

Appendix C • Troubleshooting

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The following sections list explanations and solutions for error codes and messages that you may encounter during your use of InterPPP.

[Section C.6, Problem Solvers](#) , describes situations that can cause confusion and provides ways to resolve them and possibly avoid them in the future. If the information you need is not available in this appendix, please refer to [Appendix D, Manufacturer Technical Support](#), and [Appendix E, Getting Help](#) , before contacting InterCon Technical Support.

C.1 CCL Error Codes

CCL returns the following error codes:

-6007

There is at least one script open.

-6008

The script was canceled.

-6009

The script contains too many lines.
-6010

The script contains too many characters.
-6011

The script has not been initialized.
-6012

There is a cancel in progress.
-6014

There was an exit with no error.
-6015

There is a label that is out of range.
-6016

There was a bad command.
-6017

The end of the script has been reached with no Exit found.
-6018

The match string index is out of bounds.
-6019

There was a modem error, and the modem is not responding.
-6020

There is no dial tone.
-6021

There is no carrier.
-6022

The line is busy.
-6023

There is no answer.

C.2 CCL Scripting Errors

Bad command in modem CCL script.

There is a command in the CCL script that the modem does not recognize. Open your CCL script, make sure all commands are legal, and try the connection again.

Bad parameter in modem CCL script.

There is a parameter in the CCL script that the modem does not recognize. Open your CCL script, make sure all parameters are legal, and try the connection again.

Can't open a script file bigger than 32k bytes.

Your CCL script is too large for InterPPP to open. Try opening it up in a text editor, such as Microsoft® Word, and edit it down to less than 32K. Use InterPPP to open the script after decreasing the file's size.

CCL script error.

There is an error in the CCL script. Open your CCL script, make sure all parameters and statements are legal, and try the connection again.

Error in modem CCL script.

There is an error in the CCL script. Open your CCL script, make sure all parameters and statements are legal, and try the connection again.

no @ANSWER in modem CCL script.

There is no @ANSWER statement in the CCL script you are using. Open the script, add the appropriate @ANSWER statement to your script, and try the connection again.

no @HANGUP in modem CCL script.

There is no @HANGUP statement in the CCL script you are using. Open the script, add the appropriate @HANGUP statement to your script, and try the connection again.

no @ORIGINATE in modem CCL script.

There is no @ORIGINATE statement in the CCL script you are using. Open the script, add the appropriate @ORIGINATE statement to your script, and try the connection again.

The CCL script failed to compile due to an error in the script text.

There is text in the CCL script that the script interpreter does not recognize. Open your CCL script, make sure all parameters and statements are legal, and try the connection again.

C.3 Connection Errors

Login Failed.

Make sure that the correct passwords have been entered and check the [Activity Log](#) for more possible causes.

Modem error; modem not responding.

This can occur for many reasons. One may be if the modem is used in rapid succession between applications or connections. For example, if the modem is used for five sequential connection attempts when the destination is busy. Try turning the modem off and then back on, check that it is connected and configured properly, and then try making the connection again.

No carrier.

The remote network that your modem is dialing is not transmitting a signal. Be sure that the correct phone number is entered in the [Phone](#) field of the active [Connection Document](#) window. If the remote modem does not respond, or if you still receive the message, make sure that the number you entered returns a high-pitched squeal when you call from your telephone.

No dial tone.

Check that the modem is plugged in on a valid telephone line.

PPP may not be installed properly. The application was unable to find the PPP driver.

Check that your InterPPP files are in the proper folders ([see Table 2.1](#),

Installation Locations) and reboot your Macintosh.

Serial port is already in use.

Close the application that is using the same port as your modem. Or check that the correct port is selected in the **Modem Configuration** dialog.

Stalled.

You may see this message if the modem cable is the wrong type or is not connected properly. Check that the correct cable is properly connected. Then try making the connection again.

The remote modem did not answer.

The remote network that your modem is dialing did not answer and your connection was dropped. Try reconnecting at another time.

Timeout. The modem is not responding.

