

FYI: Problems Printing Graphics Without NT In CAPTURE Statement
FYI

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TITLE: Problems Printing Graphics Without NT In
CAPTURE Statement
DOCUMENT ID#: FYI.P.5174
DATE: 03MAR92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Graphics printing corruption while using a remote printer, at times the printer would print text larger than normal, or skip a character, etc.

ISSUE/PROBLEM

Printing graphics from Autocad or Lotus would be corrupted when using a remote printer.

SOLUTION

Place NT (no tabs) in the CAPTURE statement.

Note: Always use NT (no tabs) when printing graphics.

FYI: Unable To See Hard Disks. A4000 Controller
FYI

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TITLE: Unable To See Hard Disks. A4000 Controller
DOCUMENT ID#: FYI.P.5547
DATE: 18FEB92

PRODUCT: NetWare
PRODUCT VERSION: All Versions
SUPERSEDES: NA

SYMPTOM: Unable to see hard disks

ISSUE/PROBLEM

Unable to see hard disks when using an old DCB board and the A4000 controller.

SOLUTION

If the DCB board has 50 pins then it must be at least revision G2 to work with NetWare v2.1x or higher. However, all 37 pin DCB boards will work with v2.1x and up.

Note: An easy way to tell the boards apart is: the 50 pin board has three rows of pins, the 37 pin board has two rows of pins.

FYI: OS2 RESTORE Will Not Restore To Network Drive
FYI

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TITLE: OS2 RESTORE Will Not Restore To Network Drive
DOCUMENT ID#: FYI.P.5530
DATE: 13FEB92
PRODUCT: NetWare OS2 requestor
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: Unable to restore data to a network drive.

ISSUE/PROBLEM

After using the OS2 BACKUP command to backup data from a NetWare drive, then attempting to use the RESTORE command would generate the message "invalid drive".

SOLUTION

It is not possible to use the OS2's RESTORE command to restore data to network drives. The RESTORE command uses direct-access (DASD) open mode. However, NetWare IFS does not support this mode, because it would bypass the file system and be incompatible with some of the security features of IFS. The only solution to this problem is to use RESTORE on a local disk, and then copy the restored data to the network drive.

FYI: Caution Using NCOPY /a Option

FYI

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TITLE: Caution Using NCOPY /a Option
DOCUMENT ID#: FYI.P.5531
DATE: 13FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: When using NCOPY, not all specified files are copied.

ISSUE/PROBLEM

When using the NCOPY command between two servers with the parameters /s /a /e and /v, only part of the files would be copied.

SOLUTION

The /a command option needs to be taken out. The /a option is used to copy files that have the archive bit set. When any file is created or has been modified the archive bit is set. When NCOPY is executed with the /a parameter only those files which have the archive attribute set are copied.

Note: When using NCOPY with the /a option the archive attribute of the source file is not changed. However, when a backup is executed the archive bit is reset.

FYI: Maximum File Handles On NetWare Workstations

FYI

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TITLE: Maximum File Handles On NetWare Workstations
DOCUMENT ID#: FYI.P.5541
DATE: 13FEB92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Insufficient file handles.

ISSUE/PROBLEM

What is the maximum number of file handles allowable?

SOLUTION

The maximum number of file handles on a workstation using NetWare is 255. To set up these handles there are two parameters. The DOS parameter is set up in the CONFIG.SYS file using the FILES=xx command. The DOS file handles are used to access open files from the local drives. The NetWare parameter is set up in the SHELL.CFG file under the FILE HANDLES=xx command. The NetWare command sets up the use of open files for the NetWare shell.

However, two of the maximum 255 file handles are reserved (254 and 255). This leaves 253 available handles. File handles specified in the CONFIG.SYS "FILES=" statement begin at the bottom of the file handles table, those specified in the NET.CFG "FILE HANDLES" statement begin at the top of the table. The total of the two can sum up to no more than 253.

Therefore, any workstation can have open, at any one time, a maximum of 253 files.

Some applications will check for this. For example, DOSNP.EXE checks the number of DOS file handles that CONFIG.SYS has requested. If the number of file handles that DOSNP requests is too large, then DOSNP does not load. Instead, it returns the following error:

"No room in DOS Handle Table for Named Pipe handles!

A maximum of 255 handles is allowed (2 are reserved). You have exceeded that value by xx. Adjust the "FILE HANDLES" parameter in SHELL.CFG (the default is 40) and/or the "FILES =" parameter in CONFIG.SYS so that the two do not exceed 253.

NetWare DOS NP Extender -- NOT loaded!"

Note: On the file server, NetWare v2.2 can have up to 1000 files open at any one time and NetWare v3.11 can have up to 100,000 files open at any one time.

FYI: Adding Ethernet_II Frame Type To Enet/m Board
FYI

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TITLE: Adding Ethernet_II Frame Type To Enet/m Board
DOCUMENT ID#: FYI.P.5523
DATE: 11FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Enetm driver asks for the hardware configuration when loading it a second time.

ISSUE/PROBLEM

When using an Enet/m board in a v3.11 network, and loading the Enet/m a second time, to add Ethernet_II as a frame type; the driver will prompt for the hardware configuration, assuming the driver is being loaded for a second card.

SOLUTION

Update the Complex driver to v2.60.

FYI: Maximum User Connections And PSERVER.VAP. NetWare v2.2 (5 User)

FYI

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TITLE: Maximum User Connections And PSERVER.VAP.
NetWare v2.2 (5 User)
DOCUMENT ID#: FYI.P.5495
DATE: 10FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: "Maximum number of allowed connections on this server are used. You must wait until another user logs out".

ISSUE/PROBLEM

Can five users login to a NetWare v2.2 (5 user) server if the PSERVER.VAP is loaded? What message is displayed when a sixth user tries to login?

SOLUTION

Yes, five users can login to the NetWare v2.2 (5 user) server with PSERVER.VAP loaded. When the sixth user tries to login the following message is returned: "Maximum number of allowed connections on this server are used. You must wait until another user logs out".

FYI: Plotter Prints Garbage In NetWare v2.2, Serial Pinouts
FYI

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TITLE: Plotter Prints Garbage In NetWare v2.2,
Serial Pinouts
DOCUMENT ID#: FYI.P.5496
DATE: 10FEB92
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Plotter printing garbage.

ISSUE/PROBLEM

Plotter prints garbage in NetWare but prints fine in DOS.

SOLUTION

This printing problem usually indicates trouble with handshaking. Another indication is when the printer speed is lowered to 300 baud and it takes longer for the corruption to occur. Setting the speed even lower allows the printer to handle the job for a little longer before the printer is unable to get the "stop, my buffer is full" signal to NetWare. Some plotters don't work XON/XOFF properly but this problem can usually be handled by using the latest serial printer pinout using DTR.

Set up the printer for XON/XOFF, or DTR, and match that configuration with the printer configuration from the console command line. Use the following pinouts for a 25-25 pin cable.

NETWORK SIDE	PRINTER SIDE
1----- FG-----	1
2-----	RXD ----- 3
3-----	TXD -----2
4 -----	TIE 4 TO 6 ON THE NETWORK SIDE
6 -----	

5----- DTR ----- 20 (OR WHICHEVER PIN IS DTR
ON THE PRINTER)

7 -----SG ----- 7

8 NC

----- 4

- TIE 4 5 6 & 8 TOGETHER ON THE

----- 5 PRINTER SIDE

-

----- 6

-

----- 8

FYI: Unable To Load VREPAIR From Floppy. DOS 5.0

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TITLE: Unable To Load VREPAIR From Floppy. DOS 5.0
DOCUMENT ID#: FYI.P.5500
DATE: 10FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Returning FAT errors on volume SYS.

ISSUE/PROBLEM

Unable to load VREPAIR.NLM from a floppy drive.

SOLUTION

Mount volume SYS, then toggled to the : prompt and load VREPAIR.

Next dismount volume SYS and toggled back to the VREPAIR screen. VREPAIR should run fine.

Note: This method also works if the working copy diskettes

cannot be found to load VREPAIR from a floppy.

FYI: "Break At 007A8DC Because..." NetWare v3.11

FYI

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TITLE: "Break At 007A8DC Because..." NetWare v3.11
DOCUMENT ID#: FYI.P.5477
DATE: 07FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Intermittently receive the message: "Break at 0007A8DC because of INT3 break point using CMS's Lanstack Subsystemabove".

ISSUE/PROBLEM

File server screen will intermittently blank out and go into the debugger with the error message above.

SOLUTION

The card used is the Western Digital Ethercard Plus CMS Lanstack Subsystem. The latest CMS driver for NetWare v3.11 (HBASLAND.DSK) will fix this problem.

FYI: Unable To Copy .DBF Files To Server. NetWare v2.2

FYI

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TITLE: Unable To Copy .DBF Files To Server. NetWare v2.2
DOCUMENT ID#: FYI.P.5480
DATE: 07FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the error: "Network error on (servername), error receiving from network"

ISSUE/PROBLEM

All files could be copied from the workstation to the file server except for files with the extension of DBF. The .DBF files were about 600K; however, all the other files were smaller than 300K. About 400K of the .DBF file would be copied to the server drive then the error message: "Network error on (servername), error receiving from network" would be sent.

SOLUTION

Apparently the problem only occurred with large files. This type of problem indicates trouble with the network card. Replacement of the NE1000 card resolved this issue.

FYI: Using The Timeclock Application To Interface COM2 Serial Port

FYI

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TITLE: Using The Timeclock Application To Interface COM2 Serial Port
DOCUMENT ID#: FYI.P.5485
DATE: 07FEB92
PRODUCT: NetWare

PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Attempting to use the Timeclock application which would interface with the COM2 serial port built into the computer. The computer was being used as a nondedicated server. The Timeclock application would fail to communicate through the COM2 serial port.

SOLUTION

Disable the core printing and use PSERVER.VAP instead of core printing. The serial port will be freed up for use by DOS, and allow the Timeclock application to access the COM2 serial port.

FYI: Unable to Communicate Using Ethernet_II Frame In OS2 Requester

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TITLE: Unable to Communicate Using Ethernet_II Frame
In OS2 Requester
DOCUMENT ID#: FYI.P.5475
DATE: 07FEB92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: Unable to communicate using Ethernet_II frame
type.

ISSUE/PROBLEM

When using a Western Digital 8013EW 16 bit Ethernet card with v1.22 OS2 driver and attempting to use an Ethernet_II frame, allowed only 802.3 packets to communicate.

SOLUTION

Check the NET.CFG file for proper Ethernet_II Frame information:

The contents of the NET.CFG were:

```
Link {drivername}  
frame Ethernet_II
```

Change the "frame Ethernet_II" in the NET.CFG to "Envelope Type Ethernet_II", will solve the problem.

FYI: Printing Problems Using HP Advanced Mail TSR USERLOAD

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TITLE: Printing Problems Using HP Advanced Mail TSR
USERLOAD

DOCUMENT ID#: FYI.P.5490
DATE: 07FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Printing garbage

ISSUE/PROBLEM

When using RPRINTER and Windows, anything printed would print garbage and errors like: Stack Overflow, and various other errors mingled with trash.

SOLUTION

The system had loaded HP Advanced Mail, its front end is a TSR called USERLOAD.

The above problem occurs when USERLOAD is loaded after EMSNETX. Load USERLOAD after IPX, but before EMSNETX, and printing will resume normally.

FYI: "Not Ready Writing Device LPT1" NetWare v3.11

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TITLE: "Not Ready Writing Device LPT1" NetWare v3.11
DOCUMENT ID#: FYI.P.5474
DATE: 06FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error messages: "NOT READY WRITING DEVICE LPT1" when trying to print or "GETQUEUEREQUEST returned error 156" in PCONSOLE.

