A P P E N D I X C

Error Messages

This appendix lists IPeXchange client and gateway error messages with explanations and recommended actions. The messages are arranged alphabetically.

IPeXchange Gateway NLM Version

Following are error messages you can receive at the console and possible solutions to any problems.

Error Message `CLIB Error ! Stream Cancel failure rc=4.`

Explanation This is a known problem. You can ignore the message, because it should not affect gateway functionality.

Recommended Action None.

Error Message `Error: Gateway name not initialized`
`TCP/IP setup has problems`
`IPeXchange terminating`

Explanation The IPeXchange gateway has not been named in the /ETC/HOSTS file.

Recommended Action See the section "Verifying Network Services" in the chapter "Installing the IPeXchange Gateway NLM Version" for instructions on how to set up the file. After making the change, reload IPeXchange for the change to take effect.

Error Message `Loader cannot find public symbol.`

Explanation You need to load the correct versions of the NLM modules.

Recommended Action Make sure that you have loaded the correct versions of the NLM modules as listed in Table 2-1 in the chapter "Installing the IPeXchange Gateway NLM Version."

Error Message `Module IPEXCHNG.NLM cannot be loaded until NETDB is loaded`
`Needed support modules are not present`
`Module IPEXCHNG NOT loaded`

Explanation NETDB.NLM is required by the IPeXchange NLM version.

Recommended Action You can download NETDB.NLM from the Novell NetWire web site or copy it from the INSTALL.BAK directory of the IPeXchange NLM version install diskette.

Error Message `Modules did not release resources.`

Explanation This is an informational message that can occur after you unload the IPEXCHNG module.

Recommended Action None.

IPeXchange Gateway NT Version

Following are error messages you can receive at the console or in the Event Viewer, and possible solutions to any problems.

Gateway Console

Error Message `At least one service or driver failed during system startup. Use event viewer to examine the event log for details.`

Recommended Action   Run the Event Viewer (in the Administrative Tools program group) and check for errors that start with service control manager. Note the error messages, then look up the error messages in this appendix and follow the instructions.

Error Message `Gateway Not Found`

Explanation   The client is unable to locate an IPeXchange gateway.

Recommended Action   Check that an IPeXchange gateway is installed and running. If there is a router between the IPeXchange client and gateway, check that the router is also running.

Error Message `Main: CRInit Failed`
`Gateway not found`
`IPeXchange terminating`

Explanation   The connection relay module of the IPeXchange gateway could not be initialized.

Recommended Action   Verify the TCP/IP configuration. This error message can also be reported because the host name of the gateway PC is not being resolved. This can happen if the name you specify when you install Windows NT does not have a DNS entry or an LMHOSTS entry for that name. From a DOS prompt, try to ping to the host name (for example, **ping** *NT-host*, where *NT-host* is the host name of the PC). This will fail if the host name cannot be resolved. Follow these steps to troubleshoot this problem:

Step 1   From the Windows Main Program group, double-click Control Panel then Network.

Note the name in the Computer Name field.

Note   IPeXchange does not support names with spaces.

Step 2 From the Installed Software window, double-click TCP/IP then Configure.

Note the IP address for Step 4.

Step 3 Click DNS.

Note the name in the Host Name field. This case-sensitive name must be identical to the computer name you viewed in Step 1. If it is not the same, change the host name to the same name as the computer name.

Step 4 Make sure you have an \ETC\LMHOSTS file. If not, create it. Then add this entry, if it is not already present:

```
IP-address    computer-name
```

Use the same computer name you viewed in Step 1.

For example:

```
171.69.3.1  myserver
```

Step 5 From the Windows Main Program group, double-click Control Panel, Network, then TCP/IP, then click Configure then Advanced. Select Import lmhosts and click Import.

A window appears that enables you to provide a path for the LMHOSTS file.

Step 6 Type the path; for example, c:\etc.

Do not enter the filename, such as c:\etc\lmhosts.

Step 7 Click OK to close all dialogs. If you are asked if you want to restart the server, restart it.

Event Viewer

Error Message `At least one service or driver failed during system startup.`

Recommended Action Use the Event Viewer to look at the event log for details.

Error Message `The Cisco IPeXchange service depends on the following nonexistent service: NWCWorkstation.`

Recommended Action Install the Client Service for NetWare (Microsoft NT Workstation 3.5x) or Gateway Service for NetWare (Microsoft NT Server 3.5x). To do so, from the Windows Main Program group, double-click Control Panel, Network, then click Add Network Software.

Error Message `The Cisco IPeXchange service depends on the following nonexistent service: NWSapAgent.`

Explanation The SAP Agent might not be installed.

