

Appendix **A**

Error Conditions

Overview

Most of the error conditions in NCSA Telnet are nonfatal. The most important and common error messages are listed here with a short summary of the symptoms and causes.

Common Errors

The following messages may appear on your screen during the operation of NCSA Telnet. Any other messages that appear are protocol-specific messages that may require additional diagnosis from the system administrator. If a message that is not documented here occurs repeatedly, please contact your system administrator first. If you cannot find a solution, please submit a bug report using the form provided at the end of this manual.

```
AppleTalk initialization failed; couldn't install listener  
or  
EtherTalk initialization failed; couldn't install listener
```

Cause:

NCSA Telnet is having difficulty conversing with AppleTalk or EtherTalk, respectively. There are a number of possible causes for this, such as the use of conflicting and improperly coded AppleTalk or EtherTalk programs.

Solution:

If you are concurrently using another AppleTalk product, try running NCSA Telnet without it. Otherwise:

1. Reboot.
2. Check that AppleTalk is connected in the Control Panel or Chooser desk accessory, if you are using AppleTalk.

Check whether your configuration file contains the specification `hardware=ether` (see Chapter 8).

3. Try running NCSA Telnet again.

Cannot find or open configuration file

Cause:

NCSA Telnet normally operates with a configuration file. This file could not be found.

Solution:

A dialog box, shown in Figure A.1, appears on your screen. Click on this error dialog box to continue. A dialog box appears from which you may elect to quit the program and return to the Finder, or find a suitable configuration file elsewhere on your disk.

Figure A.1 Missing Configuration File Dialog Box



If you choose to find a different file, NCSA Telnet displays a standard directory dialog box from which you can select the text file to use as your configuration file. This does not permanently change the name or place that NCSA Telnet looks for its configuration file. To prevent the error dialog box from being displayed again, put your configuration file into the folder containing NCSA Telnet or the System Folder.

ICMP: Destination unreachable

Cause:

Another machine—probably the gateway—has determined that your message cannot reach its destination from your system.

Solution:

Check the IP address in your configuration file. Notify your system administrator that the gateway cannot connect you to the destination you want to reach. There may be a problem with the gateway.

Local Host or gateway not responding

Cause:

Possible reasons this error occurs are: network problems, a configuration file problem, the computer you want to connect to is down, or the gateway that you need is down.

Solution:

If the computer is on your local network, check to see that the network is up and running. If the computer is not on your local network, check to see if the gateway is up and running. Ask the system administrator to check the specification of the gateway in your configuration file. Check the IP number of the computer to which you are trying to connect. Check to make sure that your computer is attached to the network. Check the integrity of the network cable. Check any Ethernet devices' configuration of thick versus thin Ethernet.

`not enough memory left to open`

Cause:

Your system ran out of memory. This is the most common barrier to opening more sessions.

Solution:

Log off of some of your sessions or provide more memory in which NCSA Telnet can run. Providing more memory may mean buying more or allocating more memory under MultiFinder.

`No internal TCP ports available`

Cause:

You are trying to do too many activities at the same time, or some combination of your activities has not closed the TCP sessions correctly. This will happen if you open too many sessions to other computers.

Solution:

Close some of your existing sessions. If necessary, exit the program by logging off all of the other computers and restart NCSA Telnet.

`unable to open resolver`

Cause:

You are trying to run the MacTCP version of NCSATelnet when you don't have MacTCP installed. This message signals that NCSA Telnet couldn't open the MacTCP domain name resolver.

Solution:

If you do not have MacTCP installed, you should either install MacTCP, or change the hardware line in config.tel to either Appletalk, ether, or some other appropriate option.

If you have MacTCP installed, try the following:

1. Delete the 'MacTCP Prep', and 'MacTCP DNR' files from the System Folder, and restart your Mac.

2. Make sure the IP number in MacTCP is correct (if obtaining manually).
3. Make sure you have the correct option under Obtain Address in MacTCP.
4. Verify that you have the correct class network option chosen in MacTCP.

Error opening TCP drivers

Cause:

A configuration problem.

Solution:

If you are using MacTCP, check the following in your MacTCP control panel:

1. Verify the Obtain Address option is set correctly.
2. Make sure your IP number is properly set.
3. Make sure that the subnet mask is correct for your network.

Possibly no dynamic addressing

Cause:

Your network options in MacTCP are not configured correctly.

Solutions:

If you are using MacTCP, check the following options in your MacTCP control panel:

1. Make sure that your Obtain Address option is set correctly. Telnet is possibly reporting an error with the way your IP number is assigned.
2. Verify that the IP number is correct, if obtaining the IP address manually.
3. Check that the subnet mask is correct for your network.

host not on file or on server

or

host or gateway not responding

Cause:

Telnet is unable to resolve the host's address that you are trying to connect to.

Solutions:

If you are using MacTCP, check the following options in your MacTCP control panel:

1. Make sure that the domain Name Server Info Box is filled out properly, and the default name server is specified.
 2. Delete the 'MacTCP Prep' and 'MacTCP DNR' files from your System Folder, and restart the Macintosh.
 3. Verify the correct Ethernet/Ethertalk option is chosen.
 4. Make sure that the gateway is properly specified.
 5. Make sure that the correct Obtain Address option is selected.
6. Verify that the subnet mask is correct for your network.