ISSUE/PROBLEM

The error "NOT READY WRITING DEVICE LPT1" was displayed while trying to print. A hard drive had recently been replaced and the entire system restored from backup. While examining the queues in PCONSOLE, the error "GETQUEUEREQUEST returned error 156" occurred. Bindfix did nothing.

SOLUTION

In this case deleting and recreating the print queues resolved the problem.

FYI: "Illegal Instruction Trapped At Address..."

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TITLE: "Illegal Instruction Trapped At Address..."
DOCUMENT ID#: FYI.P.5470
DATE: 06FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the error message: "Illegal Instruction Trapped at address 0D80:022C".

ISSUE/PROBLEM

Receiving the error message "Illegal Instruction Trapped at address 0D80:022C" while trying to run VREPAIR on a v2.2 server.

SOLUTION

If using Dos 5.0, boot to DOS 3.3, VREPAIR will run without a problem.

FYI: Abend: RemoveStation Could Not Find... Solomon Acct.

FYI

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TITLE: Abend: RemoveStation Could Not Find...

Solomon Acct.

DOCUMENT ID#: FYI.P.5459
DATE: 05FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error message: "Abend:
removestation could not find FCB on station list"

ISSUE/PROBLEM

Receiving the error "abend: removestation could not find FCB on station list" while using a 3COM 10baseT adapter card which ran with the Solomon accounting package.

SOLUTION

To use the Solomon accounting package and the card it is using; STARTUP.NCF set command needs to be: Set maximum physical receive packet size=4202.

FYI: Invalid Delete File, Volume SYS Not Mounted. v3.11

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TITLE: Invalid Delete File, Volume SYS Not Mounted.
v3.11

DOCUMENT ID#: FYI.P.5435
DATE: 03FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error message:
"addtodeletedblocklist found an invalid block"

ISSUE/PROBLEM

Errors received when writing to disk, (downed the server, brought it back up) and while trying to mount volume SYS, would get the error "Invalid delete file. Volume SYS not mounted".

SOLUTION

After running VREPAIR three times the volume mounted and the problems were resolved.

Another possible solution, depending upon the severity of the error, is to use VRPDBL.ZIP. This VREPAIR is for 386 NetWare and will purge all deleted files from the drive. It was specifically written for the error "addtodeletedblocklist found an invalid block," and possibly could have helped in this case, so that VREPAIR may not have had to run multiple times.

FYI: "Error Receiving On Network" Attempting Login

FYI

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TITLE: "Error Receiving On Network" Attempting Login
DOCUMENT ID#: FYI.P.5428
DATE: 03FEB92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error message: "Error receiving on network"

ISSUE/PROBLEM

When trying login or if using the preferred server option set in the NET.CFG the message "Error receiving on network" would be returned. In this case tokenring drivers v2.63 at the workstations, v3.16 at file server were being used. The preferred server option would work if IPX.OBJ was linked with the

LANSUP driver. However, there was a need to use both the native Token Ring driver and the preferred server option.

SOLUTION

Increase the Maximum Physical Receive Packet Size to 4202 in the STARTUP.NCF file at the server. Once that is done the preferred server option and the native Token Ring IPX, login no longer return the error.

Explanation: The default transmit buffer size of the LANSUP IPX is only 1130, while the default for the native Token IPX is 4202. The server needs to be set to receive 4202 size packets when using the native Token IPX at the default transmit buffer size.

FYI: "Multiple Volumes Named" NetWare v2.2

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TITLE: "Multiple Volumes Named" NetWare v2.2
DOCUMENT ID#: FYI.P.5507
DATE: 12FEB92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the error message: "Multiple Volumes Named ABEND: Too Many Volumes on System. Power Off and Back on to Restartrunning process INIT".

ISSUE/PROBLEM

When using a DTK KEEN 3304 (386/33) file server with 8 MB of RAM, and trying to install a QUANTUM LPS240 (IDE) drive. During INSTALL with the ISADISK driver linked into the operating system, ZTEST returned the following:

"Improper ROM Parameter Table for Disk Controller"

The drive was defined as type 48 (user defined). Trying the new IDE disk driver (in IDE286.ZIP) will give the same error. DTK suggested enabling the shadow RAM. Once shadow RAM was enabled ZTEST ran and the installation could be completed. However, when the server was brought up the following errors occurred:

"ERROR: Multiple Volumes Named"

"ABEND: Too many volumes on system. Power off and back on to restart."

SOLUTION

The first thing attempted to solve the problem was to swap the paddleboard for a BOCA PLUS card. The next thing was to check to see if there was a scratch RAM setting in the BIOS (there wasn't). Finally slowing down the machine during bootup was tried. None of these solutions worked.

Finally the shadow RAM was disabled and this fixed the problem. The bizarre thing was the need to enable shadow RAM to get through the installation, then disable it to get the file server to bootup and function properly.

FYI: VMS V5.4-3 Padding Files With Extra Null Bytes

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TITLE: VMS V5.4-3 Padding Files With Extra Null
Bytes

DOCUMENT ID#: FYI.P.5403

DATE: 31JAN92

PRODUCT: NetWare For VMS

PRODUCT VERSION: v2.1 r4.01

SUPERSEDES: NA

SYMPTOM: VMS v5.4-3 Padding Files With Extra Null
Bytes

ISSUE/PROBLEM

When using NetWare for VMS on VMS v5.4-3 there are problems with certain applications when writing files. The files are being padded with extra null bytes. Also information is being lost.

SOLUTION

Apply the following patch.

File: NW401P3.COM

NetWare for VMS Patch 3

The patch is necessary for compatibility with VMS v5.4-3 file sharing. When a file write of 0 length is done to the file server a truncate is done on the file at the current write offset. VMS v5.4-3 does not allow this truncate to occur when the current file access does not allow write sharing. The above problem occurs when the file is opened with deny write and deny read/write rights set. This is fixed in VMS by shifting the SHDEL bit in the access call for these two cases.

How to use this patch:

The patch is applied by creating NW401P3.COM in the NWVMS\$COMMON directory. The file is created by either copying this file to that directory from the distribution media, or by entering it manually. If entering manually, only those lines not preceded by an exclamation point (!) need be entered. Once the file is entered, use the following command: \$ PATCH @NW401P3.COM

NW_SRV.EXE will be patched and a new version will be created. Stop and start NetWare for VMS for the changes to become active.

NW_SRV.EXE

See that it hasn't been applied

CHECK NOT ECO 3

Say that it has been applied

SET ECO 3

Define a symbol for the base location

DEFINE

FACCESS

^X0005CFC4

```

EXIT
    For the deny read/write case, replace SHRNIL(20)
    with SHRDEL(4)
REPLACE /INSTRUCTION
^X0005D607
'BISB3 #^X00000020,R2,B^^X00000077(R7)'
EXIT
'BISB3 #^X00000004,R2,B^^X00000077(R7)'
EXIT
    For the deny write case, add SHRDEL(4) along with
    existing SHRPUT(40)
INSERT /INSTRUCTION
^X0005D614
'BISL2 #^X00000040,R2'
'BISL2 #^X00000004,R2'
EXIT
UPDATE
EXIT

```

FYI: Determining Version For NetWare For VMS

FYI

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```

        TITLE:      Determining Version For NetWare For VMS
DOCUMENT ID#:      FYI.P.5404
        DATE:       31JAN92
        PRODUCT:    NetWare for VMS
PRODUCT VERSION:   v2.1
        SUPERSEDES: NA

        SYMPTOM:    NA

```

ISSUE/PROBLEM

With NetWare for VMS, SYSCON does not report both the version and release of NetWare for VMS. If SYSCON is used to view the file server information, for a NetWare VMS server, the display will show the NetWare version as "NetWare v2.1 for VMS

vE.DC" This only gives the version.

SOLUTION

To find out both the version and release level log into the VAX and set def to the NWVMS\$SPECIFIC directory. Type out the file NW_SRV.COM, in the header of this file there will be a line "RELEASE: NetWare for VMS V2.1, rx.xx dd-mon-yy".

FYI: Unable To Save Changes To Login Script In SYSCON

FYI

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TITLE: Unable To Save Changes To Login Script In
SYSCON

DOCUMENT ID#: FYI.P.5377
DATE: 29JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Login script not saving properly in SYSCON

ISSUE/PROBLEM

SYSCON seemed to allow changes to the login script to be saved. However, when SYSCON was entered to check on the script the changes were not saved.

SOLUTION

The login script file, (LOGIN), in the mail/userid directory was flagged SRO. Because of this the login file could not be written to. Flag the login to RW (read write), and any changes will be saved.

FYI: Duplexing Issues With Ultrastor 12f Controllers

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TITLE: Duplexing Issues With Ultrastor 12f
Controllers
DOCUMENT ID#: FYI.P.5369
DATE: 28JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.15
SUPERSEDES: NA

SYMPTOM: GPPE error or "device # deactivated due to
drive failure"

ISSUE/PROBLEM

In this case a system was upgraded from v2.15 to v3.11. The important hardware components were two 350 MB Fujitsu drives on two Ultrastor 12f controllers. When trying to add a partition to the second drive (on the second controller) the error GPPE would occur. Within INSTALL the error "device # deactivated due to drive failure" would occur. The drive type of the first drive was set to 1, the second was set to 0 and was loading ISADISK /1 for each drive.

SOLUTION

There are two other issues with this controller. The first is documented in FYI.P.3508, which says to check the version of the BIOS on the controller itself. In this case the chips read 38001-07 and 38001-08. The -0x is the version of the BIOS. For NetWare v3.11 the BIOS should have a version of 9 or later.

The second issue is; to set up a secondary controller it is necessary to go into the debugger, to DRIVE PARAMETER SETUP, and hit F10 to save the configuration. This will save the drive type, for the second drive, as type 3.

FYI: Upload Of NWSPOL.ZIP To CompuServe

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: Upload Of NWSPOL.ZIP To CompuServe
DOCUMENT ID#: FYI.P.5352
DATE: 27JAN92
PRODUCT: NetWare Requester
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The NetWare file called NWSPOL.ZIP (16511 1-24-92 PTF-P-471) includes the following files:

NWSPool	EXE	29824	11-19-91	2:55p
NWSPOL	DOC		(This file)	

PURPOSES ADDRESSED

1. You can now remap network printers to queues in Print Manager without rebooting. Previously if you changed your printer mappings, print jobs would attempt to print at the physical port rather than at a network printer.

2. You can now disable all message popups using a new NET.CFG option:

```
daemon configuration  
message timeout <NUMBER>
```

Replace <NUMBER> with the number of milliseconds you want the message to stay on the screen. Specify 0 (zero) milliseconds to disable popup messages entirely. Specify -1 (negative one) to cause popup messages to remain on the screen until a key is

pressed.

Note: This NET.CFG option only affects errors that popup and tell you to "Press <Esc> to continue."

FYI: NetWare v2.2 Not Recognizing Hard Disk In NCR 386

FYI

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TITLE: NetWare v2.2 Not Recognizing Hard Disk In NCR
386

DOCUMENT ID#: FYI.P.5334

DATE: 24JAN92

PRODUCT: NetWare

PRODUCT VERSION: v2.2

SUPERSEDES: NA

SYMPTOM: Unable to load NetWare v2.2 on the NCR model
3421.

ISSUE/PROBLEM

Unable to get NetWare v2.2 to recognize hard disk when installing NetWare v2.2.

SOLUTION

The NCR model 3421 (386/20) machine ships with a Conner 100 MB SCSI. A floppy disk comes with the machine which contains the drivers for the hard drives. The standard drivers in NetWare v2.2 will not work. For help on installation call NCR technical support at (800) 832-1627 or (803) 843-1678.

FYI: "Unresolved External PS2 Flag" NetWare v2.2

FYI

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TITLE: "Unresolved External PS2 Flag" NetWare v2.2
DOCUMENT ID#: FYI.P.5324
DATE: 24JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Received the error: "Unresolved external PS/2 flag".

ISSUE/PROBLEM

The error "Unresolved external PS/2 flag" occurred when linking while installing NetWare v2.2 on an IBM Model 35. Additionally the PS2ISA patch as well as the 286IDE drivers were being used.

SOLUTION

The readme on the 1991 PS2ISA file was unclear and in this case not all of the steps could be completed.

Download the current PS2ISA with the new readme file for clearer instructions.

FYI: Lost Product Key. NetWare For VMS
FYI

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TITLE: Lost Product Key. NetWare For VMS
DOCUMENT ID#: FYI.P.5344
DATE: 24JAN92
PRODUCT: NetWare for VMS

PRODUCT VERSION: v2.1 r1.04
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Lost product authorization key for NetWare for VMS v2.1 r1.04 and the need to get the system reinstalled.

SOLUTION

The best solution is order the update of the NetWare for VMS product to get to v2.1 r3.01. This version has had the product key removed. The upgrade is free and it is available through After Market Products.

However, if the NetWare for VMS server needs to be brought up prior to receiving the upgrade then use the following procedure.

1. Find out the CPU type of the VAX/VMS system. This is found by entering the following command at the VMS prompt.

