LANSource ™ Technical Information

LANSource Technologies Inc. 221 Dufferin St., Suite 310A Toronto, Ontario M6K 3J2 CANADA

Topic Number: FXP5028

Subject: Common connection problems between Windows NT and Windows 3.1/3.11(Windows for Workgroups) when using FAXport

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This technical note covers six common problems and situations encountered in network connections between Windows NT and Windows 3.1, 3.11 and Windows For Workgroups 3.11 workstations. These problems are;

I. Common connection problems with NetBEUI
II. Common connection problems with NetBIOS
III. Using Network Control Blocks - NCBS
IV. Using WINPORT.INI
V. 'No answer from Network Modem XX'
VI. Errors when WINport and FAXport are used together

I. Common connection problems with NetBEUI

If you experience intermittent connection problems when you have installed a WINport Modem Server on a Windows NT and then attempt to connect with the WINport 32 Bit Client installed on Windows 3.1 / 3.11 using Netbeui protocol. If you are experiencing these problems, you will see the following error messages at your workstation:

Netbeui is not installed

No session check messages

To over come this condition, you must first check the Windows NT server's system resources using the Windows NT Event viewer under Log/Application.

In the event viewer you may see the following Windows NT server errors:

Error 1044 - Unable to free up resources:

You will then see the following error messages:

Unable to Open Netbeui Socket

Cannot Get LANA for Netbeui from Registry

These errors usually appear <u>together</u> in the Windows NT Event Viewer and it stops the Windows NT server from successfully advertising the WINport modems.

Note: the Windows NT server must be running the network protocols Netbeui and Netbios Interface.

To overcome this difficulty with Netbeui connections, follow these steps:

1) Remove the Netbeui Protocol from the Windows NT Server

2) Shut down and then re-start Windows NT

3) Add the Netbeui Protocol back into the protocols available

4) Shut down and then re-start Windows NT

The error is a result of the Netbeui protocol not properly being bound to the Network Interface Card being used at the Windows NT server.

If after having done the proceeding changes at the Windows NT workstation you still see the original error messages then there may be an additional problem at the Client workstation.

These errors are due to Netbeui being unable to route over network segments. The result is that a client running on different network segment will not be able to see the FAXport/WINport NT server.

II. Common connection problems with NetBIOS

NetBIOS not installed error message shown but it is installed

Ensure that you are running Netbeui as the default protocol under:

- Network group

- Network Setup

- Drivers

If you have multiple protocols and have installed FAXport and/or WINport for Netbeui then you must make Netbeui the default.

III. Using Network Control Blocks - NCBS

Increasing the Network Control Blocks will fix connection problems:
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- Network group

- Network Setup

- Drivers

- Setup

Increase the NCBS parameter to 64 and restart Windows.
IV. Using WINPORT.INI

On the client it is possible to get an error back from the client which can help trouble shoot the connection problem.

If you just have FAXport installed you can edit the winport.ini file which has sections [com1] through [com5]. Usually under the [com1] section a parameter which says:

FAXPORTCLIENT=Yes

Look for the following parameters which are bolded and change them if needed:

[COM1]
FINDHUNTTYPE=-<any>-
RXTYPE=None
BAUDVALUE=<variable>
FINDPORTLO=01
FINDPORTHI=20
ANSWERAS=00
FINDHUNTTEXT=
FINDPORTPSWRD=
ANSWERASTEXT=
ANSWERASPSWRD=
LOCALHARDWARE=No
NETWORKSERVER=No
FAXPORTCLIENT=Yes
CONNECTDIALOG=Yes
CONNECTMESSAGE=No
OKTOQUEUE=Yes
SHOWMISSING=Yes
IPXSEGMENTS=ALL
TX_DELAY=02
ENQ_TIMEOUT=00
CNNCT_DELAY=00
DISC_TIMEOUT=02

The **SHOWMISSING=Yes** parameter will give you an additional error if it fails on the connection.

V.'No answer from Network Modem XX'

1. Look for the 'Unable to Open Socket' error on the server and make the adjustment necessary.

2. Make sure the Netbeui protocol is default on the client.

3. Increase NCBS on the client
VI. Errors when WINport and FAXport are used together

Error:

winport.drv failed to make a connection

winport wanted to use a busy network control block

Fix: Increase the NCBS parameter on the client