



Messages
Reference Guide

3+Plus[®]

3Com[®]

3+Messages Reference Guide

**A member of the 3+ family of products
For use with DOS 3.1, 3.2, 3.3, or 4.0***

* DOS 4.0 is supported on netstations only

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Recognition

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Preface

This guide is designed for use by a network administrator or authorized 3Com® network supplier who will be managing a 3Com 3+® network. The intent of this guide is to provide a single reference source for all error and status messages for both 3Com software and hardware. Using this guide, network administrators can understand what the current error or status message means, what condition caused the message, and what recovery action to take.

This guide includes error and status messages for 3+ version 1.6 from the following 3+ services:

3+Backup
3+Mail
3+Menus
3+NetConnect
3+Remote
3+Route
3+Share
3+Start
NetBIOS

The guide also lists the LCD messages from the 3Server®, 3Server3®, and 3Server386 servers.

The *3+ Messages Guide* includes error and status messages for both the user and network administrator. References to *user* under the error message text indicates that the message is for the user, not the network administrator.

Error or status messages labeled as general purpose are messages that reflect conditions that can occur within any network configuration, independent of any specific installed services. Instances are also noted where more than one service generates the message.

This guide is divided into three sections:

- 3+ error and status messages are arranged alphabetically. There are 23 sections, one for each letter of the alphabet having an error message. For example, section A contains messages beginning with the letter "A", such as **A value is required**.
- DOS messages, which are included because they can appear during 3+ operation. For example: **Bad call format error <device> -- Retry or Cancel**. Network administrators should reference the appropriate DOS manual for the meaning and recovery action. This section is not intended to be a DOS reference guide.

- 3+Route/Remote status messages. This section lists status messages and identifies these messages as STATUS.LOG entries. For example:

CALL: Originate NET: *netnumber* PORT: *portnumber*.

3+ Error and Status Message Format

Each error or status message in this guide includes an explanatory meaning and any recommended recovery action. Here is an example of the format:

This disk is unreadable.
(3+Share/User)

Meaning The diskette in the drive may be damaged.

Action Repeat the operation. If the diskette remains unreadable, discard it and use a new diskette.

This guide does not provide detailed information about 3+ commands and concepts. For this type of information, refer to the *3+ Administrator's Guide*, the *3+Share User Guide*, or the *3+Network Tuning Guide*.

A

A DMA page fault has occurred at memory address xxxx:xxxx.

A double fault has occurred at memory address xxxx:xxxx.

(3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIO SYS, Locator, and 3+Monitor services, if installed, into high memory, which is normally inaccessible. This leaves more memory for additional services.

Action Reset the server. If the message is displayed again, contact your network supplier for assistance.

A Duplicate keyword in file <foldername>. Continue?

(3+Mail/User)

Meaning When you started 3+Mail®, it discovered an incorrect path statement in the Folders file (MAIL.MFI). The "path," "title," or "max" syntax is displayed twice for the same folder. The cursor position shows line and character where error exists.

Action Use the mail message editor, MED, to delete the extra path, title, or max statement in the MAIL.MFI file. The correct syntax is:

Folder Path=(Drive id)\Folder name\filename; Title=filename;
Max=(default is 300).

For further information on the MAIL.MFI file, refer to the *3+Mail User Guide*.

A MAPTAB fault has occurred at memory address xxxx:xxxx.

A page fault has occurred at memory address xxxx:xxxx.

A page not present fault has occurred at memory address xxxx:xxxx.

A segment not present fault has occurred at memory address xxxx:xxxx.

(3ComEMM/Admin)

For the meaning and action to these error messages, see **A DMA page fault has occurred at memory address xxxx:xxxx** in this section of the guide.

A

3+ Messages

A-2

A stack fault has occurred at memory address xxxx:xxxx.
(3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIOSYS, Locator, and 3+Monitor services, if installed, into high memory, which is normally inaccessible. This leaves more memory for additional services.

This error message may occur under normal circumstances when a program attempts to place data onto the stack or a hardware interrupt (such as a timer tick) occurs when there is insufficient room on the stack.

Action The address mentioned in the message may be of help in finding the faulty code. This message results from a bug in application code, not a bug in 3ComEMM. If you are unable to resolve this problem, contact your network supplier for assistance.

A TSS page fault has occurred at memory address xxxx:xxxx.
(3ComEMM/Admin)

For the meaning and action to this error message, see **A DMA page fault has occurred at memory address xxxx:xxxx.**

A value is required.
(3+Share, 3+Backup/User)

Meaning You omitted a mandatory parameter in a form or command.

Action Check the command format and supply the required parameters.

A write-protected tape is in the drive. Insert another tape.
(3+Backup/User)

Meaning The tape cartridge has the write-protect indicator set to the protect mode.

Action Either change the write-protection mode or use another tape that is not write-protected.

Access denied.
(General/Admin)

Meaning	You do not have the necessary access rights to perform the operation. For example, you may have tried to write to a file marked read-only, or read a file marked write-only, create a directory on a read-only drive, or link to a private directory that is currently in use.
Action	Repeat the operation. If the error message is again displayed, check the file's access rights. NOTE: If you get this message and are not attempting an access operation, contact your network supplier for assistance.

ACP: acp new client failed.
(3+Route, 3+Remote)

See the MINDS Error Table in section M of this guide for an explanation.

ACP: not enough memory.
(3+Route, 3+Remote/Admin)

Meaning	There is not enough memory to run the current 3+Route® or 3+Remote® configuration.
Action	Reconfigure the 3+Route/3+Remote server parameters to enable this configuration to work within your current memory restrictions. You can also adjust other server parameters to allow more memory for the present Route/Remote configuration. See the <i>3+ Installation and Setup Guide</i> or the <i>3+Network Tuning Guide</i> .

Actual disk partition(s) incompatible with specified partitions(s).
(3+Backup/Admin)

Meaning	The partitions or range of partitions specified do not exist on the server.
Action	Specify the backup or restore using the correct partition or range of partitions.

A

3+ Messages

A-4

Added <#> messages to folder. (3+Mail/User)

Meaning Displays the total number of new mail messages that were moved to a folder when that folder is accessed.

Action No action is required.

Address nnnnnn. (3Server3, 3Server386/LCD)

Meaning This is not an error message. The message is displayed on the server's LCD when the unit is in maintenance mode and ready to connect with a netstation with the 3C program.

Action: To connect to the server, start the 3C program from one of the netstations and reply with Y for yes when the address of the server is displayed on the netstation's screen. For instructions on the 3C program, refer to the *3+ Installation and Setup Guide*.

The netstation's keyboard and screen responses may be slower since network communication lengthens the time it takes to acknowledge simple read/write requests.

ADMIN tape. (3+Backup/Admin)

Meaning An unauthorized user attempted to read or write to a backup tape.

Action Use another tape, or log in as a server-user or network administrator to use the same tape.

Adr line failure. (3Server386/LCD)

Meaning A read/write test of the server's address bus failed. This could indicate an error on the address bus or in memory.

Action Contact your network supplier for assistance.

Alias' name does not exist.

(3+Name/User)

Meaning The name for the alias you are referring to has been deleted.

Action Delete the alias.

Alias points to an alias.

(3+Name/User)

Meaning A Name service error occurred causing the alias you specified to point to a name that is also an alias; it is no longer usable. This can happen when moving users, and you leave an alias in the original user name's place.

All previous local aliases will now point to a new alias instead of the user name. Proper network administrative practices require that aliases first be deleted, and then re-created to point to the new user name whenever moving users.

Action Delete the alias and re-create it to refer to an actual user name.

Already in group.

(3N/Admin)

Meaning The user that you tried to add to a group is already a member of that group. If the user name you tried to add does not appear in the group listing, then either the name you are trying to add or the name already in the group may be an alias.

Action No action is required.

Already shared.

(3+File/User)

Meaning You tried to create a sharename for the home directory of another user.

Action None. The only home directory that you can give a sharename to is your own.

