

FYI: Dbase III, MEMO Function Not Working Properly
FYI

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TITLE: Dbase III, MEMO Function Not Working Properly
DOCUMENT ID#: FYI.P.7639
DATE: 26MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: MEMO function not working properly.

ISSUE/PROBLEM

Using DBase III.

The problem occurred when entering data into MEMO fields, saving the data, and then attempting to retrieve it. The data would be gone. The problem could not be duplicated by Novell.

SOLUTION

Replaced the workstation PC.

FYI: Printing To HP II LaserJet Problems. NE2000 NIC
FYI

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TITLE: Printing To HP II LaserJet Problems. NE2000
NIC
DOCUMENT ID#: FYI.P.7621
DATE: 22MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0

SUPERSEDES: NA

SYMPTOM: Problems printing to HP II LaserJet.

ISSUE/PROBLEM

In this case a HP II Laserjet had been installed and set up for printing on a server/client machine. Printing from the server/client was fine, and printing from the client actually worked but then it seemed to hang. Once this occurred it was possible to enter keyboard commands but it didn't do anything. Commands such as DIR did not return any directory list. However, simply sending a message from the server to the client brought everything back to normal until the client sent another print job.

Attempting several methods of printing all produced the same result. Redoing the printer setup and then totally reinstalling, the same thing was still happening. Suggested trying a different interrupt on the NE2000 NIC, to no avail. The NWL004 patches didn't help.

SOLUTION

Finally the NE2000 cards in both machines were replaced and no problems have been seen.

FYI: "Error 0x43 Redirect Device LPT1.."
FYI

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TITLE: "Error 0x43 Redirect Device LPT1.."
DOCUMENT ID#: FYI.P.7611
DATE: 21MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Error 0x43 redirect

device LPT1 to resource <printrname>."

ISSUE/PROBLEM

The initial installation of the software had executed fine, but a problem developed and the above message would be returned when issuing Net CAPTURE either in a batch file or from the DOS command line. Redoing printer and reinstalling did not help. If Net CAPTURE was first issued from the client then tried issuing from the server the system worked. It also worked from the Net utility except it was necessary to hit Enter twice when selecting the printer.

SOLUTION

Recently the client was changed to a server/client and several various problems have occurred since the change. Checking out the server names showed that the original was TampaI and the new one was TampaII. Subsets of the same name cause problems with v1.0. Changing one server name, and reinstalling cleared up the problem.

FYI: Plink86 Overlay Loader Cannot Find File

FYI

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TITLE: Plink86 Overlay Loader Cannot Find File
DOCUMENT ID#: FYI.P.7603
DATE: 21MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Plink86 overlay loader cannot find file."

ISSUE/PROBLEM

Using the application Q&A v4.0.

Receiving this error when the third client tried to load Q&A. It did not matter which machine was the third one. Checked mappings as well as the rights. The NSE refers to PLINK86 linker having some problems. The user had already talked to Symantec and didn't think that was the problem.

SOLUTION

Had to increase the Client tasks from 10 to 40 although the peak only went to 11.

FYI: Fatal: NE2000 NIC Command Port Failed..
FYI

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TITLE: Fatal: NE2000 NIC Command Port Failed..
DOCUMENT ID#: FYI.P.7566
DATE: 18MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: The following errors were displayed at the workstation:

Fatal: NE2000 NIC command port failed to respond. Fatal: Board failed to initialize correctly.

Status Report 6: Server.exe was not loaded because

ISSUE/PROBLEM

Installing NetWare Lite on two machines one as the server and the other as a client both using NE2000 cards. The client came up fine. But the server would not come up and would error out with the first two errors above when IPXODI was tried to load, and the third error came up when SERVER.EXE tried to load.

Verified that the NE2000s were cabled and terminated correctly. Renamed the AUTOEXEC.BAT and CONFIG.SYS to see if

there was some sort of hardware conflict with the NE2000 and the existing hardware setup. Upon reboot the errors still persisted. Pulled the card to verify the settings on the card.

SOLUTION

In this case NetWare Lite had been setup to use INT 3 and I/O port 300. However, the card was set to INT 5 and I/O port 320 and the remote reset jumper was enabled. Changed the jumpers to set the card to INT 3 and I/O port 300, disabled remote reset, and then tried to boot the server again. This time it came up fine.

FYI: Inconsistent Server Synchronization

FYI

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TITLE: Inconsistent Server Synchronization
DOCUMENT ID#: FYI.P.7450
DATE: 08MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Synchronization not consistent

ISSUE/PROBLEM

Synchronization not consistent when bringing a new NetWare Lite server up on an existing NetWare Lite network with only one other server.

Sometimes the User data base would be synchronized to the old existing server and sometimes to the new server. It was difficult to understand how the synchronization process worked because there was no consistency when dealing with just two servers on the network. When there is more than one existing server on the network, the majority rules. That is to say the two or more servers that already exist will sync the new server coming up to their data base.

