

Alarms

AppleTalk Remote Asynchronous Service unable to allocate Address

Ports not configured for service

User Fails login to NetWare Connect

User Name is invalid

User requesting Service not configured

Unauthorized user requesting Service

Unable to recognize Service

User disconnected abnormally

Service failed to dial back

User unable to dial out

User disconnected abnormally after dialing out

User exceeded connection time

Modem Initialization failure

Modem Reinitialization successful

Connection Intermittently drops

Packet Retransmission exceeded maximum limits

Unable to allocate enough memory for a connection

Number of ports configured exceeds licensed port count

Licensed port not configured within AIO

Modem information for port is undefined

Illegal acquisition of a port by a service

Illegal release of a port by a service

NASS did not initialize

Serial Number Violation

Modem not supporting leased line

Glossary

Apple Remote Asynchronous Service was unable to allocate address

Explanation:

The AppleTalk Remote Asynchronous Service (ARAS) LAN Driver was unable to allocate an address to actively participate on the AppleTalk network. This may occur because of the following conditions.

- * The parameters specified during loading of the driver was either not correct or conflicts with the Network Adapter settings.
- * The Network Adapter may have settings which conflicts with other Adapters in the Server.

Default Severity:

Minor.

Action:

Please verify that no conflicts exist in the Server, and try to reload the LAN Driver.

Ports not configured for service

Explanation:

A Service has been loaded on the Server which does not have any ports configured for its use. This will prevent the users from accessing the Service.

Default Severity:

Minor.

Action:

Using the configuration program AIOCON.NLM, configure the Serial Ports used by NetWare Connect and other Services on the Server. Please refer to the appropriate manual for details on configuring the Serial Ports.

Using the configuration program NWCCON.NLM, assign a set of Ports as defined above to the Service. Please refer to the appropriate manual for details on assigning Ports to Services.

Please restart the Service to activate the changed configuration parameters.

User Fails login to NetWare Connect

Explanation:

A user failed to login to a NetWare Connect after establishing a successful connection remotely. It is possible that the User may not have an account on the NetWare Connect, or the User specified an invalid user id or password at the time of login.

Default Severity:

Minor.

Action:

Please verify that the User has an active account on the NetWare Connect. Please refer to the NetWare Connect Administration Guide for details on configuring User accounts on NetWare Connect.

If the User specified invalid user id or password, request the user to retry connecting to the Server.

User Name is invalid

Explanation:

A user has connected successfully to NetWare Connect but has entered an invalid user name.

Default Severity:

Minor.

Action:

Please verify that the User has an active account on the NetWare Connect. Please refer to the NetWare Connect Administration Guide for details on configuring User accounts on NetWare Connect.

If the User specified invalid user id or password, request the user to retry connecting to the Server.

User requesting Service not configured

Explanation:

A User has requested to use a Service at a Port on which the user is not configured.

Default Severity:

Minor.

Action:

Please verify that the User has an active account on the NetWare Connect. Please refer to the NetWare Connect Administration Guide for details on configuring User accounts on NetWare Connect.

Using the configuration program NWCCON.NLM, verify the Port and the User are configured for the Service. Please refer to the appropriate manual for details on assigning Ports and Users to Services.

Unauthorized user requesting Service

Explanation:

A User has requested to use a Service at a Port on which the authorization does not exist.

Default Severity:

Minor.

Action:

Please verify that the User has an active account on the NetWare Connect. Please refer to the NetWare Connect Administration Guide for details on configuring User accounts on NetWare Connect.

Using the configuration program NWCCON.NLM, verify the Port and the User are configured for the Service. Please refer to the appropriate manual for details on assigning Ports and Users to Services.

Unable to recognize Service

Explanation:

A remote User established a connection successfully, but NetWare Connect is unable to determine the Service the call was requesting.

Default Severity:

Minor.

Action:

Using the configuration program NWCCON.NLM, verify the User is configured for the Service. Please refer to the appropriate manual for details on assigning Ports and Users to Services.

Please verify that the Service is configured, loaded and active.

User disconnected abnormally

Explanation:

A User has abnormally lost the connection after successfully dialing and establishing a connection.

Default Severity:

Minor.

Action:

It is possible that the remote User terminated the connection abnormally, so no action is necessary.

Please verify that the Port and the Modem are active.

Service failed to dial back

Explanation:

The Service was unable to dial back to the remote User. The remote User had successfully established a connection with the Service and the Service terminated the connection because of dial back parameters configured for the User.

The possible reasons include

- * There was no phone number specified by the remote User for chargeback or the phone number was not configured.
- * No dial out Ports were available for dialback.

Default Severity:

Minor.

Action:

It is possible that the remote User has terminated the connection abnormally, so no action is necessary.

Verify that the Port and Modem are active.

User unable to dial out

Explanation:

A User on the network is unable to dial out and use the services of NetWare Connect.

Default Severity:

Minor.

Action:

Please verify that the configuration parameters set for the Port and the Modem are correct.

Please verify that the modem is active and the phone connection is proper.

Please verify that a dial-out port is available.

User disconnected abnormally after dialing out

Explanation:

A User was disconnected abnormally after the User successfully dialed out and established a connection with a remote system.