A

3+ Messages

A-6

**An internal system error has occurred at memory address *xxxx:xxxx*.
An invalid TSS fault has occurred at memory address *xxxx:xxxx*.
(3ComEMM/Admin)**

For the meaning and action to this error message, see **A DMA page fault has occurred at memory address *xxxx:xxxx***.

An = is required after the name.
(NetBIOS/Admin)

Meaning	You entered a 3NB alias using the command line format (REGISTER or USE); however, you did not enter the required equals sign (=) between the local name (<i>lname</i>) and the remote name (<i>rname</i>).
Action	Reenter the 3NB command with an equals sign (=) between the local name (<i>lname</i>) and the remote name (<i>rname</i>).

Async Break
(3Server3/LCD)

Meaning	This message is generated by the PROM-based debugger. The 3Server3 server has halted because it has received a BREAK character through the serial port on the main board. The BREAK character is used to generate an attention signal to the PROM-based debugger. If a printer is connected to this port, it might send BREAK characters under certain conditions, such as when power is turned on or off.
Action	Make sure the server's toggle switch is in the OPERATE position (run the front panel test from thumbwheel position 10 to make sure the toggle switch works, if necessary). If the problem continues, contact your network supplier for assistance.

**Async Xloop Test
DTR Failed *or*
RTS Failed *or*
Data Failed.**
(3Server386/LCD)

Meaning	During the extended test of the asynchronous serial port, there was a failure on a modem control line or the data line.
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Action Make sure the loopback plug is properly attached to the asynchronous port and run the test again. If the problem persists, contact your network supplier for assistance.

At end.
(3+Mail/User)

Meaning The end of a mail message is visible on screen, and you pressed the [Page Down] or [Down Arrow] key.

Action No action is required.

Attachment already exists.
(3+Mail/Admin)

Meaning A message in the user's INBOX directory has the same message number as an attachment file that 3+Mail is trying to retrieve from the server.

Action Use the DOS DIR command to view the user's INBOX directory. Look for the highest numbered attachment file. This is the file whose number matches the new attachment that 3+Mail is trying to retrieve. Using DOS, either rename the user's file or copy it to a different directory and then delete it from the INBOX directory. Run 3+Mail again and retrieve the message and attachment.

B**Backup completed (un)successfully.**
(3+Backup/Admin)

Meaning	This is the status of the backup program after it is finished.
Action	If the backup was successful, no action is required. If the error message indicates that the backup was unsuccessful, look at the backup or restore log file to determine the source of the unsuccessful backup. For instructions on the log file, refer to the <i>3+ Administrator's Guide</i> .

Backup service not installed.
(3+Backup/Admin)

Meaning	The server that received a 3+Backup command was not running 3+Backup at the time.
Action	Specify a 3+Backup default server using the Set Tape Backup Unit or the SERVER command.

Backup tape unit needs attention.
(3+Backup/User)

Meaning	A 3B or 3BMEN STATUS command was used, and the tape cartridge needs to be changed.
Action	Change to the next tape in the sequence for the backup or restore operation to continue.

Bad attribute code.
(3+Backup/Admin)

Meaning	Off-line backup encountered a directory entry containing an illegal file attribute value.
Action	Use a disk checking and recovery utility, such as Norton Utilities® or equivalent, to examine the directory entry and repair it. DO NOT attempt to use any disk checking utilities on an on-line server.

B

3+ Messages

B-2

Bad command line parameters. (Broadcast Messages/User)

Meaning	Incorrect parameters were entered on the command line interface of SENDMSG (network broadcast).
Action	Type SENDMSG /h to list the valid parameters and then enter correct command line parameters.

Bad date. (3+Backup/Admin)

Meaning	The date you entered is not in the format DD-MMM-YY, HH:MM or part of the date is out of the reasonable range.
Action	Enter a correct date.

Bad date format. (3N/User)

Meaning	The date was not entered in the correct format.
Action	Reenter the date in the correct MM/DD/YY (Month/Day/Year) format.

Bad device type. (3+File, 3+Backup/User)

Meaning	This message is displayed if you tried to link to an unidentifiable device type.
Action	Try the link procedure again or check the device type (PRN:, LPT1:, etc.).

Bad \\domain:organization name character. (NetBIOS/Admin)

Meaning	An invalid character was used when entering the domain or organization, or both.
Action	Reenter the domain or organization, or both, using only valid characters. Valid characters are: <ul style="list-style-type: none">• The letters A through Z and a through z

- The digits 0 through 9
- The dash (-), underscore (_), period (.), and blank (); however, multiple consecutive blanks are reduced to a single blank
- The international characters supported by the IBM PC (see the IBM *PC Technical Reference Manual* for a list of supported characters).

Bad DOS pathname.
(3+File/User-Admin)

Meaning The pathname given for the command you issued is unidentifiable, or an invalid character was specified in the path.

Action Check the pathname and try again using a valid DOS pathname.

Bad drive.
(3+File/User)

Meaning You specified a drive identifier that is out of the current range. For example, when linking to drive z:, and you have not set "LASTDRIVE=z:" line in your CONFIG.SYS file.

Action Edit the LASTDRIVE= line in the CONFIG.SYS file on your *3+ Local Netstation Startup* diskette, increasing the specified parameter, or use a drive specifier within the limits of the existing network drives. Refer to the *3+ Administrator's Guide* for complete information about the LASTDRIVE command.

Bad drive ID.
(3+Backup/Admin)

Meaning You entered an invalid drive identifier.

Action Enter a valid drive identifier (A: through Z:).

Bad filename.
(3+Backup/Admin)

Meaning The specified filename contains invalid characters or is longer than the allowable DOS maximum.

Action Enter a valid filename.

B

3+ Messages

B-4

Bad form type. (3+Print/User)

Meaning You entered an illegal value while specifying a form type.

Action Specify a valid form type in the range of 1 to 99.

Bad name. (3+Menus/User)

Meaning A server name was used that the 3+ network did not recognize. This often happens when a user or server name is misspelled on page 2 of the Task form for the menu item you tried to open. This may also happen when a server name with an invalid format is entered in the machine directory file (MACH.DIR).

Action Correct the spelling of the user or server name listed in the machine directory file (MACH.DIR), or on page 2 of the Task form, for the selected menu item. Make sure there are no illegal characters in the name. If the server name entry is correct, check with your network administrator to verify that the server is listed in the 3+Share Name service.

Bad name. (3B, 3BMEN, 3F, 3N, 3P/User)

Meaning You entered the name of a group, user, or server incorrectly. The specified name was in an invalid syntax. A name may consist of the following characters: 0-9, A-Z, a-z, a dash (-), an underscore (_), a period (.), a blank (), and an apostrophe (').

Some international characters are accepted, but there may be problems mapping these to accepted syntax characters when using them. If international characters must be used, then only use the uppercase international characters.

Action Specify a valid name using the accepted syntax listed above.

Bad or closed session. (3+File/User)

Meaning A network link has been disconnected due to a network problem.

Action Relink. If that fails to solve the problem, then log out and log in again, or restart your netstation.

Bad or closed session.
(NetBIOS/User)

Meaning The internal tables of NetBIOS are corrupted.

Action Log out and log in again, or restart your netstation.

Bad partition range.
(3+Backup/Admin)

Meaning Partitions are specified incorrectly with the highest partition first (for example, F: to C:).

Action Enter the partitions in sequence from C: to Z:.

Bad partition record
Cannot read partition record
(3Disk/LCD)

Meaning These messages can appear when you run 3DISK's "Show DOS configuration" option. They indicate either a problem with the read/write channel to the disk or an error in the disk's software tables.

Action Run the tests in 3DISK's (or 3DISK386 as appropriate) "Diagnose hardware" option. If those tests show no hardware errors, format the disk to re-create the software tables.

Bad password.
(3+File, 3+Print, 3+Name/User)

Meaning You used the wrong password.

Action Try the operation again with the correct password.