SOLUTION

Novell Engineering said there is a Sync Stamp for each server. This is an integer that is incremented every time there is a change to the data base. When the servers are synchronized the largest Sync Stamp wins and both receive that Sync Stamp number from the winning server. This would explain why consistency was not seen when bringing up a new server in NetWare Lite. Usually it is desired that the older existing server win out and this is what would usually happen.

FYI: Q&A Not Deleting Temporary Files When Terminated.

FYI

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TITLE: Q&A Not Deleting Temporary Files When Terminated.

DOCUMENT ID#: FYI.P.7447

DATE: 08MAY92

PRODUCT: NetWare Lite

PRODUCT VERSION: v1.0

SUPERSEDES: NA

SYMPTOM: Temporary files not being deleted.

ISSUE/PROBLEM

It was discovered that the Q&A's temporary files were not being deleted upon normal termination of the program. Symantic said that this is a known problem.

SOLUTION

Set the Q&A global parameter for the temporary file directory to be someplace other than the directory where the Q&A executables files are located. Starting at the Q&A main menu, select "utilities|set global variables".

FYI: Printing Problems In Condensed Mode. WordPerfect
FYI

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TITLE: Printing Problems In Condensed Mode.
WordPerfect
DOCUMENT ID#: FYI.P.7452
DATE: 08MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Using WordPerfect version 5.1.

The system would not allow printing in condensed mode.

SOLUTION

Applying the NWL004.ZIP patch fixed the problem.

FYI: Slow Access To Application On Virtual Disk
FYI

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TITLE: Slow Access To Application On Virtual Disk
DOCUMENT ID#: FYI.P.7429
DATE: 07MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0

SUPERSEDES: NA

SYMPTOM: Accessing an application on a virtual disk was very slow.

ISSUE/PROBLEM

The system was set up with a virtual disk and had a Cobol application loaded on it. When the drive pointer was set to the VDISK (E:) and accessed the application the hard drive activity light came on and several seconds later the application finally came up. The problem is that the VDISK should not have hit the hard drive at all and certainly should not have been so slow. Novell tried it with the NET utility and everything was okay. The user tried the same utility and it worked as well. Therefore, it was felt that the application was trying to find something that was not on the VDISK.

SOLUTION

After searching the user discovered that the application was looking for a temporary storage file, which was only on the hard drive. He loaded the temporary storage file on the VDISK and the application is now working correctly.

FYI: Creating Permanent Swap Files Installing Windows
FYI

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TITLE: Creating Permanent Swap Files Installing
Windows
DOCUMENT ID#: FYI.P.7430
DATE: 07MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA
SYMPTOM: NA

ISSUE/PROBLEM

On installation of Windows v3.1, the program tries to set up a permanent swap file on the hard disk. This is fine if there is a local drive to put it on. However, the swap file cannot be placed on a network drive, because the hidden or system file Windows creates as the swap file has to go to the root of the hard disk. If the network drive is chosen to set it up Windows recognizes it as a network drive, and only allows a temporary swap file on that network drive.

SOLUTION

If network drives are being used, either set up permanent swap files on the local hard drive, or temporary swap files on the network. If the server is being used, and a temporary swap file needs to set up on the network, it is necessary to use the NET MAP to map to the network directory. However, don't use the DOS SUBST command, (which Novell recommends to use in place of the NET MAP on the servers). This is because Windows doesn't recognize substituted drives as valid drives to put swap files on, and the substituted drives don't show up in the list of drive choices. Some people like to put swap files on the network even if they have a server, that way anyone can log in and run windows from their network directories, and use their own swap files.

FYI: Warm Boot Required After Cold Boot. Hardware Issues

FYI

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TITLE: Warm Boot Required After Cold Boot. Hardware Issues

DOCUMENT ID#: FYI.P.7406

DATE: 06MAY92

PRODUCT: NetWare Lite

PRODUCT VERSION: v1.0

SUPERSEDES: NA

SYMPTOM: The network adaptor would not initialize.

ISSUE/PROBLEM

The network adaptor would not initialize. When trying to load the ODI driver for the card, an error message reported that the card could not be found. This symptom occurred after a cold boot. The symptom has been reported with 3c503 and WD 8003 cards, possibly others.

SOLUTION

This is a hardware problem that, depending on the vendor or model it may be solved with a driver or PAL chip upgrade. As a work-around, users have found that warm booting after the cold boot allows the card to initialize properly.

FYI: "No Servers Found..." Western Digital 8003E
FYI

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TITLE: "No Servers Found..." Western Digital 8003E
DOCUMENT ID#: FYI.P.7404
DATE: 06MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Receiving the message: "No servers were found on the network".

ISSUE/PROBLEM

When using the western digital 8003E card with NetWare Lite, and performing a cold boot, as soon as the client is loaded and the network login is executed, the above error message is displayed.

SOLUTION

Doing a warm boot allows the user to log in. This is a known problem with the Western Digital card and is caused by the

card not resetting itself with a cold boot. It only resets itself with a warm boot and thus finds the servers on the network.

