ where } V=\text{number of volumes, } M=\text{total megabytes.}$$

Note that as the number of volumes increases and the drive size increases, the total number of directory entries will decrease. Since the formula applies to each disk, a customer would have more than twice as many directory entries if he used two 600 Mbyte drives instead of one 1.2 GByte drive.

When customers get to the 1.2 GByte drive size in 286 NetWare and they are having problems, they need to move on to 386 NetWare. Some v2.15c customers who have too few FSPs have used the PROCES.ARC patch to get more FSPs. However, that takes memory from DMP#1 and may shift rather than solve the problem. Again, the answer for the customer is 386 NetWare.

FYI: Different Options Available For Adaptec Disk Drivers

FYI

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TITLE: Different Options Available For Adaptec Disk Drivers

DOCUMENT ID#: FYI.P.5828

DATE: 18MAR92

PRODUCT: NetWare

PRODUCT VERSION: v2.2

SUPERSEDES: NA

SYMPTOM: Choosing option 0 in INSTALL gets an error.

ISSUE/PROBLEM

Using an Adaptec AHA1540/1640 disk driver.

Choosing option 0 in INSTALL for the disk driver would give them an error message that they had chosen a mix of ISA bus and MCA bus.

SOLUTION

Customer Chose option 1 for the disk driver and no more problems. It turns out that option 0 is a microchannel option. Options 1-18 are for standard ISA and EISA. Options 19 and up are options for multiple drives on one controller. These later options are enhancements that make a single controller card act or look like it is multiple controllers.

FYI: Abend: Error Adding Generic SCSI. NetWare v2.2
FYI

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TITLE: Abend: Error Adding Generic SCSI. NetWare
v2.2 INSTALL
DOCUMENT ID#: FYI.P.5821
DATE: 18MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: "ABEND: Error Adding Generic SCSI" when
installing v2.2.

ISSUE/PROBLEM

Using a Maxtor 7120S SCSI drive with a Novell DCB.

During the installation of v2.2, the customer would get the error above. All hardware was verified as being setup properly.

SOLUTION

In pursuing this escalation, we checked with IMSP to see

whether or not this new drive had been certified. It had just passed certification with an Adaptec 1540 controller since Maxtor had submitted it with that controller. IMSP suggested that we try choosing CDC WREN III HALF-HEIGHT instead of Generic SCSI, but it didn't work. Customer chose to use an Always IN2000 controller and it worked.

FYI: "Lost Hardware Interrupt" NetWare v3.11, CNET
FYI

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TITLE: "Lost Hardware Interrupt" NetWare v3.11,
CNET 190st
DOCUMENT ID#: FYI.P.5826
DATE: 18MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Interrupt Controller detected a lost hardware interrupt.

ISSUE/PROBLEM

After loading the 190A386.LAN driver for the CNET 190st 16-bit Arcnet card on the server, they would get the lost hardware interrupt error. Running Comcheck between two machines with CNET's workstation driver would also fail.

SOLUTION

Had him use the Trxnet drivers at both the server and the workstations, and everything seems to work fine.

FYI: Using REMOVE DOS within RCONSOLE
FYI

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

TITLE: Using REMOVE DOS within RCONSOLE
DOCUMENT ID#: FYI.P.5834
DATE: 18MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Using REMOVE DOS when in RCONSOLE hangs server.

ISSUE/PROBLEM

Customer is in RCONSOLE and wanted to use REMOVE DOS, DOWN, and EXIT so the server will warm boot. Server kept hanging when in RCONSOLE after the DOWN command was given and then could not give the EXIT command to complete the warm boot.

SOLUTION

Put the commands: REMOVE DOS, DOWN, and EXIT in a batch file in the SYSTEM directory and called it DOWNER.NCF. Running this batch file from RCONSOLE worked to down and reboot the server.

FYI: Unable To Maintain Connections To AS/400 And Server
FYI

(Note: The origin of this information may be internal or external 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: Unable To Maintain Connections To AS/400 And Server
DOCUMENT ID#: FYI.P.5804
DATE: 17MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Customer could not maintain simultaneous connections to AS/400 and NetWare Server.

ISSUE/PROBLEM

Using IBM Lan Support 1.2, with the LANSUP ODI driver. He is using Irmatrac Token-Ring boards from DCA and the TOK380.DCA driver (version 1.11). Also using AS/400 PC Support v2.0. He could start a session to the AS/400, but if he tried to attach to the file server, the AS/400 connection would be lost. We found that all was well until he loaded LANSUP.COM.

SOLUTION

Contacted DCA and found that they now have a new TOK380.DCA driver (v1.2). This solved the customer's problem.

FYI: Unable To Print From Postscript With PREFIX Loaded
FYI

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TITLE: Unable To Print From Postscript With PREFIX Loaded
DOCUMENT ID#: FYI.P.5817
DATE: 17MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Garbage printing from Postscript with PREFIX loaded

ISSUE/PROBLEM

NetWare v2.2 with an HP IIP LaserJet printer that needed run in PCL and PS modes. He had a PS cartridge for the printer that he had installed and had setup a print device in the Printdef utility. When he attempted to run a job from his Microsoft Word application in postscript mode, it would print garbage.

SOLUTION

This customer had upgraded from NetWare v2.0a. The batch file at the workstation that set up their printing was loading the file PREFIX which was a patch for 2.0a printing. Once he

removed the PRFIX from his batch file the printer would print well in postscript mode.

FYI: Abend: Disk Controller Channel 0... v2.2 INSTALL
FYI

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TITLE: Abend: Disk Controller Channel 0... v2.2
INSTALL
DOCUMENT ID#: FYI.P.5787
DATE: 16MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: "Abend: disk controller channel 0 reset error"

ISSUE/PROBLEM

Received this error consistently during INSTALL after it was completed linking and configuring (from the first screen during installation) and right as it was going to bring up the Ztest screen. This was when using the IDE driver from IDE286.ZIP. ISADISK wouldn't work at all because it was a user definable drive type.

SOLUTION

Used ISAREM.ZIP which worked.

FYI: "DOS Create Returned Error 3". Defining Printer 0
FYI

(Note: The origin of this information may be internal or external 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: "DOS Create Returned Error 3". Defining
Printer 0
DOCUMENT ID#: FYI.P.5786
DATE: 16MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: DOS create returned error 3 Description:
System failed to create the file system\00120073\print.000

ISSUE/PROBLEM

Customer was trying to define printer 0 in PCONSOLE under a printserver called PSERVER. When he hit <ESC> to save the printer configuration the error above was displayed. The shell was current and SHELL.CFG did not have anything out of the ordinary in it.

SOLUTION

Deleted the printserver and all the queues. Made sure that there were no number directories left by PCONSOLE in the system subdirectory. Ran BINDFIX. Recreated the printserver and they were able to define a printer.

FYI: Server Abends With NMI Parity.

FYI

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TITLE: Server Abends With NMI Parity.
DOCUMENT ID#: FYI.P.5794
DATE: 16MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA
SYMPTOM: Server abending with an NMI parity generated
by I/O check

ISSUE/PROBLEM

Compaq 386/33, NetWare v3.11 and Proteon cards cause this problem with the server. Took all the hardware to an AST and it was fine. Took the v3.11 back to v3.10 and everything was fine.

SOLUTION

This customer shipped his Compaq off to Compaq and they tested this and could get it to happen consistently with NetWare v3.11, specifically the Compaq 386/33, and any Proteon card (they tried both the 1308 and the pro-net4). This scenario doesn't seem to work so avoid it.

FYI: WS Reboots When Print Job Is Sent.

FYI

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TITLE: WS Reboots When Print Job Is Sent.
DOCUMENT ID#: FYI.P.5789
DATE: 16MAR92
PRODUCT: NetWare
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: Workstation running RPRINTER reboots itself when a print job is sent to it

ISSUE/PROBLEM

Customer is trying to run:

- (1) Real World Accounting Software (compiled using Microfocus's Cobol compiler)
- (2) XM (Microfocus's extended memory manager)
- (3) RPRINTER (w/ a printer attached on the LPT port)

All on the same workstation. Whenever he tries to print a job to the workstation it would reboot itself. However, if he does not load XM it prints fine.

SOLUTION

He had to set the following environment variable in his AUTOEXEC.BAT:

```
SET XM=+jkqr
```

XM places the program into protected mode and the settings above involve transmitting the protected mode interrupts to real mode interrupts.

```
J = transmits IRQ 1 (keyboard interrupt)
K = transmits IRQ 16
Q = transmits IRQs 10,17,1a
R = transmits IRQs 0-15 (except IRQ 1 )
```

FYI: No Problems With NetWare For VMS And VMS 5.5
FYI

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```
TITLE:      No Problems With NetWare For VMS And VMS 5.5
DOCUMENT ID#: FYI.P.5763
DATE:       13MAR92
PRODUCT:    NetWare for VMS
PRODUCT VERSION: v2.1 r3.01,v2.1 r4.01

SUPERSEDES: NA

SYMPTOM:    Compatibility with VMS 5.5
```

ISSUE/PROBLEM

Several customers have called asking if there are any known problems with NetWare for VMS and DEC's latest release of VMS v5.5.

SOLUTION

As of 3/13/92 we have not seen any compatibility problems with VMS v5.5 and NetWare for VMS.

FYI: NetWare For VMS INSTALL Not Accepting Controller
FYI

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TITLE: NetWare For VMS INSTALL Not Accepting
Controller Types
DOCUMENT ID#: FYI.P.5761
DATE: 13MAR92
PRODUCT: NetWare for VMS
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: Customers installing NetWare for VMS not seeing their correct VAX ethernet controller type and ethernet device type.

ISSUE/PROBLEM

During the install process for NetWare for VMS the user is prompted to enter their VAX ethernet controller type (DEQNA etc.) and also the device type (XQA etc.). However when they put in their controller type the install utility will not accept it.

SOLUTION

There are newer DEC ethernet controllers as well as different ethernet controller type and ethernet device type combinations that NetWare for VMS does not understand. It is possible to make the necessary changes during the install, or they can make the change after the install is completed by following the directions in FYI.P.4937.

The controller type selection (DEQNA etc.) really doesn't matter so the user can choose any controller types that install has listed. The device type (XQA etc.) is the one they need to make sure they choose the correct type for their controller. NetWare for VMS install does not check what device type is entered against what types it knows about. Their VAX support person should be able to tell them what the correct device type is for their controller. The following is a list of DEC VAX

ethernet controllers and their device types/names:

DEBNT for BI based VAX
DEBNA for BI based VAX
DEBNI for BI based VAX
DEUNA for UNIBUS based VAX
DELUA for UNIBUS based VAX
DEQNA for QBUS based micro VAX
DELQA for QBUS based micro VAX
DESQA for QBUS based micro VAX
DESQA for VAX 4000
DESVa for micro VAX 2000
DEMNA for VAX 9000

DEBNTs use device names ETA, ETB ...
DEBNAs use device names ETA, ETB ...
DEBNIs use device names ETA, ETB ...
DEUNAs use device names XEA, XEB ...
DELUAs use device names XEA, XEB ...
DEQNAs use device names XQA, XQB ...
DELQAs use device names XQA, XQB ...
DESQAs use device names XQA, XQB ...
DESQAs use device names EZA, EZB ...
DESVAs use device names ESA, ESB ...
DEMNAs use device names EXA, EXB ...

Note: the third letter in the device name specifies which ethernet card ie ETA is the first ethernet controller, ETB is the second ethernet controller etc.

FYI: Slow Backup With Archive Quickstream Software
FYI

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TITLE: Slow Backup With Archive Quickstream Software
DOCUMENT ID#: FYI.P.5771
DATE: 12MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Backup is too slow (3 hours to backup 30 MB)

ISSUE/PROBLEM

Customer has a Compaq 386/16 running as a nondedicated fileserver. He has an Adaptec 1542b. The internal connector is servicing 1 HD (200 SCSI) and the external connector is not being used. The floppy connector is servicing one floppy device and an ARCHIVE qS80 backup unit. Apparently the backup unit is software addressable through the floppy controller. They are using ARCHIVE's Quickstream software in nondedicated mode.

When they backup 30 MB of data it takes 3 hours which is unusually long. Under ELS II v2.15c (using a separate controller for the hard drive and the floppy controller) it only took 45 minutes. We checked the following:

- * Termination on the HBA
- * SCSI ID on drive (the backup unit did not have a ID because it was using the floppy connector).
- * Driver for the 1542b (ASWNOVL.OBJ 5/90 11192 bytes)

SOLUTION

We contacted Maynard tech support (800-227-6296 they also support Archive) and they suggested adding the following device in his CONFIG.SYS:

```
device=aspi4dos.sys /n07
```

The file aspi4dos.sys is on Adaptec's Utility diskette.

The parameter /n07 sets the dma transfer speed to .7 and it only affects applications that need it. After he added this the backup performance improved.

FYI: Keyboard Problems In NetWare Lite Running Lotus

FYI

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TITLE: Keyboard Problems In NetWare Lite Running
Lotus
DOCUMENT ID#: FYI.P.5774
DATE: 12MAR92
PRODUCT: NetWare
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Numbers appear when pressing the cursor arrows, not on the number pad.

ISSUE/PROBLEM

The customer was using Lotus 2.3 and the keyboard would randomly insert a 2 when he was pressing the down arrow key (THE ONE NOT ON THE NUMBER PAD). It would happen worse when the turbo button was off, and when he was in WYSIWYG. About every 20 lines when moving down the screen the cursor would pause and insert a 2, or when pressing the up arrow key, the number 8 would appear. The problem did not exist unless the numlock key was on. We tried removing TSR's, applying NWL004.zip to no avail.

SOLUTION

Inputing the following line in the CONFIG.SYS file solved the problem. "install=c:\dos\keyb.com US,,c:\dos\keyboard.sys"

Note:The keyb.com command configures the keyboard for a specific language. In the indicated DOS command it forces the country to the US. The keyboard.sys file according to the DOS 5.0 manual specifies the location and name of the keyboard definition file. The DEFAULT keyboard info sometimes gets loaded wrong. Loading the keyboard driver in the CONFIG.SYS file is the fix.

FYI: Soft Booting Not Releasing Rprinter Configuration

FYI

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TITLE: Soft Booting Not Releasing Rprinter
Configuration
DOCUMENT ID#: FYI.P.5739
DATE: 11MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: RPRINTER "configured printer already
installed"

ISSUE/PROBLEM

Using DOS 3.3 and the RPRINTER that ships with v3.11/v2.2, when soft booting the work station, the printer configuration is not released on the PSERVER.

SOLUTION

One solution is to unload the VAP or NLM. In this case just cold booting the work station took care of the proper release of the printer configuration.

Note:There is a timing issue with the print server not releasing the connection in the time to soft boot. The cold boot took enough time to have the connection released. The other way to release the connection is to do "rprinter xxxxxx # -r" where xxxxxx is the pserver name, # is the printer number and -r removes the connection.

FYI: Unable To Clear Connections In MONITOR.

FYI

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TITLE: Unable To Clear Connections In MONITOR.
DOCUMENT ID#: FYI.P.5752
DATE: 11MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11

SUPERSEDES: NA

SYMPTOM: Couldn't clear connections in monitor and also work stations were loosing connection.

ISSUE/PROBLEM

Customer had a 3c523 in PS/2 and was having problems clearing connections in MONITOR and keeping his work stations up.

SOLUTION

PS2OPT.ZIP from Novell and 3C523.ZIP from 3COM with the latest model of the 3c523 twisted pair board.

FYI: Watchdog Dropping Connections.

FYI

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TITLE: Watchdog Dropping Connections.
DOCUMENT ID#: FYI.P.5749
DATE: 11MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Loosing connection to the network.

ISSUE/PROBLEM

Workstations loosing connections because of watchdog.

SOLUTION

It was actually the other way around. Workstations were hanging first and THEN the watchdog process was just doing what it was supposed to do and deleting them. They were running Blue Max and Carousel software on the workstation and seems like they had a conflict. Took these two programs out of the picture and problems went away.

FYI: Problems Installing MHS On Volume Other Than SYS:

FYI

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TITLE: Problems Installing MHS On Volume Other Than
SYS:
DOCUMENT ID#: FYI.P.5745
DATE: 11MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Unable to Install MHS

ISSUE/PROBLEM

Customer was unable to get MHS to install on his NetWare v3.11 file server. Error message was indicating there weren't enough directory entries.

SOLUTION

MHS looks to see if there are a minimum of some 200 directory entries before it will install. Normally this isn't an issue as most of the time, users install MHS on the SYS Volume. NetWare v3.11 by default will allocate blocks of 32 entries for each directory. An empty Volume will by default still contain 2 directories meaning it will have 64 directory entries. MHS wouldn't install because his empty Volumes only had 64 directory entries.

He was able to work around this by copying some directories and files (dummys) to this Volume and then deleting them. Deleting files and removing directories that have been allocated won't cause the directory entries to be deallocated. After copying and deleting these files and directories to this Volume, he was able to install MHS no problem.

FYI: Watchdog Clearing Connections When WS Loads Shell

FYI

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TITLE: Watchdog Clearing Connections When WS Loads
Shell
DOCUMENT ID#: FYI.P.5744
DATE: 11MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Connection is cleared.

ISSUE/PROBLEM

Watchdog clearing connections when the workstation has the shell loaded.

SOLUTION

Make sure the "Delay Before First Watchdog Packet" is larger than the "Delay Between Watchdog Packet". It is recommended that the "Delay Before First Watchdog Packet" is twice as large as the "Delay Between Watchdog Packet". Leaving the watchdog parameters at default is usually the best solution .

FYI: Utilities Possibly Corrupting NetWare VMS Bindery

FYI

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TITLE: Utilities Possibly Corrupting NetWare VMS
Bindery
DOCUMENT ID#: FYI.P.5735
DATE: 10MAR92
PRODUCT: NetWare for VMS
PRODUCT VERSION: v2.1

SUPERSEDES: NA

SYMPTOM: Errors with bindery calls (i.e. logging in, trustees, etc.)

ISSUE/PROBLEM

If you use utilities such as SYSCON, PCONSOLE, MAKEUSER or any utility that manipulates the bindery that comes from another version of NetWare it could possibly corrupt the NetWare for VMS bindery. This has been observed with utilities from NetWare v3.x.

SOLUTION

The only thing that you can do once you have a corrupt bindery with NetWare for VMS is to restore a backup of your bindery. There is no Bindfix utility. If you do not have a backup of the bindery you can restore a clean bindery from the NetWare for VMS installation tape. To restore the bindery do the following. The \$ is the VMS prompt. The tape drive is assumed to be MUA0. Have the customer use their tape drive in place of MUA0.

```
$ MOUNT MUA0: NETWAR TAPE
$ BACKUP TAPE:NetWare_VMS021.A/SAVE/SEL=([*...]*.BND,
[*...]*.DB) -
$ NWVMS$$SPECIFIC:*. *
$ DISMOUNT TAPE:
```

If a customer wants to know how to backup their bindery with NetWare for VMS have them execute the following command procedure with a parameter of AUTO.