Bad path.
(3+File/User)

Meaning The pathname is invalid.

Action Check the pathname and try again.

Bad printer device.
(3P/Admin)

- Meaning** A server-user has used a 3P SHARE xxx command, and xxx refers to a nonexistent device.
- Action** Use 3+Menus or the 3P STAT command to confirm which printers on the server have been configured. Specify only proper printer or other com port device names when using a 3P SHARE command. Reset the server to make the services active after running the 3OPT or 3INS program. 3INS and 3OPT can provide a list of valid printer or com ports.

Bad printer name.
(3+Print/User)

- Meaning** You specified a printer that is not connected to the server, or a printer that has not been shared, or misspelled the printer sharename.
- Action** Use 3+Menus or the 3P DIR command to display the names of the printers on the server.

Bad property definition.
(3N/Admin)

- Meaning** The property definition that was entered is either invalid (having bad parameters), or the number is a duplicate of an existing property. To avoid duplicate numbers, do a 3N DIR PROP to see what property numbers already exist, including their types and names.
- Action** Reenter the property with all the correct information and enter a unique property number.

Bad queue entry (number).
(3+Share/User)

- Meaning** You gave a spool identifier that does not exist. The file may have already been printed.
- Action** Use 3+Menus or the 3P QSTAT command to get a correct spool identifier.

Bad queue entry id.

(3+Menus, 3+Backup, 3+File, 3+Print/User)

Meaning Your print job has an invalid spool identifier. This means the print job has already been printed or no longer exists.

Action Close and then reopen the Print Job window for the selected printer connection.

Bad request.

(General, 3+Backup/User)

Meaning A disk error has occurred on the server.

Action Retry the operation. If the message appears again, have your network administrator check the server hardware.

Bad sharename.

(3+Share/User)

Meaning You entered the wrong sharename or you entered it incorrectly.

Action Reenter the sharename.

Bad short name.

(3+Name/User)

Meaning You entered an illegal character while trying to assign a short name to a three-part name.

Action Reenter the command using a maximum of 15 characters (no blanks).

Bad state.

(General/User)

Meaning This is an internal 3+ program error.

Action Log in again or restart your netstation.

B

3+ Messages

B-8

Bad syntax in broadcast destination. (Broadcast Messages/User)

Meaning	You entered the name of the destination of your message incorrectly.
Action	Enter the name again along with the domain and organization, if necessary.

Bad syntax in directed destination. (Broadcast Messages/User)

Meaning	You entered the name of the destination of your message incorrectly.
Action	Enter the name again along with the domain and organization, if necessary.

Bad time format. (3N/User)

Meaning	The time was not entered in the correct format.
Action	Reenter the time in the correct HH:MM:SS (Hours:Minutes:Seconds) format.

Bad type. (3+Backup/User)

Meaning	One of the parameters in a 3B command is bad.
Action	None. This message should rarely appear. Notify your network administrator.

Bad values. (3+Print, 3+File, 3+Backup/User)

Meaning	You entered an illegal value while trying to change the form type.
Action	Specify a form type value in the range of 1 to 99.

Badflush - buffer <variable> not in lru.
(3+Name/Status Log)

Meaning Some of the buffer memory has become corrupted during Name service operations.

Action Reboot your server and retry the operation.

Boot device inaccessible.
(3Server386/LCD)

Meaning The server's boot device is not defined in CMOS memory, or the server's battery is damaged, or the hard disk failed the startup sequence.

Action There are several things you can do. Press the CONT button and reset the server to see if normal operations resume (in case the message appeared by mistake). If the problem persists, try the recovery suggestions listed below. After trying each of the following actions, restart the 3Server386 server to see if the problem is solved.

- Use the "Check cabling and controller" option of 3DISK386.
- Use the "Display configuration" option of 3DISK386 to make sure the boot disk is defined. If it is not, use the "Choose boot disk" item on 3DISK386's "Configuration" submenu.

If the problem persists after trying each of the above actions, contact your network supplier for assistance in checking the server's battery.

**Boot drive test
Failed.**
(3Server386/LCD)

Meaning The startup test for the boot drive hardware failed.

Action If a plus sign (+) appears on the second line of the LCD, press the CONT button to acknowledge the message. If no plus sign (+) appears, you must reboot the server to continue.

Check all cable connections to the boot drive (20-pin, 34-pin, power, and SCSI connectors). Restart the server. If this message reoccurs, contact your network supplier for assistance.

B

3+ Messages

B-10

Boot sector cannot be written. (3DISK386/Admin)

- Meaning** During a format operation, 3DISK386 could not access the disk. This message may indicate a controller, cabling, or drive problem.
- Action** Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the format operation. If this message reoccurs, contact your network supplier for assistance.

Boot sector not on hard disk. (3Server386/LCD)

- Meaning** The system cannot identify the data in sector zero as boot data.
- Action** Press the CONT button and/or reset the server to see if normal operations resume (in case the message appeared by mistake). If the problem persists, use the items A, B, and C on the "Diagnose hardware" submenu of 3DISK386. Restart the 3Server386 server to see if the problem is solved. If this message reappears, contact your network supplier for assistance.

BUF not loaded. (3+Share/User)

- Meaning** BUF.SYS has not been loaded.
- Action** Check that your CONFIG.SYS file references the correct BUF.SYS file, then restart your netstation. (Refer to the *3+ Administrator's Guide* for complete information on the CONFIG.SYS file.)

Buffer pool conflict. (CIOSYS)

- Meaning** Two drives with different cluster sizes that have been assigned to the same buffer pool. This situation can occur when a CIOSYS.NSP file becomes corrupted, or the CIOSYS.NSP file was copied from another server.

Action Run 3OPT and produce a configuration report that records the CIOSYS parameters. Exit from 3OPT and delete the file C:\3PLUS\3CONFIG\CIOSYS.NSP. Run 3OPT again, allowing it to analyze the server, and create a new CIOSYS.NSP file. Go into the CIOSYS section and reenter the parameter tuning values from the 3OPT configuration report.

Busy...please wait *.**
(3+Mail/User)

Meaning 3+Mail is busy with an operation, such as reading from or writing to a file, or the server is busy. This message disappears when the 3+Mail is ready to process messages.

Action Wait and retry again.

C**Cache error.**

(3+Name, 3+Backup/User)

Meaning There was a problem getting information from the Name service (out of the login cache or information storage). If the error occurs during logging out, there was a problem getting the user name or setting the cache.

Action Make sure your CONFIG.SYS file references the correct version of LGL.SYS. Restart your netstation and try again. (See the *3+ Installation and Setup Guide* for details on the CONFIG.SYS file.)

CALL: <variable> NET: <variable> PORT: COM <variable>.

(3+Route)

Meaning A router dialed up a remote network, and a record of this action has been entered in the status log.

Action No action is required.

Can only clear another user's password.

(3+Name/User)

Meaning When you modify another user's password, you can only clear the existing one; you cannot assign a new password.

Action At the prompt, press [Return] to indicate no change; or press the [Esc] key, then the [Return] key, to clear the old value.

Cancelled.

(General/User)

Meaning You used the [Esc] key or [Ctrl]+[Break] keys to cancel a command.

Action Continue with the next command.

Cannot access 3Com Process Manager.
(3+Share/User)

- Meaning** Either the AUTOEXEC.BAT file on your startup disk does not contain the MINDSPRO driver on the RUNMINDS line, or the CONFIG.SYS file does not contain the PRO.SYS driver. This message may also appear if you have just formatted a diskette.
- Action** Check that your AUTOEXEC.BAT file contains the MINDSPRO driver, and that your CONFIG.SYS file contains PRO.SYS. For more information about the AUTOEXEC.BAT file and the CONFIG.SYS file, consult your network administrator or refer to the *3+ Administrator's Guide*.
- If you receive this message after formatting a diskette, list a directory of the diskette using the DOS DIR command. You should be able to continue network operations.