FYI: Printing From Applications That Send Bi-Directional Data
FYI

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TITLE: Printing From Applications That Send Bi-
Directional Data
DOCUMENT ID#: FYI.P.7414
DATE: 06MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Printing from applications that send bi-directional data, i.e. Autocad.

NetWare uses a one way spooler to accumulate data for printing. This is not compatible with applications that send data in a bi-directional manner. The work around has been to send the job to a file, then print the file. In most cases, this requires the user to exit from the application before printing. In addition, printing from Autocad in NetWare Lite has been very slow.

SOLUTION

There are third party products to solve the problem. Plumprx is one. It will take files from any specified directory, in this case the queue, and send the files directly to the plotter. The file must be in the *.PLT format. There is another program which comes out of Ohio which will find the file in a directory, vectorize a .DWG file and send it to the plotter. Both programs will delete the file once it has been printed so the queue cleans out properly.

FYI: "Cannot Execute <Programe>"

FYI

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TITLE: "Cannot Execute <Programe>"
DOCUMENT ID#: FYI.P.7363
DATE: 01MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0, 1.1
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Cannot execute
<programe>".

ISSUE/PROBLEM

Attempting to run a compiled Dbase application, which would return the above error. The interesting part was that if this application was run from DOS or from only one station it would run fine. However, the second station that would invoke it, would get the above error message. The twist was that this application runs fine under v2.15 with the file flagged as RW.

SOLUTION

The file had to be ATTRIBed +R (read only) to run properly. According to Novell engineering, some applications, will read configuration data from the EXE or COM file. The reason the message never was received with v2.15 is because the file is opened, sent to the client, and closed. So the amount of time the file is open is minimal. However, in DOS, the file stays open until the application is closed. And that's why the problem was seen under NetWare Lite and not v2.15.

The "Cannot execute <programe>" message is really saying, "DOS can't open this file".

FYI: Selecting LAN Types Other Than Novell. LAN Aware Apps
FYI

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TITLE: Selecting LAN Types Other Than Novell. LAN
Aware Apps
DOCUMENT ID#: FYI.P.7364
DATE: 01MAY92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Some applications would work on native
NetWare, but not on NetWare Lite.

ISSUE/PROBLEM

Ran into various problems while trying to use these applications on NetWare Lite such as no printing, losing files, etc.

SOLUTION

In the setup options of the application, Novell NetWare had been selected as the LAN type. However, there needed to be selected anything but Novell as the LAN type. In this case the problem was solved by selecting MS LAN/OTHER as the LAN type.

FYI: "Extended Error 59" NOTEBOOK.EXE
FYI

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TITLE: "Extended Error 59" NOTEBOOK.EXE
DOCUMENT ID#: FYI.P.5803

DATE: 17MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Extended error 59"
when running NOTEBOOK.EXE

ISSUE/PROBLEM

In this case there was a problem when NOTEBOOK.EXE was launched from more than one Client, the above error message was returned. There were three Clients, and one Client/Server.

SOLUTION

Increased Client tasks from 10 to 20, and it worked. Increasing the Client tasks is done by going into the NetWare Utility, Select Supervisor Network, Server Configuration. The Client tasks are on the right side of the display. Change the future value to the desired number. Then reboot for the change to take effect.

FYI: Can't Create Network Printers On COM3, COM4.

FYI

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TITLE: Can't Create Network Printers On COM3, COM4.
NetWare Lite
DOCUMENT ID#: FYI.P.5931
DATE: 25MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Unable to create network printers on COM3 and
COM4

ISSUE/PROBLEM

In this case there are several serial printers, with the

need to use COM3 and COM4 as network printers.

SOLUTION

NetWare Lite doesn't allow the creation of network printers on COM3 and COM4. The reason for this is, COM1 and COM3 use the same hardware interrupt, and COM2 and COM4 use the same hardware interrupt. So DOS can't use both 1 and 3 at the same time, nor use 2 and 4 at the same time.

This is true unless an EISA machine is used, which apparently allows setting a type of second level interrupt, and distinguish between the 1 and 3, and 2 and 4 COM ports. However, NetWare Lite would still allow use of only 1 and 2.

FYI: Lost Responses And Unknown Requests Statistics

FYI

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TITLE: Lost Responses And Unknown Requests
Statistics
DOCUMENT ID#: FYI.P.5905
DATE: 23MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: Lost responses and unknown requests
statistics.

ISSUE/PROBLEM

According to the NetWare Lite documentation, on pg 61 of the manual, the "lost responses" and "unknown requests" statistics should remain low. Where are these statistics found and what is considered low?

SOLUTION

The statistics can be brought up by doing an ALT-SHIFT-N. However, the documentation is wrong. In reality, the numbers are

useless.

FYI: "Disk Error Press Return.." Printing NetWare Lite
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TITLE: "Disk Error Press Return.." Printing NetWare
Lite
DOCUMENT ID#: FYI.P.5897
DATE: 19MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Receiving the message: "Disk Error Press
Return.." when printing under NetWare Lite.