The remote network that your modem is dialing did not respond and the timeout parameter was reached, which caused your connection to be dropped. Try reconnecting at another time.

C.4 Connection Status Messages

Idle timeout.

The server did not respond to your machine within the appropriate amount of time, so the connection was automatically dropped. Try making the connection again.

Resetting Modem.

This message is displayed after a connection is closed or busy. Try making the connection again.

The line is busy.

The line your modem is using to call the remote network is busy. Try reconnecting at another time.

C.5 Miscellaneous Errors

Can't open a log file bigger than 32K bytes.

Your [Activity Log](#) is too large for InterPPP to open. Try opening it up in a text editor, such as Microsoft Word, and edit it down to less than 32K. Use InterPPP to open the [Activity Log](#) after decreasing the file's size.

Target Label Undefined.

This is caused by an insufficient CCL script. Be sure that all matches or jump statements reference existing labels.

The terminal window may not be used when in automatic connection mode.

Open the [Modem Configuration](#) dialog and check if the [Automatic](#) connection type and [Show terminal window](#) from the [After connect](#) pop-up menu are both selected. Deselect one of these options and try making the connection again.

There are too many pages to print.

The CCL script is too long to be printed. Try setting your printing parameters to print selected pages or pieces of the script at a time.

You must enter a phone number in order to make a connection.

There is no phone number entered in the active [Connection Document](#) window. Enter the number of the remote network you want your modem to call in the [Phone](#) field of the active connection document and try making the connection again.

C.6 Problem Solvers

Problem

I have an IP or SLIP connection up but can't get the application that uses my IP address up. I've seen the message, "This is not an available IP address."

Solution

Open the [MacTCP Control Panel](#) and check that the [TCP/IP](#)

either

is

MacTCP

PPP icon is selected. Click [More...](#) and make sure that [Server](#) or [Manual](#) addressing mode is selected. If [Manual](#) selected, make sure that the address specified in the dialog is not being used by another person.

Problem

I have a SLIP connection up, with an IP address negotiated but can't get a login prompt from the server through TCP/Connect II® or other applications requiring IP services.

Solution

Make sure that your IP addresses are set correctly in the [TCP/IP Configuration](#) dialog.

doesn't

provide

check

Also, just because you think you have a SLIP connection always mean you do. Since the SLIP protocol doesn't substantial error messages, you should keep trying and that the connection is really up.

Problem

I made a successful connection to my remote network, but I can't get TCP/Connect II or other applications requiring IP services to work. I receive error messages that tell me that someone else is using this IP address, the MacTCP drivers are not loaded properly, or that it couldn't get this address.

Solution

This may indicate a problem with MacTCP. Open your [Activity Log](#) and look for the IP address that was negotiated. Make sure this address is the same as the address in the [MacTCP](#) dialog. If the two addresses are different, you may need to reinstall MacTCP. To do so, delete the following MacTCP files: [MacTCP](#), [MacTCP DNR](#), and [MacTCP Prep](#). Reinstall MacTCP using the InterPPP installation disks. Reboot your Macintosh and configure MacTCP. Reboot your configuration to take effect, and try another InterPPP connection.

Problem

Every time I try to open a connection document that is in the Startup Items folder, the application quits.

Solution

This is a result of the [Dial on Demand](#) feature. InterPPP cannot tell if the machine was just restarted or not. Move the connection document out of the [Startup Items](#) folder, modify it, and then move it back into the [Startup Items](#) folder.

Problem

When I have a connection document set to Automatic and launch an application that requires an IP address, the application times out.

Solution

The time it takes for the driver to call the server and connect is usually longer than the application using the address is willing to wait. Once the connection is made and the status is displayed in the [Connection Document](#) window, try the application again.

Problem

I have an AppleTalk connection up but can't see any zones or services.

Solution

Make sure [AppleTalk PPP](#) is selected in the [Network Control Panel](#).

Problem

I want to print my Activity Log, but when I select Print from the File menu, nothing happens.

Solution

Go to the [Chooser](#) and be sure that you have a printer selected.