Default Severity:

Minor.

Action:

It is possible that the remote system may have terminated the connection abnormally. In that case no action is necessary.

Please verify that the Port and Modem are active.

User exceeded Connection Time

Explanation:

A User has exceeded the configured connection time limit. The Services used by the user will be terminated.

Default Severity:

Minor.

Action:

Please verify and increase the time limit for the user.

Modem Initialization failure

Explanation:

The NetWare Connect software was unable to initialize the modem attached to the Port.

Default Severity:

Minor.

Action:

Please verify that a modem is attached to the Port and is active.

Verify that the modem attached to the Port is supported by NetWare Connect.

Modem Reinitialization Successful

Explanation:

The NetWare Connect software was able to reinitialize the modem attached to the Port after it was reset.

Default Severity:

Informational.

Action:

None.

Connection Intermittently drops

Explanation:

The connection established by the User at the Port is not reliable and drops intermittently. This could occur because of faulty and unreliable hardware such as Serial Ports, Modem or the Phone connections.

Default Severity:

Minor.

Action:

Please verify and check for any Hardware problems.

Packet Retransmission exceeded maximum limits

Explanation:

A packet had to be retransmitted multiple times because of errors in receiving the packet on the remote system. The number of retransmission exceeded the maximum limit. This could occur because of faulty and unreliable hardware such as Serial Ports, Modem or the Phone connections.

Default Severity:

Minor.

Action:

Please verify that the phone connection is reliable.

Unable to allocate enough memory for a connection

Explanation:

The Service Selector was unable to allocate enough memory to process the connection. The connection will be dropped.

Default Severity:

Minor.

Action:

Check the server memory status using MONITOR.NLM and add memory if needed.

Number of ports configured exceeds licensed port count

Explanation:

The installer has configured and selected some number of ports using NWCCON, and later has removed licenses resulting in a licensed port count less than the number configured.

Default Severity:

Minor.

Action:

Add licenses until enough licenses exist for each port configured, or use NWCCON to remove enough ports to match the number of licensed ports.

Licensed port not configured within AIO

Explanation:

NASS has retrieved the information about which ports have been configured and selected using NWCCON. At least one of those port names retrieved from NASU is unknown in the AIO configuration.

Default Severity:

Minor.

Action:

Use NWCCON to verify configuration.

Modem information for port is undefined

Explanation:

The installer must specify whether or not the port is equipped with a modem. At this time, this has not been decided.

Default Severity:

Minor.

Action:

Use NWCCON to configure the port for a modem type (or None).

Illegal acquisition of a port by a service

Explanation:

NASS provides APIs which implement the port sharing and port licensing functionality of NWConnect. It is intended that all services use these APIs to acquire and release AIO ports, rather than directly using AIO APIs, which might subvert licensing controls.

Default Severity:

Minor.

Action:

No action is necessary.

Illegal release of a port by a service

Explanation:

NASS provides APIs which implement the port sharing and port licensing functionality of NWConnect. It is intended that all services use these APIs to acquire and release AIO ports, rather than directly using AIO APIs, which might subvert licensing controls.

Default Severity:

Minor.

Action:

No action is necessary.

NASS did not initialize

Explanation:

The Service Selector did not initialize itself for one or more reasons and will not be functional until the problem has been resolved..

Default Severity:

Major.

Action:

Call Novell Technical Support..

Serial Number Violation

Explanation:

The NetWare Connect software detected a duplicate serial number on another server. This is a violation of the license agreement.

Default Severity:

Major.

Action:

Load NWCCON at the NetWare Connect server and select the option License Management.
Delete the duplicate serial number.

Modem not supporting leased line

Explanation:

The port was configured as a leased line, but the attached modem does not support leased line operation.

Default Severity:

Minor.

Action:

Load NWCCON at the NetWare Connect server and modify the configuration of the port.

Glossary

Dial-In Access

Allows a NetWare LAN user on a remote system to access the resources on NetWare Local Area Networks using Asynchronous communications tools such as modems and phone lines.

Dial-Out Access

Allows a NetWare LAN user on a LAN attached workstation to access remote services using the Asynchronous communications tools such as modems and phone lines.

NCS

NASI Connection Service provides dial-out access for a LAN attached workstation through NASI interface. It also provides dial-in access for a NASI application to a dedicated serial line from the network.

RNS

Remote Node Service allows a remote workstation to act as a NetWare node on the Local Area Network.

Int 14 Redirector

A program that runs on Workstations that intercepts Int 14 BIOS calls to allow terminal emulation packages that use INT 14 to use NCS/NASI resources.

NRN

NetWare Remote Node is an Open-Data Link Interface LAN Driver that is used in place of the usual network adapter drivers on the workstation. This program acts as a NetWare shell to operate over the serial interface to NetWare Connect.

NASI

NetWare Asynchronous Service Interface is a Terminate and Stay Resident program that allows applications on a Workstation to access remote services on a NetWare Connect Server on the network.

ARAS

AppleTalk Remote Asynchronous Service provides dial-in access for remote Macintosh Workstations. This program runs on the NetWare Connect Server and registers itself as a Service.

