

VeRsl0N=2.10 Novell Client 32 Troubleshooting Help  
CoPyRiGhT=(c) Copyright 1994-1996, Novell, Inc. All rights reserved.

## **80286 or Earlier Not Supported**

Client 32\* is 32-bit and requires a 32-bit microprocessor that is compatible with an Intel\* 80386.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## **Additional Help Resources**

[Hardware Documentation](#)

[ManageWise](#)

[Troubleshooting Hardware and Software](#)

## By Feature

Which feature are you having trouble with?

- [LAN Driver](#)
- [NetWare\\*/IP\\*](#)

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## By Task

What were you trying to do?

- [Install Client 32\\*](#)
- [Load an NLM\\*](#)
- [Load a VLM\\*](#)
- [Log in to the network](#)
- [Set up network printing](#)
- [Multitask multiple DOS boxes](#)
- [Save changes to a file](#)
- [Run an application](#)
- [View a file or directory](#)

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Client 32 Troubleshooting

### Overview

[Understanding Troubleshooting](#)

### Troubleshooting


[Narrowing Down the Problem](#)

[Additional Help Resources](#)

[Novell\\* Technical Services\\*](#)

[System Messages](#)


\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

See also 

### **Contact Novell Technical Services**

Technical support direct from Novell\* is a fee-based service. To purchase support on a pay-as-you-go basis call 1-800-NETWARE or 1-801-429-5588 in the Americas, +49-211-5277-744 in Europe and the Middle East, and +61-2-925-3133 in Asia Pacific.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

See also 

### **Contact Your Local Novell Partner**

Novell's PartnerNet\* program allows customers to contact Novell\* Partners that can assist them with their service needs. PartnerNet integrates key Novell programs--sales, consulting, and technical service--enabling Novell Partners to provide quality solutions. The Novell Platinum Partner\* program provides enterprise solutions and the Novell Gold Partner\* program specializes in specific product areas. Novell authorizes partners who are committed to providing quality service and support to customers.

To find a Novell Partner in your area, call 1-800-338-6272 in the United States and Canada.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).



The Client 32\* help attempted to start an MS-DOS\*\* Prompt by opening the COMMAND.COM file. This attempt failed. To start an MS-DOS Prompt, choose **Start** on the taskbar, choose **Programs** on the **Start** menu, and then choose **MS-DOS Prompt** on the **Programs** menu.


It is possible to disable the MS-DOS Prompt. If this has been done on your workstation, you won't be able to start an MS-DOS Prompt or use the MODULES command.

## **Diskless Workstations Not Supported**

Client 32\* does not support Remote Program Load (RPL), diskless workstations, or running a shared copy of itself. If you need RPL support, you should use the NetWare Client\* for DOS and MS\*\* Windows\*\* (the VLM\* client). RPL support is planned for a later release of NetWare Client 32 for Windows 95\*\*.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Display Loaded Modules

1. Click here  to open an MS-DOS\*\* Prompt dialog box.
2. Enter **MODULES**.

### Notes

- The MODULES command shows the Client 32\* NLM\* programs that are currently loaded on the workstation. For more information, see "MODULES" in *Utilities Reference* .

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

■  
**Get Technical Information from NetWire**

NetWire\*, Novell's technical information forum, gives you access to the most up-to-date technical information about Novell\* products and technologies. When logged onto NetWire, you can search for and download information or troubleshoot your questions with help from other experienced users. Novell system operators (Sysops) monitor the CompuServe\*\* forums and have direct access to Novell support engineers when necessary. The only fee for NetWire is the standard connect charge of the online service you use.

NetWire includes the following:

- Downloadable files, patches, and drivers
- Thousands of Technical Information Documents (TIDs)
- Product documentation
- NetWare Application Notes\*
- GroupWare Professional's Guide
- Novell Labs\* certification bulletins

You can visit NetWire at one of the following locations:

**Internet**

World Wide Web      <http://netwire.novell.com> or  
                                 <http://netwire.de>

FTP                      <ftp://ftp.novell.com> or  
                                 <ftp://ftp.novell.de>

Gopher                 <gopher://gopher.novell.com> or  
                                 <gopher://gopher.novell.de>

**CompuServe**

Enter **GO NETWIRE** at the CompuServe prompt.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## **Hardware Documentation**

Many network problems occur because of malfunctioning hardware.