```
$ @NWVMS$$SPECIFIC:NW_SRV_DBS.COM AUTO
```

FYI: "Send ECB Was Re-Used RPL Halted"

FYI

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TITLE: "Send ECB Was Re-Used RPL Halted"

DOCUMENT ID#: FYI.P.5721
DATE: 09MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Error "send ecb was reused RPL halted" when attempting to remote boot

ISSUE/PROBLEM

Customer received error "send ecb was reused RPL halted" when attempting to remote boot on NetWare v3.11 server using the RPL.NLM dated 12/3/91 (from RPLft.zip, which can be obtained from Novell tech support). If the work station was rebooted after this error then remote boot proceeded with no problem.

SOLUTION

Used NE2.LAN from NE386.ZIP (11-11-91) and error disappeared.

FYI: Remote Boot Difficulty After v2.2 Upgrade
FYI

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TITLE: Remote Boot Difficulty After v2.2 Upgrade
DOCUMENT ID#: FYI.P.5719
DATE: 09MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: After upgrade from NetWare v2.15a to v2.2 workstations trying to remote boot getting error reading boot image.

ISSUE/PROBLEM

After the upgrade the Samsung and Hyundai diskless

workstations would try to remote boot and after loading netx they would error out with an error something like unable to read from boot image. Customer tried different versions of DOS the latest NE1000 driver, both 3.1 IPX and 3.22 Netx as well as older NE1000 drivers, IPX and NETx versions all with the same result. They had contacted Hyundai and Samsung and were running the BIOS and Remote versions that they both recommend to work with v2.15 and v2.2.

SOLUTION

They finally tried the ODI drivers and are now able to remote boot fine now.

FYI: "Unable To Write To VOL\$LOG.ERR..." NetWare v3.11
FYI

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TITLE: "Unable To Write To VOL\$LOG.ERR..." NetWare
v3.11
DOCUMENT ID#: FYI.P.5714
DATE: 06MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: "Unable To Write To VOL\$LOG.ERR..."

ISSUE/PROBLEM

Upon bringing up the server which had two volumes volume SYS would mount fine, but was getting the error: Unable to write to VOL\$LOG.ERR. Then the volume was dismounted and the device deactivated.

His file VOL\$LOG.ERR had some how become corrupted. VREPAIR reported no errors. IBM DIAGNOSTICS found data integrity problems on two blocks.

SOLUTION

Used a disk editor (Norton's) to rename the file and the server no longer had a problem mounting. No data was lost.

Note: VOL\$LOG.ERR obviously keeps track of volume errors, but also logs each mount and dismount occurrence. The OS recreated the file when it couldn't find one.

FYI: Problem loading 2 frame types on NE3200.

FYI

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TITLE: Problem loading 2 frame types on NE3200.
DOCUMENT ID#: FYI.P.5689
DATE: 05MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Problem loading 2 frame types on NE3200 in Compaq System Pro.

ISSUE/PROBLEM

File Server is a Compaq Systempro with one NE3200 with 802.2 and 802.3 frame types needing to be loaded. Loading the 802.3 wouldn't allow the 802.2 frame type to be loaded and vice versa.

SOLUTION

Moved the NE3200 in the Systempro from slot 5 (which should work) to slot 2. After doing this the 2 frame types can be loaded on the card.

FYI: "Network Load Failure" Dbase IV

FYI

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or implied claims to the validity of this information.)

TITLE: "Network Load Failure" Dbase IV
DOCUMENT ID#: FYI.P.5698
DATE: 05MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: DOS 5.0 users get "NETWORK LOAD FAILURE" running Dbase IV when their current drive points to any volume other than that which holds Dbase.

ISSUE/PROBLEM

File server with Dbase IV loaded on one volume of multiple volumes. Users have DOS 5.0 and other versions. All have search drives mapped to the Dbase directory. Those users with DOS 5.0 get "NETWORK LOAD FAILURE" when trying to run Dbase when their current drive points to any volume other than that which holds Dbase. All users with other versions of DOS are fine. Customer created a test .BAT file and put it into the same directory as the application and it runs just fine from any drive letter, any version of DOS.

SOLUTION

Through the Borland TSA, we found that this is a known issue. Borland said to use the command "DBASE #DF=X" to run the application, where X is the drive letter pointing to the application directory, which works.

FYI: VMSPT3.TXT WordPerfect & Lotus files being corrupt
FYI

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TITLE: VMSPT3.TXT WordPerfect & Lotus files being corrupt
DOCUMENT ID#: FYI.P.5681
DATE: 05MAR92

PRODUCT: NetWare for VMS
PRODUCT VERSION: v2.01, r3.01
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

VMS patch 3 is a patch for NetWare for VMS v2.1 r3.01 and v2.1 r4.01 to resolve problems saving files from Wordperfect and Lotus where the file would end up as a 0 byte file and the contents would be lost. This patch is recommended for anyone with NetWare for VMS issues regardless of whether or not they have seen the WP or Lotus problem. It is available on Netware file name VMSPT3.TXT.

FYI: "There Are No Accessible Drives" Duplexing Maxtor
FYI

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TITLE: "There Are No Accessible Drives" Duplexing
Maxtor IDE
DOCUMENT ID#: FYI.P.5653
DATE: 04MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Error: " There are no accessible drives" when
trying to duplex

ISSUE/PROBLEM

Customer running on a Everex 486/33 machine and trying to duplex 2 Maxtor LXT 340 MB IDE drives, using 2 Quantum controller cards Prodrive ISA-151a.

He was able to load ISADISK that came with 3.11 and see both drives in disk options however it was extremely slow. He then used the same ISADISK with the /b /l parameter. This sped up the server greatly but now he could only see one drive.

SOLUTION

Loading IDE.dsk driver from IDE386.zip allowed him to see both drives and duplex them.

FYI: Bustek 4201 Busmastering SCSI Controller, NetWare
FYI

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TITLE: Bustek 4201 Busmastering SCSI Controller,
NetWare v3.11
DOCUMENT ID#: FYI.P.5649
DATE: 04MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA
SYMPTOM: GPPE Running Process AFP 1 Process

ISSUE/PROBLEM

The server crashed after the error GPPE. Running Bustek 4201 Busmastering SCSI controller (Burst mode) with 486-33, EISA, Gateway 32Bit Ethernet, 32MB Ram, 1.6 Gig SCSI hard drive. Brought the server back up one of the volumes was having problems.

SOLUTION

Bustek told us to make sure that the controller was set to below 1 Gig. (There is no disk loss) and check the hard drive to make sure that it was a fast SCSI DRIVE (it was not). So we needed to slow the controller down from 10MHz to 4MHz. Things are moving along just fine now.

FYI: Print Jobs Ignoring Time Out Or Stay In Queue
FYI

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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: Print Jobs Ignoring Time Out Or Stay In Queue
DOCUMENT ID#: FYI.P.5654
DATE: 04MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Print jobs either ignore time out and print immediately or stay in queue forever.

ISSUE/PROBLEM

Using the latest PSERVER.nlm (1-10-92) and rprinter with an original Hewlett-Packard laserjet printer attached to COM2 as a serial printer. It printed fine from DOS, but when using network queues job either printed out immediately, ignoring the 10 second time out or else stayed in the queue forever. They were capturing to LPT2 on their local workstation.

SOLUTION

Used the DOS mode command to assign COM2 to LPT2, then set the printer up as LPT2 in Pconsole, removed the mode statement, set the printer up as a remote serial printer using XON/XOFF.

FYI: "IPX Received Incomplete Packet.." AMI BIOS
FYI

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TITLE: "IPX Received Incomplete Packet.." AMI BIOS
DOCUMENT ID#: FYI.P.5672
DATE: 04MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Getting "IPX RECEIVED INCOMPLETE PACKET FROM NETWORK"

ISSUE/PROBLEM

Customer was trying to set up a new NetWare v3.11 network with just 2 nodes. When he tried to attach to the file server from his workstation, he would get the above message at his file server screen, and would eventually timeout at his workstation.

SOLUTION

The AMI BIOS on the workstation has an "Advanced CMOS Setup" with lots of detailed parameters that can be manipulated. One of these was an "Advanced Chipset Setup" which has as one of it's options, "ROM read Option". Customer disabled the "ROM read Option" and his above mentioned incomplete packet problem went away and he was able to login using all of the NIC/driver combinations he had previously tried by setting to defaults. Customer said there was no warning or mention in his documentation implying a need to be concerned with disabling this "ROM read Option".

FYI: Login Script Problems With "MENU.BAT" File Name
FYI

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TITLE: Login Script Problems With "MENU.BAT" File
Name
DOCUMENT ID#: FYI.P.5657
DATE: 04MAR92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA
SYMPTOM: Login Script Problems With "MENU.BAT" File
Name

ISSUE/PROBLEM

Supervisor had just changed the system login script and then no one could login, not even supervisor. Issued login from A:

with the /s command to bypass the sys login. Then in SYSCON we found he had a #menu.bat. We changed it to EXIT "MENU.bat" which did not help.

SOLUTION

It seemed to be confusing MENU.bat with the MENU.EXE. Renamed the batch file to RUNMENU.bat and it worked.

FYI: Deleted Owner ID Causing Append Problems. NetWork C
FYI

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TITLE: Deleted Owner ID Causing Append Problems.
NetWork C
DOCUMENT ID#: FYI.P.5622
DATE: 28FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Deleted OwnerID causes append problems

ISSUE/PROBLEM

When a file is created it is given an ownerID. If for some reason the owner of this file gets deleted from the bindery, the file will have an invalid ownerID. When this file is opened by an NLM in append mode and writes to the file, the NLM will get an I/O error when the next write causes the file to expand past the next file allocation unit (default 4096).

SOLUTION

If a user is deleted from the bindery all the files he owns should be changed to a valid ownerID or deleted. If there is a file that is absolutely necessary to protect, making the ownerID supervisor will insure it will never have an invalid ownerID.

FYI: Current API's Only Able To Access First 250 Print

FYI

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TITLE: Current API's Only Able To Access First 250
Print Jobs
DOCUMENT ID#: FYI.P.5619
DATE: 28FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Queue functions for v3.11

ISSUE/PROBLEM

In NetWare v2.15 and v3.10 a queue could only have 250 jobs. Our API GetQueueJobList returns these 250 jobs. When v3.11 came out the queues were allowed to hold about 1000 jobs. With our current APIs you can only access the first 250 jobs of the queue. There are NCPs that allow you to access the other jobs, but there are no APIs to call them.

FYI: Installing PUBLIC And SYSTEM Files From B: Drive

FYI

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TITLE: Installing PUBLIC And SYSTEM Files From B:
Drive
DOCUMENT ID#: FYI.P.5620
DATE: 28FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Not able to install Public and System files

from drive b:

ISSUE/PROBLEM

Customer was trying to install from drive A:, B:, C: none of which would allow him to load public and system files from drive B:. It would check A: and/or C: but never B:

SOLUTION

Install -J will allow you to select the drive, as documented in the Readme.311 file shipped with v3.11.

FYI: "Runtime Error R6002, Floating..."

FYI

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TITLE: "Runtime Error R6002, Floating..."
DOCUMENT ID#: FYI.P.5628
DATE: 28FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Runtime error r6002, Floating point processor not loaded.

ISSUE/PROBLEM

When customer tried to access SYSCON and FCONSOLE from a 486/33 clone, would get the above error.

SOLUTION

Had PC Tools tsr (sorry, don't know which one) loaded on 486/33 workstation. Unloaded and works great.

FYI: File server crash while printing to LPT1

FYI

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TITLE: File server crash while printing to LPT1
DOCUMENT ID#: FYI.P.5580
DATE: 22FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: File server crash while printing to LPT1

ISSUE/PROBLEM

File server would crash while printing to LPT1 on the file server running NetWare v3.11 but not a problem when customer was running NetWare v2.15.

SOLUTION

There is was conflict with the DTC 3280a SCSI controller and LPT1. Customer changed LPT1 on the file server to no interrupts and this corrected the problem.

FYI: Network Errors Copying NLM's From B: Drive
FYI

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TITLE: Network Errors Copying NLM's From B: Drive
DOCUMENT ID#: FYI.P.5595
DATE: 21FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Loading an NLM from B: drive with the drive

door open.

ISSUE/PROBLEM

The customer wanted to load a NLM from B: drive on his server and did not push the button in on the drive. It tried to read the drive for several minutes. In the process users were getting Network error Abort or Retry. After 5 minutes it came back and said something like drive B: not ready. He pushed the button in and the NLM loaded just fine.

The customer reproduced it on a Compaq 386/33 System Pro and on two CompuAdd 386 systems not sure of Model. It was also recreated on a 486/33 System Pro. Being logged in as supervisor on the network did get the Network error Abort or Retry Did an SLIST and the server could not be found. After the 4 minutes the b: drive error was received the server took a couple of more minutes and then SLIST showed the file server.

SOLUTION

Close the door when loading from B: or A:. We were unable to duplicate this problem in the lab using a 386A for the file server.

FYI: SYSCON Hangs When Run From Root Dir.

FYI

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TITLE: SYSCON Hangs When Run From Root Dir.
DOCUMENT ID#: FYI.P.5599
DATE: 21FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: SYSCON v3.62 hangs the workstations

ISSUE/PROBLEM

Customer had just installed a new 386 network. When trying

to go into SYSCON at any workstation from the root directory the background screen would turn red with white lettering and freeze. He was able to get into SYSCON no problem if he was in the system or public subdirectory.

SOLUTION

The problem was that he had a IBM\$RUN.OVL file in the root directory that was getting executed. After we renamed the IBM\$RUN.OVL file in the root directory then SYSCON could find the IBM\$RUN.OVL file in the public directory and SYSCON ran fine.

FYI: "The System Library File SYS\$MSG.DAT..."

FYI

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TITLE: "The System Library File SYS\$MSG.DAT..."
DOCUMENT ID#: FYI.P.5598
DATE: 21FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Error "The system library file SYS\$MSG.DAT could not be opened Program terminated Initialization failure".

ISSUE/PROBLEM

Customer had:

CompuAdd 433 EISA with Phoenix BIOS
WD IDE 200 Meg drive
Intel Ether Express NIC
MS DOS v5.0 and v3.3
5.25" drive A:, 3.5" drive B:

Customer had 3.5" NetWare diskettes so he was doing a basic install from floppy drive B. He would get through most of the generation of the OS and to a point where it asked for SYSTEM-2. After installing that disk he got the above error messages. I had

him try recopying the SYSTEM-2 diskette and even the SYS\$MSG.DAT file from WSGEN diskette. No difference. Also tried DOS 3.3 in place of 5.0, and advanced install but the problem persisted.

SOLUTION

Had to move the 3.5" drive to be drive A.

FYI: "Parsed Driver Configuration Has Failed"

FYI

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TITLE: "Parsed Driver Configuration Has Failed"
DOCUMENT ID#: FYI.P.5601
DATE: 21FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Problems Loading PS2SCSI Driver with IBM Model 57sx with Internal SCSI Subsystem

ISSUE/PROBLEM

Attempting to load PS2SCSI driver when installing v3.11, and got the message:

Supported Slot Values are: None.
All supported options are in use.
Error: Parsed driver configuration has failed.

SOLUTION

Use the SCSI driver in PS2OPT.ZIP

FYI: Errors With 4thshift Database

FYI

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TITLE: Errors With 4thshift Database
DOCUMENT ID#: FYI.P.5591
DATE: 21FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: "Write error on directory xxxxx=archive file" on the workstation and "abend:stack overflow detected by kernal" on the file server.

ISSUE/PROBLEM

Customer was using a database called 4thshift on a NetWare v2.2 server that had an IDE drive in it. After running for 4 months, the server went down with the above errors.

SOLUTION

Generated NetWare again with new IDE286.ZIP driver and changed verify to on for the driver. Customer says that without the verify on he had to continuously run VREPAIR on the drive.

FYI: "File Server Cannot Be Found" v2.2 Nondedicated, DOS 5.0
FYI

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TITLE: "File Server Cannot Be Found" v2.2
Nondedicated, DOS 5.0
DOCUMENT ID#: FYI.P.5567
DATE: 20FEB92
PRODUCT: NetWare
PRODUCT VERSION:
SUPERSEDES: NA

SYMPTOM: Getting the error "A file server could not be

found".

ISSUE/PROBLEM

Configuration: Using 3c503 tp cards in both f/s and w/s.
Running non-dedicated file server.

Comcheck worked fine but every time IPX and NETX were loaded the above error was displayed. Also sometimes getting the error "No free connection slots".

SOLUTION

Booting the non-dedicated file server with something other than DOS 5.0 worked.

FYI: "File Server Not Found". Trident Video Card
FYI

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TITLE: "File Server Not Found". Trident Video Card
DOCUMENT ID#: FYI.P.5566
DATE: 20FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Configuration: Clone server
Trident TVGA 8900 video card
3C503 NIC

After installing NetWare v2.2 the server booted without problem. However no workstations could see the server. Comcheck worked fine between all the machines. Tried various options on the 3C503 but all without success. One thing the customer mentioned was that for IPX to run COMCHECK he did not have to

select a base memory address for the card. Using the JUMPERS utility to configure the OS it would at first appear to let him select "none" for base memory but would not save it that way.

SOLUTION

Customer read the manual that comes with his Trident graphics adapter. The card has an option for "fast access" or "slow access" for what he called an address decode. The DIP switch position 5 was set to off for fast access which apparently uses memory segments A000 to DFFF. He set that to on for slow access and every thing worked.

FYI: Error Initializing LAN Driver. Racore 8110 NIC
FYI

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TITLE: Error Initializing LAN Driver. Racore 8110
NIC
DOCUMENT ID#: FYI.P.5574
DATE: 20FEB92
PRODUCT: NetWare
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Installing a Racore 8110 gets the error "Initializing lan driver: open-function failure".

SOLUTION

Connect the Racore 8110 NIC to a MAU which allows it to complete its initializing process properly. The card was initialized but in order to do a complete initialization it has to be connected to a MAU.

FYI: "Invalid Drive Passed To Disk Process" v2.2 Install
FYI

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TITLE: "Invalid Drive Passed To Disk Process" v2.2
Install
DOCUMENT ID#: FYI.P.5558
DATE: 19FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: VREPAIR gets error "Invalid drive passed to
disk process".

ISSUE/PROBLEM

Using an IBM mod 80 with a SCSI drive.

Everything installed with no problems. While booting the server it came to mounting the volume which seemed okay but instead of saying mounted successful it said mounted UUCCESSFUL (no S). We explored things and finally ran VREPAIR which gave the above error. We thought the controller or perhaps the drive had the problem.

SOLUTION

Just to make sure we had them run install -f and select write track 0 information. Once this was done the server booted up okay.

FYI: Returning User To Home Directory After Exiting MENU
FYI

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TITLE: Returning User To Home Directory After
Exiting MENU
DOCUMENT ID#: FYI.P.5555
DATE: 19FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11, v2.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

A customer wanted to execute an application from MENU then have the user end up in his home directory after exiting the application.

SOLUTION

```
g:
anyappldo
f:
cd user\%variablename% (BOTH PERCENT SIGNS ARE NEEDED)

login script
DOS set variablename = "%login_name"
```

FYI: Unable To Download Fonts. Bankstar App.
FYI

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TITLE: Unable To Download Fonts. Bankstar App.
DOCUMENT ID#: FYI.P.5560
DATE: 19FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Unable to download fonts.

ISSUE/PROBLEM

Using BANKSTAR application and BP1 (font package) to merge forms and download fonts. It was working fine under NetWare v2.15c. After upgrading to v3.11 it wouldn't download the fonts properly. Tried upgrading the Pserver to the latest version to no avail.

SOLUTION

He changed from BP1 to JETFORM which is another package that does the same thing and it works perfectly. Seems to be some problem with BP1 and NetWare v3.11.

FYI: "System Was Unable To Load Overlay File"
FYI

(Note: The origin of this information may be internal or external 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: "System Was Unable To Load Overlay File"
DOCUMENT ID#: FYI.P.5321
DATE: 24JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Getting this error when trying to run any utilities.

SOLUTION

The customer was changing his short machine name to 110. We had him change it to IBM and everything is great.

FYI: "Binderries Have Already Been Restored"
FYI

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TITLE: "Binderries Have Already Been Restored"
DOCUMENT ID#: FYI.P.5307
DATE: 23JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Getting error "Binderries have already been restored" when running Upgrade.

ISSUE/PROBLEM

A customer used upgrade to copy an existing NetWare v2.2 file servers' binderries to a trial v3.11 fs to see if the client liked v3.11. During the trial period the client deleted and changed the bindery objects around using syscon. Then the client wanted the v2.2 file server fully transferred to the v3.11 file server. But when they tried to transfer the binderries again using Upgrade they would see the above error.

SOLUTION

Upgrade creates a file in the sys:system directory called upgr\$000.bmf to track the upgrade procedure. Renaming this file allowed them to re-transfer the v2.2 binderries using upgrade.

FYI: "Error Receiving From Network" PRINTCON.EXE
FYI

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TITLE: "Error Receiving From Network" PRINTCON.EXE
DOCUMENT ID#: FYI.P.5127
DATE: 07JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.2

SUPERSEDES: NA

SYMPTOM: Executing PRINTCON.EXE and two other 3rd party applications resulted in the error "Error receiving from Network".

ISSUE/PROBLEM

Configuration: Ethernet twisted pair, Synoptics Concentrator

Only these 3 applications would see the problem. All other NetWare Utilities ran fine as did other applications. There were no random occurrences of the error message. It only happened upon executing these files.

After checking for obvious lan problems, we looked into file corruption, viruses, bindery problems, regened the OS etc. All to no avail. Finally we returned to the lan hardware.

SOLUTION

The customer was using Ethernet twisted pair. The Synoptics concentrator had a bad connection. Regardless of whether the connection was cabled to a node or not, the error would occur if there was a cable plugged into it. Works great as long as he doesn't plug a cable into this connection.

FYI: Preferred Server Timeout Patch In SHELL.CFG

FYI

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TITLE: Preferred Server Timeout Patch In SHELL.CFG
DOCUMENT ID#: FYI.P.5109
DATE: 06JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11, v2.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In this situation a client had a preferred server specified in his SHELL.CFG. He would have to run NETX 4 times before it would get a connection. The three other attempts would yield: "Unknown file server."

SOLUTION

Applied this patch. In the SHELL.CFG they put:

```
patch = 58933, 131
patch = 58934, 193
patch = 58935, 10
```

Now they only had to run NETX 2 times to get a connection. We figured since it improved the number of attempts we would try changing the '10' in the patch to a '20' indicating a longer tic buffer zone. It worked.

FYI: Changing Network Number, NetWare For VMS

FYI

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```
TITLE:          Changing Network Number, NetWare For VMS
DOCUMENT ID#:   FYI.P.5118
DATE:          06JAN92
PRODUCT:       NetWare for VMS
PRODUCT VERSION: v2.1
SUPERSEDES:    NA

SYMPTOM:       NA
```

ISSUE/PROBLEM

A customer wanted to change their network number without reinstalling NetWare.

SOLUTION

In the NWVMS\$SPECIFIC directory, edit the files

NW_DEF_CONFIG.COM (look for an entry labeled def_network_number) and NW_LOAD_DRV.COM (look for an entry labeled /network). Each of these two entries has a number within quotations that is the network number.

The file NW_DEF_CONFIG.COM is actually just a record of the configuration you selected when you installed NetWare for VMS. It does not affect the operation of NetWare for VMS. When you changed the network address, the only file that really need to be changed is NW_LOAD_DRV.COM. Of course, you would want to change NW_DEF_CONFIG.COM to maintain an accurate record of the configuration of your server for future upgrade. One more thing, after you change the file NW_LOAD_DRV.COM, you will need to reload the QX (???) driver which might involve the rebooting of the VAX.

FYI: "File Server Not Found" Binding IPX In AUTOEXEC.NCF
FYI

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TITLE: "File Server Not Found" Binding IPX In
AUTOEXEC.NCF
DOCUMENT ID#: FYI.P.5101
DATE: 06JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Getting "A file server could not be found".

ISSUE/PROBLEM

Customer was installing this big 10BaseT system with NetWare v3.11. They said they had five other systems just like this and they all worked except this one (Only difference from the others, this one was a 10 user version). Tried Comcheck and it worked great on server and workstation so cabling and concentrator was fine. After going through all the options we ran out.

SOLUTION

After all the problems, it boiled down that the customer did not have the IPX bound in the AUTOEXEC.NCF. After binding, the workstation came up fine.

When getting "A File Server could not be found" error in NetWare v3.1x, the first thing you should do is CONFIG at the file server. CONFIG will tell you if IPX has been bound to the lan card or not.

FYI: No Free Connection Slots Available, Turbo ISADISK
FYI

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TITLE: No Free Connection Slots Available, Turbo
ISADISK
DOCUMENT ID#: FYI.P.5091
DATE: 02JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Getting "No free connection slots available".

ISSUE/PROBLEM

Had a 50 user version running nondedicated in a 286 box. After they pulled the controller, drive, and Thomas Conrad NIC out of the 286 and putting them in a 486 ALR POWERFLEX the nondedicated w/s was the only one that could log in. Other w/s would get the above message, regardless of whether the nondedicated w/s was logged in or not.

SOLUTION

Had an option for TURBO ISADISK in the setup of the file server. Disabled this and the w/s were able to get connections to the server.

FYI: COPY CON Creates 0 Byte File, DOS 5.0

FYI

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TITLE: COPY CON Creates 0 Byte File, DOS 5.0
DOCUMENT ID#: FYI.P.4821
DATE: 02DEC91
PRODUCT: NetWare
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: COPY CON Creates 0 Byte File, DOS 5.0

ISSUE/PROBLEM

If one were to create a file using COPY CON in a directory with Create rights only, one would be unsuccessful with DOS 5.0, but indeed successful with DOS 4.0 or DR DOS 6.0. The DOS 5.0 instance would allow the file to be created, but not allow anything to be written into it. The result of the COPY CON is a 0 byte file.

SOLUTION

DOS 5.0 requires that both Create and Write rights be present for the COPY CON command to perform as expected.

FYI: DIRLPFX1 And TTSFIX Patches Won't Work Together

FYI

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TITLE: DIRLPFX1 And TTSFIX Patches Won't Work Together
DOCUMENT ID#: FYI.P.4306
DATE: 09OCT91
PRODUCT: NetWare
PRODUCT VERSION: 3.11

SUPERSEDES: NA

SYMPTOM: Unable to load both TTSFIX and DIRLPFX1 at the same time

ISSUE/PROBLEM

The versions of Patchman that are zipped with the above patches are not compatible, ie. you can't load DIRLPFX1 with the patchman that is zipped with TTSFIX and vice versa.

SOLUTION

Get the latest versions of these patches in 311PTx.ZIP and replace PATCHMAN.NLM from the same file. All pre serialization v3.11 patches will have to be replaced with those in 311PTx.ZIP.

FYI: NDSPX.ZIP

FYI

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TITLE: NDSPX.ZIP
DOCUMENT ID#: FYI.P.9475
DATE: 16AUG91
PRODUCT: NetWare
PRODUCT VERSION: v2.2 v2.15
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Increasing SPX connections on a Nondedicated Server's DOS process above 15.

SOLUTION

Apply NDSPX.ZIP available on NetWire.

CHGSPX.EXE:

This is a menu driven utility and contains instructions on how the program works. This program will configure the .obj files for ADV NetWare V2.15C and V2.2 so that the DOS process on a non dedicated file server versions 2.15C and 2.2(5,10,50,100) will support more than 15 SPX CONNECTIONS. Since it is menu driven, executing chgspc.exe will not effect the system until the user specifies the modifications to be made. This patch may be used on the 5, 10, 50, and 100 user versions of NetWare 286 V2.2.

SPXCOUNT.EXE:

This is a utility that determines the number of SPX connections that a workstation is configured for.

FYI: Date User Password Expires Resets To January 1, 1985

FYI

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TITLE: Date User Password Expires Resets To January 1, 1985
DOCUMENT ID#: FYI.P.9476
DATE: 30JUL91
PRODUCT: NetWare
PRODUCT VERSION: v2.15, v2.2, v3.11
SUPERSEDES: FYI.P.9635

SYMPTOM: Date Password Expires resets to January 1, 1985.

ISSUE/PROBLEM

Date Password Expires resets to January 1, 1985.

This happens when the SUPERVISOR gives or changes the user password in SYSCON AND the user answers NO to change password when prompted. The Date Password Expires defaults to January 1, 1985.

A good example is in the upgrade to 3.x NetWare, the supervisor has to set a password for each user. If you look at the restrictions before the user does his login and changes it,

the date will be set to January 1, 1985.

FYI: Jerusalem B Virus Destroying Server.exe and Ipx.com
FYI

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TITLE: Jerusalem B Virus Destroying Server.exe and
Ipx.com
DOCUMENT ID#: FYI.P.9504
DATE: 24JUN91
PRODUCT: NetWare
PRODUCT VERSION: v3.10
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

A customer who had installed 3.1 was getting GPPE errors as well as workstations randomly hanging and locking up after ipx was run more than once.

SOLUTION

He did a virus scan and discovered that he had been infected by the Jerusalem B and it was destroying both server.exe and ipx.com. He got rid of it and has been going for a week with no problems.

FYI: Print Server Subdirectory Not Deleted In PCONSOLE 1.51
FYI

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TITLE: Print Server Subdirectory Not Deleted In
PCONSOLE 1.51

DOCUMENT ID#: FYI.P.9522
DATE: 21MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: After deleting print server, the print server directory is not being deleted.

ISSUE/PROBLEM

When a queue or print server is created through PCONSOLE, a subdirectory with the queue/print server ID is also created under directory SYSTEM. When the queue or print server is subsequently deleted the associated subdirectory should also be deleted. With PCONSOLE 1.51 the queue subdirectory is correctly deleted but the print server subdirectory is not.

SOLUTION

The newest version of PCONSOLE v1.52 fixes this problem. This is in PUTIL2.ZIP in NOVLIB 06.

FYI: Mirroring Considerations

FYI

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TITLE: Mirroring Considerations
DOCUMENT ID#: FYI.P.9518
DATE: 20MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Failed attempts to mirror drives.

ISSUE/PROBLEM

Mirroring in non-dedicated mode with removable media.

SOLUTION

If you have a customer who wants to mirror, but is unable to, make sure that he has NOT selected to run nondedicated and also make sure that they have not selected a drive type that is for removable media. Mirroring is not supported in either of these cases.

FYI: Error "Unable To Read Drive 00"

FYI

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TITLE: Error "Unable To Read Drive 00"
DOCUMENT ID#: FYI.P.9519
DATE: 20MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Gets the error "Unable to read drive 00" when trying to copy.

ISSUE/PROBLEM

As the file server would boot strange things would occur (hang, parity errors, etc.), but after several retries the server would come up. The client at this point tries to copy files and after a couple of files have been copied receives: "unable to read drive 00:" "Unable to write to drive 00:" "Hot Fix disabled."

SOLUTION

After troubleshooting the basics (drivers, controller etc.) we had him look at the connections of the drive itself. As the power cable was bumped the drive began to spin up. The 12v cable had been pinched and was open intermittently causing a loss of power to the drive motor. Replaced the cable and all errors have disappeared and the server boots every time error free.

FYI: Battery Low Errors. Elgar UPS In NetWare v3.11

FYI

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TITLE: Battery Low Errors. Elgar UPS In NetWare
v3.11
DOCUMENT ID#: FYI.P.9520
DATE: 20MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Getting error at server saying the battery is low.

ISSUE/PROBLEM

Getting error at server saying the battery is low even though the UPS charged the battery through the weekend. He used the following command line in AUTOEXEC.NCF:load ups type=keycard port=230 discharge=10 recharge=120

SOLUTION

Elgar told him to set JMP1 and JMP5, on the SS keycard, to "closed contact". That means the jumper goes to S2 for JMP1 and jumper goes to S10 for JMP5.

FYI: NETCON Not Supported Under NetWare Requestor For OS/2
FYI

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TITLE: NETCON Not Supported Under NetWare Requestor
For OS/2
DOCUMENT ID#: FYI.P.9517
DATE: 20MAY91
PRODUCT: NetWare Requester for OS/2

PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: Cannot run NETCON on an OS/2 Client.

ISSUE/PROBLEM

In the Novell NetWare Requester For OS/2 manual (page 47 in the March 1991 edition; page 57 in the April 1991 edition), it lists NETCON among the NetWare utilities supported under OS/2. This is incorrect. NETCON is not supported under OS/2 and won't be anytime soon.