Cannot add defect <address> to error log on drive <SCSI ID/LUN>.
(3DISK386/Admin)

- Meaning** 3DISK386 cannot access the disk. This message may indicate a controller, cabling, or disk drive problem. This can occur on large hard disks (150 MB and larger) with 3+ software versions prior to the 1.6 release. The defect table is not large enough to contain all allowable errors.
- Action** Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Retry the operation that caused the error message to appear. If this message reoccurs, contact your network supplier for assistance, or upgrade your network software to 3+ version 1.6.

Cannot allocate <variable> bytes of memory for <variable> buffer descriptors.
(3+Name)

- Meaning** There is insufficient free memory for use by the 3+Name service. This situation can be caused by any of the following reasons:
- A poorly tuned server.
 - CIOSYS being unable to use EMM, and by using DOS memory, allocates all free memory before 3+Name loads).

- Problems with EMM (3EMM driver not loaded on 3Com servers).
- Problems with 3Com EMM on PC servers.

Action Reboot your server and check the screen on a PC server for 3Com EMM error messages, or run LASTBOOT on 3S/400 or 3S/500 servers to check for other error messages, and run 3OPT to check on available memory for the server.

Cannot allocate <variable> bytes of memory for <variable> buffers.
(3+Name)

Meaning There is insufficient free memory for use by the 3+Name service. This situation can be caused by any of the following reasons:

- A poorly tuned server.
- CIOSYS being unable to use EMM (3Com Extended Memory Management), and by using DOS memory, allocates all free memory before 3+Name loads.
- Problems with EMM (3EMM driver not loaded on 3Com servers).
- Problems with 3Com EMM on PC servers.

Action Reboot your server and check the screen on a PC server for 3Com EMM error messages, or run LASTBOOT on 3S/400 or 3S/500 servers to check for other error messages, and run 3OPT to check on available memory for the server.

C

3+ Messages

C-4

Cannot allocate <variable> bytes of memory for <variable> domains.
(3+Name)

Meaning	There is insufficient free memory for use by the 3+Name service. This situation can be caused by any of the following reasons: <ul style="list-style-type: none">• A poorly tuned server.• CIOSYS being unable to use EMM, and by using DOS memory, allocates all free memory before 3+Name loads.• Problems with EMM (3EMM driver not loaded on 3Com servers)• Problems with 3Com EMM on PC servers.
Action	Reboot your server and check the screen on a PC server for 3Com EMM error messages, or run LASTBOOT on 3S/400 or 3S/500 servers to check for other error messages, and run 3OPT to check on available memory for the server.

Cannot change while printing.
(3+Print/User)

Meaning	You tried to change the priority or form type of a file while it is printing.
Action	Let the file print or delete it from the print queue.

Cannot copy to <name>. Continue?
(3+Mail/User)

Meaning	You cannot copy or file any messages to the specified folder.
Action	<p>The folder may be full. Check maximum message size in your MAIL.MFI file and change it if you need to. For further information about the MAIL.MFI file, refer to the <i>3+Mail User Guide</i>.</p> <p>This message may also appear if the drive is not ready to use. Check to see if the drive is linked. If you are using diskettes, check to see if the diskette is properly inserted and the drive door is closed.</p>

Cannot create folder <pathname>.
(3+Mail/User)

- | | |
|---------|---|
| Meaning | This message is displayed when FOLDER.DIR does not exist and cannot be created. |
| Action | The drive you are linked to may not be ready to use or you may not have write access to the drive. Check to see if drive is linked. If you are using diskettes, check to see if the diskette is properly inserted and the drive door is closed. |

Cannot create Folders file <name>.
(3+Mail/User)

- | | |
|---------|--|
| Meaning | You tried to create a Folders file, and it could not be created. |
| Action | Check to see if the drive is linked. If you are using 3+Menus, contact your network administrator. If you are using diskettes, check to see if the diskette is properly inserted and the drive door is closed. Check to see if you have exceeded your machine's memory limits. |

Cannot determine the server's name.
(3+Backup/Admin)

- | | |
|---------|--|
| Meaning | The off-line backup software was unable to read the S_NAME file on the server hard disk. |
| Action | Off-line backup should only be run on normally installed servers, which always have an S_NAME file. If, due to an error, the server in question has a damaged or missing S_NAME file, reinstall the
\\3PLUS3CONFIGS_PROMPT.EXE FILE to re-create the S_NAME file. |

Cannot DISABLE a service that has not been installed.
(3+Installation/Admin)

Meaning You tried to disable a service that is not installed.

Action Use the 3INS program to view the services installed on your server. To install or remove a service, you *must* access the 3INS program in an off-line mode. Refer to the *3+ Installation and Setup Guide* for complete details about the 3INS program.

Cannot ENABLE a service that has not been installed.
(3+Installation/Admin)

Meaning You tried to enable a service that is not installed.

Action Use the 3INS program to view the services installed on your server. To install or remove a service, you *must* access the 3INS program in an off-line mode. Refer to the *3+ Installation and Setup Guide* for complete details about the 3INS program.

Cannot find <addresses> But domain <domain:organization> is a Remote Domain

(3+Mail/User)

Meaning You tried to send a message to a user who cannot be found in your local Name service. The domain, however, is defined in the local Name service.

Action To send the message anyway, type a Y, and the 3+Mail service will attempt to send the message to the remote domain. If the user cannot be found on the remote network, the mail service will return your message as undelivered mail.

To avoid this prompt when sending mail to users in remote domains, use the /NP parameter on the 3+Mail command line in your AUTOUSER.BAT file, as explained in the *3+ Administrator's Guide*.

Cannot find attachment.
(3+Mail/User)

- Meaning** 3+Mail could not locate the attachment you are attempting to send.
- Action** The drive you are linked to may not be ready. Check to see if the drive is linked, and check the pathname to see if the file exists there. If you are using diskettes, check to see if the diskette is properly inserted and the drive door is closed. Exit to DOS and check the correct spelling of the filename.

Cannot find name: *name:domain:org* [error #].
(3+Name, Broadcast Messages/User)

- Meaning** Unable to locate the name in the Name service. The name may not reside in the Name service, or the Name server may be busy.
- Action** Use 3+Menus or the 3N DIR command to verify the existence of the name. If it exists, retry the operation.

Cannot find network: *domain:org* [error #].
(3+Name, Broadcast Messages/User)

- Meaning** Unable to locate the network number of the network where the specified domain resides. The name may not be in your Name service, or the name server may be busy.
- Action** Use 3+Menus of the 3N DIR command to verify the existence of this domain. If it exists, retry the operation.

Cannot forward or reply to attachment.
(3+Mail/User)

- Meaning** You tried to forward or reply to an attachment.
- Action** To forward an attachment that you received with a message, save the attachment as a file. Then create a new message and make the file an attachment to the message, or specify the attachment by its message number filename. For example, e:\inbox\26A.MSG.

C

3+ Messages

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Cannot get write access to Folders file <name>. Continue? (3+Mail/User)

Meaning The Folders file, where you attempted to make a new folder, was read-only.

Action Change your folder access rights to include write capability. Refer to the *3+Share User Guide* for further information.

Cannot have more than 25 attachment files. (3+Mail/User)

Meaning You tried to send more than 25 attachments in one message.

Action Send some attachments with another message.

Cannot INSTALL services while the server is on-line. (3+Installation/Admin)

Meaning You tried to install a service while the server was in an on-line state.

Action To install or remove a service, you *must* access the 3INS program in an off-line mode. Refer to the *3+ Installation and Setup Guide* for complete details on using the 3INS program.

Cannot link to someone's HOMEDIR. (3+File/User)

Meaning You tried to link to another user's home directory.

Action You can link to another user's home directory only if the user has assigned a public sharename to it.

Cannot locate the Main menu and cannot create the Main menu file in the current directory.

(3+Menus/User)

Meaning 3+Menus cannot find or create a Main menu file. For instructions in locating the Main menu file, refer to the *3+Menus "How To" Guide*.