If you can isolate a problem to a certain computer component or cable segment, check the manuals that came with the hardware involved.

## **Hardware and Software for Troubleshooting**

Specialized hardware and software packages, such as the Novell\* LANalyzer\*\* software, are available to help you isolate network problems.

For information about obtaining Novell LANalyzer, contact your Novell\* Authorized Reseller\* representative.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Load a VLM

Client 32\* does not support loading files with an extension of .VLM. If you need to load a VLM\* program, use the NetWare Client\* for DOS and MS\*\* Windows\*\* (the VLM software).

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).


## Load an NLM

Although Client 32\* uses the NLM\* format, this does not mean that client NLM programs can be run on NetWare\* servers, or that server NLM programs can be executed on clients. There are a few NLM programs, such as LAN drivers (NE2000.LAN, etc.), that support both the client and server environments.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).



## Log Messages

1. Click here  to start the **System Configuration Editor**.
2. (Conditional) If the window displaying the SYSTEM.INI file is partially hidden, click it to bring it to the front.
3. Choose **Search** on the menu bar.
4. Choose **Find**.
5. Enter [386Enh].
6. Choose **Next**.
7. Enter **NWEnableLogging=True** as a separate line under [386Enh].
8. Choose **File** on the menu bar.
9. Choose **Save**.

### Notes

- Logging messages to the log file is useful for diagnosis.
- The log file is named NIOS.LOG. The name of the log file can be changed using the [Log File](#) parameter. The log file is located in the [NetWare home directory](#).
- Logging messages to the log file increases the time it takes to boot your workstation.
- To turn off logging, change the NWEnableLogging setting (in the [386Enh] section of the SYSTEM.INI file) back to False.
- The size of the log file can be changed using the [Log File Size](#) parameter.
- Information is appended to the end of the log file until the Log File Size is reached. Then the information wraps back to the beginning of the file and a marker is placed in the file to show where the information begins and ends.
- The log file shows the NetWare\* Loadable Module\* (NLM\*) programs that are loaded on the workstation, the properties that are used, and diagnostic messages from the NLMs.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## **ManageWise**

ManageWise\* software helps you manage the servers, workstations, and infrastructure of the network. For more information about using ManageWise on your network, contact your Novell\* Authorized Reseller\* representative.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Missing Files or Directories

- Do some files and directories on NetWare\* 3.11 servers not appear in the Windows\*\* Explorer or in an MS-DOS\*\* Prompt dialog box?

The SHORTAFX.NLM must be loaded on all 3.11 servers. SHORTAFX.NLM ships with Client 32\* in the ADMIN\PATCHES\NW311 folder on the CD-ROM or in the PATCHES\NW311 folder on the Admin1 diskette.

You should also load OS2OPNFX.NLM on all NetWare 3.11 servers. OS2OPNFX.NLM is in the same folder as SHORTAFX.NLM.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Multitask Multiple MS-DOS Prompts

To successfully multitask multiple MS-DOS\*\* Prompt dialog boxes, the **Always suspend** property must be off for each MS-DOS Prompt dialog box. The **Always suspend** property is found on the **Misc** tab of **MS-DOS Prompt Properties**, under the **Background** heading.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## **Narrowing Down the Problem**

[By Task](#)

[By Hardware](#)

[By Software](#)

[By Feature](#)

[By Logging Messages](#)

[By Displaying Loaded Modules](#)

## Troubleshooting NetWare/IP

- Did you install a Transport Driver Interface (TDI)-compliant TCP/IP stack?  
NetWare\*/IP\* requires a TDI-compliant TCP/IP protocol stack.
- Are your servers running NetWare/IP v1.1?  
This NetWare/IP client does not work with servers running NetWare/IP v1.1 pre-patch unless this NetWare/IP client is configured to be compatible with NetWare/IP v1.1.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).