SOLUTION

Documentation has been notified of this error.

FYI: Bug In WordPerfect Office Utility NOTIFY.

FYI

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TITLE: Bug In WordPerfect Office Utility NOTIFY.
DOCUMENT ID#: FYI.P.9477
DATE: 19MAY91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Error:"Reading network drive f:".

ISSUE/PROBLEM

When using WP Office on the Network customer randomly gets error: "Reading network drive f:".

SOLUTION

There is a problem using WordPerfect Office and the "NOTIFY" utility dated 6-14-90. Call 1-800-321-3253 and get the updated version.

FYI: Checking Packets Routed In NetWare v2.2

FYI

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TITLE: Checking Packets Routed In NetWare v2.2
DOCUMENT ID#: FYI.P.9512
DATE: 18MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Checking packets routed by each lan card.
Documentation says it can be done, but it cannot.

ISSUE/PROBLEM

In the NetWare v2.2 Installing/Maintaining the network on page 247 there is a documentation error. Under the topic 'LANs' it states to check the LAN I/O statistics if your network is not performing well and see if one LAN is getting more packets routed than the other. In NetWare v2.2 FCONSOLE it gives you total packets routed not packets routed by each lan like NetWare v3.11 does. So there is no way to check packets routed by each LAN.

SOLUTION

This error has been reported to Documentation.

FYI: LOGIN Does Not Indicate Why Passwords Expire

FYI

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TITLE: LOGIN Does Not Indicate Why Passwords Expire
DOCUMENT ID#: FYI.P.9515
DATE: 17MAY91

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

SYMPTOM: LOGIN does not indicate why passwords expire

ISSUE/PROBLEM

Login can not indicate why a password has expired. For example, a customer who changed the required length of the password complained because the users who subsequently logged into the file server received the error message "Password for user username on server servername has expired". He wanted them to get a message saying that the require password length had changed and that they needed to increase the length of their password.

SOLUTION

This can't be fixed because there is no tracking of why a password has expired, only that it has expired. Therefore, LOGIN.EXE can't determine why the password has expired. It will return the same error listed above to a user whose password has expired for any reason.

FYI: COPY, NCOPY And Foxbase Sort Hang Server.

FYI

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TITLE: COPY, NCOPY And Foxbase Sort Hang Server.
DOCUMENT ID#: FYI.P.9516
DATE: 17MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: COPY, NCOPY And Foxbase-Sort hang server.

ISSUE/PROBLEM

Compaq 386/20e with 3c505 (2012) ,8MB RAM and Adaptec SCSI controller (mirroring). After upgrading to v2.2 server would hang when coping files or running foxbase's sort utility.

SOLUTION

We discovered that if we linked and configured NetWare v2.2 with the LAN driver (3.1EC) that came with v2.15 and didn't use (4.33EC) shipped with v2.2 the problems went away. He was also using Disk Manager N v3.0. AHA.DSK 3199 1-22-90 V2.0 1542/1640 AHA.OBJ 15697 1-22-90

FYI: Scrambled Cold Boot Loader.

FYI

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TITLE: Scrambled Cold Boot Loader.
DOCUMENT ID#: FYI.P.9513
DATE: 17MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Server will boot once after replacing track zero information, then it won't ever load the OS again on successive boots.

ISSUE/PROBLEM

Customer linked and configured for wrong base I/O. He said the first time he boots it will find NET\$OS.EXE but every time after it won't even begin to load which makes him believe the cold boot loader is scrambled. He also said install would hang when he tried to reload NET\$OS.EXE. He used a Tiara 16bit arcnet card. The card was set for base I/O 280. He linked and configured for base I/O 2E0.

SOLUTION

Customer had to run ZTEST on the drive. Then reinstall NetWare v2.2, And set the Base I/O to 2E0h.

FYI: Backing Up NetWare Ready Configuration

FYI

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TITLE: Backing Up NetWare Ready Configuration
DOCUMENT ID#: FYI.P.9514
DATE: 16MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Backing Up NetWare Ready Configuration

ISSUE/PROBLEM

I have a customer that wants to back up the NetWare Ready Configuration Table on his Seagate WREN 4 hard drive. He says there is an option in DISKSET that will allow you to do this. As he was doing this, it prompted him to insert a 3rd party diskette. None of the disks he tried seemed to work. ADIC told him to label a diskette "DATADISK", insert it, and then the information would be backed up onto the diskette.

This customer wants to be sure he doesn't destroy any data, so he has asked if Novell can verify this for him.

SOLUTION

Customers should be very careful when using this option. The drive that the NetWare Ready configuration is restored to MUST be completely identical. If it is not, when the info. is restored, the size of the drive will be defined incorrectly - causing lots of problems.

FYI: Exceeding NCP Dir Search Limits

FYI

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TITLE: Exceeding NCP Dir Search Limits
DOCUMENT ID#: FYI.P.9510
DATE: 16MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: "You exceeded your outstanding NCP directory search limits" error at the WorkStation.

ISSUE/PROBLEM

In the README.311 file that comes on the SYSTEM-1 disk in NetWare v3.11, it says that some applications who do not handle their searches correctly can cause the error "You exceeded your outstanding NCP directory search limits" at the console. It appears that Windows 3.0 may have this problem. This error seems to be generated in some cases when the user is doing an auto discover for windows apps in the installation process. This process goes out to all drives and searches them for valid windows applications.

SOLUTION

It seems that you can either increase the maximum NCP directory searches or you can ignore the warning and windows may not find a couple of your apps. Just a note though, the readme says increasing the max takes 24 bytes of RAM at the FS per directory per user. So, if the max is 100 directories and there are 250 users, the FS needs 600K just for the search tables.

FYI: Slow Or No Printing. NetWare v2.2 Core Printing
FYI

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TITLE: Slow Or No Printing. NetWare v2.2 Core

Printing

DOCUMENT ID#: FYI.P.9509
DATE: 16MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Slow printing or no printing at all.

ISSUE/PROBLEM

Using core printing services, jobs sent to the LPT1 printer off the file server would take several minutes to print and some small jobs did not print at all.

SOLUTION

After verifying that his configuration was correctly set up we deleted the print queue and recreated them. Printing now works fine.

FYI: Problems Using Backup VAP Running BUCONFIG
FYI

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TITLE: Problems Using Backup VAP Running BUCONFIG
DOCUMENT ID#: FYI.P.9511
DATE: 16MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customer trying to use the Backup VAP. When running BUCONFIG to setup his configuration the configuration option number wasn't changing. BUSHOW showed the option still 0.

SOLUTION

In the BUCONFIG.BAT file the %2 needs to be changed to %1.
Then BUCONFIG will work.

The document file for the backup.vap for v2.2 that is in 22BKUP.ZIP states that you need to use BUCONFIG to change the configuration option of the backup.vap. This is a batch file that uses Dconfig to perform this function. This could obviously be performed without the batch file by simply typing:

```
DCONFIG BACKUP.VP0 OTHER:TAPE,n; C1:4,0
```

Where "n" is the configuration option. This will return the error "Warning: Specified disk not found: C1:4,0" This message can be ignored.

FYI: Printing Problems With DTK PT1-217 Card And NE2000
FYI

(Note: The origin of this information may be internal or external 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: Printing Problems With DTK PT1-217 Card And
NE2000
DOCUMENT ID#: FYI.P.9503
DATE: 15MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Workstation would hang when attempting to
print.

ISSUE/PROBLEM

With the computer (DTK Mod.2030, a 386/20) logged into the network, it would hang as soon as the first print job sent to LPT1 was finished. With IPX and NET4 loaded but the computer NOT logged in, the user could work and print until executing "f:<Enter>", at which point the computer would hang.

SOLUTION

In the workstation, the user had set the NE2000 I/O address to something other than the default of 300h. Reset the NE2000 to its defaults, reran WSGEN, and printer and network began to work in gratifying harmony, as advertised. Chances are it was set to I/O 360, which interferes with LPT1's I/O address of 378.

FYI: Connecting IBM AS/400 to an Existing Token Ring
FYI

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TITLE: Connecting IBM AS/400 to an Existing Token
Ring
DOCUMENT ID#: FYI.P.9507
DATE: 15MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.15 , v2.2 , v3.1 , v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Connecting IBM AS/400 via Token Ring

SOLUTION

When connecting a AS/400 directly to an existing token ring, use a product called PC Support. This allows pc emulation. You must configure the AS/400 and configure PC Support, so in essence they both create what appears to the server(s) as a single Token Ring node. The user specifies the node address. The AS/400 can then communicate and the server(s) don't realize anything is different in the environment.

FYI: Error Reading Boot Image Disk File
FYI

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

TITLE: Error Reading Boot Image Disk File
DOCUMENT ID#: FYI.P.9506
DATE: 15MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Error Reading Boot Image Disk File

ISSUE/PROBLEM

Customer had just upgraded from NetWare v2.15c to v2.2 and had ran DOSGEN for his diskless work stations. This seemed to run fine but at boot up of the node he got the above error. Running a Samsung Ethernet adapter v1.04 and DOS 5.0

SOLUTION

Had him try another version of DOS to no avail. Ended up to be a bad prom on the card. He replaced the remote reset prom and the work station booted up fine.

FYI: Loading Second ISADISK Driver

FYI

(Note: The origin of this information may be internal or external 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: Loading Second ISADISK Driver
DOCUMENT ID#: FYI.P.9505
DATE: 15MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: INSTALL recognizes the drive but cannot partition it.

ISSUE/PROBLEM

The customer had a Compaq 386-25 with an internal 300mb ESDI drive. He added Compaq's external 650mb (Maxtor) drive with controller. When he went into install, NetWare would appear to recognize the drive but he was unable to partition it.

SOLUTION

The customer called Compaq and they told him to type "load ISADISK /L" when loading the second ISADISK driver.

FYI: Server Abends Running LANSTOR5 And PS2ESDI Drivers Together
FYI

(Note: The origin of this information may be internal or external 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: Server Abends Running LANSTOR5 And PS2ESDI
Drivers Together
DOCUMENT ID#: FYI.P.9502
DATE: 14MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Server Abends Running LANSTOR5 And PS2ESDI
Drivers Together

ISSUE/PROBLEM

Upgrading IBM model 80 w/ 2 320 ESDI drives and an external Storage Dimensions subsystem w/ 2 650 meg SCSI drives from 3.10 to 3.11. He got the newest LANSTOR5 from SD and was using the PS2ESDI driver from 3.11. The ESDI controller was set at INT 14. The SD controller was at INT 15. The server would run with either driver individually but would Abend if he tried to run them together. He didn't have the exact error, but it sounded like a interrupt sharing conflict.

SOLUTION

Contacted SD. Their tech said to set it up like this:

Reference the Model 80 as follows:

```
ESDI controller   INT 14
                  Memory C800

SCSI controller   INT 11
                  BIOS disabled
                  Base I/O 330
                  Arbitration level 6
                  SCSI Address 7
```

The SD subsystem should be set to SCSI address 0.

Load SD's NLN this way:

```
LOAD LANSTOR5 BYPASS
```

Customer set it up as shown and it ran great.

FYI: Remote Boot And Comspec

FYI

(Note: The origin of this information may be internal or external 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:           Remote Boot And Comspec
DOCUMENT ID#:    FYI.P.9501
DATE:           14MAY91
PRODUCT:        NetWare
PRODUCT VERSION: v2.2 , v3.11
SUPERSEDES:     NA

SYMPTOM:        NA
```

ISSUE/PROBLEM

Customer had all normal (non-remote boot) workstations referencing their respective hard drives to find the COMMAND.COM. They had the comspec statement in the AUTOEXEC.BAT and no COMMAND.COM loaded on the network drives. There was no reference to a comspec statement in the login script.

They wanted to add a remote boot station and were confused

as to how to reference the COMMAND.COM so that the menu would operate properly. They tried setting it to A:\COMMAND.COM in the remote boot image file. This presented a problem in that once the station was booted up it actually thought it had an A: drive and prompted for the COMMAND.COM disk to be inserted in drive A:.

SOLUTION

The solution is as follows. A version of the COMMAND.COM that was used to generate the boot diskette for the remote boot workstation must be placed on the network somewhere, preferably in a dedicated directory. In the login script, an IF-THEN statement should be included as follows:

```
IF P_STATION = "123456789012" SET  
COMSPEC=SYS:PUBLIC\DISKLESS\COMMAND.COM
```

The above example assumes the following, that 123456789012 is the node address of the workstation that is remote booting and that the appropriate version of COMMAND.COM is indeed located in the SYS:PUBLIC\DISKLESS directory.

FYI: PowerVeisa 386/33 GPPE's On Boot Up At 33MHz Speed
FYI

(Note: The origin of this information may be internal or external 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: PowerVeisa 386/33 GPPE's On Boot Up At 33MHz
Speed
DOCUMENT ID#: FYI.P.9500
DATE: 14MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: GPPE On Boot Up At 33MHz Speed

ISSUE/PROBLEM

FS would GPPE on boot up at 33MHz but would boot if he slowed down the FS. He also could not get any of the workstations

to connect to the server. They would get "A File Server could not be found".

SOLUTION

He contacted ALR who told him that their machine will not run NetWare at high speed without the very best RAM. He had to get Non Korean 80 nanosecond memory SIMMS for it to work at the high speed. Faster memory SIMMS(70 ns) would not work. He also had to replace a flaky cache card in his ALR to get the system to stay up. He solved the "File Server not Found" problem by replacing the RACAL LAN with an NE2000 compatible card. He also had to reduce his memory in his CMOS setup to less than 16 Meg in order to run with the DCB board per ADIC's instructions.

FYI: Fix For Workstation Hanging Inserting Records In Btrieve
FYI

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TITLE: Fix For Workstation Hanging Inserting Records
In Btrieve
DOCUMENT ID#: FYI.P.9497
DATE: 13MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: BTRIEVE and OS/2: When inserting records into
a Btrieve file the WS hangs.

ISSUE/PROBLEM

Software on v3.11 server:
BTRIEVE.NLM version 5.15
BSPXCOM.NLM version 5.15

Software on OS/2 1.2EE workstation:
BTRCALLS.DLL version 5.17
SPX.SYS version 1.3

When inserting records into a Btrieve file with a page size of 1024 or 2048 and record length of 1005 or greater, the workstation will hang when 100 records are inserted. The workstation produces the following error:

Abend: Exception in Device Driver SPXS
Exception Detected An Internal Processing Error At
Location #0220:35B2

WORKSTATION INFORMATION
LAN Driver Type: SPX.SYS v1.3

When you're using OS/2 SPX, the include file, SPXCALLS.H statically allocates 2 ECB fragments. Btrieve uses 3. BTRCALLS.DLL (workstation end Btrieve file) was changed to allocate 3 ECB fragments. Fixed in version 5.17a.

SOLUTION

BTRREQ.ZIP on NetWire contains v5.17a of the Btrieve Requester for OS/2.

FYI: Error "Could Not Demand Load SYSCON.EXE"
FYI

(Note: The origin of this information may be internal or external 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: Error "Could Not Demand Load SYSCON.EXE"
DOCUMENT ID#: FYI.P.9498
DATE: 13MAY91
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: Error "Could Not Demand Load SYSCON.EXE"

ISSUE/PROBLEM

Got the above error message. The issue is that the LIBPATH is set incorrectly.

SOLUTION

Two solutions for two different customers.

1) Had another directory from an older version of requester that had the NetWare utilities in it. The libpath was still set to this older directory.

2) The second one had a libpath set to the correct version of utilities and .DLL files. However, had another path set to a different directory that was picking up a .DLL file from an older requester before it picked up NWCALLS.DLL from 1.3.

FYI: Abend: Not Enough Memory For Directory Handle Workspace
FYI

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TITLE: Abend: Not Enough Memory For Directory Handle
Workspace
DOCUMENT ID#: FYI.P.9495
DATE: 12MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: After upgrade, getting the error when booting
the 2.2 server: Abend: not enough memory for directory handle
workspace

ISSUE/PROBLEM

After a NetWare v2.15c to v2.2 upgrade, a customer booted the file server and received this message after the cold boot loader is installed. The user claimed the server had 4 meg of RAM. We tried several options to no avail.

SOLUTION

The user finally went back through the file servers setup and determined that although he had 4meg of RAM, the AT was only recognizing 2meg. We changed the parameter in his BIOS to 4meg and rebooted the server successfully.

FYI: Arcnet Problems And 16-bit VGA.

FYI

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TITLE: Arcnet Problems And 16-bit VGA.
DOCUMENT ID#: FYI.P.9496
DATE: 10MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: "Error" Cannot Open QPRO.NET file" when
running Quattro Pro

ISSUE/PROBLEM

A customer was using an SMC PC-500 16-bit long board twisted pair with a 16-bit Cardinal VGA 400 board and his Quattro Pro software would give "Error: Cannot Open QPRO.NET File" when he tried to run it.

SOLUTION

He ended up exchanging the 16-bit VGA board with an 8-bit Cardinal VGA 100 card and his application software worked fine.

FYI: RPRINTER Hangs Workstation

FYI

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TITLE: RPRINTER Hangs Workstation
DOCUMENT ID#: FYI.P.9492
DATE: 09MAY91
PRODUCT: NetWare

PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: RPRINTER hangs workstation.

ISSUE/PROBLEM

PSEVER VAP running at FS and printer connected to FS prints fine. When RPRINTER is executed at WS, it hangs.

SOLUTION

It was found that the NIC card in the WS had been set to use IRQ7 which is also the default for LPT1 in the printer configuration screen. Changed the NIC IRQ to 2 and Rprinter worked as expected.

FYI: Error "Getting Connection ID 880F"
FYI

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TITLE: Error "Getting Connection ID 880F"
DOCUMENT ID#: FYI.P.9493
DATE: 08MAY91
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: Error "Getting Connection ID 880F" when booting the OS/2 Client.

ISSUE/PROBLEM

Customer gets the above error messages when bringing up the presentation manager for OS/2. The hardware configuration worked without problems using DOS.

SOLUTION

His PC110 card was set to IRQ 2 and I/O 2E0. Had to change

both the interrupt and I/O address to 3 and 300 respectively. The conflict was probably with the VGA card. Int 2 and I/O 300 worked somewhat but there were still communications problems.

FYI: Peak Accountant Software And Network Printing
FYI

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TITLE: Peak Accountant Software And Network Printing
DOCUMENT ID#: FYI.P.9491
DATE: 07MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: In Peak Accountant Software, the fourth print job was always garbage.

ISSUE/PROBLEM

Customer was running an accounting software package called Peak Accountant. If this software is installed and run locally on a workstation, when printing through the network, the fourth print job was always garbage. This was the only workstation experiencing any printing problems.

They took "Peak Accountant" off the local workstation and installed on the network (using the networking options) and it prints fine. They took it off the file server and put it back on the workstation but took the workstation off the net and dedicated a printer to it, and it prints fine also.

SOLUTION

It cannot be installed locally and still print through the network in some remote instances. If network printing is desired, it must be installed on the network.

FYI: Duplicate Node Addresses On NetWare v2.12 And v2.2. Servers

FYI

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TITLE: Duplicate Node Addresses On NetWare v2.12 And
v2.2. Servers
DOCUMENT ID#: FYI.P.9490
DATE: 07MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2 , v2.12
SUPERSEDES: NA

SYMPTOM: Some servers are not being seen on the
internetwork.

ISSUE/PROBLEM

I had a customer internetworking an Advanced NetWare v2.12 server and a v2.2 server, but they were having problems logging into one server. When he did an SLIST from a workstation logged into the 2.12 server, he could only see the 2.12 server. However, if he logged into the NetWare v2.2 server, he could see both servers from an SLIST.

SOLUTION

In checking for correct lan addresses through config, we noticed that the 2 NE2000 cards in the 2.12 server had the same node address. After swapping out one of the NE2000 cards, everything was fine and he could log into either server and see both through an slist.

FYI: Running Jumpers And Configuring NET\$OS.EXE without logging in.

FYI

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TITLE: Running Jumpers And Configuring NET\$OS.EXE
without logging in.
DOCUMENT ID#: FYI.P.9489
DATE: 06MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.15 , v2.2
SUPERSEDES: NA

SYMPTOM: Getting "A file server could not be found".

ISSUE/PROBLEM

The customer had selected the jumpers option in the lan "configuration option" then completed the installation and booted the server with no problem. He tried to log in and got "A file server could not be found". He realized he forgot to run JUMPERS. He looked in the Manual to see how to run Jumpers, "Using the Network Pg 345". The manual assumes that the network is up and running in order to run jumpers. The problem is the network cannot be up and running because you have not configured the LAN driver yet.

SOLUTION

He copied the following files to a DOS diskette:

| FILE | DISKETTE |
|--------------|-----------|
| \$RUN.OVL | DOSUTIL-1 |
| IBM\$RUN.OVL | " |
| SY\$ERR.DAT | " |
| SY\$MSG.DAT | " |
| NET\$OS.EXE | OSEXE |
| JUMPERS.EXE | WSGEN |
| JUMPERS.HLP | WSGEN |

He then ran JUMPERS, selected NET\$OS and the lan driver configuration he wanted then ran NET\$OS from DOS and the server came up. He then copied the NET\$OS.EXE into the SYSTEM directory.

FYI: Loading Proteon 4/16 Driver In AUTOEXEC.BAT
FYI

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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: Loading Proteon 4/16 Driver In AUTOEXEC.BAT
DOCUMENT ID#: FYI.P.9487
DATE: 02MAY91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Loading the Proteon 4/16 driver in AUTOEXEC.NCF would ignore the speed and cable type specified as parameters.

ISSUE/PROBLEM

The driver is still that delivered for NetWare v3.10.

SOLUTION

Be sure to specify these parameters in uppercase. Otherwise the parameters are ignored and defaults are taken. This is a problem well known to Proteon.

LOAD <driver name> s=16 c=utp ! Does NOT work.

LOAD <driver name> S=16 C=UTP ! Does work.

FYI: System Login Script Not Executing Without END Statement
FYI

(Note: The origin of this information may be internal or external 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: System Login Script Not Executing Without END Statement
DOCUMENT ID#: FYI.P.9485
DATE: 01MAY91
PRODUCT: NetWare
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: System login script not executing.

ISSUE/PROBLEM

The system login script was not executing.

SOLUTION

Actually the system login script was basically identical to the default except that he had an if then statement with NO END. He thought the system login script was executing but it wasn't, the default was. Just like it is supposed to, it ignores the rest of system login script and goes to the user or default.

FYI: Error "Unable To Open DSKSCTRS.DAT, TTS Not In The VDT"
FYI

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TITLE: Error "Unable To Open DSKSCTRS.DAT, TTS Not
In The VDT"
DOCUMENT ID#: FYI.P.9488
DATE: 01MAY91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: UNABLE TO OPEN DSKSCTRS.DAT, TTS NOT IN THE
VDT, No files copied during INSTALL.

ISSUE/PROBLEM

Using an IDE hard drive.

Customer was trying to install NetWare v2.2 on this drive and was getting the error above. The NetWare directories had been created and he could boot the server from floppy nondedicated. After logging in from floppy over 600 tmp files were found in the SYSTEM directory. We copied all the files over to SYS: with DOS and everything worked fine.

SOLUTION

After Ztest everything installed fine. Ztest will not ruin IDE drives because drive info is not kept on track 0. Formatting them can.

FYI: "Invalid Drive Specification". MicroSoft SQL Server
FYI

(Note: The origin of this information may be internal or external 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: "Invalid Drive Specification". MicroSoft SQL Server
DOCUMENT ID#: FYI.P.9484
DATE: 29APR91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: After loading the MS SQL server, the WS would get "invalid drive specification" when switching to F:.

ISSUE/PROBLEM

Customer had a NetWare v3.11 FS up and running great. They then loaded a MicroSoft SQL SERVER on the same FS(Computer). After they loaded the SQL server, the WS would get the above error when switching to F:.. They tried putting a "lastdrive=e:" in the CONFIG.SYS and it made no difference. They could login from floppy.

SOLUTION

They found out that their LOGIN directory had been deleted, so they recreated it. That only helped partially. They then had to run VREPAIR and everything works great again.

Note:Actually, you only have to dismount and remount the volume after recreating the LOGIN directory.

FYI: Novell Link/X.25 Router Not Sending Packets

FYI

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TITLE: Novell Link/X.25 Router Not Sending Packets
DOCUMENT ID#: FYI.P.9478
DATE: 23APR91
PRODUCT: NetWare
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: Problem with Novell Link/X.25 External Router not recognizing or sending source routing packets.
ISSUE/PROBLEM

Novell's LINK/X.25 product is written by EICON Technologies in Canada. The Router, must be generated Non-Dedicated real mode to allow uploading of the firmware into the EICON card. They tried 2.50, 2.60, and 2.61 drivers and 1988 firmware on the Token-Ring card.

SOLUTION

When executing the bridge, the command must be as follows:

```
BRIDGE 450 <enter>
```

The customer was using 400 as the amount of ram set aside for the bridge function. This left insufficient ram to successfully load ROUTE.VP0. The key is to look at the bridge console and watch it initialize. The source routing VAP will show the following text on the bridge console if it loads properly:

```
Loading VAP Route.vp0:  
Novell 286 OS Source Routing Vap v1.01 (900928)  
(c) Copyright 1990 Novell Inc. All Rights
```

Reserved.