ISSUE/PROBLEM

In this case there were two client servers up and running. One had the printer attached and also had the applications on it. When a user on the other server would try to print from the application the server would return the error: "Disk error press return to try again". When return was pressed the server returned to the F: prompt, and when a DIR command was executed nothing could be seen. It became necessary to reboot the machines to get up and running again. If the same thing was tried from the server with the application and the printer, the connection with the other server would be lost.

SOLUTION

Applying the patches NWL004.ZIP had no affect. Looking at the STARTNET.BAT NET.CFG AUTOEXEC.BAT and CONFIG.SYS files showed that everything was normal except INT 5 and I/O of 360 were being used. Changing the parameter to 300 on the I/O fixed the problem.

FYI: NetWare Lite Problems With Norton NCACHE.EXE
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TITLE: NetWare Lite Problems With Norton NCACHE.EXE
DOCUMENT ID#: FYI.P.5715
DATE: 05MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: The client hangs.

ISSUE/PROBLEM

In this case the system had a server/client station and a client only station using Hewlett Packard 8bit 10baseT adapters. When the server/client would be accessed from the client, the client would process for a few seconds and then appear to hang. However, if Enter was pressed or directory (DIR) was done on the server/client the client would continue to process. The problem of the client appearing to hang only happened when the server/client was idle.

SOLUTION

Renamed the CONFIG.SYS and AUTOEXEC.BAT on the server/client and the problem went away. After using the REM command to REM out every command and put the commands back one at a time it was found that the problem occurred with Norton's NCACHE. Norton's NCACHE was being loaded with DOS 5.0's loadhigh command. Changed the command to NCACHE /USEHIDOS=YES (which will load NCACHE high).

Note: Be very careful in using caching programs. Deferred writes MUST be turned off because the SERVER.EXE and the cache programs are incompatible.

If running NetWare Lite with Norton's cache it is necessary to disable deferred writes. When running NetWare Lite and Norton's cache there are times when they are put to sleep. They can be activated either by INT 15 or by a clock tick. Norton cache uses both ways to be reactivated. However, when Norton cache is reactivated it begins it's processes regardless of what

NetWare Lite is doing.

There is an undocumented DOS call that checks DOS critical areas. NetWare Lite v1.0 and v1.1 use this DOS call to see if other programs are doing something critical before engaging its own processes. Norton said that this DOS call will be implemented in future version of Norton Cache. As a side note, the cache that will ship with the next version of NetWare Lite does this checking already.

FYI: Running Enable Software In NetWare Lite

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TITLE: Running Enable Software In NetWare Lite
DOCUMENT ID#: FYI.P.5687
DATE: 05MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: When ENABLE is executed from a mapped drive, the software looks for a diskette in drive B. However, it runs fine from the hard drive C.

ISSUE/PROBLEM

ENABLE uses an environment parameter that identifies the paths where ENABLE can find the necessary files.

SOLUTION

By entering: ENABLE (E:\EN300,,,,F:) the Enable software will find program files on drive E and data files on drive F.

FYI: Backup Of Server From Client Hangs Machines. NetWare Lite

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TITLE: Backup Of Server From Client Hangs Machines.
NetWare Lite
DOCUMENT ID#: FYI.P.5832
DATE: 18MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Backup of server from client hangs machines.

ISSUE/PROBLEM

Running DOS BACKUP command from the client to backup the server would hang all computers during the backup. The system had configured a server/client node and two client nodes.

The system was using DR-DOS 6.0. All machines would hang on the network, sometimes on the second diskette, sometimes on the 40th diskette. There was 40MB of data being backed up. Although, the server could be backed up successfully when running BACKUP on the server/client node.

SOLUTION

Switched to MS DOS 5.0 and had no problems.

Novell was unable to duplicate this problem in the lab.

FYI: NetWare Lite Used With Access Servers

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TITLE: NetWare Lite Used With Access Servers
DOCUMENT ID#: FYI.P.5573
DATE: 20FEB92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0

SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can NetWare Lite be used with a Novell Access Server?

SOLUTION

The official word is that it is not supported.

However, an attempt was made and the process was working for one session only. Apparently NetWare Lite does not allow dynamic slots, so only one session can be using Lite at a time. Trying to use two sessions logged the second client in as if it were the first. Therefore, unofficially, it is possible to load the Access server, open a session, and run Lite in that session.

Novell engineering have been using dynamic sockets with Netware Lite.

FYI: Server And Clients Hang. Xircom ODI Driver
FYI

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TITLE: Server And Clients Hang. Xircom ODI Driver
DOCUMENT ID#: FYI.P.5548
DATE: 18FEB92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA
SYMPTOM: Server and clients hang, lockup, etc.

ISSUE/PROBLEM

In this case the system had the Xircom Network Simplicity Kit which contains two Xircom adapters, Cable, T-connectors and two OEM versions of NetWare Lite. When using DOS 5.0 and copying files, the server and the client locks up.