## **Novell Technical Services**

### **Overview**

[Understanding Novell\\* Technical Services\\*](#)

### **Details**

[Get Technical Information from NetWire\\*](#)

[Search the Network Support Encyclopedia Professional Volume\\* \(NSEPro\\*\)](#)

[Contact Your Local Novell Partner](#)

[Contact Novell Technical Service](#)

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## **Running a Shared Copy of Windows 95**

Client 32\* does not support running a shared copy of Windows\*\* 95\*\* off the network. If you need to run a shared copy of Windows 95 off the network, you should use the NetWare\* Client\* for DOS and MS\*\* Windows (the VLM\* client). This support is planned for a later release of NetWare Client 32 for Windows 95.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).



■  
**Search NSEPro**

The Network Support Encyclopedia Professional Volume\* (NSEPro\*) software is a knowledge base of Novell\* technical information on CD-ROM. Updated and delivered 12 times a year, this extensive collection provides you with a convenient, hands-on information source and is accessible through Windows\*\*, DOS, and Macintosh\*\* systems.

The NSEPro includes:

- Downloadable files, patches and drivers
- Thousands of Technical Information Documents (TIDs)
- Product documentation
- Novell Application Notes\*
- GroupWare Professional's Guide
- Novell Labs\* certification bulletins

To order your NSEPro annual subscription directly from Novell, call 1-800-377-4136 in the United States and Canada. The NSEPro is also available from any Novell Partner. To obtain a list of Novell Partners, call 1-800-338-6272 in the United States and Canada.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Trademarks

Copyright © 1994-1996, Novell, Inc. All rights reserved. Patent Pending.

### Novell Trademarks

Client 32 is a trademark of Novell, Inc.

GroupWise is a trademark of Novell, Inc.

IPX is a trademark of Novell, Inc.

IPX/SPX is a trademark of Novell, Inc.

LANalyzer is a registered trademark of Novell, Inc. in the United States and other countries.

Link Support Layer and LSL are trademarks of Novell, Inc.

ManageWise is a trademark of Novell, Inc.

NE2000 is a trademark of Novell, Inc.

NetWare is a registered trademark of Novell, Inc. in the United States and other countries.

NetWare 3 is a trademark of Novell, Inc.

NetWare 4 is a trademark of Novell, Inc.

NetWare Client is a trademark of Novell, Inc.

NetWare Core Protocol and NCP are trademarks of Novell, Inc.

NetWare Directory Services and NDS are trademarks of Novell, Inc.

NetWare DOS Requester is a trademark of Novell, Inc.

NetWare/IP is a trademark of Novell, Inc.

NetWare Loadable Module and NLM are trademarks of Novell, Inc.

NetWare Management System and NMS are trademarks of Novell, Inc.

NetWire is a registered service mark of Novell, Inc. in the United States and other countries.

Network Support Encyclopedia Professional Volume and NSEPro are trademarks of Novell, Inc.

Novell is a registered trademark of Novell, Inc. in the United States and other countries.

Novell Application Notes is trademark of Novell, Inc.

Novell Authorized Reseller is a service mark of Novell, Inc.

Novell Gold Partner is a service mark of Novell, Inc.

Novell Labs is a trademark of Novell, Inc.

The Novell Network Symbol is a trademark of Novell, Inc.

Novell Platinum Partner is a service mark of Novell, Inc.

Novell Technical Services is a service mark of Novell, Inc.

Open Data-Link Interface and ODI are trademarks of Novell, Inc.

Packet Burst is a trademark of Novell, Inc.

SPX is a trademark of Novell, Inc.

Storage Management Services and SMS are trademarks of Novell, Inc.

Virtual Loadable Module and VLM are trademarks of Novell, Inc.

### Third-Party Trademarks

CompuServe is a registered trademark of CompuServe, Inc.