```
WRITE SYS$OUTPUT F$GETSYI("CPU")
```

This will return a number that is the CPU type. Find the corresponding key for the CPU type from the list below.

CPU TYPE	Product Key
1	2F9C99AA9
2	2F9C98AA9
3	2F9C97AA9
4	2F9C96AA9
5	2F9C95AA9
6	2F9C94AA9
7	2F9C93AA9
8	2F9C92AA9
9	2F9C91AA9
10	2F9C90AA9
11	2F9C99AA8
12	2F9C98AA8
13	2F9C97AA8
14	2F9C96AA8
15	2F9C95AA8
16	2F9C94AA8
17	2F9C93AA8

18	2F9C92AA8
19	2F9C91AA8
20	2F9C90AA8

The following is a list of some VAX models and their CPU types. This list is not all inclusive. Use the procedure above to ensure correct CPU type identification.

Model	CPU Type
VAX 11-730	3
VAX 11-780	1
VAX 11-785	1
VAX 11-750	2
MicroVAX I	7
MicroVAX II	8
VAXstation 2000	8
VAX 8600, 8650	4
VAX 8200, 8250	5
VAX 8300, 8350	5
VAX 8530, 8550	6
VAX 8700, 8800	6

FYI: Volume Limitations For NetWare For VMS

FYI

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TITLE:	Volume Limitations For NetWare For VMS
DOCUMENT ID#:	FYI.P.5275
DATE:	21JAN92
PRODUCT:	NetWare for VMS
PRODUCT VERSION:	All versions
SUPERSEDES:	NA
SYMPTOM:	NA

ISSUE/PROBLEM

What is the maximum volume size limitation for NetWare for

VMS?

SOLUTION

There is no limitation on volume size with NetWare for VMS the volumes can be as large as available disk space allows. Also, there is no limitation to the number of volumes with NetWare for VMS.

FYI: Invalid OP Code Process During INSTALL

FYI

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TITLE: Invalid OP Code Process During INSTALL
DOCUMENT ID#: FYI.P.5264
DATE: 20JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Received the error: "Invalid op code process"

ISSUE/PROBLEM

When the server is booted mirror mismatches occur and volume SYS will not mount (volume 1 mounts fine). When trying to load install the error "Invalid op code process" appears on the monitor.

SOLUTION

Loading isadisk with the /b /l parameters takes care of the problem. (see FYI.P.2474 for details on these parameters)

FYI: DIR, VOLINFO, CHKVOL Return Different Values. IBM

FYI

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TITLE: DIR, VOLINFO, CHKVOL Return Different Values.
IBM DOS
DOCUMENT ID#: FYI.P.5263
DATE: 20JAN92
PRODUCT: NetWare
PRODUCT VERSION: V3.11
SUPERSEDES: NA

SYMPTOM: DIR, VOLINFO, CHKVOL RETURNING DIFFERENT
VALUES

ISSUE/PROBLEM

VOLINFO and CHKVOL show the correct amount of available disk space. A DOS <dir> command, however, would return fewer bytes of free disk space.

SOLUTION

The workstation was booting with IBM DOS 3.3 and using NET3.COM v2.11. Upgrade to NETX.COM, with the same version of DOS, and a DOS <dir> command will return the correct amount of disk space available.

FYI: OS2 Trap 000d Error. SPX\$ Driver
FYI: "Token Board 0 Not Found". FIRMLoad.COM

FYI

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TITLE: "Token Board 0 Not Found". FIRMLoad.COM
DOCUMENT ID#: FYI.P.5265
DATE: 20JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error: "Token board 0 not found"

ISSUE/PROBLEM

The error "Token board 0 not found" occurred when using the TOKEN.LAN driver that shipped with v3.11 NetWare.

SOLUTION

Use TOKENDMA.LAN and be sure to run FIRMLoad.COM. This error usually occurs when FIRMLoad.COM is not loaded.

FYI: Media Support Module Driver, NetWare v3.11

FYI

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TITLE: Media Support Module Driver, NetWare v3.11
DOCUMENT ID#: FYI.P.5256
DATE: 17JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: System would freeze once every two hours.

ISSUE/PROBLEM

Configuration: NE3200 and NE2000 installed in an Everex Step 486/33E Eisa. Drivers installed were those shipped with NetWare

v3.11. The system would freeze once every two hours. No error messages were given.

SOLUTION

Download the MSM drivers off NetWare/ NOVLIB/04, called NE386.ZIP. Since replacing the NE3200 and NE2000 drivers with the MSM drivers the server has run for more than 40 hours with no problems.

Note: Documentation for these drivers in the NE386.ZIP file mentions having better functionality on 486 machines with high traffic.

FYI: Minimum File = Statement For UPGRADE Utility
FYI

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TITLE: Minimum File = Statement For UPGRADE Utility
DOCUMENT ID#: FYI.P.5242
DATE: 16JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.15, v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error: "ERROR 4 CREATING C:\2.15\UPGR\$BND.nnn"

ISSUE/PROBLEM

Receiving an error when upgrading from ELS II 2.15 to v3.11 with upgrade utility, choosing the DOS Device method and selecting all defaults. Then select the working directory as c:\2.15. The upgrade utility creates the directory; however, when starting the back up, the system returns the error: "ERROR 4 CREATING C:\2.15\UPGR\$BND.nnn" and hangs.

SOLUTION

The manual states that the files must be set to a minimum 30

for the upgrade utility. However, by setting the file handles to 50 the problem was resolved.

FYI: PAUDIT Message: Client Account Has Been Deleted..
FYI

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TITLE: PAUDIT Message: Client Account Has Been Deleted..
DOCUMENT ID#: FYI.P.5241
DATE: 16JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: ABOUT [client account has been deleted] during file server services.

ISSUE/PROBLEM

While running PAUDIT, one of the transaction reports said the following:

ABOUT [client account has been deleted] during file server services.

SOLUTION

The file NET\$ACCT.DAT has only bindery object ID's, not the users name. When PAUDIT is run, it goes into the binderies, matches the ID with the user name and puts the appropriate name in the report. This message means that between the time that the transaction occurred and the report was run, that the user has been deleted and the bindery ID isn't matching.

FYI: NetWare v2.2 Install Goes Into Endless Loop.

FYI

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TITLE: NetWare v2.2 Install Goes Into Endless Loop.
DOCUMENT ID#: FYI.P.5223
DATE: 15JAN92
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: NetWare v2.2 Install Goes Into Endless Loop.

ISSUE/PROBLEM

When trying to install NetWare v2.2 on a NCR 386 Laptop for a demo. The install would go in to a endless loop asking for disk #2 of the install.

SOLUTION

Use NCR DOS 3.3 and the installation of NetWare will work fine.

FYI: GOTO Command In OS2 Login Script

FYI

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TITLE: GOTO Command In OS2 Login Script
DOCUMENT ID#: FYI.P.5209
DATE: 15JAN92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3
SUPERSEDES: NA

SYMPTOM: GOTO not executing in an OS2 Login Script

ISSUE/PROBLEM

While trying to use a GOTO in an IF statement, the error invalid variable would be returned.