SOLUTION

The problem is with the ODI driver that ships with the Kit. It has a known bug with DOS 5.0 that Xircom is working on currently. The work around is to use another version of DOS until the ODI is fixed. The name of the ODI driver shipped with the kit is PESMLID.COM and has a date of 12-11-91. With the file size of 19,826. All tech-support for NWLITE sold with the Simplicity kit is free through Xircom and customers should be directed to them at 1-800-367-0016.

FYI: PCache Problems In NetWare Lite

FYI

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TITLE:	PCache Problems In NetWare Lite
DOCUMENT ID#:	FYI.P.5542
DATE:	14FEB92
PRODUCT:	NetWare Lite
PRODUCT VERSION:	v1.0
SUPERSEDES:	NA
SYMPTOM:	Nodes hang

ISSUE/PROBLEM

In this case there were severe problems with one or more nodes hanging frequently without any pattern. It would hang from DOS or within any application.

SOLUTION

Stopped using PCACHE and some of the problems went away.

FYI: Can't Create Network Printers On COM3, COM4.

FYI

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TITLE: Can't Create Network Printers On COM3, COM4.
NetWare Lite
DOCUMENT ID#: FYI.P.5931
DATE: 25MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Can't create network printers on COM3 and
COM4

ISSUE/PROBLEM

Customer has several serial printers, and wants to use COM3 and COM4 as network printers.

SOLUTION

NetWare Lite doesn't let you create network printers on COM3 and COM4. The reason for this is that COM1 and COM3 use the same hardware interrupt and COM2 and COM4 use the same hardware interrupt. So DOS can't use both 1 and 3 at the same time, nor use 2 and 4 at the same time.

This is true unless you have an EISA machine, which apparently lets you set a type of second level interrupt, and distinguish between the 1 and 3, and 2 and 4 COM ports. NetWare Lite would still let you use only 1 and 2.

FYI: Lost Responses And Unknown Requests Statistics

FYI

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TITLE: Lost Responses And Unknown Requests
Statistics
DOCUMENT ID#: FYI.P.5905

DATE: 23MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: All
SUPERSEDES: NA

SYMPTOM: Lost Responses And Unknown Requests
Statistics

ISSUE/PROBLEM

According to documentation on pg 61 of the manual these two statistics should remain low. Where do you find these statistics and what is considered low?

SOLUTION

A customer can find these by doing an ALT-SHIFT-N. However the documentation is wrong. In reality, the numbers are useless.

FYI: "Disk Error Press Return.." Printing NetWare Lite
FYI

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TITLE: "Disk Error Press Return.." Printing NetWare
Lite
DOCUMENT ID#: FYI.P.5897
DATE: 19MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Getting "Disk Error Press Return.." when
printing under NetWare Lite

ISSUE/PROBLEM

The user had two client servers up and running. One had the printer attached and also had the applications on it. When a user on the other server would try to print from the application they would get the error: "Disk error press return to try again". When they pressed return they were put back at the f: prompt and

then when they did a directory they couldn't see anything there. They would have to reboot the machines to Get up and running again. If they tried the same thing from the server with the application and the printer they would lose connection with the other server.

SOLUTION

We had him load the patches NWL004.ZIP but it had no affect. We then had him fax in his STARTNET.BAT NET.CFG AUTOEXEC.BAT and CONFIG.SYS. Everything was normal except he was using int 5 and I/O of 360. We had him change to 300 on the I/O and he is working.

FYI: Backup Of Server From Client Hangs Machines. NetWare Lite
FYI

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TITLE: Backup Of Server From Client Hangs Machines.
NetWare Lite
DOCUMENT ID#: FYI.P.5832
DATE: 18MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Backup of server from client hangs machines.

ISSUE/PROBLEM

Running DOS Backup command would hang all computers during the backup. They had a Server/Client node and two Client nodes.

He was using DR-DOS 6.0. They would hang all machines on the network, sometimes on the 2nd diskette, sometimes on the 40th diskette. He had this problem on all clients. They were backing up 40MB of data. He could backup the server successfully when running Backup on the Server/Client node.

SOLUTION

Switched to MS DOS 5.0 and had no problems.

We were unable to duplicate this problem in the lab.

FYI: "Extended Error 59" NOTEBOOK.EXE

FYI

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TITLE: "Extended Error 59" NOTEBOOK.EXE
DOCUMENT ID#: FYI.P.5803
DATE: 17MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Getting "Extended error 59" running
NoteBook.exe

ISSUE/PROBLEM

When customer launched notebook.exe from more than one client they got the above error. They have three clients, and 1 client/server.

SOLUTION

Increased client tasks from 10 to 20, and it worked. This is done by Going into the Net Utility, Select Supervisor Network, Server Configuration. The client tasks are on the right side of the display. Change the future value to the desired number. Then reboot for the change to take effect.

