COMMON NETWORK PROBLEMS

Problem and/or Error Message

Cause

Things to check

I go in as master user "{wp" and select a new printer, then run NWPSETUP to update the .SET files, but when I enter WP under my initials the new printer is not listed under {Shift}{F7}, s.

The .SET file that the user is going into wp with is not the one at the \wp5x\ setup directory.
.The Printer is not a network printer. NWPSETUP.EXE applies only to network printers.

1. check if the user is going into WP from a menu/.bat file or by entering WP at the DOS prompt in the users subdirectory. If so, have the user type WP/PS=(drive):\(path to setup subdirectory). If the user finds the new printer, and he should, modify the menu string/.bat file to include the /ps option. If the user is just typing WP then include/create a SET command that includes the /ps option.
2. if a local printer, goto {Shift}{F7},s,2,4 and select the appropriate .PRS file...
3.If using NOVELL, check and see what .SET file the caller is accessing by using NDIR *.set sub.
"Access Denied" filename.BV1

There are open temporary files in the directory where the user is trying to start WP.

Exit to DOS. Try to delete the files. They may be open, meaning the server may have to be rebooted to close the files. Delete the files.
"Access Denied" periodically while working in the document.

The timed backup feature is trying to write a backup file to a directory where the user has not rights to write a document.

Go to setup and do one or two things based on the customers wishes. To use the backup option Go to {shift}{F1},6,1 and insert a path where the user has rights to write files, or Go to {Shift}{F1},3,1 and turn off the backup option.
Tutor won't work on a network.

1. The TUTOR.COM is a macro driven program.
2. Tutorial files need to be on a r/w subdirectory.
3. Search drive needs to be mapped to the proper version of WP in the proper priority.
4. It is a single user program.

1. only one user can access Tutor at a time.
2. A set command needs to be in the autoexec.bat which may include the /nt and/or the /u switch
3. See if there is a WP.BAT file conflicting with the WP.EXE file.
4. a path (or if using NOVELL, a search drive) needs to be created.
5. The tutorial files need to be in a drive/subdirctory where the user has read/write rights.
6. use Set WP=/U-*initials*

5.1 The latest release (12-31-90) now makes it networkable. A paid upgrade

"Invalid Command.Com"

DOS is unable to reload the transient portion of the COMMAND.COM into RAM upon exiting WP because DOS can't find it.
Causes:
1. The COMSPEC command is not first in the AUTOEXEC.BAT file or login script(NOVELL) (ahead of any environment commands, SET etc.).
2.TSR's or other programs may affect the path pointing to the location of COMMAND.COM

Put a SET COMSPEC command as the first line of the AUTOEXEC.BAT file so that WP uses the COMMAND.COM of the workstation as opposed to the one on the network (May be using a different version)
For a floppy drive:
SET COMSPEC = A:\COMMAND.COM
For a Hard Disk:
SET COMSPEC = C:\COMMAND.COM

I am trying to go to the setup menu using WP4.2 and I can't get in. I get the message "can't find correct copy of wp.exe

The setup option can only be accessed when only one person is using WP 4.2 and the WP.EXE file must be flagged/ATTRIBed as read/write.

Everybody out of WP. Flag/ATTRIB the WP.EXE file as read/write.
Error Reading Drive F:

Same as Disk Error 88 (see DOS Error messages).

"Put WordPerfect 2 back in drive and strike any key" or "Can't find WP.FIL"

The program is looking for the WP.FIL file and is unable to find it.

If using a TOPS network, the .CHK file date and time returned to WP would sometimes be differnt from the file date and time.

6/29/90 release gives codes
(0) overlay checksum error - possible corruption.
(5) access denied -rights
(6) invalid handle
(30) read fault DOS or machine problem
(65535) critical error (sector not found or drive not ready)

1. (NOVELL) Make sure that there are no volume names in the path settings.
a. WP{WP}.ENV file.
b. Other directory of list files (7).
c.Location of Auxillary files.
d. Path for downloadable fonts.
e.{shift}{F10} path.
f. path for /ps/d/r/pf switches.
2. Make sure no two users are using the same initials.
3.Make sure that the program files are set to sharable read only. (Novell - SRO, or ATTRIBed to +R)
4.Check and see if the users have used the **CD command** or using **option 7 in listfiles** to change directories which could change the mappings - Novell. The CD command temporarily reassigns the path associated with that drive.
5. Was the building wired for mini's or if they are experiencing brownouts or spikes in the power supply?

This has been fixed on the 6/29/90 release. See the SCN. Update.

(0) - Reinstall WP

(5) - Check Rights especially ROS
(6) - Reinstall.
(30) - Hard disk has problems reading the file.
(65535) - if trying to access network drive - hard disk problems. If trying to access floppy, try closing the door.

Write up an STR for all "can't find WP.FIL" calls.
The System Supervisor wants to disable the **{Ctrl}{F1}** or other keys.

Using the initials "{wp", go into setup, keyboards. Copy a keyboard file such as ENHANCED to maintain the integrity of the file. Name the new keyboard, suggest DISABLE. Choose the edit option, a list of keys will appear. Choose Create, then press **{Ctrl}{F1}**, with a description of disable shell. press {enter}. A macro box will appear with the cursor in it and displaying **{Shell}.** Delete the **{Shell}** code then exit to the list of keyboards. With the DISABLE keyboard highlighted, press enter twice. To restore the functions, press **{Ctrl}6**.

For further security use the startup option /no to disable the keyboard selection feature. This could be put in a .bat file or menu so that the users would be unable to use **{Ctrl}6**.

Using a Lantastic network the arrow keys (not on the numberpad) yield numbers.

Lantastic alters the bios calls.

Lantastic has a patch. Also there is a .zip file on the BBS for keyboard problems.
Speller hanging with comments from Matt.

1. the WP{WP}US.LEX file is not in the same directory as the program files
2. the .lex file is not flagged (ATTRIBed) as sharable read only.
(Banyon - use setattr +S)
3.The speller is not MAPPED in the users search drive mappings.
4. The supplimental speller files are not in directory where the user has all rights but parental.
5. in 5.1 the WP{WP}.SPW is not in the program subdirectory with the .LEX file.
6. 5.1 3/30/90 bug.

1.Check and make sure that the situation is not as outlined in the previous column.
2. if 5.1 3/30/90 update. bug in speller.
I have a Macintosh and several IBM on my Etherlink network using Novell software and would like to interchange files.

User must have WP version 1.03 or greater for the Macintosh and 5.0 or greater for the IBM. Save the files to the network and retrieve.
"Cant read drive A" on a diskless workstation.

The path to the COMMAND.COM is unknown to WP.
1. There is a volume name in one or more of the WP paths.
2. The COMSPEC command is not first in the Autoexec.bat file or is not the first command after the drive mappings in the login script in NOVELL.
3. The First search drive map in NOVELL is not to the directory where COMMAND.COM is located.

correct the deficiencies noted in the center column.
"File creation error" when entering WP.

There may be insufficient directory entries left on the network.

By typing CHKVOL (Novell) at the DOS prompt you should get a listing of directory entries available for this volume as well as number of bytes available. The user will have to increase the number of entries either through the deletion of files or through the network system management routines.