```
Lan Driver "A" Source Routing has been ENABLED
```

If the above message appears, (especially the ENABLED message) the ROUTE.VP0 loaded successfully.

FYI: Racal NI5210 NIC.

FYI

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TITLE: Racal NI5210 NIC.
DOCUMENT ID#: FYI.P.9508
DATE: 15JAN91
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Racal NI5210 drivers and JUMPERS.EXE.

ISSUE/PROBLEM

A customer called in asking if the driver for Racal 5210 was jumpers configurable. The answer is no. Jumpers configurable drivers in NetWare v3.11 are those that say so within WSGEN.

SOLUTION

Racal said that they have a utility like JUMPERS.EXE called Rconfig which will give the user more options for irq's and i/o addressing. To get the Rconfig, call Racal at 508-263-9929.

FYI: Error Writing FAT Tables For Vol SYS: Reoccurring

FYI

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TITLE: Error Writing FAT Tables For Vol SYS:
Reoccurring
DOCUMENT ID#: FYI.P.9499
DATE: 14JAN91

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

SYMPTOM: Error Writing FAT Tables For Vol SYS:

ISSUE/PROBLEM

Customer was originally getting NMI errors until he set fairness off on ESDI controller. After that change, he started getting error writing fat tables for vol SYS. VREPAIR would fix it but prob would reoccur every 45 min.

SOLUTION

Replaced prom on ESDI controller.

FYI: SCSI Adapter And Drive In PS/2 Model 60
FYI

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TITLE: SCSI Adapter And Drive In PS/2 Model 60
DOCUMENT ID#: FYI.P.9494
DATE: 08JAN91
PRODUCT: NetWare
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Does the PS/2 Model 60 support a SCSI drive while running NetWare?

SOLUTION

Although PS/2 Model 60's did not come with SCSI drives, IBM is now supporting the SCSI adapter and drive from the PS/2 Model 65 in the Model 60. Since our driver was written to support this drive, NetWare runs fine with this configuration.

FYI: Using The Namer to change the name of a print queue.

FYI

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TITLE: Using The Namer to change the name of a print queue.

DOCUMENT ID#: FYI.W.0134

DATE: 30APR92

PRODUCT: NetWare for Macintosh

PRODUCT VERSION: All

SUPERSEDES: NA

SYMPTOM: When using the Namer program to change the name of a LaserWriter, the names of the NetWare for Macintosh queues also appear when changing the name of one of the queues, the name of the printer that the queue is servicing disappears and the new name that was entered is now the name of the printer.

ISSUE/PROBLEM

The Namer utility views the queue names as if they were actual printers, so changing the name of the queue, sends out a request to change the name of the printer that is serviced by that queue.

SOLUTION

It is not recommended to change the name of queues, only actual printer names.

FYI: Slow Printing

FYI

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TITLE: Slow Printing
DOCUMENT ID#: FYI.W.0135
DATE: 30APR92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.011
SUPERSEDES: NA

SYMPTOM: Printing to the NetWare Queue is much longer than printing directly to the printer.

ISSUE/PROBLEM

The 5.2 LaserWriter driver must have fonts downloaded one at a time. After v5.2, 6.x and 7.x LaserWriter drivers download fonts in 512 byte packets. This greatly enhances printing performance, especially when many fonts are used. Because ATPS must be compatible with 5.2, 6.x and 7.x LaserWriter drivers it also must download fonts to the printer one at a time.

SOLUTION

There is an undocumented and untested features of v3.11. ATPS that comes with NetWare for Macintosh v3.011. Using a "-r" option in the ATPS.CFG file when defining the queue with cause ATPS to use the 512 byte font downloaded and increase performance. This is used as follows: "LaserWriter: Zone 1 "-0" Queuename" -r No one printing to this queue can use the 5.2 (or below) LaserWriter driver.

FYI: VAPs lock Router

FYI

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TITLE: VAPs lock Router
DOCUMENT ID#: FYI.W.0136
DATE: 07MAY92
PRODUCT: NetWare for Macintosh

PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: When the Macintosh VAPs load on the external router, it hangs.

ISSUE/PROBLEM

On the Network, all the IPX devices were Econfigured and were using the Ethernet -11 frame type. This router's Ethernet card, the NE2000, was not Econfigured and was using the 802.3 frame type.

SOLUTION

To resolve this problem, Econfig the NE2000 LAN driver to change it to the Ethernet_II frame type.

FYI: Server reboots

FYI

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TITLE: Server reboots
DOCUMENT ID#: FYI.W.0137
DATE: 25MAR92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.01
SUPERSEDES: NA

SYMPTOM: The 3.11 server reboots when a Macintosh copies files to the server.

ISSUE/PROBLEM

The server's hardware configuration included a DTC controller. The DTC controller does not function properly in a Macintosh environment.

SOLUTION

The DTC SCSI controller was the identified as the area of fault, when it was replaced with another vendors SCSI controller everything worked as it should.

FYI: Secure Console Command

FYI

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TITLE: Secure Console Command
DOCUMENT ID#: FYI.W.0138
DATE: 14MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: When trying to install NetWare for Macintosh, the following message would result, no matter what path was specified (even SYS:SYSTEM) to copy over the NLM's: "File console is secure. Path specifiers are no longer allowed. Unable to find PINSTALL."

ISSUE/PROBLEM

In the AUTOEXEC.NCF file, there was the SECURE CONSOLE command, which allows the following security measures to be implemented on the file server: Prevents NLM's from being loaded from any directory other than SYS:SYSTEM Prevents keyboard entry into the OS debugger Prevents anyone other than a console operator from changing the date and time Removes DOS from the file server Without the console "secured", an intruder can create a NLM that can access or alter any information on the file server. These NLM's can change user account information and the bindery security level. In addition, a module can be loaded from a DOS partition, a diskette drive, or any directory on a NetWare volume, if the console has not been secured. The file server having been "secured" prevented the PINSTALL from successfully loading the NetWare for Macintosh software. What was needed was to "unsecure" the console and proceed with the installation process.

SOLUTION

There is not a command to "unsecure console". What needs to be done is to remove or remark the SECURE CONSOLE statement out of the AUTOEXEC.NCF file and reboot the file server with the console not secured. Then proceed with the product installation and reenter the SECURE CONSOLE command and reboot the file server.

FYI: ATPS Print Queues and the NetWare DA
FYI

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TITLE: ATPS Print Queues and the NetWare DA
DOCUMENT ID#: FYI.W.0139
DATE: 14MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: An ATPS Print Queue name that includes a "(" , will cause the print queue to be grayed out and unavailable when viewed by the NetWare Desk Accessory.

ISSUE/PROBLEM

You cannot have a left parenthesis as a valid character in a print queue name and view it successfully in the NetWare Desk Accessory. The print queue will be grayed out (you will be unable to select it) and the name of the queue will be shown without the left parenthesis. The queue will initialize successfully and users will be able to print to it; but, you will be unable to monitor the print job status via the NetWare DA. This is a bug with the Print Queue Module of the NetWare DA and will be resolved in subsequent releases.

SOLUTION

Change the name of the AppleTalk Print Queue in the ATPS.CFG file to not include a left parenthesis. You should also

delete the print queue that contains the left parenthesis in PCONSOLE. Unload and reload ATPS for the new AppleTalk print queue to initialize.

FYI: Running HyperCard on a NetWare server
FYI

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TITLE: Running HyperCard on a NetWare server
DOCUMENT ID#: FYI.W.0140
DATE: 21MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v2.2, v3.0, v3.01
SUPERSEDES: NA

SYMPTOM: When switching between multiple open HyperCard stacks that are running on a NetWare server, the following error is returned on the Macintosh; "Can't open stack <pathname for stack>".

ISSUE/PROBLEM

One of the options in the 'Open Stack...' or 'New Stack...' dialog box is a check box that allows you to open the new or existing stack in its own window, leaving the current stack on the desktop. While only one stack can be active at one time, you merely need to click on a stack to activate it. When running two stacks on one Macintosh from a Novell server, however, switching back to the first stack, after opening up a second (in its own window), results in an error "Can't open stack <pathname for stack>". This error does not occur when running stacks from an AppleShare server or the Macintosh hard drive. The following versions of HyperCard were all found to have the same problem: v2.0, v2.0v2, v2.1.

SOLUTION

A workaround would be to only open one stack at a time (don't click on the "open stack in new window" check box).

FYI: Emerald backup version 3.11EH

FYI

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TITLE: Emerald backup version 3.11EH
DOCUMENT ID#: FYI.W.0141
DATE: 22MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.01, v3.0, and v2.2
SUPERSEDES: NA

SYMPTOM: Macintosh files are not backed up in volumes which do contain the Macintosh name space.

ISSUE/PROBLEM

The new backup software for Emerald (version 3.11EH) only checks the SYS volume to determine if the Macintosh name space is supported or not. If there are volumes which support the name space, and the SYS volume does not support the MAC name space, Macintosh files will not be backed up correctly. Therefore, when these files are restored they will be corrupt.

SOLUTION

Emerald is aware of the problem, and is currently working on a solution.

FYI: Changing the User Name in the 'Connect to the File Server' Login Screen

FYI

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or implied claims to the validity of this information.)

TITLE: Changing the User Name in the 'Connect to the File Server' Login Screen
DOCUMENT ID#: FYI.W.0142
DATE: 22MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: When logging into the file server through the chooser, there is a name listed as the default user name. How can this be changed?

ISSUE/PROBLEM

The Login Name that appears in the 'Connect to the File Server' Login screen is saved by the Macintosh Operating System. In System 6.0.x Macintosh, the login name is taken from the 'User Name' specified in the Chooser window (right above the Appletalk-Active, Inactive option). In System 7.x Macintosh, the login name is specified in the Sharing Setup option from within the Control Panel.

SOLUTION

In System 6.0.x Macintosh, change the 'User Name' specified in the Chooser window. In System 7.x Macintosh, change the user name in the Control Panel, - Sharing Setup option. The name will be saved as soon as the Chooser window or the Sharing Setup window is closed.

FYI: Some AppleShare Resources Were Not Installed at System Startup Time

FYI

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TITLE: Some AppleShare Resources Were Not Installed at System Startup Time

DOCUMENT ID#: FYI.W.0143
DATE: 22MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: When logging in, a user can select the AppleShare Icon in the Chooser and can also select the File Server Name from the list in the Chooser, but cannot log into the NetWare File Server and receives the error message "Some AppleShare resources were not installed at system startup time. Try restarting from an AppleShare workstation disk or reinstall the workstation software."

ISSUE/PROBLEM

The AppleShare workstation software was not correctly installed (e.g. the AppleShare icon was probably copied to the System Folder by copy-drag method).

SOLUTION

Re-boot the Macintosh from the Macintosh System Operating System Installer disk and run the Macintosh Operating System Installer program. Select the Customize button and select AppleShare Workstation Software (System 6.0.x Macs) or select File Sharing Software (System 7.x Macintosh) from the list of items to install.

FYI: Connection Failure with Notify and Shiva's Dial-In system init.

FYI

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TITLE: Connection Failure with Notify and Shiva's Dial-In system init.
DOCUMENT ID#: FYI.W.0144
DATE: 22MAY92
PRODUCT: NetWare for Macintosh

PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: The Shiva Dial-In init (v3.6.6) and the NetWare Notify init(v2.11) are installed on a remote Macintosh workstation. When dialing into a Shiva NetModem/E from this remote Macintosh workstation to get onto the network, the connection fails and results in the error message "Cannot connect. Remote network failed to respond."

ISSUE/PROBLEM

The cause of this problem is not known. Note that this is only a problem with the Shiva NetModem/E not the regular Shiva NetModem.

SOLUTION

Currently, there is no solution to this problem. As a workaround:

1. Remove the Notify init from the Macintosh that is being used to dial in.
2. Dial into a regular NetModem instead of a NetModem/E.

FYI: Printing to an ImageWriter

FYI

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TITLE: Printing to an ImageWriter
DOCUMENT ID#: FYI.W.0145
DATE: 26MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: 3.0 and 3.01
SUPERSEDES: NA
SYMPTOM: Jobs will not print when sent to a queue for an ImageWriter on LocalTalk.

ISSUE/PROBLEM

When setting up a queue for an ImageWriter, the type of printer being used must be defined in the APTS.CFG file with the -t option. For example, if the APTS.CFG file looks like this: "LOCAL IMAGEWRITER:ZONE1" -o "IMAGEWRITER QUEUE" the jobs will not print. The correct entry in the APTS file would look like this: "LOCAL IMAGEWRITER:ZONE1" -o "IMAGEWRITER QUEUE" -t ImageWriter

SOLUTION

Use the -t option when defining queues for ImageWriter printers.

FYI: ATNODES.DAT

FYI

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TITLE: ATNODES.DAT
DOCUMENT ID#: FYI.W.0146
DATE: 26MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.0 and v3.01
SUPERSEDES: NA

SYMPTOM: The error "ATALK: updat param-node file SYS:SYSTEM/ATNODES.DAT create failed (Err=6)" is generated at the system console.

ISSUE/PROBLEM

The ATNODES.DAT file is used to keep AppleTalk network information. If this file is flagged incorrectly, network information will not be updated as it becomes available. If this file isn't updated, the NetWare server's AppleTalk router will not know about other AppleTalk routers on the network. This can cause routing problems.

SOLUTION

To resolve this problem flag the ATNODES.DAT file RW (Read

Write). This file is in SYS:System on the file server. After this is complete, unbind and re-bind APPLETLK to the LAN driver so the AppleTalk network information will be updated properly.

FYI: NFS and ATPS

FYI

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TITLE: NFS and ATPS
DOCUMENT ID#: FYI.W.0147
DATE: 26MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.0 and v3.01
SUPERSEDES: NA

SYMPTOM: The NFS queues will not attach to the NetWare for Macintosh queues created in ATPS.

ISSUE/PROBLEM

NFS can only attach to NetWare print queues (including ATPS queues) which "live" on the server which hosts the NFS services. In other words, NFS cannot attach to ATPS queues which live on remote servers.

SOLUTION

A work around for this problem is to simply use the routing functionality and attach the local queue to a printer that is located on a LocalTalk segment of another server. This will put the ATPS queue on the server that has NFS services.

FYI: Bullet Characters in Printer's Name

FYI

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TITLE: Bullet Characters in Printer's Name
DOCUMENT ID#: FYI.W.0148
DATE: 26MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v2.2, v3.0, and v3.01
SUPERSEDES: NA

SYMPTOM: The NetWare for Macintosh queue can not attach to the printer.

ISSUE/PROBLEM

When viewing the printer through the Chooser on the Macintosh, the text in the name of the printer looks normal. When viewing the printer using ATCON or Interpol, three bullet characters lead the rest of the text in the name of the printer. The NAMER program by Apple has problems which causes naming inconsistencies. Usually a space character is inserted at the end of the printer name. This time the characters were not spaces, and were inserted in the front of the printer's name. These characters were interpreted by ATCON as bullet characters (unknown).

SOLUTION

Use the NAMER to re-name the printer. This may take several tries. In this case, the printer had to be renamed by the Namer program three times. Each time a single bullet character was removed from the printer's name. Check your network management application (ATCON, Interpol, etc...) to verify the name of your printer.

FYI: NetWare UAM and non-English Macintosh OS
FYI

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TITLE: NetWare UAM and non-English Macintosh OS

DOCUMENT ID#: FYI.W.0149
DATE: 26MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: 3.0, 3.01, and 3.011
SUPERSEDES: NA

SYMPTOM: When the NetWare UAM is installed in a non-English Macintosh OS the user isn't prompted to use the clear text or NetWare Encrypt option.

ISSUE/PROBLEM

To install the NetWare UAM, the user must create a folder under the System folder called AppleShare Folder and copy the NetWare UAM file there. The problem is the language the Macintosh OS is using doesn't look in the AppleShare Folder, but a folder with this name in the native language.

SOLUTION

To resolve this problem a sophisticated user can use ResEdit to alter the name "AppleShare Folder" to be in the native language. This is done by editing the AppleShare file (usually in the Extensions folder in the System folder for System 7) in ResEdit and choosing the "STR " resource. Then choose "-4082" and copy the string between the colons to the name of the AppleShare Folder under the System folder. This will allow the OS to look in the correct place for the UAM. Users should be warned that using ResEdit to change system resources can cause corruption. Make sure backups are available before any changes with a resource editor are made.

FYI: Rename Inhibit Flag

FYI

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TITLE: Rename Inhibit Flag
DOCUMENT ID#: FYI.W.0150
DATE: 26MAY92
PRODUCT: NetWare for Macintosh

PRODUCT VERSION: v3.0, v3.01, and v3.011
SUPERSEDES: NA

SYMPTOM: If a Macintosh user tries to move Macintosh application while it is in use the Macintosh will hang and eventually all users will be disconnected from the file server and the server must be rebooted.

ISSUE/PROBLEM

There is a known problem described in the NetWare for Macintosh v3.01 readme where if a user moves a Macintosh application on the server while the application is in use it will hang the Macintosh and will corrupt the volume directory structure. The solution described is to not perform this operation.

SOLUTION

Another alternative would be to flag the Macintosh applications on the server with the Rename Inhibit (RI) flag. for example: flag <mac application> RI This will not allow users to move the file so instead of the Macintosh hanging and the server's volume becoming corrupt, the user will get an error message and the application will not be moved.

FYI: AFPFIX2 & 6 Conflict

FYI

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TITLE: AFPFIX2 & 6 Conflict
DOCUMENT ID#: FYI.W.0151
DATE: 26MAY92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.0 and v3.01
SUPERSEDES: NA

SYMPTOM: When AFPFIX6 is loaded on the server to resolve problems where the Access Control right is needed to create a folder, it doesn't resolve the problem.

ISSUE/PROBLEM

If you have AFPPFIX2 loaded (this fixes the bindery closure problem on System 7 Macs) and AFPPFIX6 loaded (this fixes the Access Control right issues on System 7 Macintosh) on the same server, AFPPFIX6 will not work.

SOLUTION

The only workaround for now is to take off AFPPFIX2 to get AFPPFIX6 to work.

FYI: Confusion between Ethernet IEEE 802.3 and Ethernet_SNAP frame types

FYI

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TITLE: Confusion between Ethernet IEEE 802.3 and Ethernet_SNAP frame types
DOCUMENT ID#: FYI.S.TCP1
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

A few customers may require that only the frame type IEEE 802.3 be used on their networks, instead of "ETHERNET_II" which is the standard frame type on most IP networks, then the frame type to load to IP on the NetWare 3.11 server is "ETHERNET_SNAP" and NOT "ETHERNET_802.3" or "ETHERNET_II".

SOLUTION

They should use the frame type "ETHERNET_SNAP" when loading

a LAN DRIVER.

(NOTE: The primary purpose of SNAP is to allow other protocols to run over an IEEE 802 network.)

FYI: Setup NetWare 3.11 to do IP Routing through routers without RIP

FYI

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TITLE: Setup NetWare 3.11 to do IP Routing through routers without RIP
DOCUMENT ID#: FYI.S.TCP2
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: All
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

If a network is not configured to use IP RIP as the routing protocol between IP routers, a NetWare 3.11 IP router can be configured to communicate with other non-RIP routers.

SOLUTION

There are ways to configure NetWare 3.11 to route IP packets to non-RIP routers:

- 1) Enable RIP on the non-RIP router,
- 2) Add static route entries in both the NetWare server and the non-RIP router, and
- 3) Specify the gateway parameter so that the NetWare 3.11

IP router will send packets to the gateway address for routing purposes, when binding IP to the IP LAN driver: "Bind ip to IPLAN addr=XX.XX.XX.XX gate=YY.YY.YY.YY ".

FYI: SNMP and SNMP trap well known ports
FYI

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TITLE: SNMP and SNMP trap well known ports
DOCUMENT ID#: FYI.S.TCP3
DATE: 07APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customers would like to find out what well known ports are defined with SNMP related services in NetWare TCP/IP.

SOLUTION

The two well known ports in use are snmp (port 161) and snmp-trap (port 162) for snmp related trap messages. This can be found in sys:/etc/samples/services file: "snmp 161/udp", "snmp-trap 162/udp".

FYI: Function of the SYS:/ETC/HOSTS file on NetWare
FYI

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TITLE: Function of the SYS:/ETC/HOSTS file on
NetWare
DOCUMENT ID#: FYI.S.TCP4
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the minimum configuration in the SYS:/ETC/HOSTS file for IP routing on a NetWare 3.11 fileserver?

SOLUTION

There is no minimum entry in SYS:/ETC/HOSTS file.

For IP routing, the file SYS:/ETC/HOSTS is not a required configuration file because all required parameters for IP routing are setup in the AUTOEXEC.NCF file.

TCPCON does use the SYS:/ETC/HOSTS file for hostname to Internet address mapping to display network management information.

Some other add-on TCP/IP related NLMs such as NetWare NFS, require the client and server's Internet addresses be specified in the SYS:/ETC/HOSTS file in order to provide network service.

FYI: Enterprise specific traps data structure recognized by NetWare3.11

FYI

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TITLE: Enterprise specific traps data structure
recognized by NetWare3.11
DOCUMENT ID#: FYI.S.TCP5
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the enterprise specific traps data structure being recognized by NetWare 3.11, as valid trap messages coming in from SNMP-trap known port ? Developers would like to know what data structure for enterprise specific traps are supported by NetWare TCP/IP 1.0.

SOLUTION

The enterprise specific trap is one of the 6 different kinds of snmp-trap messages. Detail data structure in enterprise specific trap can be found in RFC 1157.

FYI: The "arp=no" option in NetWare TCP/IP returns a warning message about ARP disabled

FYI

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TITLE: The "arp=no" option in NetWare TCP/IP returns
a warning message about ARP disabled
DOCUMENT ID#: FYI.S.TCP6
DATE: 07APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: IP : ARP disabled. Warning : Because you have disabled ARP, 140.140.140.140 is incorrect. I am using the correct local address for this interface 140.140.34.24
IP : Bound to board 1.
IP LAN protocol bound to

ISSUE/PROBLEM

When specifying bind ip to lan driver, the specified IP address gets changed to a different IP address when specifying "arp=no". Example: "bind ip to landriver addr=140.140.140.140 arp=no". (The warning message that is returned is displayed in the "SYMPTOM" section, above)

SOLUTION

Since the configuration has specified not to use ARP, part of the MAC address of the LAN interface has been used as the host portion of the Internet Address.

Note, do not specify "arp=no" unless it is necessary.

FYI: Does NetWare 3.11 IP routing support variable subnet mask?
FYI

(Note: The origin of this information may be internal or external 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: Does NetWare 3.11 IP routing support variable subnet mask?
DOCUMENT ID#: FYI.S.TCP7
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Trying to use variable subnet mask in the network and force IP routing across NetWare 3.11 IP router.

SOLUTION

Variable subnets on the same logical network is not supported. Split the network physically and logically into proper subnets with the appropriate subnet mask; using identical subnet mask throughout the same logical network.

FYI: Problem booting Network Management Agents across NetWare 3.11 IP router

FYI

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TITLE: Problem booting Network Management Agents
across NetWare 3.11 IP router
DOCUMENT ID#: FYI.S.TCP8
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

There are problems in booting up Network Management Agents across the NetWare 3.11 IP router where the NetWare management consoles are using the BOOTP protocol to boot up the remote agent from the console.

SOLUTION

NetWare 3.11 TCPIP 1.0 does not come with any bootp packet forward feature. A common workaround is to use TFTP to copy the

bootable image manually to the remote agent accross the NetWare 3.11 IP router.

FYI: SNMP Network management traps generated by other non-Novell SNMP agents

FYI

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TITLE: SNMP Network management traps generated by other non-Novell SNMP agents
DOCUMENT ID#: FYI.S.TCP9
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can NetWare 3.11 SNMP.NLM capture and display other SNMP Network management traps generated by other non-Novell SNMP agents?

SOLUTION

Yes, to do this specify the Internet address of the NetWare fileserver where the destination of all SNMP-trap messages should be sent.

Also make sure TCPIP.NLM , SNMP.NLM and SNMPLOG.NLM are currently running on that server. All local and remote SNMP trap messages will be written to the log file SYS:ETC/SNMP\$LOG.BIN.

FYI: System V - ROUTE ADD command

FYI

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TITLE: System V - ROUTE ADD command
DOCUMENT ID#: FYI.S.TCP10
DATE: 22APR92
PRODUCT: NetWare TCP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The "ROUTE ADD destination command" on the Data General System V UNIX system will appear in the routing table (netstat - r), but no routing will take place.

SOLUTION

A metric value has to be added to the end of the ROUTE ADD command, or the default of zero is assumed. With a value of zero, no routing will take place. The value needs to be a value of one or greater.

FYI: TCPIP IPTUNNELING

FYI

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TITLE: TCPIP IPTUNNELING
DOCUMENT ID#: FYI.S.TCP11
DATE: 1MAY92

PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How does IPTunnel communicate SAP information between multiple NetWare servers? The concern about IPTunnel is the amount of broadcast packets on the Internet.

SOLUTION

IPTunnel uses the concept of "peer". The only traffic between IP tunnel peers is point to point "unicast" traffic. SAP updates are sent directly to "peers" and not as broadcast on the Internet.

FYI: TCP/IP connectivity from HP to the NetWare 3.11 server
FYI

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TITLE: TCP/IP connectivity from HP to the NetWare
3.11 server
DOCUMENT ID#: FYI.S.TCP12
DATE: 1MAY92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: NA
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

TCP/IP configuration appears to be fine on both the NetWare server as well as the HP, but the HP is unable to ping the NetWare server.

SOLUTION

Verify that HP has been configured for ARP as well. It may be configured to only do Probe Network Services (proprietary to HP). NOTE: NetWare 3.11 TCP/IP only supports ARP and not PROBE or PROXY ARP.

FYI: Subnet zero IP addressing is not supported

FYI

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| | |
|------------------|--|
| TITLE: | Subnet zero IP addressing is not supported |
| DOCUMENT ID#: | FYI.S.TCP13 |
| DATE: | 1MAY92 |
| PRODUCT: | NetWare TCP/IP |
| PRODUCT VERSION: | v1.0 |
| SUPERSEDES: | NA |
| SYMPTOM: | NA |

ISSUE/PROBLEM

Subnet zero cannot be used while assigning subnet addresses.

SOLUTION

Subnet zero cannot be assigned as the address to any segment. For example, when a network address of 89.0.0.0 is subnetted with a subnet mask of ff.ff.0.0, the address of 89.0 should not be assigned as network address to any segment of the network.

FYI: Unable to connect from old HP 3000's/9000's to NetWare

TCP/IP

FYI

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TITLE: Unable to connect from old HP 3000's/9000's
to NetWare TCP/IP
DOCUMENT ID#: FYI.S.TCP14
DATE: 1MAY92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Addresses and configuration all appear ok, but NetWare TCP/IP can not connect to the HP machines, but is able to connect to other TCP/IP nodes.

SOLUTION

Old versions of HP never age out their ARP cache. Hence, if an IP address was assigned once to any machine, then the IP address is associated with the MAC address of that machine. If the network is reconfigured and IP addresses are reassigned, the HP still maintains the old ARP cache. The only solution is to reboot the HP.

FYI: Slow performance during large file transfer operations

FYI

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TITLE: Slow performance during large file transfer
operations
DOCUMENT ID#: FYI.S.TCP15
DATE: 1MAY92

PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When file sizes are smaller, file transfers or copy operations appear to work fine. But when large file sizes are involved, the server appears to hang up.

SOLUTION

The problem could be with the LAN driver. One way of verifying this is to check the following field in TCPCON. LOAD TCPCON ->, Select Statistics ->, Select IP Statistics ->, View ipReasmFails ->.

If this value increases as the operation is being performed, then the problem is with the LAN driver. (Note: This does not imply that EVERY time there is a driver problem, ipReasmFails will increase)

FYI: Using the NetWare NFS LPR_GWY to print to remote LPD hosts.
FYI

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TITLE: Using the NetWare NFS LPR_GWY to print to remote LPD hosts.

DOCUMENT ID#: FYI.S.NFS1
DATE: 7APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: 1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When sending a print job from NetWare to a remote LPD host, through the NetWare NFS LPR_GWY, a message comes up on the LPR_printserver screen stating: MOUNT FORM 1! and no further action takes place. This message is stating that the FORM from NetWare does not correctly match the FORM that the remote LPD host is supporting. (A FORM designates print parameters such as the number of lines per page and the number of columns per page)

SOLUTION

To resolve the problem, either delete the FORM through PRINTDEF and use the default print FORM that comes with NetWare. Or, configure the FORM on the NetWare fileserver such that the number of lines and columns coincide with the FORM that is configured on the remote LPD host.

FYI: FTP access to a NetWare 2.x servers

FYI

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TITLE: FTP access to a NetWare 2.x servers
DOCUMENT ID#: FYI.S.NFS2
DATE: 8APR92
PRODUCT: NetWare NFS and FLeX/IP
PRODUCT VERSION: NFS v1.2 and FLeX/IP v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Requests for TCP/IP access to NetWare 2.x servers. NetWare 3.11, is the only NetWare server that supports TCP/IP.

SOLUTION

With NetWare NFS 1.2 FTPserve and FLeX/IP software, a

NetWare 3.11 server can act as an FTP gateway to NetWare 2.x file servers. This doesn't give full TCP/IP access to the 2.x servers. It is only a FTP server gateway to 2.x servers even though TCP/IP is not loaded on the remote NetWare 2.x server.

FYI: The order to unload the NFS related NLMs
FYI

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TITLE: The order to unload the NFS related NLMs
DOCUMENT ID#: FYI.S.NFS3
DATE: 4APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Unloading the NFS related files in random order may cause unreliable results on the NetWare fileserver.

SOLUTION

In NFS 1.2 there is a file called NFSSTOP.NCF that unloads the NFS related files in a specific order, therefore making the unload graceful. (In NFS 1.1, this file was not provided but can easily be created with a simple text editor). Edit a file called NFSSTOP.NCF (If you wish to call the file that) and enter the following commands:

```
Unload ftpserv
Unload plpd
Unload filter
Unload fltrlib
Unload plpdcfg
Unload nfsadmin
```

Unload lockd
Unload statd
Unload nfsserv

NOTE: These commands can also be executed at the console prompt.

FYI: NFS undocumented error message: PLPD-Error: plpd :
AddQueue :GetBinderyObjectID : E252

FYI

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TITLE: NFS undocumented error message: PLPD-Error:
plpd : AddQueue :GetBinderyObjectID : E252
DOCUMENT ID#: FYI.S.NFS4
DATE: 7APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: PLPD-Error: plpd :
AddQueue :GetBinderyObjectID : E252

ISSUE/PROBLEM

The NFS error message screen has the following undocumented error message: PLPD-Error: plpd : AddQueue :GetBinderyObjectID : E252

SOLUTION

The NetWare queue that has been configured in PLPDCFG for NetWare NFS PLPD.NLM has been deleted. This is a warning message indicating that the NetWare queue no longer exists although the PLPDCFG was set up to use that queue.

FYI: Suppress banner page from NetWare to UNIX printer
FYI

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TITLE: Suppress banner page from NetWare to UNIX
printer
DOCUMENT ID#: FYI.S.NFS5
DATE: 7APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customer would like to find out how to suppress banner page when printing from NetWare Workstation to UNIX printer if the print job is going through the NetWare NFS LPR Gateway.

SOLUTION

1. If using "capture", specify the "nb" and "nff" options.
2. If using "nprint", specify the "nobanner" option.
3. If using printcon, specify in the default job configuration to set the banner page option to "no".

FYI: PLPD error message "PLPD: Internal protocol error"
FYI

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or implied claims to the validity of this information.)

TITLE: PLPD error message "PLPD: Internal protocol error"
DOCUMENT ID#: FYI.S.NFS6
DATE: 9APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: PLPD: Internal protocol error

ISSUE/PROBLEM

PLPD error message "PLPD: Internal protocol error" in the NetWare NFS error message screen.

SOLUTION

When the UNIX client lpd process hangs, stop the lpd process in UNIX print client and restart it. The warning message mentioned above should go away.

FYI: Authentication denied when using PCNFS to access files in NetWare NFS

FYI

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TITLE: Authentication denied when using PCNFS to access files in NetWare NFS
DOCUMENT ID#: FYI.S.NFS7
DATE: 7APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Using PCNFS to access files in NetWare NFS returns a message stating that authentication was denied.

SOLUTION

Most PCNFS products (e.g. SUN PCNFS, Beame and Whiteside PCNFS , FTP SOFTWARE PCNFS) or MACNFS client software has a PCNFSD authentication daemon dependency. Most PCNFS vendors ship their product with the source code for pcnfsd daemon which has to be compiled and run on a UNIX server host.

The design of most PCNFS products forces the DOS client to check with the authentication server before any NFS operations are allowed. It is the pcnfs daemon's task is to validate the NFS client's UID and GID before any PCNFS operations are allowed.

If any authentication denied messages are generated while using PCNFS, check to make sure the authentication daemon pcnfsd is running and that it validates the proper UID and GID on the UNIX host. Otherwise, *ANY* pcnfs NFS operations will get authentication denied.

FYI: Printing from UNIX to Appletalk printers, through NetWare 3.11

FYI

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TITLE: Printing from UNIX to Appletalk printers,
through NetWare 3.11
DOCUMENT ID#: FYI.S.NFS8
DATE: 16APR92
PRODUCT: NetWare for NFS and NetWare for MAC
PRODUCT VERSION: NFS-all, MAC-3.01
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

With NetWare NFS 1.2 and NetWare MAC 3.01, printing from a UNIX workstation to the Appletalk printer can easily be done if the Appletalk printers are on the same NetWare 3.11 server that has NetWare NFS.

If the Appletalk printers are on different NetWare servers then the NetWare 3.11 server with NetWare NFS and NetWare MAC, then queries for all other Appletalk printers must be performed by doing the following configuration.

SOLUTION

Edit the file ATPS.CFG on the server with NetWare NFS, and make entries for all the Appletalk printer that you wish to access.

Example:

```
"Bldg 2 (Purchasing) NTX:SJF-Building 2" -o PS3
"Bldg 1 (Engineering) NTX:SJF-Building 1" -o PS2
```

This will create the queues with the -o option and will let NetWare NFS access to these queues.

FYI: PLPD.NLM delays releasing TCP/IP connection for 15 seconds
FYI

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```
TITLE:          PLPD.NLM delays releasing TCP/IP connection
for 15 seconds
DOCUMENT ID#:   FYI.S.NFS9
DATE:          23APR92
PRODUCT:       NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES:    NA
```

SYMPTOM: NA

ISSUE/PROBLEM

When printing a job from UNIX to NWNFS PLPD, FILTER.NLM takes extra time in processing the print job and holds the TCP/IP connection for an extra 15 seconds before resetting the port and closing the connection.

SOLUTION

Verify that there is at least one entry imported into the PRINTDEF database from the NetWare workstation, by making sure the file NET\$PRN.DAT exists in the SYS:PUBLIC directory. If this is not done, FILTER.NLM will retry to open this file resulting in an extra delay in printing.

FYI: PLPD error when using "Use Client Username ..." mapping mode

FYI

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TITLE: PLPD error when using "Use Client
Username ..." mapping mode
DOCUMENT ID#: FYI.S.NFS10
DATE: 29APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: PLPD-Error: plpd: An error occurred in
procedure ...

ISSUE/PROBLEM

PLPD error when using one of the three user mapping mode (use client name). The following error message is displayed in

NFS Error message screen when selecting "Use Client Username as NetWare Username" in PLPDCFG when printing from UNIX-to-NetWare:

```
PLPD-Error: plpd: An error occurred in procedure
CreateQueueJobAndFile : username:  DIAG: probably user has no
access to the print queue
```

SOLUTION

Make sure that the NetWare user belongs to group EVERYONE.

FYI: PLPD error message when using POSTSCRIPT print filter
FYI

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```
TITLE:          PLPD error message when using POSTSCRIPT
print filter
DOCUMENT ID#:   FYI.S.NFS11
DATE:          1MAY92
PRODUCT:       NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES:    NA
```

```
SYMPTOM:       PLPD-Error: plpd :Filter exec
failed :hostname :username...
```

ISSUE/PROBLEM

Print jobs sent from a UNIX lp client to NetWare never showed up in PCONSOLE, when trying to print a large postscript file from applications that generate postscript output. The error message that is returned to the NetWare NFS error message screen is:

```
PLPD-Error: plpd :Filter exec
failed :hostname :username
:filename :E1 :2 :40  PLPD-Error: plpd :An error
occurred
```

in procedure StartQueueJob :hostname : username :
filename :E1

SOLUTION

In PLPDCFG verify that user mapping mode is set to a particular NetWare user (eg. user guest). Make sure the disk quota/volume restriction in SYSCON for this user has not reached its allocated disk space. If disk quota/disk restriction has reached, print job will not be queued up by NetWare NFS PLPD.

FYI: NetWare FTP Date and Time Discrepancies
FYI

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TITLE: NetWare FTP Date and Time Discrepancies
DOCUMENT ID#: FYI.S.NFS12
DATE: 1MAY92
PRODUCT: NetWare NFS (FTPSERV)
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

During ftp from a client, if the command "DIR" is issued, the files and directories reflect the time and date different from "DIR" executed from a NetWare workstation on the same directory.

Connecting to NetWare 3.11 fileserver via FTP and doing a DIR (directory listing) will show a different date and time for files and directories, than that reflected by a NetWare workstation listing the same files or directories via IPX.

SOLUTION:

FTPSERV reflects the creation time, as opposed to the Information last accessed time reflected in the other case.

FYI: Recursion with NetWare NFS

FYI

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TITLE: Recursion with NetWare NFS
DOCUMENT ID#: FYI.S.NFS13
DATE: 1MAY92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When recursion is set to yes in the "Change File Information" within NFSADMIN, the next time access is made it still appears as no.

SOLUTION

The default for recursion is always no. Hence, even when it is set to yes, it will revert to the default value of no the next time access is made. However, the operation that was performed at the time the option was set to yes will allow recursion.

FYI: Presence of negative inode numbers

FYI

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

TITLE: Presence of negative inode numbers
DOCUMENT ID#: FYI.S.NFS14
DATE: 1MAY92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Some NFS operations such as "tar" or "df" fail when performed by an NFS client on a directory that is mounted from NetWare NFS.

SOLUTION

Use NetWare NFS 1.2. In NFS 1.1, the inode number is an 8-bit generation number. When the number of files increase in a directory and this generation number becomes greater than 127, negative inode numbers can be seen.

FYI: PCNFS Authentication

FYI

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TITLE: PCNFS Authentication
DOCUMENT ID#: FYI.S.NFS15
DATE: 1MAY92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can the authentication daemon provided by the PCNFS vendor be compiled and run on a NetWare NFS server?

SOLUTION

The authentication daemon (PCNFSD) source code provided by other vendors can be compiled and run on UNIX machines only, and cannot be compiled on a NetWare platform.

FYI: MHS and the US Robotics HST modem
FYI

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TITLE: MHS and the US Robotics HST modem
DOCUMENT ID#: FYI.S.MHS2
DATE: 5APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When calling from a 9600 baud US Robotics modem to a 2400 baud modem, connections fail.

SOLUTION

By adding the string "&K0&M0" to the phone number this problem has been fixed. The phone number would then look like "1,4085551212 &K0&M0."

FYI: MHS and the US Robotics HST modem
FYI

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TITLE: MHS and the US Robotics HST modem
DOCUMENT ID#: FYI.S.MHS3
DATE: 5APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The US Robotics HST modem does not seem to be connecting at 9600 when other 9600 baud modems call it.

SOLUTION

As for a "high speed" connection, this can only be made with another HST modem. The HST does not Support v.32 thus it will always connect at 2400 with v.32 modems. It is important that the 2400 baud modems use the proper drivers.

FYI: Products that Work with MHS.

FYI

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TITLE: Products that Work with MHS.
DOCUMENT ID#: FYI.S.MHS4
DATE: 5APR92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customer wants to know what products are available, ie applications, gateways, utilities, etc., that work with MHS?

SOLUTION

Novell produces a document called the NetWare MHS Solutions Guide which contains this information. The MHS Solutions Guide, part number 462-000230-002, may be ordered by calling Novell at 800-526-5463 (801-429-7000).

It is also available electronically in three files from Novell. To get an electronic copy, send three messages via NHUB or CompuServe to LIBRARY @ NOVELLPM. The "Subject:" line in each message should be one of the following keywords: A-SGAPPS, A-SGATE, and A-SGUTIL.

FYI: Dedicated Host Requirement for MHS
FYI

(Note: The origin of this information may be internal or external 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: Dedicated Host Requirement for MHS
DOCUMENT ID#: FYI.S.MHS5
DATE: 7APR92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Many customers ask if MHS requires a dedicated PC to operate as the MHS host.

SOLUTION

No, this is not a requirement for MHS. However, mail will accumulate and not be routed until someone invokes MHS on a PC that is set up to run MHS (ie, MV is set properly, etc).

The customer needs to decide for himself the relative importance of not having to dedicate a PC to run the MHS Connectivity Manager versus delaying the routing of mail until MHS is invoked on a non-dedicated PC.

FYI: Attachments in PARCEL are not being deleted
FYI

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TITLE: Attachments in PARCEL are not being deleted
DOCUMENT ID#: FYI.S.MHS6
DATE: 7APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Attachments are not being deleted after they are sent from the PARCEL directory. Client's disk is filling up with old attachments.

SOLUTION

User is lacking the E(rase) right in MHS\MAIL\PARCEL. MHS is writing a temporary attachment file, then copying/renaming it after it is successfully written, then deleting the temporary file.

FYI: Modem difference discussion

FYI

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TITLE: Modem difference discussion
DOCUMENT ID#: FYI.S.MHS7
DATE: 12APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the difference between hi-speed modem standards V.32, V.32bis, V.42, V.42bis and MNP (Microcomm Networking Protocol)?

SOLUTION

CCITT V.32 and V.32b are relatively new standards that define the electronic communication scheme so that two different modem manufacturers can design modems that "understand" each other. V.32 defines a 9600 baud, full duplex modulation scheme and the V.32bis is a much newer 14,400 baud scheme.

CCITT V.42 and V.42bis are "add-on" features to modems that use either V.32 or V.32bis modulation schemes. V.42 defines an "error-control" scheme so that the two modems can detect errors and correct them without the help of the host computers. V.42bis defines a "data compression" scheme for modems that "must already" support the V.42 "error-control" standard. Again the data compression is performed by the modems without the help of the host computers.

MNP is a collection of licensed "proprietary" protocol standards for modems designed prior to the V.32 / V.42 era. The MNP collection of protocols are "numbered classes", Class 1 through Class 9. Class 1 defines a low performance, byte oriented, half -duplex scheme of interaction. Classes 2 through 4 define "alternative" schemes that achieve better and better

performance. Class 5 (MNP5) defines a "data compression" scheme which is not as good as the V.42bis data compression standard.

Some modern modems provide more than one type of data compression and/or error-control schemes. The modems can actually "negotiate" which standard is common to both without the help of the host computer. The host computer has the option of allowing or preventing this modem-to-modem negotiation procedure to happen immediately after a connection is established.

With NGM, the administrator has the option to ENABLE or DISABLE the MODEM NEGOTIATION process. You might want to disable it if the serial ports are too slow to handle the Data Compression rates OR if the modem negotiation process confuses one of the modems and thereby prevents a connection between the two. This may happen with "older" modems.

FYI: MHS Limiting Number of Declared Hosts
FYI

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TITLE: MHS Limiting Number of Declared Hosts
DOCUMENT ID#: FYI.S.MHS8
DATE: 14APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: "Sorry too many (nn) host; exit and restart utilities".

ISSUE/PROBLEM

Customer complained that MHS was limiting the number of hosts he could declare to 55. The error message is, "Sorry too many (nn) hosts; exit and restart utilities".

SOLUTION

MHS limits the number of hosts that can be added in a single session; the limit is 49. This particular customer had six hosts previously declared. If one needs to declare more than 49 hosts, one needs to back out to the MHS Main Menu, then go into the Directory Manager again. More hosts can now be added.

This is documented on page B-15 of the MHS Installation manual, but it incorrectly gives the number of hosts as 50 rather than 49. A documentation PMR has been entered.

FYI: Error 14964 in Connectivity Manager
FYI

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TITLE: Error 14964 in Connectivity Manager
DOCUMENT ID#: FYI.S.MHS9
DATE: 14APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: .s\PARCEL\ ERROR 14969
contact your MHS dealer

ISSUE/PROBLEM

In the Connectivity Manager, when routing a message, the error message ".s\IPARCEL\ ERROR 14969 contact your MHS dealer" is displayed. There are no messages in the QUEUE or PARCEL directory.

SOLUTION

By removing the LOG and STAT files, space will be relieved for proper routing.

FYI: Number of minutes between forced connections

FYI

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TITLE: Number of minutes between forced connections
DOCUMENT ID#: FYI.S.MHS10
DATE: 15APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When changing the number of minutes at "Force connection every:" in HOST THAT THIS HOST PHONES, the value automatically changes to 10 minutes.

SOLUTION

The number of minutes between forced connections must be either 0 or 10 or greater minutes. If a value between 0 and 10 minutes is entered, MHS will automatically change it to 10 minutes.

The force connection value represents the number of minutes between connection attempts. Regardless of the number of messages queued, MHS will make a connection to the remote host to check for inbound mail and deliver any queued messages.

The number of force connect minutes must also be greater than the number of seconds specified at "Schedule every:" in the TRANSPORT SERVER SETUP menu.

FYI: "Missing Signature" Error Message from MHS

FYI

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TITLE: "Missing Signature" Error Message from MHS
DOCUMENT ID#: FYI.S.MHS11
DATE: 18MAY92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: "Missing Signature"

ISSUE/PROBLEM

MHS keeps generating error messages reporting a "Missing Signature", yet the application is submitting a legal message to MHS. In some cases, the message may even be delivered.

SOLUTION

Check that there is sufficient space available on the disk/volume/drive where MHS and MHS gateways are installed. Also, verify that there is sufficient account balance for the user running both the Connectivity Manager and any gateways that might be installed.

FYI: NULMODEM and "phone number"

FYI

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TITLE: NULMODEM and "phone number"
DOCUMENT ID#: FYI.S.MHS12
DATE: 21MAY92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In the Directory Manager, under "Routes to Workgroups, Hosts and Gateways", if the host type defined is a HUB (a host that this host phones), a phone number needs to be supplied. If there is no phone number needed (ie: using a T1 line or operator assisted call), this field still must be filled.

SOLUTION

It is recommended that a "," be used.

FYI: Operator assisted calls using MHS
FYI

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TITLE: Operator assisted calls using MHS
DOCUMENT ID#: FYI.S.MHS13
DATE: 21MAY92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How to run MHS when operator assistance is needed to make the call to a remote host.

SOLUTION

Use the HAYESMAN driver. Invoke the Connectivity Manager. When MHS reaches the point of dialing out, it will halt and prompt the user to dial the number. Using a phone connected to the modem, dial the operator and have them connect through. Once

the receiving host answers and you hear the synch tones, press <ENTER> to continue the MHS connection sequence, then hang up the phone. MHS will establish the connection and exchange messages.

FYI: Stats file problem

FYI

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TITLE: Stats file problem
DOCUMENT ID#: FYI.S.MHS14
DATE: 28MAY92
PRODUCT: MHS
PRODUCT VERSION: v.15
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Incorrect entries are appearing in the stats file <HOSTNAME.R00> when one message is sent to a number of users at a remote host in SMF v70 format, ie a message is addressed to user1@host1, user2@host1, user3@host1, user4@host1, user5@host1. The Transmission Activities screen shows the message being routed to the five users. The <HOSTNAME.R00> file contains five entries, however the first four entries list user5 as the recipient and the fifth entry lists user1 as the recipient. Users 2, 3 and 4 are not named in any entry even though they received the message.

SOLUTION

This is an MHS bug; PMR (Product Modification Request) 5467 has been created and submitted to engineering to be addressed.

FYI: Automating MHS login with AUTOEXEC.BAT

FYI

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TITLE: Automating MHS login with AUTOEXEC.BAT
DOCUMENT ID#: FYI.S.MHS16
DATE: 29MAY92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When automating the startup of MHS in AUTOEXEC.BAT, MHS does not automatically start the Connectivity Manager. Instead, it asks for the administrative user's ID and password.

SOLUTION

There are several things to check. First, verify that there are no more than 16 drive mappings, including local, network, and search drives. Secondly, the NetWare user and MHS administrator both should have the same user name. For example, if the MHS administrator is ADMIN, you should log into the file server as ADMIN as well. If they are different, the environmental variables USR and PWD need to be set to the user ID and password for the MHS administrative user.

Finally, if the above suggestions fail to resolve the login problems, you may need to clear the keyboard buffer before starting MHS. This can be done using DEBUG to create a program. The following outlines the creation of such a file, CLRBUFF.COM:

```
DEBUG CLRBUFF.COM          <-- you type
File not found             <-- response from debug
-a100                      <-- debug prompts '-', you
type      'a100'
xxxx:0100  MOV AH,1         <-- type instruction
beginning      with MOV
xxxx:0102  INT 16          <-- this checks if a key
is in the                buffer
```

```

xxxx:0104 JZ 10C          <-- no key, jump to end of
program
xxxx:0106 MOV AH,0       <-- key found, clear it
out
xxxx:0108 INT 16
xxxx:010A JMP 100        <-- continue checking
buffer
xxxx:010C INT 20         <-- terminate
xxxx:010E                <-- press ENTER to blank
line
-rcx
CX 0000
:E                        <-- E is the size of this
program in                hex
-w                        <-- write the file to disk
-q                        <-- quit DEBUG

```

Once the file is created, add the command CLRBUFF in the AUTOEXEC.BAT file prior to the MHS call.

FYI: MHS and Other Network OS

FYI

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```

TITLE:      MHS and Other Network OS
DOCUMENT ID#: FYI.S.MHS17
DATE:      2JUN92
PRODUCT:    MHS
PRODUCT VERSION: NETWORK
SUPERSEDES: NA

SYMPTOM:    NA

```

ISSUE/PROBLEM

Does MHS work on other Network Operating Systems besides NetWare?

SOLUTION

NetWare MHS (Network Edition), owned and sold by Novell although originally created by Action Technologies Inc, has an IPX/NetWare requirement.

Anyone who desires the Network Edition of MHS on a different platform should contact Action Technologies at 510-521-6190 and inquire what other platforms are supported. Action provides MHS on non-NetWare platforms.

Addendum: For those situations where the functionality of the Network Edition of MHS is not required, NetWare MHS (Personal Edition) might be the solution.

FYI: Could not find routing directory
FYI

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TITLE: Could not find routing directory
DOCUMENT ID#: FYI.S.MHS18
DATE: 7APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5, all releases
SUPERSEDES: NA

SYMPTOM: Could not find routing directory

ISSUE/PROBLEM

On starting MHS for the first time after installation, an error message was displayed, "Could not find routing directory." MHS did not start and returned back to DOS.

SOLUTION

Customer had a TSR running in the background. MHS will not start with any TSRs, such as Norton Anti-Virus (NAV), running. This can be tested by rebooting the workstation with minimal configuration in AUTOEXEC.BAT and CONFIG.SYS files.

FYI: Running MHS with NACS/NASI

FYI

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TITLE: Running MHS with NACS/NASI
DOCUMENT ID#: FYI.S.MHS19
DATE: 7APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: all versions, all releases
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

MHS is not recognizing the network modem pool. The Netware Asynchronous Communications Server (NACS) has been installed and is running with modems that are supported by MHS.

