

Appendix **A**

Error Conditions

Most of the error conditions in NCSA Telnet are nonfatal. The most important and common error messages are listed here with a short summary of the symptoms and causes.

The following messages may appear on your screen during the operation of NCSA Telnet. Any other messages that appear are protocol-specific messages that require additional diagnosis from the system administrator. If a message that is not documented here occurs repeatedly, please contact your system administrator first, and if no solution is found, submit a bug report as included in the Readme and Bugs pages of this manual.

Error in config.tel file

Cause:

NCSA Telnet will not operate without a configuration file that contains the PC's IP address. The program could not find this file.

Solution:

You can place the configuration file either in the current directory or specify it with the `-h` parameter on the command line. You normally customize the file's placement in `TELNET.BAT`. Your system administrator should check your installation and make sure the configuration file is there.

Host machine not in hosts file

Cause:

You have entered a machine name that the program can't find in the configuration file.

Solution:

Check that the name you entered was spelled correctly. If you want this computer to be accessed by name, add its name and IP address to your configuration file.

ICMP: Destination unreachable

Cause:

Another machine—probably the gateway—has determined that your message cannot reach its destination from your system.

Solution:

Check the IP address in your configuration file. Notify your system administrator that the gateway cannot connect you to the destination you want to reach. A problem may exist with the gateway.

```
ICMP: Echo requested (ping requested)
```

Cause:

Someone has "pinged" your machine.

Solution:

No action is required; you are just being notified that a program on another computer has tried to determine if your machine is alive and connected to the network. Your machine answered "yes".

```
ICMP: Redirect, another gateway is more efficient
```

Cause:

NCSA Telnet is sending packets to a gateway that is reforwarding them onto your local network. You will get one of these messages for each packet until NCSA Telnet adjusts the local tables and automatically switches to the correct gateway.

Solution:

NCSA Telnet responds to these messages and automatically switches to the correct gateway, so you don't have to take any action. You may want to change the gateway assignments in your configuration file to use a more appropriate gateway. Some situations will always produce redirects.

```
Local HOST or gateway not responding
```

Cause:

Possible reasons this error occurs are: a network problem, a configuration file problem, the computer you want to connect to is down, or the gateway that you need is down.

Solution:

If the computer is on your local network, check to see that the network is up and running. If the computer is not on your local network, check to see if the gateway is up and running. Ask the system administrator to check the specification of the gateway (`gateway=`) in your configuration file. Check the IP number of the computer that you are trying to connect to. Check to make sure that your computer is attached to the network. Check the integrity of the network cable.

Memory allocation error, cannot open port

Cause:

Your system ran out of memory. This reason is the most common barrier to opening more sessions.

Solution:

Log off of some of your sessions or provide more memory in which NCSA Telnet can run. Providing more memory may mean buying more or rearranging your windowing system to allow more memory. NCSA Telnet Version 2.3 requires about 300K of memory plus 15K per session. In addition, scrollback requires 86 bytes per line.

Network jammed, probable break in wire

Cause:

The PC's Ethernet board could not transmit a packet due to a low-level hardware error.

Solution:

The system administrator should ensure that the Ethernet T connector or transceiver is correctly connected to the back of your PC, then check the integrity of the Ethernet wire according to Ethernet specifications. There could be a short circuit in the wire, but the usual cause is that the wire has been disconnected somewhere.

No internal TCP ports available

Cause:

You are trying to do too many activities at the same time, or some combination of your activities has not closed the TCP sessions correctly. This error will happen if you open too many sessions to other computers.

Solution:

Close some of your existing sessions. If necessary, exit the program by logging off of all of the other computers, then restart NCSA Telnet.

Packet received for invalid port -- reset sent

Cause:

Some other computer is sending you packets that NCSA Telnet does not expect or understand. This error often happens when you press CTRL-SHIFT-F3 to exit NCSA Telnet and then try to start it back up again. It can happen under a variety of network breakdown conditions.

Solution:

Do not press CTRL-SHIFT-F3 to exit NCSA Telnet. If you already have, or some other network breakdown caused the problem, the other computer will eventually time out and stop sending you the extra packets. If you continue to receive them, notify your system administrator.

```
Reset received: syn sent
```

Cause:

The machine to which you are attempting to connect is refusing your telnet connection.

Solution:

Check to see why that machine is not up and running. If it is, check your configuration file to see if you are using the correct IP number.

```
Domain Look-up failed for: <machine>
```

Cause:

The nameservers you've specified in the hosts file are not aware of the machine. Also, you may have misspelled a machinename.

Solution:

Check the spelling of the name you've entered. If you've entered the name correctly, add that machine to your host configuration file. Alternatively, you may want to add another machine as a nameserver in your host file.