Action Use one of the following methods to specify the location of a Main menu file:

- Change to a directory where you have read, write, and create access, then run 3+Menus.

NOTE: Make sure the DOS path includes the location of MENUS.EXE and EM.EXE.

- Create a PROFILE= environment variable that points to the location of a PROFILE.SYS file. Then make sure the MAINMENU= entry in the PROFILE.SYS file points to a valid Main menu file.
- Run 3+Menus again using a /MAINMENU= command line parameter that points to the location of a Main menu file.

Cannot make directory <name>.

(3+Mail/User)

Meaning When you attempted to create a new folder, you specified a path containing an invalid directory.

Action If you specified a directory, check to make sure you typed the correct pathname. Check to see if you are out of disk space.

Cannot Modify a Member.

(3N/Admin)

Meaning You cannot modify any data about a member of a group besides adding and deleting members to or from a group.

Action No action is required.



Cannot Modify an Alias.

(3N/Admin)

Meaning You cannot modify any data about a user alias because all modifications must be performed only on a user name itself.

Action Make any name modifications on the user name.

Cannot modify Mail server.

(3N/Admin)

Meaning You cannot directly modify a user's Mail server address by using a 3N command. The correct procedure requires that all users first retrieve all their mail.

Action Enter a 3N MOD USER command and press the [Esc] key to delete the user's Mail server. Enter a 3N MOD USER command to give the user(s) a new Mail server. Note that the user must retrieve all mail prior to having their Mail server deleted.

Cannot modify Share server.

(3N/Admin)

Meaning You cannot directly modify a user's Share server address by using a 3N command. The correct procedure requires that you first back up all of the user's files.

Action Enter a 3N MOD USER and press the [Esc] key to delete the user's Share server. Enter a 3N MOD USER command to give the user a new Share server. Restore the user's files to the new Share server or new server partition. Note that a user's home directory must be empty before it is deleted.

Cannot open 3Route/3Remote or 3NetConnect profile.

(3+Route, 3+Remote, 3+NetConnect/Admin)

Meaning The 3Route or 3Remote or 3NetConnect profile file is missing.

Action Restart the server and reconfigure the service. For information, see the 3+ *Installation and Setup Guide*.

Cannot open file <name>.

(3+Mail/User)

- | | |
|----------------|--|
| Meaning | You attempted to read, reply, or forward a message that is unreadable, or the filename does not exist as you typed it. |
| Action | If you are using a diskette drive, check to see it is properly inserted and the drive door is closed. This may also mean that the filename cannot be found. Make sure the pathname and filename are spelled correctly. |

Cannot open Folders file <name>.**Continue?**

(3+Mail/User)

- | | |
|----------------|---|
| Meaning | When you started 3+Mail, you used the command line switch, /folders=, but specified a file other than the MAIL.MFI. |
| Action | Check to make sure you typed the correct filename and that the file exists. If this fails, re-create your file. |

Cannot open message file.

(SENDMSG/User)

- | | |
|----------------|---|
| Meaning | An error occurred in reading the message from the message file when using the /f option in the command line mode. |
| Action | Verify that a message file exists. |

Cannot open profile.

(3+Route, 3+Remote, 3+NetConnect/Admin)

- | | |
|----------------|--|
| Meaning | An error occurred during the initialization of a service generating this message. This message usually indicates that the 3+Route or 3+NetConnect cannot find the remote network information in the service profile. |
| Action | Check that the 3CNXSRV.NSP file exists. Run 3OPT from the \3PLUS3CONFIG directory, and verify that the configuration data is present and correct. If the problem persists, contact your 3Com Customer Service representative or your network supplier. |

Cannot open the attachment.
(3+Mail/User)

- Meaning** 3+Mail cannot access or open the attachment you have selected.
- Action** If using diskettes, check to make sure the diskette is inserted and the drive door is closed. If using a 3+Share directory, the server may be busy. Try again to check whether the server is running. Try renumbering the mail folder by pressing [Ctrl]+[N].

Cannot read Folders file <name>.
Continue?
(3+Mail/User)

- Meaning** When you used the /folders= <name> switch on the command line during startup, the file you referenced was incorrect or could not be read by the Folders file (MAIL.MFI).
- Action** Check to make sure you typed the correct filename and that the file exists and has date in it. If this fails, re-create your file.

Cannot read server name file (S_name).
(3+Share/User)

- Meaning** 3Share cannot find the \3PLUS\S_NAME file.
- Action** Run the \3PLUS\3CONFIGS_PROMPT file. Running this file creates a new S_NAME file. When you are prompted for the three-part server name, enter the previous name and password for the server.
- On 3Com servers, you must create a 3C console connection to do this.

Cannot reassign blocks.
(3DISK386/Admin)

- Meaning** When trying to use the "Repair logged defects in software" option, 3DISK386 could not repair one or more defects. This message indicates a problem with the controller.
- Action** Make sure the cables between the disk and controller are secure. Then run 3DISK386's "Check cabling and controller" option from the "Diagnose hardware" submenu. If this error message reoccurs, contact your network supplier for assistance.

Cannot register the volume.
(General/Admin)

- Meaning** The maximum number of start volumes allowed on the server has been reached.
- Action** Increase the number of start volumes parameter on your server, using the 3OPT program. If you have reached the maximum limit of 128, delete some of the start volumes. You cannot install 3+Start on another server; only one 3+Start service is allowed per network.

Cannot REMOVE a non-existent service.
(3+Installation/Admin)

- Meaning** You are trying to remove a service that is not recognized as being installed.
- Action** Check the 3INS program's menu of installed services to review which services are actually installed on your server.

Cannot REMOVE a service that has not been installed.
(3+Installation/Admin)

- Meaning** You are trying to remove a service that is not installed.
- Action** Use 3INS to examine the services installed on your server. To install or remove a service, you *must* access the 3INS program in an off-line mode. Refer to the *3+ Installation and Setup Guide* for complete details about the 3INS program.



Cannot remove file <name>.
(3+Mail/User)

Meaning The file you attempted to delete could not be deleted.

Action The drive you are linked to may not be ready to use. Check to see if drive is linked. If you are using a diskette, check to see if it is properly inserted and the drive door is closed.

Cannot REMOVE services while the server is on-line.
(3+Installation/Admin)

Meaning You are trying to remove a service while the server is in an on-line state.

Action Use 3INS to examine the services installed on your server. To install or remove a service, you *must* access the 3INS program in an off-line mode. Refer to the *3+ Installation and Setup Guide* for complete details about the 3INS program.

Cannot rename file <old pathname> to file <new pathname>.
(3+Mail/User)

Meaning During a folder renumber, a message or an attachment file could not be renumbered. The files must be renamed by 3+Mail in order to be renumbered.

Action Check to see if the file exists. If it is a zero length (size) file, delete it.

Cannot use a pattern.
(3+Name/User)

Meaning Wildcard characters are not allowed with the command you entered.

Action Reenter the command without the wildcard characters.

Cannot use /HOLD with /SPOOL=num.
(3+Print/User)

Meaning The 3P SET command does not support the /HOLD parameter if you also include a spool identifier.

Action Enter the command again, omitting the spool identifier.

Cannot use normal user tape.
(3+Backup/User)

Meaning 3+Backup no longer supports user-level backup or restore operations. If this tape contains necessary data, then run an older version of 3+Backup (previous to version 1.2) to access the data on the tape. The later versions of 3+Backup will restore if you provide the source path after doing a DIR /F command.

Action No action is required.

Cannot use server user tape.
(3+Backup/User)

Meaning 3+Backup no longer supports user-level backup or restore operations. If this tape contains necessary data, then run an older version of 3+Backup (previous to version 1.2) to access the data on the tape. The later versions of 3+Backup will restore if you provide the source path after doing a DIR /F command.

Action No action is required.

Cannot write CMOS.
(3DISK386/Admin)

Meaning This is a hardware error.

Action Contact your network supplier for assistance.