SOLUTION

MHS does not support NACS. Modems must be installed on the workstation from which MHS will be run. MHS will only recognize modems that are installed on its workstation's COM ports.

FYI: MHSUSER adds extra blank line when output is redirected to a file

FYI

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TITLE: MHSUSER adds extra blank line when output is
redirected to a file
DOCUMENT ID#: FYI.S.MHS20
DATE: 10APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5 (all revisions)
SUPERSEDES: NA

| | | |
|----------|---------------|---------------|
| SYMPTOM: | MHS 1.1 File: | MHS 1.5 File: |
| | User1 | User1 |
| | User2 | |
| | User3 | User2 |
| | | User3 |

ISSUE/PROBLEM

MHSUSER adds extra blank line when output is redirected to a file, "MHSUSER -X03 -Application > filename". In MHS v1.5 there is a blank line added between the listing of user names that was not there in MHS v1.1. For example, see "SYMPTOM" above.

SOLUTION

Developers who are affected by this change need to program around it.

FYI: "Automate" Login to MHS

FYI

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TITLE: "Automate" Login to MHS
DOCUMENT ID#: FYI.S.MHS21
DATE: 10APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5(all versions)
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The customer does not want to be bothered by having to enter the MHS administrator's login name and password when he wants to modify the MHS configuration.

SOLUTION

The MHS administrator's MHS login name and password can be declared through DOS environmental variables. Place the following commands in the administrator's user login script or AUTOEXEC.BAT file: "SET USR=admin_name", and "SET PWD=admin_password". Note, the MHS administrator still needs Supervisor-equivalency.

FYI: Extended addressing

FYI

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TITLE: Extended addressing
DOCUMENT ID#: FYI.S.MHS22
DATE: 14APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: (All releases, all versions)
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Not sure of extended addressing syntax for DaVinci.

SOLUTION

The MHS syntax is USERNAME@WORKGROUP. This translates into DaVinci's syntax WORKGROUP:USERNAME. Similarly, the extended

addressing syntax for MHS is USERNAME@WORKGROUP {extended address}; the DaVinci syntax is WORKGROUP "extended address":USERNAME.

FYI: MHS and OS/2 v. 1.3

FYI

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TITLE: MHS and OS/2 v. 1.3
DOCUMENT ID#: FYI.S.MHS23
DATE: 16APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Not able to open DOS box for running MHS in OS/2.

SOLUTION

The NetWare Requestor for OS/2 v.1.3 does not have strong support for its DOS box and this is why MHS has a problem running in it; it is not able to support MHS. The NetWare Requestor for OS/2 v2.0 supports virtual IPX and thereby supports the DOS box in running MHS.

FYI: Bypassing Host Connections when Starting Connectivity Manager

FYI

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

TITLE: Bypassing Host Connections when Starting
Connectivity Manager
DOCUMENT ID#: FYI.S.MHS24
DATE: 17APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Under certain circumstances, it may be desired that the Connectivity Manager connect to just one host rather than to all possible hosts.

SOLUTION

After choosing the Connectivity Manager option from the main menu, hitting the return/enter key four (4) times before the Connectivity Manager has begun to process any messages will bring up the Connectivity Manager's menu and the desired host may be selected.

FYI: Memory allocation error

FYI

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TITLE: Memory allocation error
DOCUMENT ID#: FYI.S.MHS25
DATE: 20APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5 revision A
SUPERSEDES: NA

SYMPTOM: Memory error [calloc (1,8192)] [allocated:
9370/ms:-145647199]

ISSUE/PROBLEM

When the Connectivity Manager is routing messages to an INET host, an error message similar to these is displayed.

Memory error [calloc (1,8192)] [allocated: 9370/ms:-
145647199]

Memory error [calloc (1,8192)] [allocated: 11372/ms:-
1672871922]

Memory error [calloc (1,7680)] [allocated: 18944/ms:-
1601830902]

SOLUTION

Memory allocation errors have been fixed in Rev B. The Rev B upgrade (V15B-N.EXE) is available on Netwire.

FYI: Registering host with NHUB

FYI

(Note: The origin of this information may be internal or external 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: Registering host with NHUB
DOCUMENT ID#: FYI.S.MHS26
DATE: 21APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: (all versions, all releases)
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How to register my host with NHUB, Novell's MHS hub service?

SOLUTION

To register an MHS host with NHUB via email or fax:
Send email to: "hubadmin@nhub",
Fax info to: "hubadmin @ 408-433-0775".

Include the following information:

MHS host name,
workgroup name,
MHS administrator's name,
contact person's name,
contact's email username,
company name & address,
voice phone number, and
fax phone number.

FYI: MHS modem drivers that aren't supported
FYI

(Note: The origin of this information may be internal or external 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: MHS modem drivers that aren't supported
DOCUMENT ID#: FYI.S.MHS27
DATE: 21APR92
PRODUCT: NetWare MHS
PRODUCT VERSION:
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customer wants Novell to provide the information necessary so he may modify/create modem drivers.

SOLUTION

Novell does not support editing of the modem driver files (*.LOG and *.DEF files). This is not included in the MHS API.

FYI: Email message "cannot open header missing"
FYI

(Note: The origin of this information may be internal or external 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: Email message "cannot open header missing"
DOCUMENT ID#: FYI.S.MHS28
DATE: 22APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: Cannot open; Header missing

ISSUE/PROBLEM

When trying to run DaVinci eMail, the message "cannot open; header missing" appears.

SOLUTION

This is a common problem in DaVinci 2.0d and is fixed in rev H. Call the DaVinci bulletin board at 919-881-4342 and download two files; EMAILDOS.BBB (pswd=alex), a 200K file and REPORTFM.TXT (no password). If there is a problem with the patch, use the .TXT file form and fax it to DaVinci. This patch corrects 65% of the major bugs. Client MUST be on DaVinci 2.0 Rev D for the patch to work.

FYI: Re-register DaVinci eMail

FYI

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TITLE: Re-register DaVinci eMail
DOCUMENT ID#: FYI.S.MHS29
DATE: 22APR92
PRODUCT: NetWare MHS

PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Using MHSUSER -x10 client was not able to re-register an earlier version of DaVinci. The error -8 "unable to modify application" was displayed.

SOLUTION

Go to the EMAIL\ADMIN directory and run DVS_MHS. When it asks for the MHS path, this MUST BE with a drive letter and not fileserver/volume:. This might be M:\ or M:\MHS; if it doesn't work one way, the message, "can't find NETDIR.TAB" will appear; then try the other format.

FYI: Number of users limited

FYI

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TITLE: Number of users limited
DOCUMENT ID#: FYI.S.MHS30
DATE: 22APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When pgraded DaVinci from 1.7 to 2.0 and MHS1.11 to 1.5 where is the limited user amount was coming from.

SOLUTION

DaVinci has a user limitation; it will allow for the user mailboxes but will only recognize the first 10, 20, 50, or 100 users in the "Users at This Host" list.

FYI: SEAL.EXE Missing from MHS 1.5

FYI

(Note: The origin of this information may be internal or external 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: SEAL.EXE Missing from MHS 1.5
DOCUMENT ID#: FYI.S.MHS31
DATE: 24APR92
PRODUCT: NetWare
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When developing to SMF64 but not SMF70, SEAL.EXE is missing from MHS 1.5 and without SEAL.EXE, applications don't work with MHS1.5.

SOLUTION

There are multiple issues involved.

First, the SEALing function is not required by MHS 1.5. The developer may be able to make minor revisions to his application so that it will work more directly with MHS 1.5. The developer should open an MHS API support call (800-NETWARE or 801-429-5588) to discuss this more fully.

Second, the developer should purchase the MHS 1.5 Developer's Kit. This SDK includes four copies of MHS software (2 Network, 2 Personal), the SMF API Programmer's Reference manual, and some MCB software utilities. These MCB utilities include NSEAL.EXE for use with Network MHS and PSEAL.EXE for use with Personal MHS. The MHS SDK can be ordered through MHS

Developer Relations (408-473-8989).

FYI: MHS Displays "Q" for Host Route/Queue
FYI

(Note: The origin of this information may be internal or external 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: MHS Displays "Q" for Host Route/Queue
DOCUMENT ID#: FYI.S.MHS32
DATE: 29APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In the "MHS Utilities", "List all Host Routes and Queues" display, a host may have the value "Q" under the "Act" column heading. What does the "Q" mean? It is not documented in the MHS Installation manual.

SOLUTION

"Q" is a valid value for this field. It signifies that there is queued mail waiting for a host that telephones this host.

FYI: Running MHS on Netware Lite
FYI

(Note: The origin of this information may be internal or external 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: Running MHS on Netware Lite
DOCUMENT ID#: FYI.S.MHS33
DATE: 30APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5, all releases
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can MHS run on NetWare Lite?

SOLUTION

NetWare MHS v1.5N is not designed to work on NetWare Lite. However, MHS v1.5P, which does support multiple users, can be installed on one of the workstations and used to connect asynchronously to other hosts. Users will need to access this workstation to send and receive messages as well as run the Connectivity Manager.

NOTE: Using MHS 1.5P on NetWare Lite is unsupported. Users can implement the above solution at their own risk.

FYI: Confusion between Ethernet IEEE 802.3 and Ethernet_SNAP frame types

FYI

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TITLE: Confusion between Ethernet IEEE 802.3 and Ethernet_SNAP frame types
DOCUMENT ID#: FYI.S.TCP1
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

A few customers may require that only the frame type IEEE 802.3 be used on their networks, instead of "ETHERNET_II" which is the standard frame type on most IP networks, then the frame type to load to IP on the NetWare 3.11 server is "ETHERNET_SNAP" and NOT "ETHERNET_802.3" or "ETHERNET_II".

SOLUTION

They should use the frame type "ETHERNET_SNAP" when loading a LAN DRIVER.

(NOTE: The primary purpose of SNAP is to allow other protocols to run over an IEEE 802 network.)

FYI: Setup NetWare 3.11 to do IP Routing through routers without RIP

FYI

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TITLE: Setup NetWare 3.11 to do IP Routing through routers without RIP

DOCUMENT ID#: FYI.S.TCP2

DATE: 7APR92

PRODUCT: NetWare TCP/IP

PRODUCT VERSION: All

SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

If a network is not configured to use IP RIP as the routing protocol between IP routers, a NetWare 3.11 IP router can be

configured to communicate with other non-RIP routers.

SOLUTION

There are ways to configure NetWare 3.11 to route IP packets to non-RIP routers:

- 1) Enable RIP on the non-RIP router,
- 2) Add static route entries in both the NetWare server and the non-RIP router, and
- 3) Specify the gateway parameter so that the NetWare 3.11 IP router will send packets to the gateway address for routing purposes, when binding IP to the IP LAN driver: "Bind ip to IPLAN addr=XX.XX.XX.XX gate=YY.YY.YY.YY ".

FYI: SNMP and SNMP trap well known ports
FYI

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TITLE: SNMP and SNMP trap well known ports
DOCUMENT ID#: FYI.S.TCP3
DATE: 07APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customers would like to find out what well known ports are defined with SNMP related services in NetWare TCP/IP.

SOLUTION

The two well known ports in use are snmp (port 161) and

snmp-trap (port 162) for snmp related trap messages. This can be found in sys:/etc/samples/services file: "snmp 161/udp", "snmp-trap 162/udp".

FYI: Function of the SYS:/ETC/HOSTS file on NetWare
FYI

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TITLE: Function of the SYS:/ETC/HOSTS file on
NetWare
DOCUMENT ID#: FYI.S.TCP4
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

What is the minimum configuration in the SYS:/ETC/HOSTS file for IP routing on a NetWare 3.11 fileserver?

SOLUTION

There is no minimum entry in SYS:/ETC/HOSTS file.

For IP routing, the file SYS:/ETC/HOSTS is not a required configuration file because all required parameters for IP routing are setup in the AUTOEXEC.NCF file.

TCPCON does use the SYS:/ETC/HOSTS file for hostname to Internet address mapping to display network management information.

Some other add-on TCP/IP related NLMs such as NetWare NFS, require the client and server's Internet addresses be specified in the SYS:/ETC/HOSTS file in order to provide network service.

FYI: Enterprise specific traps data structure recognized by NetWare3.11

FYI

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TITLE: Enterprise specific traps data structure
recognized by NetWare3.11
DOCUMENT ID#: FYI.S.TCP5
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the enterprise specific traps data structure being recognized by NetWare 3.11, as valid trap messages coming in from SNMP-trap known port ? Developers would like to know what data structure for enterprise specific traps are supported by NetWare TCP/IP 1.0.

SOLUTION

The enterprise specific trap is one of the 6 different kinds of snmp-trap messages. Detail data structure in enterprise specific trap can be found in RFC 1157.

FYI: The "arp=no" option in NetWare TCP/IP returns a warning message about ARP disabled

FYI

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TITLE: The "arp=no" option in NetWare TCP/IP returns a warning message about ARP disabled
DOCUMENT ID#: FYI.S.TCP6
DATE: 07APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: IP : ARP disabled. Warning : Because you have disabled ARP, 140.140.140.140 is incorrect. I am using the correct local address for this interface 140.140.34.24
IP : Bound to board 1.
IP LAN protcol bound to

ISSUE/PROBLEM

When specifying bind ip to lan driver, the specified IP address gets changed to a different IP address when specifying "arp=no". Example: "bind ip to landriver addr=140.140.140.140 arp=no". (The warning message that is returned is displayed in the "SYMPTOM" section, above)

SOLUTION

Since the configuration has specified not to use ARP, part of the MAC address of the LAN interface has been used as the host portion of the Internet Address.

Note, do not specify "arp=no" unless it is necessary.

FYI: Does NetWare 3.11 IP routing support variable subnet mask?
FYI

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

TITLE: Does NetWare 3.11 IP routing support variable subnet mask?
DOCUMENT ID#: FYI.S.TCP7
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Trying to use variable subnet mask in the network and force IP routing across NetWare 3.11 IP router.

SOLUTION

Variable subnets on the same logical network is not supported. Split the network physically and logically into proper subnets with the appropriate subnet mask; using identical subnet mask throughout the same logical network.

FYI: Problem booting Network Management Agents across NetWare 3.11 IP router

FYI

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TITLE: Problem booting Network Management Agents across NetWare 3.11 IP router
DOCUMENT ID#: FYI.S.TCP8
DATE: 7APR92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

There are problems in booting up Network Management Agents across the NetWare 3.11 IP router where the NetWare management consoles are using the BOOTP protocol to boot up the remote agent from the console.

SOLUTION

NetWare 3.11 TCPIP 1.0 does not come with any bootp packet forward feature. A common workaround is to use TFTP to copy the bootable image manually to the remote agent across the NetWare 3.11 IP router.

FYI: SNMP Network management traps generated by other non-Novell SNMP agents

FYI

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TITLE: SNMP Network management traps generated by other non-Novell SNMP agents

DOCUMENT ID#: FYI.S.TCP9

DATE: 7APR92

PRODUCT: NetWare TCP/IP

PRODUCT VERSION: v1.0

SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can NetWare 3.11 SNMP.NLM capture and display other SNMP Network management traps generated by other non-Novell SNMP agents?

SOLUTION

Yes, to do this specify the Internet address of the NetWare fileserver where the destination of all SNMP-trap messages should be sent.

Also make sure TCPIP.NLM , SNMP.NLM and SNMPLOG.NLM are currently running on that server. All local and remote SNMP trap messages will be written to the log file SYS:ETC/SNMP\$LOG.BIN.

FYI: System V - ROUTE ADD command

FYI

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TITLE: System V - ROUTE ADD command
DOCUMENT ID#: FYI.S.TCP10
DATE: 22APR92
PRODUCT: NetWare TCP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The "ROUTE ADD destination command" on the Data General System V UNIX system will appear in the routing table (netstat -r), but no routing will take place.

SOLUTION

A metric value has to be added to the end of the ROUTE ADD command, or the default of zero is assumed. With a value of zero, no routing will take place. The value needs to be a value of one or greater.

FYI: TCPIP IPTUNNELLING

FYI

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TITLE: TCPIP IPTUNNELLING
DOCUMENT ID#: FYI.S.TCP11
DATE: 1MAY92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How does IPTunnel communicate SAP information between multiple NetWare servers? The concern about IPTunnel is the amount of broadcast packets on the Internet.

SOLUTION

IPTunnel uses the concept of "peer". The only traffic between IP tunnel peers is point to point "unicast" traffic. SAP updates are sent directly to "peers" and not as broadcast on the Internet.

FYI: TCP/IP connectivity from HP to the NetWare 3.11 server

FYI

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TITLE: TCP/IP connectivity from HP to the NetWare
3.11 server

DOCUMENT ID#: FYI.S.TCP12
DATE: 1MAY92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: NA
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

TCP/IP configuration appears to be fine on both the NetWare server as well as the HP, but the HP is unable to ping the NetWare server.

SOLUTION

Verify that HP has been configured for ARP as well. It may be configured to only do Probe Network Services (proprietary to HP). NOTE: NetWare 3.11 TCP/IP only supports ARP and not PROBE or PROXY ARP.

FYI: Subnet zero IP addressing is not supported
FYI

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TITLE: Subnet zero IP addressing is not supported
DOCUMENT ID#: FYI.S.TCP13
DATE: 1MAY92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Subnet zero cannot be used while assigning subnet addresses.

SOLUTION

Subnet zero cannot be assigned as the address to any segment. For example, when a network address of 89.0.0.0 is subnetted with a subnet mask of ff.ff.0.0, the address of 89.0 should not be assigned as network address to any segment of the network.

FYI: Unable to connect from old HP 3000's/9000's to NetWare TCP/IP

FYI

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TITLE: Unable to connect from old HP 3000's/9000's
to NetWare TCP/IP
DOCUMENT ID#: FYI.S.TCP14
DATE: 1MAY92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Addresses and configuration all appear ok, but NetWare TCP/IP can not connect to the HP machines, but is able to connect to other TCP/IP nodes.

SOLUTION

Old versions of HP never age out their ARP cache. Hence, if an IP address was assigned once to any machine, then the IP address is associated with the MAC address of that machine. If the network is reconfigured and IP addresses are reassigned, the HP still maintains the old ARP cache. The only solution is to reboot the HP.

FYI: Slow performance during large file transfer operations
FYI

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TITLE: Slow performance during large file transfer operations
DOCUMENT ID#: FYI.S.TCP15
DATE: 1MAY92
PRODUCT: NetWare TCP/IP
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When file sizes are smaller, file transfers or copy operations appear to work fine. But when large file sizes are involved, the server appears to hang up.

SOLUTION

The problem could be with the LAN driver. One way of verifying this is to check the following field in TCPCON. LOAD TCPCON ->, Select Statistics ->, Select IP Statistics ->, View ipReasmFails ->.

If this value increases as the operation is being performed, then the problem is with the LAN driver. (Note: This does not imply that EVERY time there is a driver problem, ipReasmFails will increase)

FYI: Using the NetWare NFS LPR_GWY to print to remote LPD hosts.
FYI

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or implied claims to the validity of this information.)

TITLE: Using the NetWare NFS LPR_GWY to print to
remote LPD hosts.
DOCUMENT ID#: FYI.S.NFS1
DATE: 7APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: 1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When sending a print job from NetWare to a remote LPD host, through the NetWare NFS LPR_GWY, a message comes up on the LPR_printserver screen stating: MOUNT FORM 1! and no further action takes place. This message is stating that the FORM from NetWare does not correctly match the FORM that the remote LPD host is supporting. (A FORM designates print parameters such as the number of lines per page and the number of columns per page)

SOLUTION

To resolve the problem, either delete the FORM through PRINTDEF and use the default print FORM that comes with NetWare. Or, configure the FORM on the NetWare fileserver such that the number of lines and columns coincide with the FORM that is configured on the remote LPD host.

FYI: FTP access to a NetWare 2.x servers

FYI

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TITLE: FTP access to a NetWare 2.x servers
DOCUMENT ID#: FYI.S.NFS2
DATE: 8APR92
PRODUCT: NetWare NFS and FLeX/IP

PRODUCT VERSION: NFS v1.2 and FLeX/IP v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Requests for TCP/IP access to NetWare 2.x servers. NetWare 3.11, is the only NetWare server that supports TCP/IP.

SOLUTION

With NetWare NFS 1.2 FTPserve and FLeX/IP software, a NetWare 3.11 server can act as an FTP gateway to NetWare 2.x file servers. This doesn't give full TCP/IP access to the 2.x servers. It is only a FTP server gateway to 2.x servers even though TCP/IP is not loaded on the remote NetWare 2.x server.

FYI: The order to unload the NFS related NLMs
FYI

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TITLE: The order to unload the NFS related NLMs
DOCUMENT ID#: FYI.S.NFS3
DATE: 4APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Unloading the NFS related files in random order may cause unreliable results on the NetWare files server.

SOLUTION

In NFS 1.2 there is a file called NFSSTOP.NCF that unloads the NFS related files in a specific order, therefore making the unload graceful. (In NFS 1.1, this file was not provided but can easily be created with a simple text editor). Edit a file called NFSSTOP.NCF (If you wish to call the file that) and enter the following commands:

```
Unload ftpserv
Unload plpd
Unload filter
Unload fltrlib
Unload plpdcfg
Unload nfsadmin
Unload lockd
Unload statd
Unload nfsserv
```

NOTE: These commands can also be executed at the console prompt.

FYI: NFS undocumented error message: PLPD-Error: plpd :
AddQueue :GetBinderyObjectID : E252

FYI

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```
TITLE:      NFS undocumented error message: PLPD-Error:
plpd : AddQueue :GetBinderyObjectID : E252
DOCUMENT ID#:  FYI.S.NFS4
DATE:         7APR92
PRODUCT:      NetWare NFS
PRODUCT VERSION:  v1.2
SUPERSEDES:   NA
```

```
SYMPTOM:      PLPD-Error: plpd :
AddQueue :GetBinderyObjectID : E252
```

ISSUE/PROBLEM

The NFS error message screen has the following undocumented error message: PLPD-Error: plpd : AddQueue :GetBinderyObjectID : E252

SOLUTION

The NetWare queue that has been configured in PLPDCFG for NetWare NFS PLPD.NLM has been deleted. This is a warning message indicating that the NetWare queue no longer exists although the PLPDCFG was set up to use that queue.

FYI: Suppress banner page from NetWare to UNIX printer
FYI

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TITLE: Suppress banner page from NetWare to UNIX
printer
DOCUMENT ID#: FYI.S.NFS5
DATE: 7APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customer would like to find out how to suppress banner page when printing from NetWare Workstation to UNIX printer if the print job is going through the NetWare NFS LPR Gateway.

SOLUTION

1. If using "capture", specify the "nb" and "nff" options.
2. If using "nprint", specify the "nobanner" option.
3. If using printcon, specify in the default job

configuration to set the banner page option to "no".

FYI: PLPD error message "PLPD: Internal protocol error"
FYI

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TITLE: PLPD error message "PLPD: Internal protocol error"
DOCUMENT ID#: FYI.S.NFS6
DATE: 9APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: PLPD: Internal protocol error

ISSUE/PROBLEM

PLPD error message "PLPD: Internal protocol error" in the NetWare NFS error message screen.

SOLUTION

When the UNIX client lpd process hangs, stop the lpd process in UNIX print client and restart it. The warning message mentioned above should go away.

FYI: Authentication denied when using PCNFS to access files in NetWare NFS

FYI

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TITLE: Authentication denied when using PCNFS to
access files in NetWare NFS
DOCUMENT ID#: FYI.S.NFS7
DATE: 7APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Using PCNFS to access files in NetWare NFS returns a message stating that authentication was denied.

SOLUTION

Most PCNFS products (e.g. SUN PCNFS, Beame and Whiteside PCNFS , FTP SOFTWARE PCNFS) or MACNFS client software has a PCNFSD authentication daemon dependency. Most PCNFS vendors ship their product with the source code for pcnfsd daemon which has to be compiled and run on a UNIX server host.

The design of most PCNFS products forces the DOS client to check with the authentication server before any NFS operations are allowed. It is the pcnfs daemon's task is to validate the NFS client's UID and GID before any PCNFS operations are allowed.

If any authentication denied messages are generated while using PCNFS, check to make sure the authentication daemon pcnfsd is running and that it validates the proper UID and GID on the UNIX host. Otherwise, *ANY* pcnfs NFS operations will get authentication denied.

FYI: Printing from UNIX to Appletalk printers, through NetWare 3.11

FYI

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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: Printing from UNIX to Appletalk printers,
through NetWare 3.11
DOCUMENT ID#: FYI.S.NFS8
DATE: 16APR92
PRODUCT: NetWare for NFS and NetWare for MAC
PRODUCT VERSION: NFS-all, MAC-3.01
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

With NetWare NFS 1.2 and NetWare MAC 3.01, printing from a UNIX workstation to the Appletalk printer can easily be done if the Appletalk printers are on the same NetWare 3.11 server that has NetWare NFS.

If the Appletalk printers are on different NetWare servers then the NetWare 3.11 server with NetWare NFS and NetWare MAC, then queries for all other Appletalk printers must be performed by doing the following configuration.

SOLUTION

Edit the file ATPS.CFG on the server with NetWare NFS, and make entries for all the Appletalk printer that you wish to access.

Example:

```
"Bldg 2 (Purchasing) NTX:SJF-Building 2" -o PS3  
"Bldg 1 (Engineering) NTX:SJF-Building 1" -o PS2
```

This will create the queues with the -o option and will let NetWare NFS access to these queues.

FYI: PLPD.NLM delays releasing TCP/IP connection for 15 seconds
FYI

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TITLE: PLPD.NLM delays releasing TCP/IP connection
for 15 seconds
DOCUMENT ID#: FYI.S.NFS9
DATE: 23APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When printing a job from UNIX to NWNFS PLPD, FILTER.NLM takes extra time in processing the print job and holds the TCP/IP connection for an extra 15 seconds before resetting the port and closing the connection.

SOLUTION

Verify that there is at least one entry imported into the PRINTDEF database from the NetWare workstation, by making sure the file NET\$PRN.DAT exists in the SYS:PUBLIC directory. If this is not done, FILTER.NLM will retry to open this file resulting in an extra delay in printing.

FYI: PLPD error when using "Use Client Username ..." mapping mode

FYI

(Note: The origin of this information may be internal or external 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: PLPD error when using "Use Client
Username ..." mapping mode

DOCUMENT ID#: FYI.S.NFS10
DATE: 29APR92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: PLPD-Error: plpd: An error occurred in
procedure ...

ISSUE/PROBLEM

PLPD error when using one of the three user mapping mode
(use client name). The following error message is displayed in
NFS Error message screen when selecting "Use Client Username as
NetWare Username" in PLPDCFG when printing from UNIX-to-NetWare:

PLPD-Error: plpd: An error occurred in procedure
CreateQueueJobAndFile : username: DIAG: probably user has no
access to the print queue

SOLUTION

Make sure that the NetWare user belongs to group EVERYONE.

FYI: PLPD error message when using POSTSCRIPT print filter
FYI

(Note: The origin of this information may be internal or external
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: PLPD error message when using POSTSCRIPT
print filter
DOCUMENT ID#: FYI.S.NFS11
DATE: 1MAY92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.2
SUPERSEDES: NA

SYMPTOM: PLPD-Error: plpd :Filter exec
failed :hostname :username...

ISSUE/PROBLEM

Print jobs sent from a UNIX lp client to NetWare never showed up in PCONSOLE, when trying to print a large postscript file from applications that generate postscript output. The error message that is returned to the NetWare NFS error message screen is:

```
PLPD-Error: plpd :Filter exec
failed :hostname :username
      :filename :E1 :2 :40  PLPD-Error: plpd :An error
occurred
      in procedure StartQueueJob :hostname : username :
filename :E1
```

SOLUTION

In PLPDCFG verify that user mapping mode is set to a particular NetWare user (eg. user guest). Make sure the disk quota/volume restriction in SYSCON for this user has not reached its allocated disk space. If disk quota/disk restriction has reached, print job will not be queued up by NetWare NFS PLPD.

FYI: NetWare FTP Date and Time Discrepancies

FYI

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```
TITLE:          NetWare FTP Date and Time Discrepancies
DOCUMENT ID#:   FYI.S.NFS12
DATE:          1MAY92
PRODUCT:       NetWare NFS (FTPSERV)
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES:    NA

SYMPTOM:       NA
```

ISSUE/PROBLEM

During ftp from a client, if the command "DIR" is issued, the files and directories reflect the time and date different from "DIR" executed from a NetWare workstation on the same directory.