FYI: "Cannot Find BASRUN20.EXE..." Genesis Program, Lite

FYI

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TITLE: "Cannot Find BASRUN20.EXE..." Genesis
Program, Lite
DOCUMENT ID#: FYI.P.5792
DATE: 16MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Error:"cannot find basrun20.exe Enter a new path specification:"

ISSUE/PROBLEM

The customer could get 2 clients into their genesis program but the third machine would give them the error "cannot find basrun20.exe Enter a new path specification:" with the NWL004 loaded.

SOLUTION

Increased the number of client tasks and they were able to get all five machines into the network.

FYI: Lotus Prints To Local Instead Of Captured Printer
FYI

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TITLE: Lotus Prints To Local Instead Of Captured
Printer
DOCUMENT ID#: FYI.P.5791
DATE: 16MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Printing from Lotus would go to local printer instead of captured printer.

ISSUE/PROBLEM

NetWare Lite, DOS 5.0 and printing from Lotus. Jobs would print to the local printer instead of to a captured printer.

SOLUTION

In Lotus do slash -> worksheet -> global -> default -> printer -> interface -> and select 5 (for DOS device LPT1) and that took care of it.

FYI: "No Servers Found On Network".

FYI

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TITLE: "No Servers Found On Network".
DOCUMENT ID#: FYI.P.5760
DATE: 13MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Message "No servers found on network" upon running client on a machine.

ISSUE/PROBLEM

Customer got message "No servers found on network" upon running client on a machine. Verify connections revealed that the cards were not talking to each other. If he removed the Device=EMM386.EXE line from CONFIG.SYS, the problem went away.

SOLUTION

The WD NIC uses shared RAM--in this case D000. When using EMM386 you must exclude the shared RAM address used by the NIC. Customer was not excluding D000. He changed his CONFIG.SYS to C:\DOS\EMM386 64 RAM X=D000-D400 and the cards started talking. The "X=" line excludes the shared RAM address.

FYI: Unable To See External Bernoulli Drives. NetWare
FYI

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TITLE: Unable To See External Bernoulli Drives.
NetWare Lite
DOCUMENT ID#: FYI.P.5756
DATE: 13MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Unable To See External Bernoulli Drives.

ISSUE/PROBLEM

Customer installed server/client on a machine with an internal drive (C:) and an external Bernoulli with dual drives (D: and E: as configured by the RCD.SYS driver). When running server to setup the drives he could not see the Bernoulli drives.

SOLUTION

Needed the latest Bernoulli driver v7.02

FYI: Corrupt WP.SET File Causing "Disk Error 51"
FYI

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TITLE: Corrupt WP.SET File Causing "Disk Error 51"
DOCUMENT ID#: FYI.P.5769
DATE: 12MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Disk Error 51 in WP.

ISSUE/PROBLEM

Customer has ten workstations on an Arcnet network. The problem affects one machine (FS1).

Reboot any machine on the network, (FS1) is running WordPerfect when the reboot occurs. Any function key on (FS1) is pressed and immediately gets a Disk 51 error message. Retry will clear the message for a split second, but the same message reappears immediately. The message can be permanently cleared by pressing Ctrl-Shift-F1 but the document being worked on in WP is deleted.

If however the problem is "waited out" the error message will go away (by pressing retry) in six minutes exactly. No matter how many times retry is hit before six minutes elapse, the message returns to the screen. Hitting cancel produces the same result.

SOLUTION

The WPX}.SET file was corrupt. Customer deleted the .SET file and the problem went away.

FYI: Shift Key Sticking, NetWare Lite v1.0

FYI

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TITLE: Shift Key Sticking, NetWare Lite v1.0
DOCUMENT ID#: FYI.P.5780
DATE: 12MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Keyboard Shift Key sticking

ISSUE/PROBLEM

The shift key "sticks" or turns on and remains that way (similar to caps lock). One situation was when a client was putting some heavy disk access on the server, the server's shift key would stick. It could only be turned off by pressing the shift key. It is similar to the caps lock being on.

SOLUTION

Put `INSTALL=C:\DOS\KEYB.COM US,,C:\DOS\KEYBOARD.SYS` in the `CONFIG.SYS` fixes the problem.

FYI: Printing Difficulty With PeachTree Software
FYI

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TITLE: Printing Difficulty With PeachTree Software
DOCUMENT ID#: FYI.P.5746
DATE: 11MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Peachtree Accounting Software printing garbage or not printing at all.

ISSUE/PROBLEM

In the Typewriter mode of PeachTree it would either not print or print garbage etc. In this mode the user can type on the keyboard and the characters will print on the printer.

SOLUTION

NWL004.zip fixed the problem.

FYI: NetWare Lite, Quattro Pro Printing With Corruption
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: NetWare Lite, Quattro Pro Printing With
Corruption
DOCUMENT ID#: FYI.P.5718
DATE: 09MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NetWare Lite and Quattro Pro Printing with
corruption

ISSUE/PROBLEM

Corruption problems when printing a simple spreadsheet with three fonts. We corrected I/O and cache usage and the problem was reduced but still continued. Solution

By changing the printer port from DOS parallel 1 to DOS LPT1 in Quattro, the problem disappeared.