Cannot write Folders file <name>. Continue?
(3+Mail/User)

- Meaning** The folder you attempted to create could not be written to the Folders file (MAIL.MFI).
- Action** Make sure you have write access to the directory or disk specified. Check to make sure you typed the correct filename and that the file exists. If this fails, re-create your file.

Cannot write worst case data pattern on sector <address>.
(3DISK386/Admin)

- Meaning** During a format operation, 3DISK386 could not access the disk. This message could indicate a controller or disk drive problem.
- Action** Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the format operation. If this message reoccurs, contact your network supplier for assistance.

Can only clear another user's password.
(3+Name/User)

- Meaning** When you modify another user's password, you can only clear the existing one; you cannot assign a new password.
- Action** At the prompt, press [Return] to indicate no change; or press the [Esc] key, then the [Return] key, to clear the old value.

Caution: Overlaying default drive <drive>:.
(3F/ User)

- Meaning** You are entering a 3F LINK command to replace or overlay your current network drive with another network drive.
- Action** If you want to overlay your current drive, type Y (Yes) at the prompt.

Caution: Unlink concurrent drive <drive> [Y/N]?
(3F/Concurrent User)

Meaning You are entering a 3F UNLINK command for drive C:, which has a virtual (but not direct) link to the 3Root directory of the concurrent server. Once this drive is unlinked, you cannot relink to the concurrent drive until the server is rebooted.

Action 3Com recommends that you answer N (No) to the prompt.

Caution: Unlinks both 3F and 3P links!
Unlink \\<user> from \\<server> [Y/N]?
(3F, 3P/Admin)

Meaning You tried to forcibly unlink a specific user from a specific server.

Action Answer Y or N depending on what action you decide to take.

Caution: Unlinks both 3F and 3P links!
\\<user> logged in from multiple workstations.
Unlink all from \\<server> [Y/N]?
(3F, 3P/Admin)

Meaning You tried to forcibly unlink a user from a shared device using the 3F/3P unlink \\user \\server command.

The specified user is linked to a specified server from multiple workstations, and executing the unlink command will disconnect links to all workstations from which the user is linked.

Action Answer Y or N depending upon what action you decide to take.

Change the tape.
(3+Backup/User)

Meaning A backup or restore operation has reached the end of data on the present cartridge.

Action Insert a new tape if the operation is a backup, or else the next tape in the sequence if the operation is a restore.

**CIOSYS (driver command code) I/O error <variable> on drive <variable>:
sector <variable>.
(CIOSYS/Admin)**

Meaning A bad sector was detected after a Read or a Write command was entered.

Action Shut down the server and run CHKDSK against it in off-line mode.
If CHKDSK finds errors, then run CHKDSK /F to rebuild the disk
structure. On a 3Com server, run 3Disk or 3Disk386 and select the
Verify option. It is not necessary to reformat the disk drive.

If this does not fix the problem, then back up the entire server and
reformat the disk drive that reported the problem. Restore files to the
server after a successful format.

**CIOSYS Failure!
(Installation/Admin)**

Meaning An LCD message specifying that a fatal error occurred during
initialization.

Action Since there are several error conditions that could cause this message to
be displayed, it is important to look up the specific error message that
displays before this message and follow the recommended actions.

If you are using a 3Server3 server and do not have a Local console
(LCONSOLE) connection, refer to your *3Server3 Guide* for instructions
on connecting one. A Local console will allow you to view messages on
the screen display.

If you are using a 3Server386 server, you will not be able to establish
a Local console connection. Instead, the 3Server386 uses LASTBOOT,
a console-message display program. The LASTBOOT program is a
useful debugging tool for problems with restarting a server, and on
network problems in general.

The program allows you to see DOS console messages that were
generated during the previous server restart. DOS console messages
help in determining what part of the process is causing the problem.

To use LASTBOOT, you must establish a 3C connection, type
LASTBOOT at the active-console prompt: C>>LASTBOOT [Return].

You can pause the LASTBOOT display stream by pressing [Ctrl]+S. For details on establishing the 3C console connection and using the LASTBOOT program, see the *3Server386 Guide*.

Also examine the STATUS.LOG file, or run CIOSYS from a 3C console connection to all of the messages in the context of the activity that occurred.

CIOSYS is not loaded.

(3+Name/User)

Meaning 3+Name cannot be run on a DOS-only machine, or CIOSYS failed to load, or for some other reason, the server boot-up failed.

Action Check the status log for messages or logged error conditions; check the LASTBOOT utility (for version 1.3.1 or later) on the 3Server386 server; or reboot your server and retry the operation. Check the CIOSYS configuration using 3OPT.

Close file (CIOSYS) error <variable> by despooler <variable> on spool file: <variable>.

(3+Share/User)

See the File System Error Table in section F of this guide for more information.

Close file (CIOSYS) error <variable> on spool file <variable>.

(3+Share/User)

See the File System Error Table in section F of this guide for more information.

Close file (CIOSYS) error <variable> updating spool file: <variable> (update_pqe).

(3+Share/User)

See the File System Error Table in section F of this guide for more information.

Close spool file error <variable>.

(3+Share)

See the File System Error Table in section F of this guide for more information.

Cluster mismatch.
(Installation/Admin)

- Meaning** All drives specified in the same buffer pool must have the same number of sectors per cluster. This message indicates that a drive has a different number of sectors per cluster than the rest of the drives in the pool.
- Action** Run 3OPT and reconfigure your system hardware and CIO SYS. See the *Network Tuning Guide* for more information.

Cluster size too big for EMM window.
(3DISK386/Admin)

- Meaning** You have entered values resulting in a cluster size that will prevent extended memory access. The maximum value allowed is 16 KB.
- Action** Make the cluster size smaller by entering a smaller number for either bytes per sector or sectors per cluster.

CMOS invalid.
(3DISK386/Admin)

- Meaning** The system cannot read the CMOS configuration information.
- Action** Establish a 3C console connection and run the SETUP program. If that fails, run the 3DISK/3DISK386 (as appropriate) and reset the system configuration to match the existing set up. If the problem persists, contact your network supplier for assistance.

Combined defects from log and map exceed defect limit
(3Disk/Admin)

- Meaning** The disk defect map has reached its maximum capacity of 127 entries. 3DISK386 in 3+ software, version 1.6, allows up to 512 entries.
- Action** Run the 3DISK386 "Enter defect list and format" option. After entering the disk's original list of defects, run the write-read test overnight to accumulate a log of confirmed defects other than the originals. Then format the disk. When formatting is successfully completed, the disk is ready for use. If the message reappears, the disk may have to be replaced. See the *3Server3 Guide* for instructions on formatting the disk.

Communications Error.
(3+Mail/Admin)

Meaning	<p>3+Mail is having difficulty completing a connection between a remote user and a server. This situation may occur because of one of the following reasons:</p> <ul style="list-style-type: none">• The server's modem does not answer or is busy• The server's modem answers but disconnects• There is noise on the telephone line• The remote user's modem is not connected to the PC or is not turned on• The modem was disconnected after only several minutes of transmission.
Action	<p>Retry the operation. Check the phone number. Check the modem for correct configuration (see the <i>3+Installation and Setup Guide</i>). Make sure the modem is properly connected to the PC and is turned on. If the problem persists, try setting the modem to a lower baud rate.</p>

Component does not allow parameter tuning.
(Installation/Admin)

Meaning	You attempted to tune a service that has no parameters.
Action	There are no parameters to tune with this service. No action is required.

Con: init error.
(3Server386/LCD)

Meaning	<p>The LOGIN command was executed before the 3C START command, or the user did not log in. This can occur on earlier versions of the 3Com 3C console connection. Check the CONFIG.SYS and AUTOEXEC.BAT files on your <i>System Software #1</i> diskette for the appropriate files.</p>
Action	<p>Reset both the netstation and the server, and use 3+ software, version 1.3. or later.</p>

Console session complete.
(3C/Admin)

Meaning You pressed [Ctrl]+Q to end the console connection.

Action None.