Hewlett Packard and HP are registered trademarks of Hewlett-Packard Company.

IBM is a registered trademark of International Business Machines Corporation.

Intel is a registered trademark of Intel Corporation.

Microsoft is a registered trademark of Microsoft Corporation.

MS is a registered trademark of Microsoft Corporation.

MS-DOS is a registered trademark of Microsoft Corporation.

Netscape is a trademark of Netscape Communications Corporation.

Netscape Navigator is a trademark of Netscape Communications Corporation.

Network Driver Interface Specification and NDIS are trademarks of PC-Plus Communications LP.

OS/2 is a registered trademark of International Business Machines Corporation.

PostScript is a registered trademark of Adobe Systems Incorporated.

Unicode is a registered trademark of Transoft Ltd.

Windows is a registered trademark of Microsoft Corporation.

Windows 95 is a trademark of Microsoft Corporation.

Windows NT is a trademark of Microsoft Corporation.

## Troubleshooting Application Problems

- Does the application include a task switcher or a task swapper?  
Disable the task-switching support. Client 32\* does not support task switchers.
- Does the application use a specific frame type?  
Set the primary logical board to the frame type that the application uses. Usually, Client 32 detects the frame type that's needed and sets the primary logical board appropriately. However, there are situations when you'll need to specify this setting manually.
- Did your workstation run out of memory?  
For information, see Resolving Workstation Memory Problems.

\* Novell trademark. \*\* Third-party trademark. For more information, see Trademarks.

## By Hardware

Are you using any of the following hardware?

- A microprocessor that is equivalent to an Intel\*\* 80286 or earlier
- A diskless workstation
- PC Card (PCMCIA) network adapter
- Token-ring network adapter

\* Novell trademark. \*\* Third-party trademark. For more information, see Trademarks.

## By Software

What software do you have?

- No local copy of Windows\*\* 95\*\*
- GroupWise\* for DOS
- JetAdmin
- Windows NT\*\*

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Troubleshooting GroupWise for DOS

To run GroupWise\* for DOS, use the /da command line switch, which disables the DOS task-switching API support. Client 32\* does not support task switchers.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Troubleshooting Installation Problems

- Did you skip any files?  
Sometimes a message stating that the file could not be found is displayed during installation. The best way to respond to this message is to change the path under the **Copy files from:** prompt to the folder where the file is located.  
If you skip files, Client 32\* probably won't work correctly.
- Does your installation path include any folders with long filenames?  
The path to the Client 32 installation program (SETUP.EXE) cannot have any folders with long filenames in it. All the folders in the path must conform to the 8.3 filename convention.  
Run SETUP.EXE from a folder that has a path without long filenames in it.
- Are you trying to run Windows\*\* 95\*\* from a server?  
Client 32 does not support running Windows 95 from a server.
- Are you looking for a Client 32 TCP/IP protocol stack?  
Client 32 does not currently provide a TCP/IP protocol stack. Use the Microsoft\*\* TCP/IP protocol if you need TCP/IP support.

### For Non-Interactive Installation

- Did you try to run Server-based Setup (NETSETUP.EXE) under DOS or Windows?  
Server-based Setup must be run under Windows 95. It runs under Windows 3.x, but it cannot successfully copy Windows 95 to the server install path.
- Did you try to run the INF Installer (INFINST.EXE) under DOS or Windows?  
The INF Installer must be run under Windows 95.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).



## Troubleshooting LAN Drivers

- Are you using two or more network boards that use 16-bit DOS ODI\* LAN drivers?  
For information about some possible problems, see the Client 32\* README.TXT file.
- Are you experiencing slow performance or driver errors?  
Try updating your LAN driver in one of the following ways:
  - Use a 32-bit driver that ships with Client 32 (for example, CNE2000.LAN).
  - Request the latest NDIS\*\* or ODI driver from the manufacturer of your network adapter.
  - Use the latest 32-bit server driver for NetWare\* 4.1 servers.
  - Use a 16-bit ODI driver that ships with Client 32 (for example, NE2000.COM).