Addtl Info: Lotus 123 also has a DOS parallel 1 option but it does not seem to have this type of serious corruption that Quattro Pro 3.0 has.

FYI: Running Enable Software In NetWare Lite
FYI

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TITLE: Running Enable Software In NetWare Lite
DOCUMENT ID#: FYI.P.5687
DATE: 05MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: When Enable is run from a mapped drive, the

software looks for a diskette in drive B:. It runs fine from the physical C:

ISSUE/PROBLEM

Enable uses an environment parameter that identifies the paths where Enable can find the necessary files.

SOLUTION

By entering: ENABLE (E:\EN300,,,,F:) the Enable software will find program files on drive E: and data files on drive F:.

FYI: NetWare Lite Problems With Norton Ncache.exe

FYI

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TITLE: NetWare Lite Problems With Norton Ncache.exe
DOCUMENT ID#: FYI.P.5715
DATE: 05MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Client workstation hangs.

ISSUE/PROBLEM

Customer had a Server/Client and a Client ws using HP 8bit 10baseT adapters. When ever they would access the server/client from the client only workstation it would process for a few seconds and then appear to hang. If a simple [Enter] or directory [dir] was done on the server/client the client only workstation would continue (ie the problem of the client only station appearing to hang only happened when the server/client was idle).

SOLUTION

Renamed the CONFIG.SYS and AUTOEXEC.BAT on the server/client and the problem went away. After REMing out every command and

putting them back one at a time we found that it was Norton's Ncache. He was loading it with Dos 5.0's loadhigh command. We changed the command to Ncache /usehidos=yes (which will load it high).

Be extremely careful in using caching programs. Deferred writes MUST be turned off so server.exe and the cache won't bump heads.

If you are running NetWare Lite with Norton Cache you need to disable deferred writes. When you are running NetWare Lite and norton cache there are times when they are put to sleep. They can be activated either by int 15 or by a clock tick. Norton cache uses both ways. When norton cache wakes up he just starts doing his thing without seeing what NetWare Lite is doing.

There is an undocumented DOS call to check DOS critical areas. NetWare Lite v1.0 and v1.1 use this dos call to see if someone else is doing something critical before going about its business. Norton says that they will implement this DOS call in a future version of Norton Cache. As a side note, the cache that will ship with the next version of NetWare Lite does this checking already.

FYI: The DacEasy Configuration To Work With NetWare Lite

FYI

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TITLE: The DacEasy Configuration To Work With
NetWare Lite
DOCUMENT ID#: FYI.P.5691
DATE: 05MAR92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

In talking with the technicians at DacEasy there is a

special setup needed to get DacEasy to work consistently with NetWare Lite.

SOLUTION

There is a file that needs to be deleted in the dacEasy Software.

NOTE: The DacEasy program needs to already be installed.

- 1- cd\dea4\dea4base
- 2- del dea4cid.db
- 3- cd.. back to dea4 and type dea4 to start the program
- 4- The program will then ask if you are a new user or upgrading from an earlier version. You need to say that you are a new user.

- 5- The system will then ask for a company id. (you can run several different companies accounting information at the same time). You will then need to input the path of the data files.

Another bit of information. DacEasy needs tons of conventional memory to run well. It needs well above 512k, exact amount not known. The impression is that it had many random problems if there was not enough memory to run. Different modules of DacEasy needed more memory than others.

It may also be necessary to increase the files and locks parameters on the SHARE command. And in addition, files may need to be increased at other clients.

FYI: PCKwik configuration settings.

FYI

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TITLE:	PCKwik configuration settings.
DOCUMENT ID#:	FYI.P.5650
DATE:	04MAR92
PRODUCT:	NetWare Lite
PRODUCT VERSION:	v1.0
SUPERSEDES:	NA
SYMPTOM:	PcKwick configuration settings.

ISSUE/PROBLEM

PcKwick has configuration settings with NetWare Lite.

SOLUTION

The only way to get the product to work consistently was to set the H parameter in the PcKwik options to '-'. It wouldn't work if the H parameter was set to '+' or '#'. The DR DOS Optimization and Configuration manual says that the D parameter needs to be set to '-' also. (Those switches correspond to advanced cache reads and writes according to the manual.)

FYI: Incompatibility With NetWare Lite, Acer 710 And
FYI

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TITLE: Incompatibility With NetWare Lite, Acer 710
And DE100
DOCUMENT ID#: FYI.P.5579
DATE: 20FEB92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Workstation hangs with no error message.

ISSUE/PROBLEM

Configuration: ACER 710 file server, Dlink DE100, NE1000 or Dlink drivers.

While using the Dlink DE100 ethernet card with the NE1000 driver that came with NetWare Lite, or using the Dlink driver, the workstation would hang with no error message after typing NETX.

SOLUTION

The technician on site concluded that there was an

incompatibility between the ACER 710, the DE100 card, and NetWare Lite. He replaced the DE100 card with an Arcnet card and is now working fine.