```
Text:      if FILE_SERVER="ITD15-3" then begin
           goto itd15-4
           end
```

SOLUTION

This example contains two errors:

- 1) A dash (-) is not valid in a label.
- 2) A GOTO cannot be between a BEGIN and an END. In this case it was necessary to use an underscore to replace the dash, and eliminate the BEGIN and END.

If a series of commands need to be executed after the IF statement and one of them is a GOTO, the IF statement must be repeated.

FYI: No Menu Options Appear Using SBACKUP
FYI

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TITLE: No Menu Options Appear Using SBACKUP
DOCUMENT ID#: FYI.P.5190
DATE: 14JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Using SBACKUP and getting no options within the menu.

ISSUE/PROBLEM

Running SBACKUP with the pc-02 interface to a Wangtek 5150 or even 5525 would show no menu options while trying to do a RESTORE or BACKUP. The sequence of events leading to the no option screen is:

1. select wangtek tape drive.
2. select backup menu, restore menu or change volume.

Selecting one of the previous options gives a empty box with no options, titled "select the target service agent". At this point all that can be done is to escape out of the program.

SOLUTION

SBACKCFT.ZIP.

FYI: OS2 v1.3 And v2.0 Errors Accessing DR DOS Files
FYI

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TITLE: OS2 v1.3 And v2.0 Errors Accessing DR DOS
Files
DOCUMENT ID#: FYI.P.5158
DATE: 09JAN92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.3, v2.0
SUPERSEDES: NA

SYMPTOM: Receiving the error: "SYS0281: The extended attribute system file cannot be opened" and "SYS3175: A program in this session encountered a problem and cannot continue".

ISSUE/PROBLEM

Both OS/2 v1.3 and OS/2 2.0 report the following errors when accessing either 3.5" or 5.25" diskettes on which files have been written using DR DOS v6.0.

"SYS0281: The extended attribute system file cannot be opened."

Only OS/2 v2.0 reports the following error when accessing diskettes on which files have been written using DR DOS v6.0.

"SYS3175: A program in this session encountered a problem and cannot continue."

This problem is caused by DR DOS using a reserved byte in the file's directory entry. The byte it uses is at offset 21 (dec)- immediately before the 'file creation / last changed time' filed.

SOLUTION

By using a disk editor (e.g., Norton DISKEDIT) to view and modify directory entries, this byte is shown to be non-zero for files created by DR DOS, however, files created by PC DOS are 0. By setting this byte to 0, the files can again be accessed by OS/2.

Alternatively, using OS/2, the problem can be resolved using the

CHKDSK /F command.

This will report that the files (written by DR DOS v6.0): 'attempt to claim an extended attribute that does not exist. the error was corrected.' After running CHKDSK, the files may be used normally.

FYI: Error With DPT Caching Controller And NetWare v3.11

FYI

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TITLE: Error With DPT Caching Controller And NetWare v3.11

DOCUMENT ID#: FYI.P.5138
DATE: 08JAN92
PRODUCT: NetWare
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: Receiving the error message:
"<date><time>:0.0.0. DPT CTRL 0 DISK 0: COMMAND TIMEOUT:
RESETTING CONTROLLER! <date><time>:0.0.0. DPT CTRL 0 DISK 0:
RETRYING DUE TO SCSI RESET lines.

ISSUE/PROBLEM

Receiving the above errors when installing NetWare.

SOLUTION

This error means that the drive is not responding to the controller in the time allotted. It is usually a cabling problem but sometimes a problem with the BIOS. In this case the cables were fine. Therefore, a new BIOS from DPT increased the response time and the problem was resolved.

FYI: Unable To Print Through OS2 Print Manager
FYI

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TITLE: Unable To Print Through OS2 Print Manager
DOCUMENT ID#: FYI.P.5128
DATE: 07JAN92
PRODUCT: NetWare Requester for OS/2
PRODUCT VERSION: v1.21
SUPERSEDES: NA

SYMPTOM: Unable to print through the OS2 print manager.

ISSUE/PROBLEM

Can print with NPRINT but unable to print through the OS/2

Print Manager.

SOLUTION

Apply NWSPool.EXE 28752 10-29-91.

FYI: "Write Fault Error LPT1" NetWare v2.2
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: "Write Fault Error LPT1" NetWare v2.2
DOCUMENT ID#: FYI.P.4504
DATE: 30OCT91
PRODUCT: NetWare
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: Receiving the error: "Write fault error LPT1".

ISSUE/PROBLEM

After an upgrade to NetWare v2.2 an error occurred after having captured when trying to print, the error was: "Write fault error LPT1". NPRINT would allow two files to print then the same error would pop up.

SOLUTION

The error can occur when directory entries are low, however, in this case the problem occurred when an older Tokenring card was replaced with a new one and the shell generated with the old Tokenring drivers.

The workstation driver was updated to the most recent version and all jobs were printed without error.

FYI: Windows 3.0 Enhanced Mode Problems
FYI

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TITLE: Windows 3.0 Enhanced Mode Problems
DOCUMENT ID#: FYI.P.9523
DATE: 16JUL91
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Windows hanging at the logo screen -
Unrecoverable Application Errors (UAEs) - Windows defaulting to
real or standard mode even when Win is typed.

ISSUE/PROBLEM

[NOTE: Information provided by Microsoft.]

TROUBLESHOOTING WINDOWS v3.0 ENHANCED MODE PROBLEMS

SUMMARY:

The following problems may be encountered when running
Microsoft Windows v3.0 in enhanced mode:

- Windows hanging at the logo screen
- Unrecoverable Application Errors (UAEs)
- Windows defaulting to real or standard mode even when
Win is typed.

MORE INFORMATION:

The following steps may reduce problems running Microsoft
Windows v3.0 in enhanced mode:

1. Ensure that the system has at least an 80386 or 80386SX
processor and has enough memory to run in enhanced mode. It is
necessary to have between 580K to 624K of combined conventional
and extended memory to run Windows in enhanced mode. Also needed
is at least 1024K free extended memory, and at least 2 MB of free
disk space. Although, Windows can be forced into enhanced mode
if it has less than 1024K of extended memory, this is not
recommended because of effects on performance.

2. Verify that Windows can run in real mode. If so, there may already have been installed mouse, keyboard, video, or printer drivers designed for previous version of Windows. These drivers can prevent Windows from running in standard or enhanced mode. Update to the proper Windows v3.0 drivers. If Windows doesn't run in real or standard mode, it is possible that the wrong driver or computer type was selected during installation. Reinstall Windows.

3. Check the AUTOEXEC.BAT and CONFIG.SYS files for TSRs (terminate-and-stay-resident programs), sufficient buffers, files, and environmental space. For more information on troubleshooting the AUTOEXEC. BAT and CONFIG.SYS files, query on the following words: TSHOOT and AUTOEXEC.BAT

4. Verify that Windows 3.00 is correctly installed on the system by clicking the Setup icon from the Main group of Program Manager. Check that the correct keyboard, pointing device, video driver, and network were chosen during setup. Also check through the "Microsoft Windows Version 3.0 Hardware Compatibility List" to see if the computer requires special handling. If so, exit Windows and reinstall Windows, using only minimum drivers (no mouse, no network, lower resolution video driver) with the SETUP/I option.

5. Disable the auto switching or auto sensing feature on the video card if applicable. Verify that the latest version of the BIOS for that video card are being used (see step 10.)

6. Disable RAM shadowing if supported by the system.

7. Verify that the correct version of DOS for the system is being used. DOS v3.10 or later that was designed for the machine should be used. Do NOT use IBM PC DOS on non-IBM computers and vice-versa.

8. Ensure that HIMEM loads successfully. If not, try ALL A20 handlers 1-8. The CONFIG.SYS file should include the /m:x switch on the DEVICE=C:\HIMEM.SYS line, where x denotes a handler from 1 to 8. For example, if using a PS2, this line should read: DEVICE=C:\HIMEM.SYS /M:2. Some A20 handlers may lock up the computer, so have a bootable DOS floppy disk available in case of problems.

9. Install Windows in a clean directory. Do not install Windows v3.0 over a 2.x version of Windows because some files and drivers may not get updated properly.

10. Confirm that a recent system BIOS is being used. The BIOS version is usually displayed when the machine is first switched on. It may be necessary to contact the manufacturer to see if a more recent version is available.

11. In the SYSTEM.INI file under the [386enh] section, enter the statement EMMEXCLUDE=A000-EFFF. If this works, then a device conflict may be present. Find the address of the device causing the conflict and narrow the EMMEXCLUDE range. For example, some VGA cards require an EMMEXCLUDEEEEE=A000-C7FF. Do NOT leave the EMMEXCLUDE range at A000-EFFF. This is used ONLY to TEST for Device conflicts. Leaving the whole range excluded will greatly hamper system performance.

12. If using a third-party partitioning method (such as Disk Manager) add the line VirtualHDIRQ=OFF to the SYSTEM.INI file under the [386 enh] section. (This will increase the level of compatibility between Windows 3.0 and the third-party partitioner.) The VirtualHDIRQ=OFF line also may be required for some IDE, SCSI and ESDI drives.

13. Remove any additional hardware from the system (mouse, network card, fax board, modem, etc.) After all the unneeded hardware has been removed, reboot the system, and run Windows 3.0. If you can now run in 386 enhanced mode, then an interrupt problem exists. Replace one piece of hardware at a time, then reboot the machine and run Windows 3.0 in enhanced mode. Do this until the symptom occurs, at which point the interrupt conflict is located. It is now necessary to change the interrupt used by the latest installed piece of hardware to a different (unused) interrupt.

14. If running Windows 3.0 and MSDOS 5 make sure the WINA20.386 read-only file is copied to the root directory of the boot drive on the hard disk (C:\) or to the Startup or Startup/Support disk. Enhanced mode Windows 3.0 will not run in Dos 5.0 without it. Windows will hang in Enhanced mode with MSDOS loaded HIGH (DOS=HIGH). If you need more information query on the words "Enhanced Mode Requires WINA20.386 MS-DOS 5.0", without the quotes.

15. If none of the above steps has worked, contact the manufacturer and ask if the manufacturer can duplicate the problem.

FYI: New EPROM For Ultrastor Controller To With v3.11 ISADISK Driver

FYI

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TITLE: New EPROM For Ultrastor Controller To With
v3.11 ISADISK Driver
DOCUMENT ID#: FYI.P.3508
DATE: 31MAY91
PRODUCT: NetWare 386
PRODUCT VERSION: v3.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Customer had problems with the ISADISK driver which shipped with v3.11 and consequently reverted to the ISADISK driver from v3.10.

SOLUTION

Ultrastor has a new EPROM or PROM for their controller that will make their controller work with the ISADISK driver from v3.11. The EPROM from Ultrastor is XXXXXX-010. The last number being the key. This new EPROM will work better with our 3.11 ISADISK driver. The new EPROM is only available on an individual basis. Customer must call in and request the update.

Firmware # .010 will work with 3.11,
.009 will work with 3.11,
.008 will work with 3.1, but
.007 will NOT work with NetWare 3.x.

You must upgrade the firmware, lowlevel format the HD (with the parameters needed for NetWare, which are found in the manual from Ultrastore, do not use the settings for DOS) and then you can load the ISAdisk.

FYI: Upgrade DCB While Upgrading to NetWare 386 v3.10

FYI

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TITLE: Upgrade DCB While Upgrading to NetWare 386
v3.10
DOCUMENT ID#: FYI.P.9527
DATE: 29NOV90
PRODUCT: NetWare 386
PRODUCT VERSION: v3.1x
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

DCB UPGRADE

NetWare users who are upgrading to 386 v3.10 may need to upgrade their Novell DCBs.

SOLUTION

NetWare 386 v3.10 was written to support the latest in hardware technology. DCBs with firmware revisions "D" and earlier will therefore NOT work with NetWare 386 v3.10. This will generally effect those who have had their DCB for a few years and are now upgrading their Operating System to 386 v3.1. Upon upgrading, the hard drives will no longer be visible to the system.

An upgrade to a DCB with the latest firmware revision will solve the problem. The DCB upgrade is available through Federal Technologies RMA Department at (800)-366-4526 or (703)-739-5900.

If you plan to upgrade your version of NetWare to 386 v3.10 and are uncertain of the revision of firmware on your DCB, look at location 817-186 located at the bottom left of the board. It will contain a 28 pin chip with part number 817-186-001. The revision level will follow the part number in one of two ways.

- 1) 817-186-001E or

2) 817-186-001 rev E.

If the revision level is "D" or earlier, an upgrade is necessary.

FYI: Ncopy Incompatibility With v3.0 Server

FYI

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TITLE: Ncopy Incompatibility With v3.0 Server
DOCUMENT ID#: FYI.P.9525
DATE: 29NOV90
PRODUCT: NetWare 285
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: Unable to copy file.

ISSUE/PROBLEM

After changing the SYS:PUBLIC mapping from a 2.10 server to a 2.15c server I could no longer NCOPY files stored on a 3.0 server. I got an "unable to copy file" message.

SOLUTION

Use 3.x or 2.10 NCOPY and it works fine.

FYI: "Error Mounting Volume Sys, Invalid Available

FYI

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TITLE: "Error Mounting Volume Sys, Invalid Available
Entry"
DOCUMENT ID#: FYI.P.9528
DATE: 26NOV90
PRODUCT: NetWare 386
PRODUCT VERSION: v3.10
SUPERSEDES: NA

SYMPTOM: Error mounting vol sys, invalid available
entry.

ISSUE/PROBLEM

3.1 on Compaq Systempro. Got error mounting VOL SYS,
invalid available entry.

SOLUTION

Finally after 7 tries of running VREPAIR, it cleaned up the
volume and mounted just fine. Sometimes it takes VREPAIR several
tries to clean up all the errors.

FYI: Error "Create Object Returned Error Code 1".

FYI

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TITLE: Error "Create Object Returned Error Code 1".
DOCUMENT ID#: FYI.P.9532
DATE: 16NOV90
PRODUCT: NetWare 386
PRODUCT VERSION: v3.10
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Had a customer using 3.1 and could not add another user past 22 using SYSCON v3.01. Would get error "create object returned error code -1".

SOLUTION

BINDFIX corrected the problem.

FYI: "Error: Read Returned 116". Running Shgen With
FYI

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TITLE: "Error: Read Returned 116". Running Shgen
With Slansup.Zip Driver.
DOCUMENT ID#: FYI.P.9533
DATE: 14NOV90
PRODUCT: NetWare Shells
PRODUCT VERSION: v2.1x
SUPERSEDES: NA

SYMPTOM: Error: Read Returned 116

ISSUE/PROBLEM

Running shgen with slansup.zip driver, the customer gets: "Error: Read Returned 116". File slansup.zip should have 255 bytes read from it." This happens when running from hard disk or floppy and the .lan and .obj files are in the lan_drv_.050 directory (or floppy)

SOLUTION

He renamed CONFIG.DAT in the shgen-1 directory (hard disk method) and it worked. It doesn't matter what the file is renamed to, just as long as SHGEN doesn't see a CONFIG.DAT file (In this case it was renamed to CONFIG.SAV)

FYI: MONITOR Problems In NW 386 3.1

FYI

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TITLE: MONITOR Problems In NW 386 3.1
DOCUMENT ID#: FYI.P.9534
DATE: 13NOV90
PRODUCT: NetWare 386
PRODUCT VERSION: v3.10
SUPERSEDES: NA

SYMPTOM: Open files is different than File Open/lock Activity.

ISSUE/PROBLEM

In MONITOR on NW 386 3.1, Connection Information about open files' lock status is different from what "File Open/Lock Activity" shows.

SOLUTION

Connection Information shows RECORD Locking while File Open/Lock Activity reports FILE locking.

FYI: Error "Bad Directory Handle During Get Current Directory"

FYI

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TITLE: Error "Bad Directory Handle During Get Current Directory"

DOCUMENT ID#: FYI.P.9544
DATE: 30OCT90
PRODUCT: NetWare
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: "Network error: Bad Directory handle during
"Get Current directory"

ISSUE/PROBLEM

Customer was getting "Network error: Bad Directory handle during "Get Current directory" when he tried to use NCOPY with a particular file. He was also getting a message upon logging in that said: "The following drive mapping operation could not be completed. 'path'".

SOLUTION

Had him increase environment space and it allowed his mappings to work. Once the drive mappings were set the ncopy worked.

FYI: Error "No Drives Available For Salvage". Net Ware
FYI

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TITLE: Error "No Drives Available For Salvage". Net Ware 3.1
DOCUMENT ID#: FYI.P.9535
DATE: 29OCT90
PRODUCT: NetWare 386
PRODUCT VERSION: v3.1
SUPERSEDES: NA

SYMPTOM: "No Drives Available for Salvage"

ISSUE/PROBLEM

Error "No Drives Available for Salvage"

SOLUTION

Free up one network drive.

FYI: Command Line Syntax Of Utilities Changed From 286

FYI

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TITLE: Command Line Syntax Of Utilities Changed From
286 To 386
DOCUMENT ID#: FYI.P.9529
DATE: 28MAR90
PRODUCT: NetWare 286
PRODUCT VERSION: v2.15c
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Syntax of certain command line utilities have changes from NetWare 286 to 386. Once NetWare 386 utilities were installed in our PUBLIC directories, certain maintenance batch files and Login Script code paths no longer worked.

SOLUTION

A couple of changes that solved the problems were changing #CASTOFF /ALL to #CASTOFF ALL and FLAG NET\$LOG.DAT NRW to FLAG NET\$LOG.DAT N.

FYI: Error "Printjob Has Been Removed From Queue", In

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: Error "Printjob Has Been Removed From Queue",
In Pconsole
DOCUMENT ID#: FYI.P.9530
DATE: 20OCT89
PRODUCT: NetWare 286
PRODUCT VERSION: v2.15a
SUPERSEDES: NA

SYMPTOM: Printjob has been remonve from queue.

ISSUE/PROBLEM

After sending a printjob to the printq, and then entering pconsole the error occurs "PRINTJOB HAS BEEN REMOVED FROM QUEUE" and all jobs would be deleted from the printq.

SOLUTION

The problem was a bad Printer port, installed a new one and the problem was solved.

FYI: LPT1 Unavailable In Printer Maintenance

FYI

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TITLE: LPT1 Unavailable In Printer Maintenance
DOCUMENT ID#: FYI.P.9531
DATE: 17OCT89
PRODUCT: NetWare 286
PRODUCT VERSION: ELS II 2.15
SUPERSEDES: NA

SYMPTOM: LPT 1 not available in maintenance

ISSUE/PROBLEM

When running ELSGEN and trying to do printer maintenance in miscellaneous. maintenance lpt 1 was not available. Compaq diagnostics could see the port and dos could print to it.

SOLUTION

Customer was running elsgen with the O/S booted at the nondedicated server. Running elsgen from dos only showed the correct printer table.

FYI: LINK/64 LINK/T1 Internal Router with NetWare 2.15

FYI

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TITLE: LINK/64 LINK/T1 Internal Router with NetWare 2.15

DOCUMENT #: FYI.S.25

DATE: 7FEB92

PRODUCT: LINK/64 LINK/T1

PRODUCT VERSION: 1.1

SUPERSEDES: NA

SYMPTOM: Various

ISSUE/PROBLEM

The NetWare 2.15 drivers are in a subdirectory (NW215.INT) of the LAN_DRV_192/93 diskette. The instructions in the Manual do not make this clear and a NetWare 2.2 Internal Router may be installed in error when a NetWare 2.15 Internal Router is required.

SOLUTION

Manually copy:

1. The *.OBJ files from the NW215.INT subdirectory of the LAN_DRV_192 [or 193] diskette to the LAN_DRV_.192/193 subdirectory of your generation directory.

2. The proper BIN file to the SYSTEM subdirectory of the generation directory.

3. NWLT1.LAN/NWL64.LAN to the AUXGEN subdirectory of the generation directory.

4. Run NETGEN

FYI: Files transfer empty when the KBD= parameter is used
FYI

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TITLE: Files transfer empty when the KBD= parameter is used

DOCUMENT ID#: FYI.S.24

DATE: 3FEB92

PRODUCT: 5250 File Transfer

PRODUCT VERSION: 1.38

SUPERSEDES: NA

SYMPTOM: Files transfer empty when the KBD= parameter is used

ISSUE/PROBLEM

During File Transfer a procedure called DBDLA is created. When NVLFIT is executed specifying the PUT Function, the data activation string DLBDA SECURITY is sent to the host.

KBD= specifies the language the of the string.

KBD=F for French speaking countries

KBD=G for German speaking countries

However, Version 1.38 of 5250 File Transfer does not process the parameter KBD= (Version 1.37 does), therefore, the string is not sent to the host correctly. The display shows the word SECURITY translated with or without the parameter.

The PUT function appears to work, the transfer operates normally and the file appears to be transferred. However, the file created is empty.

The GET function works properly.

SOLUTION

Page 7-3 of the NetWare 5250 File Transfer Guide shows the session parameter SSN with only one option when in fact there are three options: It should say SSN[s,kbd,tt] instead of SSN[s]

kbd specifies the keyboard select option to modify the Netware 5250 File Transfer Scan Code Table.

tt=0 (default) specifies that the built-in ASCII to EBCDIC Translation Table will be used -and normally doesn't need to be changed-, or, tt=1 specifies that the ASCII to EBCDIC Translation Table to be used will be the one in the 5250 Emulation Software.

These options can also be set through the environment variable DLSSN, by means of the SET command, in which case no parameters need to be added to the command line when executing NVLFTEI.

In either case, it is very important to remember that commas have to be used in place of the parameters that will remain unchanged.

NVLFTEI SSN[,G,1] will result in a first session with keyboard select option for Germany and the Translation Table of the 5250 emulation software. The same result is obtained running NVLFTEI.EXE, without options after setting the environment variable: SET DLSSN=,G,1

(see Note 3-96 for further information)

FYI: Btrieve Pascal Examples

FYI

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TITLE: Btrieve Pascal Examples
DOCUMENT ID#: FYI.A.1744
DATE: 20FEB92

PRODUCT: Btrieve for DOS
PRODUCT VERSION: 5.10a
SUPERSEDES: NA

SYMPTOM: Status 25 or 27 on a Create

ISSUE/PROBLEM

The sample Pascal programs in the Btrieve Programmer's Manual (April 1990 edition) were written for IBM (or Microsoft) Pascal. Programmers using Turbo Pascal can not use the examples straight out of the book because of the difference in the way "string" variables work in the two languages. In Turbo Pascal, a variable declared as "string[4]" is actually 5 bytes long, which includes a length byte indicating the significant amount of data in the remaining 4 bytes. Btrieve, however, does not expect this length byte, and will try to interpret it as a general data byte. Specifically, the Btrieve Create example in Appendix D will result in a status 25 - 'Create I/O Error', 27 - 'Invalid Key Position', or possibly other errors if used in a Turbo Pascal program. The following changes should be made in order for the example to function properly under Turbo Pascal:

a) The key specification must include a 4-byte "Not used" field. The sample program has this declared as NOT_USED : string[4]; which is actually a 5-byte field. This will cause a status 27 to be returned on the Btrieve create call. Change this variable to NOT_USED : ARRAY [1..4] OF char;

b) Similarly, the file specification includes a 4-byte "Not used" field as well as a 2-byte "Reserved" field. The sample program declares these as NOT_USED : string[4]; and RESERVED : string[2]; respectively. These may also produce a status 27 on the Btrieve create call. Change the data type of these fields to ARRAY [1..x] OF char.

c) The KeyBuffer parameter passed on the BTRV create call must contain the name of the file to be created. The example uses a variable declared as FILE_NAME : string[17]; and then calls Btrieve with this variable as the key buffer (5th) parameter. When Btrieve looks at FILE_NAME, the first thing it sees is the length byte, which is generally not a legal character for a DOS file name, and a status 25 will be returned. To fix this, either declare this parameter as an ARRAY [1..x] OF char or pass it to Btrieve with a [1] subscript, for example:

```
STATUS := BTRV (B_CREATE, POS_BLK, ..., FILE_NAME[1],
```

```
0);
```

In addition, many of the sample programs define the data buffer with a variant record. This is not necessary in Turbo Pascal. For example, the Get First example defines and uses the data buffer as follows:

```
type
  EMP_REC = record
    case integer of
      1: (NAME      : string(20);
         AGE       : string(2);
         HIRE_DATE : string(6));
      2: (ENTIRE    : string(28));
    end;
var
  DATA_BUF : EMP_REC;
  ...
begin
  ...
  STATUS := BTRV(B_GET_FIRST, POS_BLK, DATA_BUF.ENTIRE,
DATA_LEN,
                KEY_BUF, 2);
```

When using Turbo Pascal, you can use a simple record type, such as:

```
type
  EMP_REC = record
    NAME      : string[20];
    AGE       : string[2];
    HIRE_DATE : string[6]
  end;
```

Then, just specify DATA_BUF as the 3rd parameter:

```
STATUS := BTRV(B_GET_FIRST, POS_BLK, DATA_BUF, DATA_LEN,
KEY_BUF, 2);
```

SOLUTION

NA

FYI: Loading DLLs Explicitly in Windows

FYI

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TITLE: Loading DLLs Explicitly in Windows
DOCUMENT ID#: FYI.A.1650
DATE: 20FEB92
PRODUCT: Network C for Windows
PRODUCT VERSION: v1.22
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

How do you develop a Windows program that is NetWare aware, without relying on NetWare being there? Normally, if a Windows program makes any calls to any NetWare C Interface-Windows DLL, that DLL is loaded implicitly (automatically) by Windows at run-time. All of these DLLs except the NWIPXSPX.DLL require access to functions in the NETWARE.DRV (which in actuality is a DLL). NETWARE.DRV is NOT loaded if the NetWare shell is not loaded before starting Windows.

SOLUTION

Load the DLLs explicitly instead of implicitly, as follows:

- a) Determine if the NETWARE.DRV is loaded:

```
HANDLE hNetWare;  
  
hNetWare = GetModuleHandle("NETWARE.DRV");  
if (hNetWare == NULL)  
    // not loaded  
else  
    // loaded!
```

- b) See if you can load the DLL (in this case, NWBIND.DLL):

```
HANDLE hDLL;  
  
hDLL = LoadLibrary("NWBIND.DLL");  
if (hDLL < 32)  
    // some kind of error (file not found = 2)
```