Connecting to NetWare 3.11 fileserver via FTP and doing a DIR (directory listing) will show a different date and time for files and directories, than that reflected by a NetWare workstation listing the same files or directories via IPX.

SOLUTION:

FTPSERV reflects the creation time, as opposed to the Information last accessed time reflected in the other case.

FYI: Recursion with NetWare NFS

FYI

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TITLE: Recursion with NetWare NFS
DOCUMENT ID#: FYI.S.NFS13
DATE: 1MAY92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When recursion is set to yes in the "Change File Information" within NFSADMIN, the next time access is made it still appears as no.

SOLUTION

The default for recursion is always no. Hence, even when it is set to yes, it will revert to the default value of no the next

time access is made. However, the operation that was performed at the time the option was set to yes will allow recursion.

FYI: Presence of negative inode numbers
FYI

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TITLE: Presence of negative inode numbers
DOCUMENT ID#: FYI.S.NFS14
DATE: 1MAY92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Some NFS operations such as "tar" or "df" fail when performed by an NFS client on a directory that is mounted from NetWare NFS.

SOLUTION

Use NetWare NFS 1.2. In NFS 1.1, the inode number is an 8-bit generation number. When the number of files increase in a directory and this generation number becomes greater than 127, negative inode numbers can be seen.

FYI: PCNFS Authentication

FYI

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

TITLE: PCNFS Authentication
DOCUMENT ID#: FYI.S.NFS15
DATE: 1MAY92
PRODUCT: NetWare NFS
PRODUCT VERSION: v1.1, v1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can the authentication daemon provided by the PCNFS vendor be compiled and run on a NetWare NFS server?

SOLUTION

The authentication daemon (PCNFSD) source code provided by other vendors can be compiled and run on UNIX machines only, and cannot be compiled on a NetWare platform.

FYI: MHS and the US Robotics HST modem
FYI

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TITLE: MHS and the US Robotics HST modem
DOCUMENT ID#: FYI.S.MHS2
DATE: 5APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When calling from a 9600 baud US Robotics modem to a 2400

baud modem, connections fail.

SOLUTION

By adding the string "&K0&M0" to the phone number this problem has been fixed. The phone number would then look like "1,4085551212 &K0&M0."

FYI: MHS and the US Robotics HST modem
FYI

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TITLE: MHS and the US Robotics HST modem
DOCUMENT ID#: FYI.S.MHS3
DATE: 5APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The US Robotics HST modem does not seem to be connecting at 9600 when other 9600 baud modems call it.

SOLUTION

As for a "high speed" connection, this can only be made with another HST modem. The HST does not support v.32 thus it will always connect at 2400 with v.32 modems. It is important that the 2400 baud modems use the proper drivers.

FYI: Products that Work with MHS.

FYI

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TITLE: Products that Work with MHS.
DOCUMENT ID#: FYI.S.MHS4
DATE: 5APR92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customer wants to know what products are available, ie applications, gateways, utilities, etc., that work with MHS?

SOLUTION

Novell produces a document called the NetWare MHS Solutions Guide which contains this information. The MHS Solutions Guide, part number 462-000230-002, may be ordered by calling Novell at 800-526-5463 (801-429-7000).

It is also available electronically in three files from Novell. To get an electronic copy, send three messages via NHUB or CompuServe to LIBRARY @ NOVELLPM. The "Subject:" line in each message should be one of the following keywords: A-SGAPPS, A-SGGATE, and A-SGUTIL.

FYI: Dedicated Host Requirement for MHS

FYI

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TITLE: Dedicated Host Requirement for MHS
DOCUMENT ID#: FYI.S.MHS5

DATE: 7APR92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Many customers ask if MHS requires a dedicated PC to operate as the MHS host.

SOLUTION

No, this is not a requirement for MHS. However, mail will accumulate and not be routed until someone invokes MHS on a PC that is set up to run MHS (ie, MV is set properly, etc).

The customer needs to decide for himself the relative importance of not having to dedicate a PC to run the MHS Connectivity Manager versus delaying the routing of mail until MHS is invoked on a non-dedicated PC.

FYI: Attachments in PARCEL are not being deleted
FYI

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TITLE: Attachments in PARCEL are not being deleted
DOCUMENT ID#: FYI.S.MHS6
DATE: 7APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Attachments are not being deleted after they are sent from

the PARCEL directory. Client's disk is filling up with old attachments.

SOLUTION

User is lacking the E(rase) right in MHS\MAIL\PARCEL. MHS is writing a temporary attachment file, then copying/renaming it after it is successfully written, then deleting the temporary file.

FYI: Modem difference discussion

FYI

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TITLE: Modem difference discussion
DOCUMENT ID#: FYI.S.MHS7
DATE: 12APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What is the difference between hi-speed modem standards V.32, V.32bis, V.42, V.42bis and MNP (Microcomm Networking Protocol)?

SOLUTION

CCITT V.32 and V.32b are relatively new standards that define the electronic communication scheme so that two different modem manufacturers can design modems that "understand" each other. V.32 defines a 9600 baud, full duplex modulation scheme and the V.32bis is a much newer 14,400 baud scheme.

CCITT V.42 and V.42bis are "add-on" features to modems that use either V.32 or V.32bis modulation schemes. V.42 defines an

"error-control" scheme so that the two modems can detect errors and correct them without the help of the host computers. V.42bis defines a "data compression" scheme for modems that "must already" support the V.42 "error-control" standard. Again the data compression is performed by the modems without the help of the host computers.

MNP is a collection of licensed "proprietary" protocol standards for modems designed prior to the V.32 / V.42 era. The MNP collection of protocols are "numbered classes", Class 1 through Class 9. Class 1 defines a low performance, byte oriented, half -duplex scheme of interaction. Classes 2 through 4 define "alternative" schemes that achieve better and better performance. Class 5 (MNP5) defines a "data compression" scheme which is not as good as the V.42bis data compression standard.

Some modern modems provide more than one type of data compression and/or error-control schemes. The modems can actually "negotiate" which standard is common to both without the help of the host computer. The host computer has the option of allowing or preventing this modem-to-modem negotiation procedure to happen immediately after a connection is established.

With NGM, the administrator has the option to ENABLE or DISABLE the MODEM NEGOTIATION process. You might want to disable it if the serial ports are too slow to handle the Data Compression rates OR if the modem negotiation process confuses one of the modems and thereby prevents a connection between the two. This may happen with "older" modems.

FYI: MHS Limiting Number of Declared Hosts

FYI

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TITLE: MHS Limiting Number of Declared Hosts
DOCUMENT ID#: FYI.S.MHS8
DATE: 14APR92
PRODUCT: MHS

PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: "Sorry too many (nn) host; exit and restart utilities".

ISSUE/PROBLEM

Customer complained that MHS was limiting the number of hosts he could declare to 55. The error message is, "Sorry too many (nn) hosts; exit and restart utilities".

SOLUTION

MHS limits the number of hosts that can be added in a single session; the limit is 49. This particular customer had six hosts previously declared. If one needs to declare more than 49 hosts, one needs to back out to the MHS Main Menu, then go into the Directory Manager again. More hosts can now be added.

This is documented on page B-15 of the MHS Installation manual, but it incorrectly gives the number of hosts as 50 rather than 49. A documentation PMR has been entered.

FYI: Error 14964 in Connectivity Manager
FYI

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TITLE: Error 14964 in Connectivity Manager
DOCUMENT ID#: FYI.S.MHS9
DATE: 14APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: .s\PARCEL\ ERROR 14969
contact your MHS dealer

ISSUE/PROBLEM

In the Connectivity Manager, when routing a message, the error message ".s\IPARCEL\ ERROR 14969 contact your MHS dealer" is displayed. There are no messages in the QUEUE or PARCEL directory.

SOLUTION

By removing the LOG and STAT files, space will be relieved for proper routing.

FYI: Number of minutes between forced connections
FYI

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TITLE: Number of minutes between forced connections
DOCUMENT ID#: FYI.S.MHS10
DATE: 15APR92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When changing the number of minutes at "Force connection every:" in HOST THAT THIS HOST PHONES, the value automatically changes to 10 minutes.

SOLUTION

The number of minutes between forced connections must be either 0 or 10 or greater minutes. If a value between 0 and 10 minutes is entered, MHS will automatically change it to 10 minutes.

The force connection value represents the number of minutes between connection attempts. Regardless of the number of

messages queued, MHS will make a connection to the remote host to check for inbound mail and deliver any queued messages.

The number of force connect minutes must also be greater than the number of seconds specified at "Schedule every:" in the TRANSPORT SERVER SETUP menu.

FYI: "Missing Signature" Error Message from MHS
FYI

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TITLE: "Missing Signature" Error Message from MHS
DOCUMENT ID#: FYI.S.MHS11
DATE: 18MAY92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: "Missing Signature"

ISSUE/PROBLEM

MHS keeps generating error messages reporting a "Missing Signature", yet the application is submitting a legal message to MHS. In some cases, the message may even be delivered.

SOLUTION

Check that there is sufficient space available on the disk/volume/drive where MHS and MHS gateways are installed. Also, verify that there is sufficient account balance for the user running both the Connectivity Manager and any gateways that might be installed.

FYI: NULMODEM and "phone number"

FYI

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TITLE: NULMODEM and "phone number"
DOCUMENT ID#: FYI.S.MHS12
DATE: 21MAY92
PRODUCT: MHS
PRODUCT VERSION: ALL
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In the Directory Manager, under "Routes to Workgroups, Hosts and Gateways", if the host type defined is a HUB (a host that this host phones), a phone number needs to be supplied. If there is no phone number needed (ie: using a T1 line or operator assisted call), this field still must be filled.

SOLUTION

It is recommended that a "," be used.

FYI: Operator assisted calls using MHS
FYI

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TITLE: Operator assisted calls using MHS
DOCUMENT ID#: FYI.S.MHS13
DATE: 21MAY92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How to run MHS when operator assistance is needed to make the call to a remote host.

SOLUTION

Use the HAYESMAN driver. Invoke the Connectivity Manager. When MHS reaches the point of dialing out, it will halt and prompt the user to dial the number. Using a phone connected to the modem, dial the operator and have them connect through. Once the receiving host answers and you hear the synch tones, press <ENTER> to continue the MHS connection sequence, then hang up the phone. MHS will establish the connection and exchange messages.

FYI: Stats file problem

FYI

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TITLE: Stats file problem
DOCUMENT ID#: FYI.S.MHS14
DATE: 28MAY92
PRODUCT: MHS
PRODUCT VERSION: v.15
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Incorrect entries are appearing in the stats file <HOSTNAME.R00> when one message is sent to a number of users at a remote host in SMF v70 format, ie a message is addressed to user1@host1, user2@host1, user3@host1, user4@host1, user5@host1. The Transmission Activities screen shows the message being routed to the five users. The <HOSTNAME.R00> file contains five entries, however the first four entries list user5 as the

recipient and the fifth entry lists user1 as the recipient. Users 2, 3 and 4 are not named in any entry even though they received the message.

SOLUTION

This is an MHS bug; PMR (Product Modification Request) 5467 has been created and submitted to engineering to be addressed.

FYI: Automating MHS login with AUTOEXEC.BAT

FYI

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TITLE: Automating MHS login with AUTOEXEC.BAT
DOCUMENT ID#: FYI.S.MHS16
DATE: 29MAY92
PRODUCT: MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When automating the startup of MHS in AUTOEXEC.BAT, MHS does not automatically start the Connectivity Manager. Instead, it asks for the administrative user's ID and password.

SOLUTION

There are several things to check. First, verify that there are no more than 16 drive mappings, including local, network, and search drives. Secondly, the NetWare user and MHS administrator both should have the same user name. For example, if the MHS administrator is ADMIN, you should log into the file server as ADMIN as well. If they are different, the environmental variables USER and PWD need to be set to the user ID and password for the MHS administrative user.

Finally, if the above suggestions fail to resolve the login problems, you may need to clear the keyboard buffer before starting MHS. This can be done using DEBUG to create a program. The following outlines the creation of such a file, CLRBUFF.COM:

```

        DEBUG CLRBUFF.COM          <-- you type
        File not found            <-- response from debug
        -a100                     <-- debug prompts '-', you
type      'a100'
        xxxx:0100  MOV AH,1       <-- type instruction
beginning      with MOV
        xxxx:0102  INT 16        <-- this checks if a key
is in the                buffer
        xxxx:0104  JZ  10C       <-- no key, jump to end of
program
        xxxx:0106  MOV AH,0      <-- key found, clear it
out
        xxxx:0108  INT 16
        xxxx:010A  JMP 100       <-- continue checking
buffer
        xxxx:010C  INT 20       <-- terminate
        xxxx:010E
line
        -rcx
        CX 0000
        :E                      <-- E is the size of this
program in                hex
        -w                      <-- write the file to disk
        -q                      <-- quit DEBUG

```

Once the file is created, add the command CLRBUFF in the AUTOEXEC.BAT file prior to the MHS call.

FYI: MHS and Other Network OS

FYI

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TITLE: MHS and Other Network OS
DOCUMENT ID#: FYI.S.MHS17

DATE: 2JUN92
PRODUCT: MHS
PRODUCT VERSION: NETWORK
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Does MHS work on other Network Operating Systems besides NetWare?

SOLUTION

NetWare MHS (Network Edition), owned and sold by Novell although originally created by Action Technologies Inc, has an IPX/NetWare requirement.

Anyone who desires the Network Edition of MHS on a different platform should contact Action Technologies at 510-521-6190 and inquire what other platforms are supported. Action provides MHS on non-NetWare platforms.

Addendum: For those situations where the functionality of the Network Edition of MHS is not required, NetWare MHS (Personal Edition) might be the solution.

FYI: Could not find routing directory
FYI

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TITLE: Could not find routing directory
DOCUMENT ID#: FYI.S.MHS18
DATE: 7APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5, all releases
SUPERSEDES: NA

SYMPTOM: Could not find routing directory

ISSUE/PROBLEM

On starting MHS for the first time after installation, an error message was displayed, "Could not find routing directory." MHS did not start and returned back to DOS.

SOLUTION

Customer had a TSR running in the background. MHS will not start with any TSRs, such as Norton Anti-Virus (NAV), running. This can be tested by rebooting the workstation with minimal configuration in AUTOEXEC.BAT and CONFIG.SYS files.

FYI: Running MHS with NACS/NASI

FYI

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| | |
|------------------|----------------------------|
| TITLE: | Running MHS with NACS/NASI |
| DOCUMENT ID#: | FYI.S.MHS19 |
| DATE: | 7APR92 |
| PRODUCT: | NetWare MHS |
| PRODUCT VERSION: | all versions, all releases |
| SUPERSEDES: | NA |
| SYMPTOM: | NA |

ISSUE/PROBLEM

MHS is not recognizing the network modem pool. The Netware Asynchronous Communications Server (NACS) has been installed and is running with modems that are supported by MHS.

SOLUTION

MHS does not support NACS. Modems must be installed on the workstation from which MHS will be run. MHS will only recognize modems that are installed on its workstation's COM ports.

FYI: MHSUSER adds extra blank line when output is redirected to a file

FYI

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TITLE: MHSUSER adds extra blank line when output is redirected to a file
DOCUMENT ID#: FYI.S.MHS20
DATE: 10APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5 (all revisions)
SUPERSEDES: NA

| SYMPTOM: | MHS 1.1 File: | MHS 1.5 File: |
|----------|---------------|---------------|
| | User1 | User1 |
| | User2 | |
| | User3 | User2 |
| | | User3 |

ISSUE/PROBLEM

MHSUSER adds extra blank line when output is redirected to a file, "MHSUSER -X03 -Application > filename". In MHS v1.5 there is a blank line added between the listing of user names that was not there in MHS v1.1. For example, see "SYMPTOM" above.

SOLUTION

Developers who are affected by this change need to program around it.

FYI: "Automate" Login to MHS

FYI

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TITLE: "Automate" Login to MHS
DOCUMENT ID#: FYI.S.MHS21
DATE: 10APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5(all versions)
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The customer does not want to be bothered by having to enter the MHS administrator's login name and password when he wants to modify the MHS configuration.

SOLUTION

The MHS administrator's MHS login name and password can be declared through DOS environmental variables. Place the following commands in the administrator's user login script or AUTOEXEC.BAT file: "SET USR=admin_name", and "SET PWD=admin_password". Note, the MHS administrator still needs Supervisor-equivalency.

FYI: Extended addressing

FYI

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TITLE: Extended addressing
DOCUMENT ID#: FYI.S.MHS22
DATE: 14APR92
PRODUCT: NetWare MHS

PRODUCT VERSION: (All releases, all versions)
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Not sure of extended addressing syntax for DaVinci.

SOLUTION

The MHS syntax is USERNAME@WORKGROUP. This translates into DaVinci's syntax WORKGROUP:USERNAME. Similarly, the extended addressing syntax for MHS is USERNAME@WORKGROUP {extended address}; the DaVinci syntax is WORKGROUP "extended address":USERNAME.

FYI: MHS and OS/2 v. 1.3

FYI

(Note: The origin of this information may be internal or external 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: MHS and OS/2 v. 1.3
DOCUMENT ID#: FYI.S.MHS23
DATE: 16APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Not able to open DOS box for running MHS in OS/2.

SOLUTION

The NetWare Requestor for OS/2 v.1.3 does not have strong support for its DOS box and this is why MHS has a problem running in it; it is not able to support MHS. The NetWare Requestor for

OS/2 v2.0 supports virtual IPX and thereby supports the DOS box in running MHS.

FYI: Bypassing Host Connections when Starting Connectivity Manager

FYI

(Note: The origin of this information may be internal or external 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: Bypassing Host Connections when Starting
Connectivity Manager
DOCUMENT ID#: FYI.S.MHS24
DATE: 17APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Under certain circumstances, it may be desired that the Connectivity Manager connect to just one host rather than to all possible hosts.

SOLUTION

After choosing the Connectivity Manager option from the main menu, hitting the return/enter key four (4) times before the Connectivity Manager has begun to process any messages will bring up the Connectivity Manager's menu and the desired host may be selected.

FYI: Memory allocation error

FYI

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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: Memory allocation error
DOCUMENT ID#: FYI.S.MHS25
DATE: 20APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5 revision A
SUPERSEDES: NA

SYMPTOM: Memory error [calloc (1,8192)] [allocated:
9370/ms:-145647199]

ISSUE/PROBLEM

When the Connectivity Manager is routing messages to an INET host, an error message similar to these is displayed.

Memory error [calloc (1,8192)] [allocated: 9370/ms:-
145647199]

Memory error [calloc (1,8192)] [allocated: 11372/ms:-
1672871922]

Memory error [calloc (1,7680)] [allocated: 18944/ms:-
1601830902]

SOLUTION

Memory allocation errors have been fixed in Rev B. The Rev B upgrade (V15B-N.EXE) is available on Netwire.

FYI: Registering host with NHUB

FYI

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TITLE: Registering host with NHUB
DOCUMENT ID#: FYI.S.MHS26
DATE: 21APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: (all versions, all releases)

SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How to register my host with NHUB, Novell's MHS hub service?

SOLUTION

To register an MHS host with NHUB via email or fax:

Send email to: "hubadmin@nhub",

Fax info to: "hubadmin @ 408-433-0775".

Include the following information:

MHS host name,
workgroup name,
MHS administrator's name,
contact person's name,
contact's email username,
company name & address,
voice phone number, and
fax phone number.

FYI: MHS modem drivers that aren't supported

FYI

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TITLE: MHS modem drivers that aren't supported
DOCUMENT ID#: FYI.S.MHS27
DATE: 21APR92
PRODUCT: NetWare MHS
PRODUCT VERSION:
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

Customer wants Novell to provide the information necessary so he may modify/create modem drivers.

SOLUTION

Novell does not support editing of the modem driver files (*.LOG and *.DEF files). This is not included in the MHS API.

FYI: Email message "cannot open header missing"

FYI

(Note: The origin of this information may be internal or external 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: Email message "cannot open header missing"
DOCUMENT ID#: FYI.S.MHS28
DATE: 22APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: Cannot open; Header missing

ISSUE/PROBLEM

When trying to run DaVinci eMail, the message "cannot open; header missing" appears.

SOLUTION

This is a common problem in DaVinci 2.0d and is fixed in rev H. Call the DaVinci bulletin board at 919-881-4342 and download two files; EMAILDOS.BBB (pswd=alex), a 200K file and REPORTFM.TXT (no password). If there is a problem with the patch, use the .TXT file form and fax it to DaVinci. This patch corrects 65% of the major bugs. Client MUST be on DaVinci 2.0 Rev D for the patch to work.

FYI: Re-register DaVinci eMail

FYI

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TITLE: Re-register DaVinci eMail
DOCUMENT ID#: FYI.S.MHS29
DATE: 22APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Using MHSUSER -x10 client was not able to re-register an earlier version of DaVinci. The error -8 "unable to modify application" was displayed.

SOLUTION

Go to the EMAIL\ADMIN directory and run DVS_MHS. When it asks for the MHS path, this MUST BE with a drive letter and not fileserver/volume:. This might be M:\ or M:\MHS; if it doesn't work one way, the message, "can't find NETDIR.TAB" will appear; then try the other format.

FYI: Number of users limited

FYI

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TITLE: Number of users limited
DOCUMENT ID#: FYI.S.MHS30
DATE: 22APR92

PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When pgraded DaVinci from 1.7 to 2.0 and MHS1.11 to 1.5 where is the limited user amount was coming from.

SOLUTION

DaVinci has a user limitation; it will allow for the user mailboxes but will only recognize the first 10, 20, 50, or 100 users in the "Users at This Host" list.

FYI: SEAL.EXE Missing from MHS 1.5

FYI

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TITLE: SEAL.EXE Missing from MHS 1.5
DOCUMENT ID#: FYI.S.MHS31
DATE: 24APR92
PRODUCT: NetWare
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When developing to SMF64 but not SMF70, SEAL.EXE is missing from MHS 1.5 and without SEAL.EXE, applications don't work with MHS1.5.

SOLUTION

There are multiple issues involved.

First, the SEALing function is not required by MHS 1.5. The developer may be able to make minor revisions to his application so that it will work more directly with MHS 1.5. The developer should open an MHS API support call (800-NETWARE or 801-429-5588) to discuss this more fully.

Second, the developer should purchase the MHS 1.5 Developer's Kit. This SDK includes four copies of MHS software (2 Network, 2 Personal), the SMF API Programmer's Reference manual, and some MCB software utilities. These MCB utilities include NSEAL.EXE for use with Network MHS and PSEAL.EXE for use with Personal MHS. The MHS SDK can be ordered through MHS Developer Relations (408-473-8989).

FYI: MHS Displays "Q" for Host Route/Queue
FYI

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TITLE: MHS Displays "Q" for Host Route/Queue
DOCUMENT ID#: FYI.S.MHS32
DATE: 29APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In the "MHS Utilities", "List all Host Routes and Queues" display, a host may have the value "Q" under the "Act" column heading. What does the "Q" mean? It is not documented in the MHS Installation manual.

