

Troubleshooting

This appendix lists some common error messages reported by NCSA Telnet for the Macintosh® and their causes.

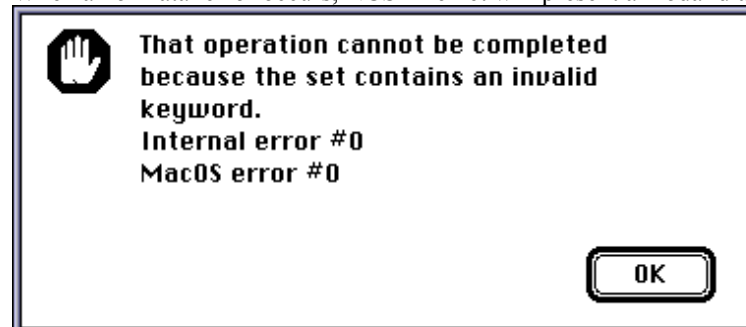
New Error Messages

With NCSA Telnet 2.6, a new error message system has been implemented. The majority of the error conditions NCSA Telnet can encounter are now presented to the user via more verbose modal dialog boxes. A few error conditions may still be presented via the former error message system, which is detailed in the section "Old Style Error Messages" in the chapter.

Each of the new style error modal dialog boxes includes the fields "Internal error #" and "MacOS error #." When reporting a problem or possible bug to NCSA, please include these numbers in your communication, if possible. These numbers are presented to help us help you track down the cause of the problem you are experiencing. If these numbers are zero, NCSA Telnet was unable to provide more detailed information than the message given.

Non-Fatal Errors

When a non-fatal error occurs, NCSA Telnet will present a modal dialog box similar to the following:



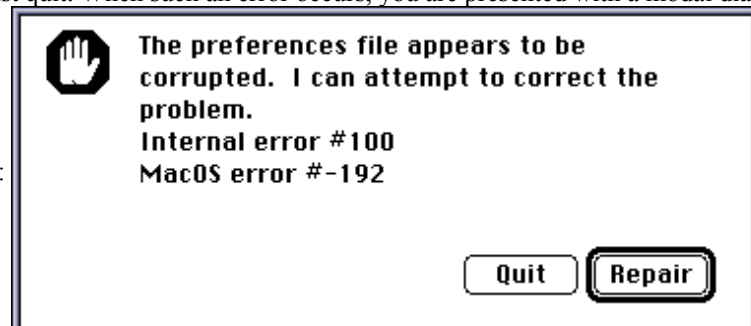
Non-fatal errors occur most often when an action you requested has failed due to insufficient memory, a corrupted file, or some other reason. In this case, the user tried to load a set file that is corrupted.

The following problems can currently cause non-fatal errors: out of memory, corrupted set files, unable to open or create a capture file.

Semi-Fatal Errors

Semi-fatal errors are errors which NCSA Telnet can attempt to remedy, but if the remedy fails NCSA Telnet must quit. When such an error occurs, you are presented with a modal dialog box similar to the

following:



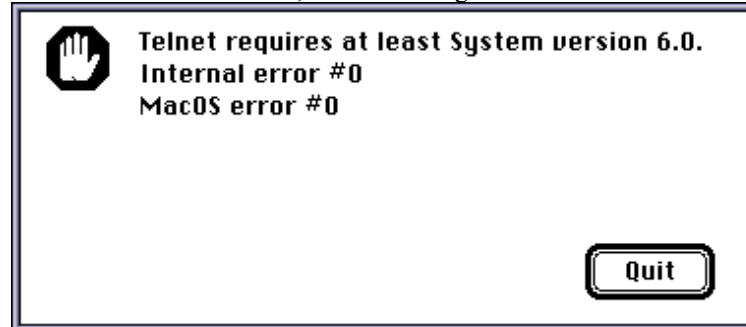
This dialog allows the user to abort any recovery process NCSA Telnet may attempt before it is attempted. Selecting **Quit** will cause NCSA Telnet to quit immediately. Selecting **Repair** instructs NCSA Telnet to attempt to repair the damage. However, selecting **Repair** will not always work, and

may just lead to a fatal error condition.

The following condition can currently cause semi-fatal errors: corrupted preferences file.

Fatal Errors

Fatal errors are errors from which NCSA Telnet cannot recover from and thus must quit immediately. When such an error occurs, a modal dialog box similar to the following will be presented:



In the case of a fatal error, the only option available is **Quit**.

The following conditions can currently cause fatal errors: no HFS filesystem, system version is not at least 6.0, lack of 128K ROMs, cannot open MacTCP, cannot create preferences file, corrupted NCSA Telnet application file (resources missing), or unable to repair a corrupted preferences file.

Old Style Error Messages

Not all of the error messages in NCSA Telnet 2.6 have been converted to the new error reporting system. The following is a list of some old style error messages you may see and a description of what they mean:

Couldn't get translation resource for national character set

A resource is missing from the NCSA Telnet application. Replace your copy of NCSA Telnet from a backup or download a new copy.

Translation resource is corrupted

A resource is missing from the NCSA Telnet application. Replace your copy of NCSA Telnet from a backup or download a new copy.

Error deleting old file

An error occurred when the FTP server attempted to overwrite a file on the local disk during a file transfer.

Error in Sfwrite

An error occurred when the FTP server attempted to write to the local disk during a file transfer.

Disk Full Error

The FTP server ran out of disk space when trying to transfer a file to the local disk.

Host or gateway not responding

This error used to be a catch-all for nearly any error related to connecting to a host. This error will now only be produced if the host you are trying to contact does not respond, or if a host you were connected to stops responding. Some possible causes of this problem include: accidentally unplugging your machine from the network, the remote host lost power or its network connection, or your local gateway or internet connection has gone down.