```
else
    // loaded!
```

c) Make the function(s) point to their location(s) in the DLL. Below are two examples for accomplishing this:

```
// This method uses the function string name
// (very memory hungry; pointers + strings, slow load
time)
GetBinderyObjectID =
    (WORD (FAR PASCAL *) ()) GetProcAddress(hDLL,
"GetBinderyObjectID"
    ;
    // This method uses the function ordinal number (in this
case, 14)
    // (little memory; just pointers, very fast)
GetBinderyObjectID =
    (WORD (FAR PASCAL *) ()) GetProcAddress(hDLL,
(LPSTR)14);
```

These steps also require the use of modified prototypes for the functions, so they are pointers to functions. For example, to modify the prototype for GetBinderyObjectID(), change the line in the NWBINDRY.H file from:

```
extern WORD FAR PASCAL GetBinderyObjectID(char far
*objectName,
                                           WORD
objectType,
                                           DWORD far
*objectID );
```

to:

```
WORD (FAR PASCAL *GetBinderyObjectID)(char far
*objectName,
                                           WORD objectType,
                                           DWORD far
*objectID );
```

In addition, do NOT import the functions from the DLLs you explicitly load. The actual calls to the functions do not have to be changed once all the above steps are taken.

FYI: Internals of the XQL Data Segment
FYI

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TITLE: Internals of the XQL Data Segment
DOCUMENT ID#: FYI.A.1745
DATE: 10FEB92
PRODUCT: XQL for DOS
PRODUCT VERSION: 2.11
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When XQL is loaded, it allocates a 64K data segment which is where all its local variables are stored when executing the functions requested by an application. Out of this 64K data segment there is a fixed amount of memory which is taken up by global data and data that is allocated at load-time. The remaining memory is divided up according to the specified load-time parameters. The following chart shows how the 64K buffer is divided up. Note: The use of expanded memory will not change the information below. The benefit of expanded memory is that you will have more free memory available on your system once XQL loads.

BYTES	DESCRIPTION
-----	-----
13856	XQL's global data
980	Memory allocated to hold information about active dictionary
539	Current Session data structure
867	Current View data structure
1400	Join List data structures
2267	Data buffer allocated at load-time which is used for swapping data structures to disk
2062	Memory used for extended Btrieve operations
896	Dictionary position blocks
817	Miscellaneous key buffer, currency addresses, etc.

23684 This is the fixed size of data that resides in XQL's 64K data segment. There are 41852 bytes of data left for the load-time parameters. Space will be allocated in the data segment for the /w, /t and /b parameters as follows:

w Fetch buffer. w = value in /w: parameter
t * 130 Transaction processing. t = value in /t:
parameter

Defaults to 12.

b * 1024 Heap buffer. b = value in /b: parameter

65536 If this number is exceeded, XQL will display an "insufficient memory" error and fail to load.

1. The following load parameters will cause insufficient memory

xql /t:12 /v:8 /w:8000 /b:32 /e

$23684 + (12 * 130) + 8000 + (32 * 1024) = 66012$

2. Dropping the /t parameter to 8 will allow XQL to load.

xql /t:8 /v:8 /w:8000 /b:32 /e

$23684 + (8 * 130) + 8000 + (32 * 1024) = 65492$

SOLUTION

NA

FYI: Loading/Unloading Xtrieve Many Times Hangs DOS v5 Workstation

FYI

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TITLE: Loading/Unloading Xtrieve Many Times Hangs
DOS v5 Workstation
DOCUMENT ID#: FYI.A.2417
DATE: 07FEB92
PRODUCT: Xtrieve PLUS Network
PRODUCT VERSION: 4.10

SUPERSEDES: NA

SYMPTOM: Workstation hangs

ISSUE/PROBLEM

On a standalone machine, running DOS 5.0, if you load and unload Xtrieve PLUS v4.10 approximately 14 times, the workstation will hang. This problem was reproduced with the following products:

DOS v5.0
Btrieve for DOS v5.10a (patched to #114)
XQLP v2.11a (shipped with Xtrieve PLUS v4.10)
Xtrieve PLUS v4.10 (patched to #15)

Xtrieve loaded Btrieve and XQLP automatically, and default load parameters were used. The AUTOEXEC.BAT contained the statement: "prompt \$p\$g", and the CONFIG.SYS contained the statements: "files=60" and "buffers=20".

SOLUTION

If SHARE.EXE (which ships with DOS 5.0) is loaded before loading and unloading Xtrieve, the workstation does not hang.

FYI: VGA Card Conflict With Xtrieve PLUS

FYI

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TITLE: VGA Card Conflict With Xtrieve PLUS
DOCUMENT ID#: FYI.A.1922
DATE: 07FEB92
PRODUCT: Xtrieve PLUS
PRODUCT VERSION: 4.10
SUPERSEDES: NA

SYMPTOM: Machine hangs when loading Xtrieve

ISSUE/PROBLEM

When trying to load Xtrieve PLUS v4.10, the machine locks up, without even loading the record manager (or relational manager). No error messages are displayed.

SOLUTION

The problem appeared to be related to a particular VGA card, which when replaced by another brand, allowed Xtrieve PLUS to load at the workstation.

The VGA card with which the problem occurred was an AHEAD AVGA Deluxe board; perhaps also referred to as the A2000 series. The company name for this card is "AHEAD".

FYI: MapDrive() And Search Drives

FYI

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TITLE: MapDrive() And Search Drives
DOCUMENT ID#: FYI.A.3354
DATE: 07FEB92
PRODUCT: NetWare C Interface DOS
PRODUCT VERSION: 1.20
SUPERSEDES: NA

SYMPTOM: Mapped drives can not be deleted.

ISSUE/PROBLEM

Numerous problems have been reported by developers when attempting to delete search drives with the MapDrive() function. The function will successfully delete mapped search drives, but there are a few undocumented prerequisites. Below is an example of what is required to delete a mapped search drive.

```
GetSearchDriveVector(vectorBuffer);  
for(i=0;i<16;i++)  
if(vectorBuffer[i] == driveLetter - 'A') break;  
if(i == 16) i=0;
```

```

                else i++;                /* Search Drives Are
Relative*/                                /* to 1 not 0.
*/
                cCode=MapDrive(connectionID, /* File Server Connection
ID */                                /* No Relative Drive
Mapping */                                /* No Path Required
*/                                /* Delete This Drive
*/                                /* Number Of Search Drive
*/                                /* Drive To Be Deleted
*/

```

The two most common problems are not using the proper connectionID and not passing in the proper search drive number. The connectionID is the file server to which the drive is mapped. The search drive number is a number from 1 to 16 which indicates the order of the search drive in the search drive vector table.

SOLUTION

NA

FYI: Status 27 On a Btrieve Create

FYI

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```

TITLE:          Status 27 On a Btrieve Create
DOCUMENT ID#:   FYI.A.2416
DATE:          06FEB92
PRODUCT:       Btrieve
PRODUCT VERSION: ALL
SUPERSEDES:    NA

```

SYMPTOM: Status 27 - Invalid Key Position

ISSUE/PROBLEM

When creating a Btrieve file, a position must be specified for each key segment. This is the starting position of the segment within the data record. If the value 0 is specified for a key position, a status 27 (Invalid Key Position) will be returned.

SOLUTION

A key position must be between 1 and the specified record length. This is true for both a BUTIL -CREATE or an application making a Btrieve call which performs an operation 14 (Create).

FYI: The PUBLIC User in Xtrieve PLUS v4.10

FYI

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TITLE:	The PUBLIC User in Xtrieve PLUS v4.10
DOCUMENT ID#:	FYI.A.1921
DATE:	05FEB92
PRODUCT:	Xtrieve Plus Network
PRODUCT VERSION:	4.10
SUPERSEDES:	NA

SYMPTOM: NA

ISSUE/PROBLEM

Xtrieve's "PUBLIC" user - what is it?

SOLUTION

Xtrieve PLUS v4.10 has introduced a user called "PUBLIC" in its Security implementation. This is not really a user, in the sense that one cannot use this username to get into a dictionary that has security installed. It does not even have a password - but, again, that's because it is not a username.

It can be thought of as a group (similar to NetWare - there can be individual users and groups). The "Master" user can assign rights to this user, and then, for every individual user that's added, the rights do not have to be re-defined. Each user can be assigned the rights that have been assigned to PUBLIC (similar to security equivalences in NetWare).

FYI: HLLAPI Application Hangs

FYI

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TITLE: HLLAPI Application Hangs
DOCUMENT ID#: FYI.A.2831
DATE: 04FEB92
PRODUCT: 3270 Tools for DOS
PRODUCT VERSION: 1.5
SUPERSEDES: NA

SYMPTOM: Program hangs when WAIT function is called.

ISSUE/PROBLEM

The wait function does not always return control to the calling application when the NWAIT option is set in Function-9: Set Session parameters.

If the PS (Presentation Space) is changed before you call Function-24 (Query Host Update) HLLAPI returns a status 22 - 'PS updated'. Subsequent calls to Function-24 always return a status 22 regardless of whether or not the PS is changed.

SOLUTION

The PTF253.ZIP file, located in library 9 of the NOVLIB forum on CompuServe contains a fix for this problem.

FYI: Calling GlobalAlloc() from a Windows DLL

FYI

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TITLE: Calling GlobalAlloc() from a Windows DLL
DOCUMENT ID#: FYI.A.2934
DATE: 04FEB92
PRODUCT: Network C for Windows
PRODUCT VERSION: 1.22
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When allocating an ECB (Event Control Block) dynamically using GlobalAlloc(), the following flags should be specified: GMEM_DDESHARE, GMEM_FIXED, GMEM_NOT_BANKED. However, GlobalLock() OR GlobalWire() must be called, followed by GlobalPageLock(). The reason for calling GlobalPageLock() is to inform the Windows Kernel not to switch the memory containing the ECBs. This is very important when using ESRs.

In any case, it is highly recommended that the ECB memory be locked in the DATA Segment. To accomplish this, declare the data segment containing both the ECBs and packet fragments as FIXED in the program's .DEF file.

SOLUTION

NA

FYI: CLib GetVolumeNumber() Returns Garbage
FYI

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TITLE: CLib GetVolumeNumber() Returns Garbage
DOCUMENT ID#: FYI.A.1649

DATE: 04FEB92
PRODUCT: Network C for NLMs
PRODUCT VERSION: SDKb
SUPERSEDES: NA

SYMPTOM: Gargadge is returned for a volume number

ISSUE/PROBLEM

GetVolumeNumber(), when called for a volume on a remote server, returns garbage for a volume number.

SOLUTION

Actually, the volume number is returned in the first byte. The remainder of the 2-byte integer, however, is not cleared, and contains the "old" information it had before the call. For example:

Source:

```
int volNumber = 0xFFFFFFFF;  
GetVolumeNumber("SYS", &volNumber);  
printf("0x%X\n", volNumber);
```

Output:

```
0xFFFFFFFF00
```

Just clear the volume number to 0's before making the call.

FYI: Queue Functions For NetWare 3.11
FYI

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TITLE: Queue Functions For NetWare 3.11
DOCUMENT ID#: FYI.A.3222
DATE: 04FEB92
PRODUCT: NetWare C Interface DOS

PRODUCT VERSION: 2.0a
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The API GetQueueJobList() returns up to 250 job numbers for a specified queue. In NetWare 2.15 and 3.10, a queue could only have 250 jobs. However, NetWare 3.11 allows up to 8000 jobs in a queue. GetQueueJobList() can only access the first 250 jobs of a queue.