CONTINUOUS CIOSYS CRITICAL ERROR - HALTING!!!
(CIOSYS/Admin)

Meaning One or more of the network drives has a problem. For example, it may be turned off, unplugged, or damaged.

Action Make sure the drive is on-line. If it is, run DOS diagnostics (for example, CHKDSK) to find the problem. Diagnostics must be run with the server off-line. Use 3DISK (or 3DISK386 as appropriate) on 3Com servers to run diagnostics.

Controller read-after-write failure.
(3+Backup/Admin)

Meaning The tape drive refused to write data to the tape, but reports no errors.

Action Clean the tapeheads, use a different formatted tape, and retry the backup operation. If the problem persists, contact your network supplier.

Copy protection failure.
(3+Route, 3+Remote/Admin)

Meaning 3+Route or 3+Remote has not been correctly installed or has been corrupted. This applies to 3+ software versions 1.2 and earlier.

Action Restart the server; if the problem persists, remove and reinstall the service. For more information, see the *3+ Installation and Setup Guide*.

Corrupted <variable> Profile, please reconfigure!
(3+Route, 3+Remote/Admin)

Meaning The 3CNXSRV.NSP file used by 3+Route and 3+Remote has become corrupted. This message is displayed and recorded in the status log.

Action Run either 3OPT or 3INS to rebuild this file. The 3CNXSRV.NSP file contains the parameters used in running 3+Route and 3+Remote to access remote networks.

Could not back up PORT file.
(Installation/Admin)

Meaning	The server's disk is full, and 3INSTALL could not make a copy of the data file SYSTEM.CFG.
Action	Make more disk space available by deleting any unnecessary files (be careful you do not delete any important files).

Could not find data file: <file>.
(3+Installation/Admin)

Meaning	3INS or 3OPT could not find the specified data file.
Action	If the specified file is SERVICES.DAT, you can copy the file back to the server using one of the methods below, depending on which server you are using. If the specified file is not SERVICES.DAT, contact your network supplier.

If you are using a 3Server server, copy and rename the file SRV3S.DAT from the 3+ Installation #1 (3INSTALL) diskette to \3PLUS3CONFIGSERVICES.DAT.

If you are using a 3Server386 server, copy and rename the file SRVST.DAT from the 3+ Installation #1 (Utilities) diskette to \3PLUS3CONFIGSERVICES.DAT. If the file is SYSINFO.DAT (only on 3Server386), copy and rename the file SYSST.DAT to \3PLUS3CONFIGSYSINFO.DAT.

If you are using a PC server, copy and rename the SRVPC.DAT from the 3+ Installation #1 (3INSTALL) diskette to \3PLUS3CONFIGSERVICES.DAT.

Could not find file: "<filename>".
(3OPT/Admin)

Meaning	One of the data files that 3OPT uses was not available. 3OPT must reside in the directory C:\3PLUS3CONFIG, and all of the data files it uses (with the exception of CONFIG.SYS) must also reside there.
Action	Check what files are present in the directory C:\3PLUS3CONFIG, and if some are missing, then restore these files from a backup tape, or reinstall the affected software.

Could not find the file listed in the PROFILE environment string: <Filename>.
(3+Backup/User)

Meaning	A file specified in the PROFILE.SYS file cannot be found.
Action	Check the spelling and location of the PROFILE.SYS file. Make sure that the file exists and is correct.

Could not initiate power fail driver.
(3+Name)

Meaning	This message is displayed and recorded in the status log when the PFAIL.SYS file is not present in the CONFIG.SYS file. This is only a status message. You should not have to use the PFAIL.SYS file unless your 3S/400 or 3S/500 server uses an uninterruptable power supply (UPS) as a powerfail recovery.
Action	This is only a problem on 3S/400 and 3S/500 servers equipped with supported uninterruptable power supplies (not all UPS are supported by PFAIL.SYS). On PC servers and older 3Com servers, this message can be ignored. If necessary, check if the PFAIL.SYS file exists in the root directory.

Could not open <filename>.
(Installation/Admin)

Meaning	The program could not open the specified file. This error can occur if a file is damaged or does not exist. The message may also appear if too many files are open. This error will exit the program and return you to DOS.
Action	<ol style="list-style-type: none">1. Check the FILES=x line in the CONFIG.SYS file. Increase the x parameter to allow more files to be opened concurrently. See the 3+ <i>Administrator's Guide</i> for more information.2. Verify that the specified file exists. If it does, retry the operation; if you get the same error message, contact your network supplier.

Could not open configuration library: <filename>.
(Installation/Admin)

Meaning The configuration library specified in the SERVICES.DAT file could not be found.

Action If <filename> is 3INSTALL.LIB, you can copy the file from the *3+ Installation #1* (3INSTALL) diskette for the 3Server or PC server back to the server. If <filename> is not 3INSTALL.LIB, reinstall the software. Follow one of the methods below to copy 3INSTALL.LIB to the server.

If you are using a 3Server3 server, copy the file 3INS3S.LIB from the diskette to the file \3PLUS\3CONFIG\3INSTALL.LIB.

If you are using a 3Server386 server, copy the file 3INS3S.LIB from the *3+ Installation #1* (Utilities) diskette to the file \3PLUS\3CONFIG\3INSTALL.LIB.

If you are using a PC server, copy the file 3INSPC.LIB from the diskette to the file \3PLUS\3CONFIG\3INSTALL.LIB.

If the problem persists, contact your network supplier.

Could not open property file.
(3+Name)

Meaning The property file (NS_PROP.DIR) may be missing or corrupt. This property file should be located in the \3PLUS\3NAME directory on the server.

Action You may need to restore this file from a backup copy. The existing Name service data will not be harmed by this process.

Could not open tmp file for parameter settings!
(3INS/Admin)

Meaning The C: drive on the server may be out of free space.

Action Check for any available space on the drive and erase any unnecessary files if free space is required.

Could not retrieve Shutdown message.

(3+Name/User)

- Meaning** The message to shut down (and sent to the status log) could not be found in the message file.
- Action** You may need to deinstall and then reinstall 3+Share to reinstate this file properly, or restore it from a valid backup tape copy.

Could not transmit shutdown message.

(3+Name)

- Meaning** The network broadcast function was unable to send the shutdown message. Common causes are network cable problems, memory corruption, or mixed revision levels of software.
- Action** If the problem affects multiple servers on the network, it is probably a network cable problem. If the problem affects only one server, you may need to reinstall the server software from a single revision level.

Could not write to CONFIG data file.

(Installation/Admin)

- Meaning** An attempt to write to the data file that used to hold CONFIG.SYS information failed, possibly because the disk is full.
- Action** Verify whether the disk is full by using the DOS DIR command and checking the number of remaining bytes. Make more disk space available by deleting any unnecessary files (be careful that you do not delete any important or necessary files).

Current data.

(3+Backup/User)

- Meaning** The tape holds data from the present backup operation.
- Action** Insert a new tape (not holding data from present backup operation).

Current drive is not linked to a 3+Share sharename.
(3+Menus/User)

Meaning You are running the INSTALL procedure from a drive that is not valid as a 3+Share shared directory. 3+Menus is a network program that must be installed on such a directory.

Action Before running the INSTALL procedure, link the desired sharename to a drive identifier. Make sure the drive is current. See the *3+Menus Reference Guide* for further details.

Current message printed.
(3+Mail/User)

Meaning The In-Progress message was spooled to the printer.

Action No action is required.

D**Dat line failure.**
(3Server386/LCD)

Meaning	This is a hardware error.
Action	Contact your network supplier for assistance.