FYI: NetWare Lite Used With Access Servers

FYI

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TITLE: NetWare Lite Used With Access Servers
DOCUMENT ID#: FYI.P.5573
DATE: 20FEB92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: NA

ISSUE/PROBLEM

Can NetWare Lite be used with a Novell Access Server?

SOLUTION

The official word is that it is not supported. However, a customer has tried it and has had it working for one session only. He said that it does not allow dynamic slots, so only one session can be using Lite at a time. He tried using two sessions and it logged the second person in as if it were the first. So, unofficially you can load the Access server and open a session and run Lite in that session.

Engineering said that they were using dynamic sockets with NetWare Lite.

FYI: Server And Clients Hang. Xircom ODI Driver

FYI

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TITLE: Server And Clients Hang. Xircom ODI Driver
DOCUMENT ID#: FYI.P.5548
DATE: 18FEB92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Server and Client hangs, lockups, etc.

ISSUE/PROBLEM

The customer had the Xircom Network Simplicity Kit which contains two Xircom adapters, Cable, T-connectors and two OEM versions of NetWare Lite. When using DOS 5.0 and coping files, the server and the client locks up.

SOLUTION

The problem is with the ODI driver that ships with the Kit. It has a known bug with DOS 5.0 that Xircom is working on currently. The work around is to use another version of DOS until the ODI is fixed. The name of the ODI driver shipped with the kit is PESMLID.COM and has a date of 12-11-91. With the file size of 19,826. All tech-support for NWLITE sold with the Simplicity kit is free through Xircom and customers should be directed to them at 1-800-367-0016.

FYI: PCache Problems In NetWare Lite

FYI

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TITLE: PCache Problems In NetWare Lite
DOCUMENT ID#: FYI.P.5542
DATE: 14FEB92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Nodes hang

ISSUE/PROBLEM

Customer having severe problems with one or more nodes hanging frequently without any pattern. It would hang from DOS or within any application.

SOLUTION

Stopped using PCache and some of the problems went away.

FYI: "Disk Error 51 Reading Drive x" NetWare Lite
FYI

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TITLE: "Disk Error 51 Reading Drive x" NetWare Lite
DOCUMENT ID#: FYI.P.5484
DATE: 07FEB92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0
SUPERSEDES: NA

SYMPTOM: Disk error 51 reading drive x

ISSUE/PROBLEM

Customer is experiencing disk error 51 reading drive when running NetWare Lite. The error is a DOS extended error and is interpreted by Word Perfect as "network remote station not listening." This error happens when the connection is interrupted between the server and the client.

SOLUTION

This error is usually hardware related. Check the cabling, card interrupts, card I/O addresses, etc. Rule out conflicts with the NIC card.

If the above does not work, try using the following parameters when booting WP /nc/nk/ne/nh (i.e. wp/nc/nk/ne/nh). If the error does not occur then experiment to see which

parameter fixed the problem. The definitions of the parameters are:

/nc - cursor speed - the program is moving too fast for the hardware

/nk - enhanced keyboard calls - basically disables enhanced keyboard

(disables F11 and F12 among other things)

/ne - no expanded memory - disables the expanded memory.

/nh - disables hardware port calls - disables local hardware.

(NOTE: not recommended for machines running WP locally)

Another solution is as follows:

When loading WP 5.1 if the user from the client will load the parameters /d-local drive: and /r (i.e. wp/d-c:/r), it should solve the problem. This loads all the overflow files and error files to the local machine so it won't look on the server (that is down) for that information.

/r - this parameter loads the overlays, error messages and about 580k of menus will be loaded into expanded memory on the client machine.

/d-drive/directory - redirects the overflow files and temp buffers to the specified directory. The specified directory can be a directory on the clients hard drive, a floppy or even a ram disk.

FYI: No Warm Boot Warning On AST 386

FYI

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TITLE: No Warm Boot Warning On AST 386
DOCUMENT ID#: FYI.P.5846
DATE: 24JAN92
PRODUCT: NetWare Lite
PRODUCT VERSION: v1.0

SUPERSEDES: NA

SYMPTOM: No Warm Boot Warning On AST 386

ISSUE/PROBLEM

The warning message was not being presented on the screen of the AST 386sx/20 machine booted as both client and server when CNTL ALT DEL was pressed.

SOLUTION

The ASTEMM.SYS memory manager has a parameter called NOXRAM=ON that had been engaged in the CONFIG.SYS. When that was removed the NetWare Lite warning message was able to function normally. This parameter was described as enabling usage of memory in continuous blocks. The consequences of disabling this parameter are unclear but seem minor in this case.

I discussed this with AST and they told me that a BIOS upgrade should fix this problem also. Another note, I guess the early AST machines didn't do their shadowing in place. NOXRAM = ON forces the shadowing to be performed in place. So the consequences are that if you shadow in place you will help eliminate some software incompatibilities that appear when you don't shadow in place.