SOLUTION

"Q" is a valid value for this field. It signifies that there is queued mail waiting for a host that telephones this

host.

FYI: Running MHS on Netware Lite

FYI

(Note: The origin of this information may be internal or external 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: Running MHS on Netware Lite
DOCUMENT ID#: FYI.S.MHS33
DATE: 30APR92
PRODUCT: NetWare MHS
PRODUCT VERSION: v1.5, all releases
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can MHS run on NetWare Lite?

SOLUTION

NetWare MHS v1.5N is not designed to work on NetWare Lite. However, MHS v1.5P, which does support multiple users, can be installed on one of the workstations and used to connect asynchronously to other hosts. Users will need to access this workstation to send and receive messages as well as run the Connectivity Manager.

NOTE: Using MHS 1.5P on NetWare Lite is unsupported. Users can implement the above solution at their own risk.

Document 1001

FYI

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Document 1001
Books on DR DOS 6
06/05/92

Novell Desktop Systems Group

The following books have been published on DR DOS 6.0:

"Power of DR DOS 6.0 - A Complete Guide" by Tom Goodell, MIS: Press

"Stepping Up to DR DOS 6.0" by Volker Sasse, Abacus - A Data BeckerBook

"DR DOS 6.0 Customizing Toolkit" by David Busch, Business One Irwin

"DR DOS 6 By Example" by Bill Lawrence, M&T Press

"The First Book of DR DOS 6" by Tim Stanley, Que

"Quick Reference Book on DR DOS 6" - Published by Que

"DR DOS 6.0 Inside and Out" by Hugh Bayless, Osborne McGraw Hill

"DR DOS 6.0 Book" by Galen Grimes, Macmillan Computer Publishing

"Illustrated DR DOS 6.0" by Russ Stoltz, Wordware

Document 1117

FYI

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Document 1117
DIREXIST Command


```

||
echo || An inhancement to batch file processing provides the same
||
echo || result, but with a more consistant batch file interface.
||
echo ||
||
echo
┌───────────────────────────────────────────────────────────────────────────────────┐
└──┘
if "%1"==" " goto oops
if DIREXIST %1 echo Directory Already Exists

IF NOT DIREXIST %1 MD %1

if DIREXIST %1 echo Directory %1 made with DIREXIST.
dir *.
exit

:oops
echo
┌───────────────────────────────────────────────────────────────────────────────────┐
└──┘
echo | OOPS!: Need a directory name to create, try: IFDIR.BAT
C:\TEST |
echo
┌───────────────────────────────────────────────────────────────────────────────────┐
└──┘

```

Document 1307

FYI

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Document 1307

MEM /A
3/31/92

Novell Desktop Systems Group

INTRODUCTION

DR DOS 6.0's MEM command has several different options for displaying current Memory status. MEM /A is the most widely used MEM option for troubleshooting Memory configuration issues. This displays a combination of all MEM options available. Please see pages 258-259 of the DR DOS User Guide for additional information regarding the MEM command.

NOTES

Please note that the MEM /A listing differs from system to system. Also, changes to the machine's hardware or to various operating system configuration files, namely CONFIG.SYS and AUTOEXEC.BAT, will also affect a MEM /A listing. A recommended method for determining changes to this listing is to start examination of the MEM /A listing with a stripped software configuration (i.e. a simple CONFIG.SYS and AUTOEXEC.BAT).

NOTE: this document assumes that the reader has an in-depth understanding of DOS memory management principles and terms. A user may find it beneficial to brush up on memory management principles by examining any or all of the Digital Research memory management references listed below.

DR DOS 6.0 User Guide

DR DOS 6.0 Optimization and Configuration Tips

DR DOS 6.0 Tips #1300 through 1306

MEM /A DESCRIPTION

Address refers to the address at which an item (drivers, TSRs, programs etc.) is located in RAM. Segment address range 0000-9FFF refers to the Conventional Memory Area; Address A000-BFFF refers to Video Memory Area; Address C000-EFFF refers to the Upper Memory Area; Address FFFF-11000 refers to the High Memory Area. One can determine where a device driver, TSR, or program is by looking at the first four digits of the address and checking against the above ranges. In the attached example, MOUSE is at address E72E:0000 and is therefore in the Upper Memory Area.

Owner refers to the actual driver, TSR, or program name which is the owner of the address range. For example MOUSE owns address E72E:000 which is an Upper Memory address.

Size refers to the size of the actual device driver, TSR, or program in memory. Size appears in both hexadecimal and decimal

formats. For example MOUSE is 13,936 bytes in size or approximately 13 kilobytes. (13,936 bytes / 1024 bytes per kilobyte = approximately 13 kilobytes)

Also notice that MOUSE is the owner of the Conventional Memory Address A54:0000. Here, MOUSE's size is only 288 bytes. As one can see the bulk of the program MOUSE is in Upper Memory at address E72E:0000. This smaller amount (288 bytes) of MOUSE remains in Conventional Memory at address A54:0000 as a link or pointer to the rest of MOUSE at address E72E:0000. Many program types will leave a portion of their code, called a "foot print", in Conventional Memory in order to point to the rest of the program in Upper or High Memory.

Type defines what occupies each particular address whether it be a Loadable device driver, Built-in device driver, FREE space, Environment, or other program type. Many of the program types are outlined below.

Document 1307

Note: One may notice an identical Owner-Type specification both in Conventional Memory and Upper or High Memory. This is because applications may need something in Conventional Memory to find or reference the rest of the program in Upper or Conventional Memory.

RAM refers to an addressed area of Random Access Memory. RAM acts as a heading for a certain range of addressable memory. In the example RAM shows a size of 655,360 which refers to all of the 640k of Conventional Memory.

Interrupt Vectors refers to the address reserved for the interrupt vector tables. In the example, Interrupt vectors own the first address in RAM of 0:0000 and is 1,024 bytes in size.

ROM BIOS Data Area refers to the addresses in RAM of certain ROM BIOS information needed by DOS. In the example, the ROM BIOS data area owns address 40:0000 and is 256 bytes in size.

DOS Data Area refers to the address reserved as a DOS work area. In the example, the DOS data area owns address 50:000 and is 512 bytes in size.

Device Drivers is a header for the Built-in device drivers, listed below this line. In the example, Device drivers own the addresses ranging from 70:050B to 70:0671 and add up to 2,912 bytes in size.

Built-in device driver refers to the addresses of DOS's built in I/O functions. In the example, there are many Built-in device drivers which own addresses ranging from 70:050B to 70:0671.

System is a header for a group of program types defined below the System type line. Notice that the amount of bytes occupied by the System is usually greater than the total of the listed programs. We will assign the term System Overhead to the difference in amount. In the example, System owns addresses 126:0000 to 126:0048 and is 2,528 bytes in size.

Loadable device driver generally refers to an address occupied by those device drivers and TSRs which are loaded from the CONFIG.SYS file. In the example, there are loadable device drivers which own addresses 255:0000 (EMM386.SYS), 2BC:0000 (SuperStor's SSTORDRV.SYS), and DF02:0000 (CON, which is ANSI.SYS).

Program refers to the address of an executable (.EXE or .COM) which is currently in RAM. In the example, Program owns addresses A0A:0000 (COMMAND.COM), A78:0000 (MEM.EXE), E72E:0000 (MOUSE.COM), FFFF:00E0 (COMMAND.COM), and FFFF:EFE3 (SuperStor code).

NOTE: Notice how MEM owns address A78:0000 and is 80,608 bytes in size. MEM will only take up memory during execution and will release itself from memory upon completion. This is why the 80,608 bytes MEM takes up is not subtracted from the final amount of available Conventional Memory.

Environment refers to an address which is owned by environment space set aside by a particular program. A ceiling for environment space is set up via DR DOS 6.0's /E:xxxx switch on the SHELL= statement in CONFIG.SYS Note: generally 16 bytes are added to the environment size. Example: if your environment size is 512 bytes, the size of the environment shown by the MEM command is 528 bytes (512 bytes + 16 bytes). In the example, Environment owns addresses A2B:000 (Environment set up by COMMAND.COM), A54:000 (Environment set up by MOUSE.COM), and A66:0000 (Environment set up by MEM.EXE).

FREE refers to the address of a block of RAM space available for use by programs. In the example, address 1E26:000 and beyond are FREE (a total of 531 Kbytes).

NOTE: A user may add the amount of MEM.EXE in memory (80,608 bytes) and the amount reported by the FREE at 1E26:000 (531,856

bytes) to determine total available Conventional Memory (612,192). Notice that this number differs to that reported in the Standard Memory Allocation Reporting which reports 612,736 bytes. We term this difference "System Overhead" as it represents a small amount of unreported memory (272 bytes).

Upper System Memory refers to the address of an EXCLUDED area of memory. Excluded memory is memory which has been made exempt from DOS use or manipulation. In the example, Upper system memory owns address 9FFF:0000 to DF00:0000 (Upper RAM) for an amount of 258,064. This range actually represents a contiguous block that includes the first two segments of Video Memory plus ROMs, Shadow ROMs, the LIM page frame (EMS memory) and the EMM386 driver code which DR DOS does not make available.

Extended ROM BIOS Data Area refers to an address of system memory allocated for BIOS use. We would generally term this area BIOS Scratch Area. Many BIOSes have the ability to set aside 1 kilobyte of BIOS Scratch Area for BIOS use. This 1 kilobyte amount will be subtracted from the overall Conventional Memory total which is generally 640 kilobytes (640 kilobytes - 1 kilobyte = 639 kilobytes). In the example, there is not an address owned by the Extended ROM BIOS data area.

XMS Upper Memory Block refers to an address owned by a program which put a portion of itself into Upper Memory without the assistance of a HILOAD, HIINSTALL, HIDEVICE, or similar command. SuperStor's device driver, SSTORDRV.SYS, is one such program. SSTORDRV.SYS may not be put into Upper Memory using of the commands above. However, SSTORDRV.SYS will put a portion of itself into Upper Memory as long as it is loaded after a memory manager which creates Upper Memory Blocks (EMM386.SYS). In the example, XMS Upper Memory Blocks own addresses E004:0000, E207:0000, and E6FC:0000 (SHARE.EXE).

DR DOS BIOS Code refers to an address of DR DOS's own Basic Input Output System functions. In the example, DR DOS BIOS code owns address FFFF:1590 and is 2,552 bytes in size.

DR DOS Kernel Code refers to the address which is occupied by the DR DOS Operating System kernel. This address is affected by the DR DOS 6.0 memory manager's /BDOS switch. In the example, DR DOS kernel code owns address FFFF:2370 and is 37,952 bytes in size.

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Disk Buffers refers to an address which is occupied by small areas or blocks of memory called buffers. The placement of


```

70:059B   COM4           Built-in device
driver
70:0602   CLOCK$           Built-in device
driver
70:0645   CON              Built-in device
driver
70:0671   A:-D:           Built-in device
driver
126:0000  DR DOS          11B0h,   4,528   System
126:0048  NUL              Built-in device
driver
241:0000  DR DOS          2030h,   8,240   System
255:0000  EMMXXX0         640h,    1,632   Loadable device driver
2BC:000   E:              5C30h,  23,600   Loadable device driver
A0A:0000  COMMAND         210h,    528     Program
A2B:0000  COMMAND         210h,    528     Environment
A4C:0000  -----         80h,     128     FREE
A54:0000  MOUSE           120h,    288     Environment
A66:0000  MEM             160h,    352     Environment
A78:0000  MEM             13AE0h,  80,608   Program
1E26:0000 -----         81D90h, 548,848  FREE
9FFF:0000 EXCLUDED        3F010h, 258,064  Upper system memory
-----
-----

```

Document 1307
Upper Memory

```

C000:0000 -----         6000h,  24,576  ----- ROM
-----
C600:0000 -----         1000h,   4,096  ----- Shadow ROM
-----
C700:0000 -----         1000h,   4,096  ----- ROM
-----
C800:0000 EMS             10000h, 65,536  -----EMS
memory-----
-----
D800:0000 EMM386          7000h,  28,672  EMM386 device driver
code
-----
-----
DF00:0000 -----        11000h, 69,632  ----- Upper RAM
-----
-----
DF00:0000 DR DOS          1040h,   4,160  System

```

```

DF02:0000 CON          1020h,    4,128    Loadable device driver
E004:0000 DR DOS      1F90h,    8,240    XMS Upper Memory Block
E207:0000 DR DOS      2290h,    8,848    XMS Upper Memory Block
E430:0000 DRDOS       2CC0h,   11,456    System
E47E:0000 DRDOS        600h,    1,536    3 Disk buffers
E6FC:0000 SHARE        320h,     800    XMS Upper Memory Block
E72E:0000 MOUSE       3670h,   13,936    Program
EA95:0000 -----    56B0h,   22,192    FREE

```

```

-----
F800:0000 -----    1000h,    4,096    ----- Shadow ROM
-----
F900:0000 -----    7000h,   28,672    ----- ROM
-----

```

High Memory

```

-----
FFFF:00E0 COMMAND    1380h,    4,992    Program
FFFF:1470 -----     120h,     288    FREE
FFFF:1590 DR DOS     DE0h,    3,552    DR DOS BIOS code
FFFF:2370 DR DOS     9440h,   37,952    DR DOS kernel code
FFFF:B7B0 -----     83h,     131    FREE
FFFF:B833 DR DOS     3600h,   13,824    27 Disk buffers
FFFF:EFE3 System     101Dh,    4,125    Program
-----

```

BASIC MEMORY ALLOCATION REPORTING - MEM

NOTE: The following description covers the final section of the MEM /A listing, or the listing resulting from a simple MEM command. Also, the following description includes sub-headings which are not found on either of the above two command listings. These subheadings are included to help the user understand other memory areas generally referenced within the DR DOS operating system.

| Memory Type | Total Bytes | (Kbytes) | Available |
|--------------------------|-------------|------------|-----------|
| Conventional (598K) | 655,360 | (640K) | 612,736 |
| Upper (21K) | 69,632 | (68K) | 22,192 |

| | | | | |
|------------------|-----------|-----|---------|-----------|
| High | 65,520 | (| 64K) | 419 |
| (0K) | | | | |
| Extended | 3,145,728 | (| 3,072K) | 0 |
| (0K) | | | | |
| Extended via XMS | | N/A | | 2,932,736 |
| (2,864K) | | | | |
| EMS | 2,932,736 | (| 2,864K) | 2,932,736 |
| (2,864K) | | | | |

Conventional refers to the RAM memory between 0-640 kilobytes. Conventional Memory consists of the Low Memory Area and the Temporary Program Area or TPA.

Low Memory Area refers to the first 64k of Conventional Memory. Low Memory Area is where the DOS kernel and its associated structures had to reside previous to recent improvements in memory management. Since such improvements, the DOS kernel and its associated structures may be moved into the Upper Memory Area or High Memory Area. The Low Memory Area area can be disabled (not used by applications) or enabled (used by programs) with the MEMMAX +/- L command. Enabling the Low Memory Area makes it a part of the Temporary Program Area.

Transient (Temporary) Program Area refers to the RAM memory area in which applications run.

Upper refers to the RAM memory between 640 kilobytes and 1 megabyte. Under certain circumstances a user may want to use the MEMMAX +/- U command to enable or disable Upper Memory.

Video Memory Area refers to the first 128 kilobytes of the Upper Memory area in RAM. This area allows for the paging of video memory from system RAM to the video card's RAM and visa versa. Basically, DOS pages video memory off of the video card into system RAM where the application can access it. Additional Upper Memory may be used by video (eg. for Super VGA). Please see your video card's manual for the complete Upper Memory Requirements (addresses) of the card. Under certain circumstances the MEMMAX +/- V switch may allow for the usage of certain unused Video Memory as Conventional Memory. Please refer to page 581 of the DR DOS User Guide for additional information regarding memory paging.

640 kilobytes to 704 kilobytes is the range that EGA and VGA graphics cards use to page data. This area may go unused with a CGA or Hercules card.

704 kilobytes to 768 kilobytes is used for video memory. Roughly

half of this area is used for monochrome or Hercules graphics, roughly half is reserved for CGA, EGA or VGA.

768 kilobytes to 1024 kilobytes refers to the Upper Memory Range used to HILOAD, HIDEVICE and HIINSTALL device drivers, TSRs and programs. This area may also be utilized by special hardware cards and ROMs.

NOTE: The amount of Total Upper Memory in bytes corresponds to the amount of Upper RAM shown at address DF00:0000. The amount of Available Upper Memory in bytes corresponds to FREE shown at address EA95:0000.

High refers to the first 64 kilobytes of RAM memory above 1 megabyte.

Extended refers to all RAM memory which is beyond 1 megabyte and has not yet been defined by a specification.

Extended via XMS refers to Extended memory which has been converted to the XMS specification.

EMS refers to Extended memory which has been converted to the EMS or Expanded Memory specification.

Document 1616

FYI

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Document 1616

OS/2 Installation with DR DOS
06/05/92

Novell Desktop Systems Group

NOTES

This document will supplement the information found in the OS/2 Installation Guide. A full understanding of the installation guide is necessary to properly install OS/2 with DR DOS 6.0.

PLANNING AHEAD

Determine which operating systems are to be used on the system and planing accordingly. If only OS/2 & DR DOS 6.0 are going to be installed, see the "Dual Boot" section. If an additional Single User Disk Operating System is going to be used see the "Multiple DOS" section in addition to the "Dual Boot" section. If you are planning to use OS/2 with another OS version see the "Multi Boot" Section.

DUAL BOOT

For DR DOS in use with OS/2, the dual boot is the most practical method for the end user. As explained in the Installation Guide on page 25, DR DOS must be installed on the drive prior to installing OS/2. Make sure there is at least 40MB of hard disk partition as the primary drive. OS/2 can take up as much as 34MB of disk space and DRDOS needs 2.5MB of space. Do not compress the primary drive with SuperSTOR or other disk compression utilities. Copy COMMAND.COM to the DRDOS directory and edit the config.sys file to read:

```
SHELL=C:\DRDOS\COMMAND.COM C:\DRDOS
(COMSPEC=C:\OSUTILS\COMMAND.COM for Multiuser DOS)
```

OS/2 is now ready to install.

Multiple DOS

If more than one DOS is to be used with OS/2, batch files for rebooting are necessary to determine which system to utilize on reboot. MS DOS and DR DOS can not be used with OS/2 without a third party boot manager. A sample batch file to alternate between DR DOS 5.0 and DR DOS 6.0 follows:

DOSBOOT.BAT

```
ATTRIB IBM*.COM -RSH
If "%ver%"=="6.0" GOTO DRDOS6
:DRDOS5
REN IBM*.COM DR5*.COM
REN DR6*.COM IBM*.COM
GOTO END
:DRDOS6
```



```
REN IBM*.COM DR6*.COM
REN DR5*.COM DR6*.COM
:END
ATTRIB IBM*.COM +RSH
ECHO REBOOT THE SYSTEM NOW . . .
```

This file will remove the attributes of the IBMBIO.COM and IBMDOS.COM in order to rename them. Check for current version and prepare to change to alternate version. Rename the current system files to appropriate version files. Rename the future version files to the appropriate system files. Restore the attributes of the new system files.

The system must be rebooted for these changes to take effect.
NOTE: If Dual Booting from OS/2 - the system will return to the version of DR DOS for the current system files.

Multi Boot

To use OS/2 with another OS as well as DR DOS use the Multi boot method described in the Installation Guide. Do not load DR DOS prior to OS/2 installation.

DO FDISK the drive with DR DOS with partitions described in the Installation Guide (Figure 3 page 36). Install OS/2, then install DR DOS. If you use the FDISK utility with OS/2, you will need to format the drive with DR DOS before installing. After installation make the same changes with regard to COMMAND.COM and CONFIG.SYS as described in the "Dual Boot" section.

For more information see Document 1617 on OS/2 and DR DOS Compatibility.

Document 1617

FYI

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Document 1617
OS/2 and DR DOS Compatibility
06/05/92

Novell Desktop Systems Group

General Notes

DR DOS 6.0 and OS/2 are compatible and will work well together. It is the full features of DR DOS 6.0 that will be covered in this document and not the general compatibility. OS/2 is a separate operating system and uses a separate shell to operate DOS applications. Many of the features in DR DOS can be operated in both operating systems, where some can only work while booted under DR DOS. Other features may not be utilized because of conflicts with OS/2, and any use of these features should be done with extreme caution.

DR DOS Features

Delwatch- Will not operate in a DOS shell under OS/2.

Delpurge- Will not operate in a DOS shell under OS/2.

Diskmap- No errors detected working in either environment.

Diskopt- Will come up but not run in an OS/2 environment. No effect on OS/2 files when run in the DR DOS environment.

Password - Shows incorrect version of operating system in an OS/2 environment. Files and directories currently having passwords are not secured.

Script- Shows incorrect version of operating system in an OS/2 environment.

Security- If Security is enabled OS/2 WILL NOT boot under any circumstance. Security should not be used.

SuperSTOR - Extended partitions of the hard disk can be compressed with SSTOR.EXE while booted under DR DOS 6.0. These partitions can not be read by OS/2 and the driver can not be loaded in the OS/2 CONFIG.SYS file, so any applications on the compressed drive will not be accessible while operating in OS/2.

SuperPCK- SuperPCK can be used under either operating system but will not provide any benefit while booted under OS/2. OS/2 has its own cache so SuperPCK is not necessary.

Taskmax- OS/2 is a multi-tasking environment so TASKMAX is

not necessary. Taskmax will not run in a DOS shell.

Viewmax- OS/2 is a graphical interface so VIEWMAX is not necessary, but it will run in the DOS shell. 2(two) arrows will be displayed, one for OS/2 and one for VIEWMAX. Wait until the viewmax arrow (there is a slight delay in movement between the two arrows) is placed over the desired action before clicking the mouse button.

Undelete- Fails to write corrections to disk in an OS/2 environment.

Internal Commands

These commands are taken over by the OS/2 environment are no longer internal to DR DOS. You should refer to you OS/2 documentation for more information on the internal commands for OS/2.

Ver- Show OS/2 in the OS/2 environment DOS shell.

External Commands

The following commands are included with OS/2 and should be utilized when in the OS/2 environment.

CHKDSK.COM, FORMAT.COM, MODE.COM, XCOPY.EXE, DISKCOPY.COM, DISKCOMP.COM, REPLACE.EXE, COMP.COM, MORE.COM, PRINT.COM, FIND.EXE, KEYB.COM, BACKUP.EXE, FDISK.COM, RECOVER.COM, LABEL.COM, TREE.COM, SORT.EXE, UNDELETE.COM, ATTRIB.EXE, RESTORE.EXE, EDLIN.COM, MEM.EXE

The following DR DOS external commands work with certain exceptions

Format- Format will format disks correctly will all switches working correctly except for the /S to copy system files while in an OS/2 environment. The system files will be copied, but the disk is not bootable.

Tree- Works fine in either environment but shows different statistics than the OS/2 version.

Editor- Works fine in DOS shell but has different features than EDLIN.

Mem- Works fine in DOS shell but has different statistics than the OS/2 Version.

Sys- Copies the system files for DR DOS but disk is not bootable.

Other external commands either do not work in the OS/2 environment showing wrong OS version or function normally. Refer to the OS/2 documentation for features that can be utilized in OS/2 and avoid these conflicts.

Document 1907

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Document 1907

Manual Installation of Multiuser DOS
06/05/92

Novell Desktop Systems Group

Single Operating System

Prepare the hard disk with FDISK, creating at least a 5MB active bootable partition. Format the bootable partition with a FORMAT x: /s where x: is the bootable drive (This will require booting from Multiuser DOS). Make a directory on the bootable partition of \OSUTILS (MD \OSUTILS) and copy all the files from the root directories (COPY A:*. * x:\OSUTILS) of the installation disks into this directory. After copying all the files to the hard drive, rename INSTALL.EXE in the \OSUTILS directory to SETUP.EXE. See section on "Creating Necessary Files."

Multiple Operating System

Make sure the bootable partition on the hard disk has at least 5MB of available space. Make a directory on the bootable partition of \OSUTILS (MD \OSUTILS) and copy all the files from the root directories (COPY A:*. * x:\OSUTILS) of the installation

disks into this directory. After copying all the files to the hard drive, rename INSTALL.EXE in the \OSUTILS directory to SETUP.EXE. Remove the attributes can copy IBMDOS.COM on the installation diskettes to DRMDOS.SYS (ATTRIB A:\IBMDOS.COM -RSH, COPY A:\IBMDOS.COM x:\DRMDOS.SYS) Copy LOADER.COM from the \OSUTILS directory on the hard drive to the ROOT directory (COPY \OSUTILS\LOADER.COM \LOADER.COM). Run LOADER.COM to initialize the drive for Multiple O/S booting. See section on "Creating Necessary Files."

Creating Necessary Files

Add the following lines to the beginning of the AUTOEXEC.BAT:

```
If "%OS%"=="DRMDOS" goto DRMDOS      ;To determine the operating
system.
GOTO SKIP                             ;Placed at the end of your
existing O/S                           ;commands.
                                       ;A label
:DRMDOS
SET TEMP=x:\OSUTILS\TMP
PATH x:\OSUTILS;
APPEND x:\OSUTILS
SUSPEND = OFF
PROMPT %CONSOLE% $P$G
EXIT
:SKIP
```

These lines are necessary for Multiuser and will not be created by running SETUP. x: being the drive letter where Multiuser is installed. The original AUTOEXEC.BAT should continue after the label ":SKIP". After adding the necessary lines to the AUTOEXEC.BAT and rebooting run SETUP to configure your system parameters. It may be necessary to copy files from the subdirectories on the installation diskettes for drivers or batch files for specific applications.