SOLUTION

NA

FYI: Send_Data Verb Hangs

FYI

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TITLE: Send_Data Verb Hangs
DOCUMENT ID#: FYI.A.2830
DATE: 04FEB92
PRODUCT: LU6.2 Tools for DOS
PRODUCT VERSION: 1.1
SUPERSEDES: NA

SYMPTOM: Send_Data verb hangs workstation

ISSUE/PROBLEM

Send_Data verb hangs even after setting attach_pu.retcode = Incomplete. It hangs (doesn't return) when the receive program is paused (and the pacing count is used up). This behavior is only expected if attach_pu.return_code was set to Complete; when set to Incomplete, send_data is expected to return with some 'incomplete' error.

SOLUTION

Currently, there is no work around.

FYI: CPI-C Interface Support for NetWare LU6.2

FYI

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TITLE: CPI-C Interface Support for NetWare LU6.2
DOCUMENT ID#: FYI.A.2829
DATE: 04FEB92
PRODUCT: LU6.2 Tools for DOS
PRODUCT VERSION: 1.2
SUPERSEDES: Netware LU6.2 Tools v1.2

SYMPTOM: NA

ISSUE/PROBLEM

NetWare LU6.2 supports two IBM LU6.2 programming interfaces: CPI-C (Common Programming Interface for Communications) and APPC (Advanced Program-to-Program Communication). CPI-C and APPC are two separate implementations of the SNA LU6.2 architecture. Many, but not all, of the APPC functions are included in CPI-C. Transaction programs using CPI-C can communicate with most of the CICS programs that use the APPC interface but there are some things that CPI-C does not support. For example, it does not support PIP (Program Initialization Parameters), Locks, Map_Name, FMH_Data and Synch_Point. CPI-C programs also do not control security.

SOLUTION

NA

FYI: rename() Directory Against a 2.x Server

FYI

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TITLE: rename() Directory Against a 2.x Server
DOCUMENT ID#: FYI.A.3219
DATE: 04FEB92
PRODUCT: Network C for NLMS
PRODUCT VERSION: 2.0b
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The rename() API does not work on a directory when a 2.x file server is the target.

SOLUTION

The rename() function takes an old name and a new name. When the target is a 2.x server, the old name must be a full path and the new name should be the new directory name, without a path specified.

FYI: Calling EstablishConnection() From an NLM
FYI

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TITLE: Calling EstablishConnection() From an NLM
DOCUMENT ID#: FYI.A.3220
DATE: 04FEB92
PRODUCT: Network C for NLMS
PRODUCT VERSION: 2.0b
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

EstablishConnection() from an NLM fails when its client is a DOS workstation.

SOLUTION

The DOS client uses an ESR (Event Service Routine) which keeps interrupts disabled while it's registering the client. If the ListenForConnection() on the DOS client checks the inuse flag, the problem does not occur.

FYI: What is the Poll Function?

FYI

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TITLE: What is the Poll Function?
DOCUMENT ID#: FYI.A.3221
DATE: 04FEB92
PRODUCT: Network C for NLMs
PRODUCT VERSION: 2.0b
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When writing TLI (Transport Layer Interface) code, a t_look call can be used to poll the status of a TLI event. Alternatively, there is a function "poll" in the UNIX STREAMS section of the NLM SDKb which allows the same functionality. This function takes an array of handles returned by t_open, and will return control to the application when an event occurs on any of these handles or the specified timeout expires. This allows the TLI programmer to wait until an event happens and then handle it. In addition: poll can only be passed 20 handles.

SOLUTION

NA

FYI: ScanDirEntry Sequence Number

FYI

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TITLE: ScanDirEntry Sequence Number
DOCUMENT ID#: FYI.A.3218
DATE: 04FEB92
PRODUCT: NetWare C Interface DOS
PRODUCT VERSION: 1.2
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When using the ScanDirEntry() API against a NetWare 2.x server, only one or two files are returned. The sequence number is not being updated by this function when a 2.x server is detected.

SOLUTION

To avoid this problem, either change the source code to update the sequence number, or use the sequence number returned in the DirStructure.

FYI: Undefined Symbols, while Loading an NLM under NetWare 3.10
FYI

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TITLE: Undefined Symbols, while Loading an NLM under
NetWare 3.10
DOCUMENT ID#: FYI.A.2827
DATE: 04FEB92
PRODUCT: Network C for NLMs
PRODUCT VERSION: 2.00

SUPERSEDES: N/A

SYMPTOM: "Undefine Symbols-GetFileServerID and GetLanAddress" error

ISSUE/PROBLEM

If an NLM containing the API function, GetFileServerID, is loaded on a NetWare 3.10 server, an error will be returned saying the symbol "GetFileServerID" cannot be found. This is because in NetWare 3.10, this function is named GetCurrentConnectionID; the 'GetFileServerID' API was implemented under NetWare 3.11 and will not work under NetWare 3.10.

If the message, "Undefined Symbol for GetLanAddress" is returned under NetWare 3.10, then this function should not be used, because it is a brand new function implemented under NetWare 3.11 and does not work under NetWare 3.10.

SOLUTION

Use GetCurrentConnectionID instead of GetFileServerID under NetWare 3.10.

FYI: Deleted OwnerID Causes Append Problems
FYI

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TITLE: Deleted OwnerID Causes Append Problems
DOCUMENT ID#: FYI.A.3217
DATE: 04FEB92
PRODUCT: Network C for NLMs
PRODUCT VERSION: 2.0b
SUPERSEDES: NA

SYMPTOM: I/O error from NLM

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 are made to the file, the NLM will get an I/O error when a write occurs which causes the file to expand past the next file allocation unit (default 4096). When using the Btrieve NLM, this problem generates a status 18 - "Disk Full".

SOLUTION

If a user is deleted from the bindery all the files owned by that user should be assigned a valid ownerid or should be deleted. If there is a file that it is absolutely necessary to protect, making the ownerid supervisor will ensure it never has an invalid ownerID.

FYI: Problem with GetBinderyObjectDiskSpaceLeft()

FYI

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TITLE: Problem with GetBinderyObjectDiskSpaceLeft()
DOCUMENT ID#: FYI.A.2828
DATE: 04FEB92
PRODUCT: NetWare C Interface DOS
PRODUCT VERSION: 1.20
SUPERSEDES: NA

SYMPTOM: UsedDiskBlocks is returned instead of UnusedDiskBlocks

ISSUE/PROBLEM

In the GetBinderyObjectDiskSpaceLeft() API, the value returned in the unusedDiskBlocks parameter is in fact the value for Used Disk Blocks of the specified object. The returned value also includes the Used Disk Blocks for all the volumes on the specified server.

SOLUTION

There is no work around available at this time.

FYI: System Calls & SetCapturePrintQueue
FYI

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TITLE: System Calls & SetCapturePrintQueue
DOCUMENT ID#: FYI.A.2652
DATE: 03FEB92
PRODUCT: NetWare System Calls
PRODUCT VERSION: 1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

There is a documentation error for the SetCapturePrintQueue system call. The DL register must be set to the server connection ID for the server that contains the specified queue.

SOLUTION

NA

FYI: C Interface - Windows & IPXTaskID Values
FYI

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TITLE: C Interface - Windows & IPXTaskID Values
DOCUMENT ID#: FYI.A.2653
DATE: 03FEB92
PRODUCT: Network C for Windows
PRODUCT VERSION: 1.22
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

What values can IPXTaskID be following IPXInitialize() or SPXInitialize calls?

In ENHANCED mode, it can be any value, but most likely will be the value that was passed into the initialize calls. It is not used and serves only as a dummy parameter.

In STANDARD and REAL modes, it is still required and needs to be used.

SOLUTION

NA

FYI: WATCOM C/386 Compiler Documentation Error
FYI

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TITLE: WATCOM C/386 Compiler Documentation Error
DOCUMENT ID#: FYI.A.1647
DATE: 30JAN92
PRODUCT: Network C for NLMs
PRODUCT VERSION: SDKb
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The WATCOM C/386 manual, "Optimizing Compiler and Tools User's Guide" has an error in it on page 38. A predefined macro, __NETWARE_386__, is described as being defined by the Novell/WATCOM C SQL Compiler. These manuals ship with version 8.5 of the Watcom Compiler, which does NOT include Embedded SQL, and this was the only time this macro was defined in the past.

SOLUTION

If you need to determine if your code is being compiled by the Watcom C/386 compiler, check for the `__386__` and `__WATCOMC__` macros to be defined as follows:

```
#if defined(__WATCOMC__) && defined(__386__)  
  
    // special code goes here  
  
#endif
```

FYI: Unresolved Externals `_end` and `_edata`
FYI

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TITLE: Unresolved Externals `_end` and `_edata`
DOCUMENT ID#: FYI.A.1648
DATE: 30JAN92
PRODUCT: Network C for NLMs
PRODUCT VERSION: SDKb
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

When linking, using NLMLINK, the linker reports two unresolved externals: `_end` and `_edata`.

SOLUTION

Link in OPRELUDE.OBJ instead of PRELUDE.OBJ if using NLMLINK. Both OPRELUDE.OBJ and NLMLINK are supplied on SDKa, NOT SDKb. But, a number of programmers who have SDKb are still using NLMLINK. It seems WLINK supplies these externals at link time and they are required by PRELUDE.OBJ, while NLMLINK does not supply them, and hence, OPRELUDE.OBJ must be linked in instead.

FYI: EMSNETX Bug

FYI

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TITLE: EMSNETX Bug
DOCUMENT ID#: FYI.A.1645
DATE: 30JAN92
PRODUCT: EMSNETX
PRODUCT VERSION: 3.22
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Under certain conditions, file writes using EMSNETX v3.22 can become corrupted. Specifically, this happens when the buffer being written from/to is in EMS memory, as well as the buffers the shell is using. The error usually does not occur right away, but instead it occurs within one or two hours, with one to six bytes typically being corrupted each time.

SOLUTION

Set CACHE BUFFERS=0 in NET.CFG or SHELL.CFG or don't use the EMS shell, to keep this from occurring.

FYI: ChangeBinderyObjectPassword() as a Supervisor or Equivalent
FYI

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TITLE: ChangeBinderyObjectPassword() as a Supervisor
or Equivalent

DOCUMENT ID#: FYI.A.1316
DATE: 29JAN92
PRODUCT: NetWare C Interface DOS
PRODUCT VERSION: 1.20
SUPERSEDES: N/A

SYMPTOM: N/A

ISSUE/PROBLEM

Suppose a user with supervisor equivalence or a supervisor wants to change a user's password using the APIs. The use of ChangeBinderyObjectPassword() requires the old password as an input parameter.

SOLUTION

Using the ChangeBinderyObjectPassword() and passing NULL as the old password parameter will work as follows...

```
cCode = ChangeBinderyObjectPassword(userNameToChange,  
OT_USER,  
NULL,  
newPswd);
```

FYI: ScheduleSleepAESProcessEvent Documentation Error
FYI

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TITLE: ScheduleSleepAESProcessEvent Documentation
Error
DOCUMENT ID#: FYI.A.3830
DATE: 28JAN92
PRODUCT: Network C for NLMS
PRODUCT VERSION: SDKb
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In the documentation of ScheduleSleepAESProcessEvent, under the heading of Syntax, the function name is mentioned as ScheduleNoSleepAESProcessEvent.

SOLUTION

It should be ScheduleSleepAESProcessEvent.

FYI: CLib rename() Failure

FYI

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TITLE: CLib rename() Failure
DOCUMENT ID#: FYI.A.1646
DATE: 28JAN92
PRODUCT: Network C for NLMs
PRODUCT VERSION: SDKb
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

The rename() function returns 0xFF when trying to rename directories on remote 2.x servers when the new directory name includes an extension. This is somewhat similar to the problem with mkdir() not making remote 2.x directories with extensions.

