A Troubleshooting

This appendix describes some common error messages reported by NCSA Telnet for the Macintosh. Causes and solutions are also included.

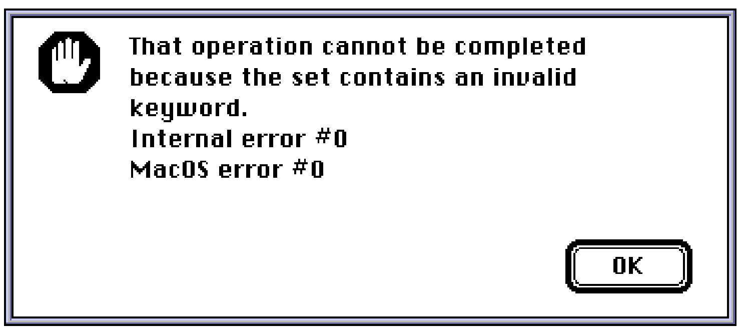
New Error Messages

A new error message system has been implemented in Version 2.6 of NCSA Telnet. The dialog boxes announcing most error conditions are now more verbose. A few error messages still use the former error message system.

Each new-style error box includes two fields: **Internal error #** and **MacOS error #**. When you report a problem or possible bug to NCSA, please include these numbers. They help track down the cause of the problem you are experiencing. If these numbers are zero, NCSA Telnet is unable to provide more detailed information than the message given.

Nonfatal Errors

A *nonfatal error* is a condition that NCSA Telnet can remedy. You see an error box similar to the following:

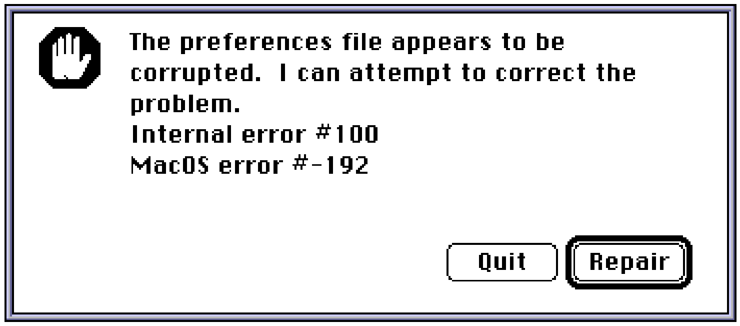


Nonfatal errors most often occur when an action you request fails. The following conditions can currently cause nonfatal errors:

- Insufficient memory
- Corrupted set file
- Inability to open or create a capture file

Semifatal Errors

A *semifatal error* is a condition that NCSA Telnet can attempt to remedy. If the remedy fails, NCSA Telnet must quit. You see an error box similar to the following:

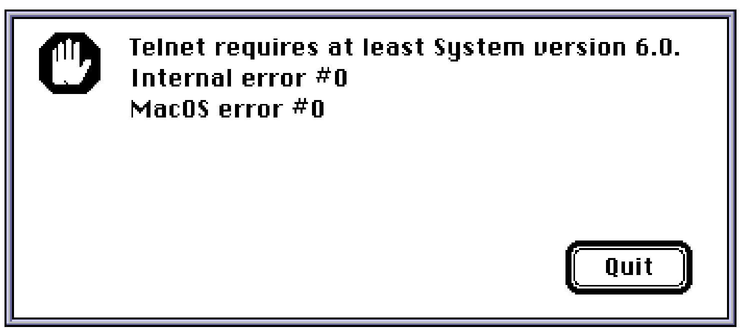


Selecting **Quit** causes NCSA Telnet to quit immediately without attampting any recovery. Selecting **Repair** instructs NCSA Telnet to attempt to repair the damage. However, **Repair** does not always work and may lead to a fatal error condition.

Only one condition—a corrupted **Preferences** file—currently causes semifatal errors.

Fatal Errors

A *fatal error* is a condition from which NCSA Telnet cannot recover. NCSA Telnet must quit immediately. You see an error box similar to the following:



The only available option is **Quit**.

The following conditions can currently cause fatal errors:

- No HFS file system
- System version not 6.0 or higher
- Fewer than 128 K ROMs
- Inability to open MacTCP
- Inability to create preferences file
- Corrupted NCSA Telnet application file (resources missing)
- Inability to repair a corrupted preferences file

Old Error Messages

Not all error messages in NCSA Telnet Version 2.6 have been converted to the new error-reporting system. These are some old-style error messages, what they mean, and what you can do:

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 during a file transfer when the FTP server attempted to overwrite a file on the local disk.
Error in Sfwrite	An error occurred during a file transfer when the FTP server attempted to write to the local disk.
Disk Full Error	The FTP server ran out of disk space when it tried to transfer a file to the local disk.
Host or gateway not responding	This error used to be a catchall for nearly all errors related to connecting to a host. Now this error message is produced only if the host you are trying to contact does not respond or if a host you are connected to stops responding. Possible causes include: you accidentally unplug your machine from the network, the remote host loses power or its network connection, or your local gateway or Internet connection goes down.