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Troubleshooting Login Problems

- Is your name context set correctly?  
Check the value for the **Name context** setting on the **Novell\* NetWare\* Client\* 32\* Properties** property sheet.
- Is the router down?  
If there is a router between your workstation and the network, the router must be up and running for you to log in to the network.
- Is IPX\* bound to the the correct logical board?  
Make sure that the frame types of the logical boards that IPX is bound to match the frame types that are used by the servers and the other workstations on your network. Check the **Primary logical board** and **Use only the following frame types** settings.
- Is the network cable connected to the network adapter?  
Make sure the network cable is plugged into the network adapter on your workstation.
- Is the LAN driver loaded?  
Make sure the LAN driver is loaded.
- Is the PC Card (PCMCIA) network adapter inserted?  
Make sure the PC Card network adapter is inserted into your notebook or laptop computer.
- Is the GUI login utility (LOGINW95.EXE) located on the local drive of the client workstation?  
LOGINW95.EXE cannot be run from the network.
- Is an MS-DOS\*\* Prompt window left open?  
If you use a login script that contains one or more "#" commands (such as #CAPTURE), an MS-DOS Prompt window is opened to run each "#" command. You can configure MS-DOS Prompt windows to close automatically by doing the following for each window that is opened:
  1. Display **MS-DOS Prompt Properties**.
    - a. Click the upper-left-hand corner of the MS-DOS Prompt window.
    - b. Choose **Properties**.
  2. Check the **Close on exit** check box on the **Program** page.
  3. Choose **OK**.


\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Troubleshooting Printer Setup

- Did you install the HP\*\* JetAdmin (NetWare\* Support) service or the HP JetAdmin service? These services are not compatible with Client 32\* software.

To run JetAdmin and Client 32, use the HP JetAdmin software for NetWare that was written for Windows\*\* 3.x . As of this writing, this software is available from HP on the Internet at <ftp://ftp.hp.com/html/novell.html> in files named NOVUT1.EXE and NOVUT2.EXE.

- Did you have trouble finding the print queue you wanted?

To set up a network printer, use the Network Neighborhood or the Windows Explorer to find the print queue , open the print queue, choose **Yes** at the prompt, and then use the **Add Printer Wizard**. For more information, see [Set Up a Network Printer](#).

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Troubleshooting Saving a File

If you receive error messages that indicate a sharing violation, try setting the value for Opportunistic Locking to "off."

- **Troubleshooting a PC Card Network Adapter**

Make sure the PC Card (PCMCIA) network adapter is inserted properly.

## Troubleshooting a Token-Ring Network Adapter

If your token-ring network has source routing bridges, configure for source-routing. For more information, see [Configure Source Routing for 32-bit ODI\\*](#) or [Configure Source Routing for NDIS\\*\\*](#).

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

■

## **Understanding Novell Technical Services**

When you purchase products from Novell, you have a choice of services that put you in touch with all the technical resources you'll need. And because Novell is dedicated to providing quality technical service from day one, you know you're getting the most experienced service group in the business.

When it comes to technical support, you have several options:

- [Get technical information from NetWire\\*](#)
- [Search the Network Support Encyclopedia Professional Volume\\* \(NSEPro\\*\)](#)
- [Contact your local Novell\\* Partner](#)
- [Contact Novell Technical Services\\*](#)

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).

## Understanding Troubleshooting

Generally, Client 32\* works well on Windows\*\* 95\*\* workstations. If you do happen to have a problem, search through the troubleshooting information provided in this help file to see if you can identify the cause and fix for the problem.

Also read the Client 32 README.TXT file for more troubleshooting information.

If the problem you're having is one that's documented, there's usually a solution or a workaround and, often, the solution is quite simple.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).



## Windows NT

NetWare\* Client\* 32\* for Windows\*\* 95\*\* does not work correctly on a workstation running Windows NT\*\*.

\* Novell trademark. \*\* Third-party trademark. For more information, see [Trademarks](#).