SOLUTION

NA

FYI: KeyServer

FYI

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TITLE: KeyServer
DOCUMENT ID#: FYI.W.0078
DATE: 02MAR92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: 3.x
SUPERSEDES: NA

SYMPTOM: Can't log into KeyServer. KeyServer is concurrent-use license management software for networks. KeyServer manages access to Macintosh applications much like a library. Whenever usage of a "keyed" application is below the licensed limit, a key is checked out. If all keys are in use, the launch attempt aborts, and a dialog box offer's a place for the user in a waiting queue.

ISSUE/PROBLEM

KeyServer shows up in the Chooser, but when you attempt to select it, a login dialog comes up. According to the vendor, this dialog should not appear in KeyServer, and indicates that the INIT can't connect to the network service. Turns out there's a bug in the Chooser that causes the Chooser not to update resources that belong to it if the network has a single named zone. When switching from the VAPs (which had no router so the only zone was "*") to the NLMs (whose router requires at least ONE zone name on non-extended networks), the problem showed up. The zone name resource in KeyAccess was not being updated.

SOLUTION

Change a resource in the KeyAccess program (the client part of the KeyServer package). Sassafras Software had sent it out with a zone name in that resource instead of a "*", and the Chooser didn't update it with our zone name. In KeyAccess, change the STR resource -4090, replacing the bogus name with "*", then pad the data section with zeroes to a length of 33 bytes. This was KeyServer Light version 2.3.91, KeyAccess version 2.3.9. These resources can be edited with any resource editor like Apple's ResEdit program, but users should be careful and only edit a copy of KeyServer. Resource editors can corrupt files when used improperly.

FYI: Novell NL1000 & 3.11

FYI

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TITLE: Novell NL1000 & 3.11
DOCUMENT ID#: FYI.W.0077
DATE: 24FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: Novell NL1000 LocalTalk card doesn't work with NetWare 3.11.

ISSUE/PROBLEM

The Novell NL1000 is not supported by NetWare 3.11, due to the fact that the NL1000 has poor performance in 386/486 based computers. It is supported in the 286 product line. The Dayna DL2000 and DL/2 are the only supported LocalTalk cards with v3.11 NetWare.

SOLUTION

Customers must use a Dayna DL2000 or DL/2 card with v3.11 NetWare for LocalTalk connectivity.

FYI: Grace Login Notification

FYI

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TITLE: Grace Login Notification
DOCUMENT ID#: FYI.W.0071
DATE: 20FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.0 and v3.01

SUPERSEDES: NA

SYMPTOM: When the Macintosh client logs into a server and a grace login is used there is no notification.

ISSUE/PROBLEM

Because NetWare for Macintosh corresponds to AppleShare specifications, the Macintosh is not notified when a grace login is used. AppleShare does not have this functionality.

SOLUTION

As a workaround, AFPFIX3.NLM was developed. This patch will notify Macintosh clients when a grace login is used so they may be warned they need to change their password. The Macintosh client will need to have the Notify init installed to receive these messages. The Notify init comes with NetWare for Macintosh utilities. AFPFX3.ZIP is posted to CompuServe's NetWire in NOVLIB library 8, with instructions on how to use.

FYI: Macintosh print queues disappear.

FYI

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TITLE: Macintosh print queues disappear.
DOCUMENT ID#: FYI.W.0070
DATE: 20FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v1.1
SUPERSEDES: NA

SYMPTOM: Macintosh print queues unpublish themselves randomly.

ISSUE/PROBLEM

The server is running 2.15c and the 1.1 Mac VAPs and a Novell NL1000 LocalTalk card. The customer mentioned that the

server has had hardware problems in the past.

SOLUTION

The customer discovered a bad LocalTalk cable, and upon removing it the queues have remained published.

FYI: Error "ATPS: can't login as ####"
FYI

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TITLE: Error "ATPS: can't login as ####"
DOCUMENT ID#: FYI.W.0073
DATE: 20FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.0 and v3.01
SUPERSEDES: NA

SYMPTOM: When loading the ATPS.NLM the error "ATPS: can't login as ####" is received.

ISSUE/PROBLEM

The number generated in this message is a bindery number. The message itself indicates this bindery could not be accessed by ATPS and therefore can't load the ATPS NLM.

SOLUTION

There are many possible solutions to this problem. They include:

1. Verify the group Everyone has not been deleted. The group Everyone is required by ATPS, but does not have to include any members.
2. Make sure that login is enabled. Login is enabled by default, so only if login was disabled is this an issue.
3. Go into PCONSOLE and delete the Print Server "ATPS_PSRVR" and also delete any queues created by the ATPS.CFG file. After all of the

above is completed load ATPS and all should work.

FYI: Getting notification when print jobs are completed

FYI

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TITLE: Getting notification when print jobs are completed
DOCUMENT ID#: FYI.W.0072
DATE: 20FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.01
SUPERSEDES: NA

SYMPTOM: Since upgrading to v3.01 NetWare for Macintosh, my Macintosh clients receive messages every time a print job is completed. How can I turn this off?

ISSUE/PROBLEM

With v3.0 NetWare for Macintosh, the Macintosh client would not receive any messages regarding their print jobs. With v3.01 NetWare for Macintosh, the Macintosh client is informed when a print job is complete if the Notify init is installed.

SOLUTION

If you do not want to receive these messages, remove the Notify init, or disable the "Accept Messages" option from within the NetWare DA.

FYI: Can't see the NetWare for Macintosh file server

FYI

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TITLE: Can't see the NetWare for Macintosh file
server
DOCUMENT ID#: FYI.W.0075
DATE: 20FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: The NetWare for Macintosh server does not
appear in the Chooser on the Macintosh client.

ISSUE/PROBLEM

When an AppleTalk router is on a network that advertises
zones, if special characters are used for the zones names (for
example: *, ^, ~, etc...) the file server will not be able to
advertise itself in zones with special characters.

SOLUTION

There is a new version of the ATALK and ATALK2 VAPs that
will allow this support of special characters in the zone name.
This patch can be downloaded from CompuServe's NetWare in NOVLIB
library 8, and is called ATALK.ZIP. It includes instructions on
how to install.

FYI: Can't attach printer to the queue
FYI

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TITLE: Can't attach printer to the queue
DOCUMENT ID#: FYI.W.0076
DATE: 20FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: I can't attach the printer to the queue.

ISSUE/PROBLEM

Some printers use DDP checksums when receiving packets on the network. NetWare for Macintosh v2.2 incorrectly determines the DDP checksum value so the printer will not communicate to the server.

SOLUTION

To resolve this problem install new ATALK and/or ATALK2 VAPs. These can be obtained from CompuServe's NetWire on NOVLIB library 8 and the patch is called ATALK.ZIP. Instructions for use are included.

FYI: EtherPrint by Dayna

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TITLE: EtherPrint by Dayna
DOCUMENT ID#: FYI.W.0074
DATE: 20FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: All versions
SUPERSEDES: NA

SYMPTOM: Printers that are connected to the network with the EtherPrint by Dayna will appear in various zones intermittently.

ISSUE/PROBLEM

The EtherPrint box has a known problem that will cause this symptom.

SOLUTION

Dayna has developed a new v1.5 ROM to resolve this. Contact Dayna at 801-972-2000.

FYI: ATPS: Printing to LaserWriter II NT attached to the serial port on the server, substitutes certain characters.

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TITLE: ATPS: Printing to LaserWriter II NT attached to the serial port on the server, substitutes certain characters.
DOCUMENT ID#: FYI.W.0067
DATE: 14FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.x
SUPERSEDES: NA

SYMPTOM: When printing a file from a Macintosh to an ATPS queue that services an Apple LaserWriter II NT connected to the COM1 port of the server, certain characters (bullets, quotes...) are substituted with other characters (% , U , R , etc.). When the same file is printed to the LaserWriter via LocalTalk, the proper characters are printed.

ISSUE/PROBLEM

When the Apple LaserWriter has its dip switches changed to communicate via the RS232 serial port, it communicates in a 7bit mode instead of 8bit when communicating via LocalTalk. When printing characters such as the bullet character or the copyright symbol, which are ASCII valued characters that are larger than 7bits, they are substituted for a lower ASCII value character.

SOLUTION

To switch the printer to 8bit mode print the SERIAL.PS file to the printer from a DOS workstation. This is done by capturing to the queue and then typing: COPY SERIAL.PS LPT1 SERIAL.PS comes with version 3.01 NetWare for Macintosh and is copied to sys:public on the server.

FYI: ATPS: Printing through QMS PS410 using Posttext, text cut in half at the top of the page.

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TITLE: ATPS: Printing through QMS PS410 using Posttext, text cut in half at the top of the page.

DOCUMENT ID#: FYI.W.0066

DATE: 13FEB92

PRODUCT: NetWare for Macintosh

PRODUCT VERSION: v2.x, v3.x

SUPERSEDES: NA

SYMPTOM: When printing a DOS or ASCII text file from a DOS workstation to a QMS PS410 and using the APLASER2.PDF, the first line of the text would be cut in half at the top of the page.

ISSUE/PROBLEM

There are two PDFs that allow post text printing; APLASER2.PDF for Apple Laser Writers, and PSTSCRPT.PDF for third party PostScript printers. The margins used for Apple LaserWriters are different then those used for third party printers. Therefore, you must use the PSTSCRPT.PDF for third party printers.

SOLUTION

After changing the Device to 'PostScript Printer' by using the PSTSCRPT.PDF, the DOS text file printed with approximately 1/2" margins. This did not cut off the text.

FYI: ATPS: Abend: Invalid semaphore number passed to to kernel. Running process FSP #6.

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TITLE: ATPS: Abend: Invalid semaphore number passed to kernel. Running process FSP #6.

DOCUMENT ID#: FYI.W.0068
DATE: 13FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v2.2
SUPERSEDES: NA

SYMPTOM: When trying to create a folder on the server volume with a Macintosh, the following error is returned: "Abend: Invalid semaphore number passed to kernel. Running process FSP #6", and as a result, the server is frozen. The error message that is displayed on the Macintosh is as follows: "Unable to create folder, due to error -1072 (Session Closed)". An attempt to delete a file from the server volume causes the following error, "Directory access by unauthorized process". The DOS workstations are able to perform both functions without error.

ISSUE/PROBLEM

The machine had an Everex controller in it that was using Novell's standard ISA disk driver (ISADISK.OBJ 6444 bytes, 12-19-90, ISADISK.DSK 1027 bytes, 2-12-91).

SOLUTION

After upgrading the ISA disk driver (ISADISK.OBJ 6369 bytes, 12-9-91, ISA22.DSK 1027 bytes, 12-10-91) the problem was resolved and the Macintosh could function properly. The newer driver can be downloaded from NetWire NOVLIB Library 3, ISAREM.ZIP.

FYI: ATPS: Can't place job in queue, queue write error.
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TITLE: ATPS: Can't place job in queue, queue write error.
DOCUMENT ID#: FYI.W.0069
DATE: 12FEB92
PRODUCT: NetWare for Macintosh
PRODUCT VERSION: v3.01
SUPERSEDES: NA

SYMPTOM: When trying to print to an ATPS queue from a Macintosh, the following error comes up on the Macintosh: "ATPS: Can't place job in queue, queue write error". The problem only occurred on three of the Macintoshes on the network, other Macintoshes worked fine.

ISSUE/PROBLEM

The problem seemed to be related to which user was trying to print. After some investigating, it was found that each user was being limited to a certain amount of disk space. The users that weren't able to print had used up all their allotted disk space.

SOLUTION

To solve this, the users' that had used up their allotted disk space would need to delete some information, or the amount of disk space would need to be increased for that particular user.