

Cisco Internet Junction Error Messages

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

Error Message Attempting to Connect to IJ server...

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

Recommended Action Check that the IJ client and IJ 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 IJ client executable file, IJCLIENT.EXE, and the WINSOCK.DLL file that it is trying to use. The IJ client executable file interoperates only with the special WINSOCK.DLL file that is included with Cisco Internet Junction software.

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

To fix the problem manually, take the following 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 Internet Junction.

Step 2 Rename all other WINSOCK.DLL files.

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

Step 4 Restart the IJ client.

Error Message Cannot Connect to IJ Gateway

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

Recommended Action Make sure that the 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 IJ 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 a Cisco Internet Junction Client" 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 Internet Junction licenses are currently being used.

Recommended Action Retry later and consider purchasing additional licenses.

Error Message Graceful Exit

Explanation IJ client and IJ gateway versions do not match.

Recommended Action Make sure that the client and gateway programs have identical version numbers. To find the version number, check About under the Help menu when the program is running.

Error Message IJ Client: Control Conversation Lost

Explanation The IJ client is disconnected from the IJ gateway.

Recommended Action Check that the IJ gateway and router are running.

Error Message IJ Client Terminating

Explanation The IJ client is disconnected from the IJ gateway.

Recommended Action Check that the IJ gateway and router are running.

Error Message IJ Gateway Not Found

Explanation The client is unable to locate an IJ gateway.

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

Error Message Main:CRInit Failed

Explanation The IJ gateway's connection relay module could not be initialized.

Recommended Action Verify the TCP/IP configuration.

Error Message WINSOCK.DLL Not Found

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

Recommended Action Make sure that the Cisco Internet Junction file WINSOCK.DLL is available in the Windows directory. If the file is missing, rerun the Setup program, following the instructions in the chapter “Installing a Cisco Internet Junction Client.”