Recommended Action From the Windows Main Program group, double-click Control Panel then Network and check if SAP Agent is listed in the Installed Network Software list box. If this required SAP Agent is not installed, install the software by double-clicking Control Panel, Network, then clicking Add Software and Select SAP Agent. No further configuration is required for the SAP Agent.

Error Message `The Microsoft Client Service for NetWare could not start because it did not bind to any transports.`

Recommended Action Reinstall the Client Service for NetWare (Microsoft NT Workstation 3.5x) or Gateway Service for NetWare (Microsoft NT Server 3.5x). To do so, from the Windows Main Program group, double-click Control Panel, Network, then click Add Network Software.

Error Message `The NWLink IPX/SPX Compatible Transport Protocol service failed to start due to the following error: The parameter is incorrect.`

Recommended Action Reinstall the Client Service for NetWare (Microsoft NT Workstation 3.5x) or Gateway Service for NetWare (Microsoft NT Server 3.5x). To do so, from the Windows Main Program group, double-click Control Panel, Network, then click Add Network Software.

Error Message `The value for the Nwlnkipx parameter Export was illegal.`

Recommended Action   Reinstall the Client Service for NetWare (Microsoft NT Workstation 3.5x) or Gateway Service for NetWare (Microsoft NT Server 3.5x). To do so, from the Windows Main Program group, double-click Control Panel, Network, then click Add Network Software.

IPeXchange Client

Following are error messages you can receive at the IPeXchange client and possible solutions to any problems.

Error Message   `Attempting to Connect to IPeXchange Gateway...`

Explanation   IPeXchange client software is not receiving SAP broadcasts from an IPeXchange gateway.

Recommended Action   Check that the IPeXchange client and IPeXchange gateway are configured to use the same IPX frame type. Check that the SAP agent is installed and running on the gateway.

Error Message   `Call to Undefined Dynalink`

Explanation   When this message appears, the client system halts with a general protection fault. The problem is caused by incompatibility between the IPeXchange client executable file, IPEXCLNT.EXE, and the WINSOCK.DLL file that it is trying to use. The IPeXchange client executable file interoperates only with the special WINSOCK.DLL file that is included with Cisco IPeXchange Internet Gateway software.

Recommended Action   You can fix the problem automatically by running the Cisco IPeXchange Internet Gateway Setup program.

To fix the problem manually, follow these steps:

Step 1   Open File Manager and use the Search option to look for a file named WINSOCK.DLL. There should be only one, the file supplied with Cisco IPeXchange Internet Gateway.

Step 2   Rename all other WINSOCK.DLL files.

Step 3   Make sure that the Cisco IPeXchange Internet Gateway WINSOCK.DLL file is in the Windows directory. If necessary, copy it from the distribution floppy disk.

Step 4   Restart the IPeXchange client.

Error Message `Cannot Connect to IPeXchange Gateway`

Explanation   The client has received SAP messages from one or more IPeXchange gateways, but cannot establish a connection with one. When this message appears, gateway names are present on the Gateways menu of the Cisco IPeXchange Internet Gateway window.

Recommended Action   Make sure that the IPeXchange client and gateway are using the same Ethernet frame type. Refer to Table C-1 for information on finding the frame type specification.

Table C-1   Frame Type Specification on IPeXchange Client

Operating System	Location of Frame Type Specification
Windows 3.1	NET.CFG file
Windows for Workgroups	NET.CFG and PROTOCOL.INI files. These files must specify the same frame type. See the chapter "Installing the IPeXchange Client Software" for information on frame type compatibility.
Windows 95	From the Control Panel, open the Network icon and display the advanced properties of the IPX/SPX-compatible protocol.

This message can also appear if there is a routing problem. Check that the router is operating properly.

Error Message `Cannot Establish a Control Conversation: Check License`

Explanation All available Cisco IPeXchange Internet Gateway licenses are currently being used.

Recommended Action Retry later and consider purchasing additional licenses.

Error Message `Cannot find NWIPXSPX.DLL.`

Explanation This file is required.

Recommended Action You can obtain the file from Novell or copy it from the NETWARE.DLL directory of the IPeXchange client install diskette.

Error Message `IPeXchange Client: Control Conversation Lost`

Explanation The IPeXchange client is disconnected from the IPeXchange gateway.

Recommended Action Check that the IPeXchange gateway is running.

Error Message `WINSOCK.DLL Not Found`

Explanation The IPeXchange client executable file was unable to find the WINSOCK.DLL file.

Recommended Action Make sure that the file WINSOCK.DLL is available in the directory in which IPEXCLNT.EXE was installed. If the file is missing, rerun the Setup program, following the instructions in the chapter "Installing the IPeXchange Client Software."