Debugger Active.
(3Server3/LCD)

Meaning	<p>This message is generated by the PROM-based debugger. The 3Server3 server has halted normal operation and entered its special debugging state. This state is intended for use with a special front-panel debugging program available to authorized service personnel.</p> <p>The 3Server3 server enters this state directly when started with the thumbwheel in position 15, or from several of the reserved positions. With the toggle switch set to TEST, the server enters this state if it receives the proper character sequence over the main board's serial port.</p> <p>Turning a connected printer on or off while the toggle switch is set to TEST can trigger this situation. Internally detected hardware or software errors of a non-specific nature can also cause the debugger to start. Switch the toggle switch to OPERATE after rebooting the server.</p> <p>This can also be caused on a 80186-based server if the CPU having comes loose from its socket on the motherboard. Contact your network supplier to have the motherboard examined.</p>
Action	Unless you happen to be using the front-panel program, you must restart the server to get it to resume operation. If this reoccurs often, contact your network supplier.

Debugger Started.
(3Server3/LCD)

Meaning	This message is generated by the PROM-based debugger when it becomes active. This message should appear just briefly and be overwritten immediately by the "Debugger Active" message.
Action	No action is required.

Decr Avail Memry.
(3Server386/LCD)

- Meaning** This indicates that the internal memory tests were not able to prove that there was as much memory in the unit as CMOS reported. This can occur because the amount of memory has changed since CMOS was last updated, or the memory itself failed the internal memory tests. The CMOS itself is probably not bad because other tests are run on CMOS before the values stored there are used.
- Action** To determine the amount of memory in the server, reset the server in Diagnostic mode with the thumbwheel set on 7. This displays the amount of memory in the unit and provides the opportunity to change this CMOS value, but only if the CMOS value disagrees with the amount of memory actually found. You do not need to run SETUP, but you can if desired. See the *3Server386 Guide* for instructions on checking or changing CMOS values for memory and running SETUP.
- If you know that the amount of memory found by the memory tests is less than what the unit has in it, then this indicates a fault condition and you should contact your network supplier for assistance.

Defect list on drive <SCSI ID/LUN> cannot be read.
(3DISK386/Admin)

- Meaning** 3DISK386 cannot access the defect list. This message could indicate a controller, cabling, or disk drive problem.
- Action** Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Retry the operation that caused the error message to appear. If the message reoccurs, contact your network supplier for assistance.

Defect log is full.
(3Disk/Admin)

- Meaning** The disk defect log has reached its maximum of 32 entries.
- Action** Run 3DISK's "Confirm logged defects" option, which may reduce the number of defects in the log. If the log is still full, format the disk. This will clear the defect log, making room for 32 more entries.

Defect log not readable on drive *x*
Defect map *x* not readable on drive *x*
Defect log corrupted on drive *x*
Defect map *x* corrupted on drive *x*.
 (3Disk/Admin)

Meaning The first two messages mean that the disk defect log or one of the two defect maps (the system keeps a backup defect map) are inaccessible. The second two messages mean that the disk defect log or defect map are readable, but do not make sense.

Action For the first two messages, run the 3DISK "Check cabling and controller" option to try to diagnose and fix the problem. For the last two messages, run the 3DISK "Enter defect list and format" option.

Defect *n* is not repairable; it falls outside the area accessible to DOS
Defect *n* is not repairable; it falls within the DOS system tables
Defect *n* is not repairable; it is unlocatable
Defect *n* is not repairable; the disk is full
 (3DISK/Admin)

Meaning These messages can appear when you are running 3DISK's "Repair without format" option. The given defect cannot be repaired without formatting.

Action Reformat the disk.

Defect number out of range.
 (3DISK386/Admin)

Meaning The sector address you are trying to add to the defect log does not exist.

Action Check the sector address and try entering it again. Use the "Show log" option to obtain the correct defect entry number. Then use the "Delete log entry" option again, if you still want to delete an entry.

Delete file (CIOSYS) error <variable> by despooler <variable>
on spool file: <variable>.
 (3+Share/User)

See the File System Error Table in section F of this guide for more information.

Delspfil got file system error <variable> deleting file <variable>.
(3+Share)

See the File System Error Table in section F of this guide for more information.

Device MINDSCOM must be installed to run the file/print server.
(3+Share/User)

Meaning	<p>A software component necessary for 3+Share to work properly is missing. The problem is caused by one of the following situations:</p> <ul style="list-style-type: none">• The COM.SYS or COM286.SYS driver is missing from the \3DRIVERS subdirectory. The COM.SYS file is used on the earlier 3Server, 3Server3, and 3S/200 server models. The COM286.SYS file is used on PC servers and on the 3S/400 and 3S/500 servers.• The CONFIG.SYS file does not contain the device=\3DRIVERS\COM286.SYS line.• A problem exists in the configuration of the communication (serial and/or parallel) ports.
Action	<p>Check for either the COM.SYS or COM286.SYS driver in the 3Drivers subdirectory; check that the CONFIG.SYS file contains the COM(286).SYS line; or check on the configuration of your communication ports.</p>

Directory cannot be written.
(3DISK386/Admin)

Meaning	<p>During a format operation, 3DISK386 could not access the disk. This message could indicate a controller, cabling, or disk drive problem.</p>
Action	<p>Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the format operation. If this message reoccurs, contact your network supplier for assistance.</p>

Directory created.
(3+Backup/User)

Meaning	<p>During a restore operation a directory was created that was part of the tape backup, but which did not previously exist on the target drive.</p>
Action	<p>No action is required.</p>

Directory <name> does not exist, err= <number>.
(Installation/Admin)

- | | |
|---------|--|
| Meaning | Either the specified directory does not exist or there is something wrong with CIOSYS. |
| Action | Verify whether or not the specified directory exists. If the directory does not exist, create it using the DOS MKDIR command. If the directory does exist, check the network disk using the DOS CHKDSK command. If no problems are found, reinstall and try again; otherwise, contact your network supplier. |

Directory name too big.
(3+Name/Admin)

- | | |
|---------|---|
| Meaning | The three-part user name is too long. |
| Action | The three-part name must be within the limit of 58 characters. For information, see the <i>3+ Administrator's Guide</i> . |

Directory search error, DOS error code (<variable>).
(3+Backup/Admin)

See the File System Error Table in section F of this guide for more information.

Directory "<variable>", which contains spooled files, does not exist.
(3+Share/User)

- | | |
|---------|--|
| Meaning | The spool file directory has been deleted. This situation can occur if there are users that have access to the root directory. |
| Action | Shut down the server and reboot it, and 3+Share will re-create the directory. If the spool files were lost, then you will have to reprint the documents that they contained. |

Disallow new 3F and 3P links to \\<server> [Y/N]?
(3F, 3P/Admin)

- | | |
|---------|--|
| Meaning | You have entered a 3F SHUTDOWN \\server /new command. This command prevents any new links to the server, but allows the existing links to remain in place. |
| Action | Type Y if you want to proceed with this action. |

Disallow new links?
(3P/Admin)

Meaning You have entered a **3P STOP** command to stop a shared printer.

Action Answer Y or N to disallow any new links to the printer.

Disk Bus Fault *n* .
(3Server3/LCD)

Meaning This indicates a hardware problem with the SCSI cable, disk controller, or ACME board.

Action Check the cabling using the instructions in the *3Server3 Guide*. If the error persists, contact your 3Com reseller for assistance.

Disk controller error
Cause: controller fault
Controller reports "busy" condition.
(3DISK/Admin)

Meaning This can appear when you are running 3DISK's "Diagnose hardware" option. The disk controller is not responding to commands.

Action Replace the controller.

Disk drive error.
Cause: no drive power, bad drive control cable, bad drive *<message>*
(3DISK/Admin)

Meaning This can appear when you are running 3DISK's "Diagnose hardware" option. There is a problem with the interface between the disk controller and the disk drive.

Action Check the indicated cabling and the drive power. For further information on the *<message>* portion of the message, refer to the error message **Write error at *x*. *<message>***.

Disk error from: *<command>*.
(Installation/Admin)

Meaning A disk I/O error was returned by the service indicating that the disk is full.

Action Make more disk space available by deleting any unnecessary files (be careful not to delete any necessary files).

Disk error from: <command>.
code: 050d <unit attention sense key>
<sense error code>.
(3Server386/LCD)

- | | |
|---------|---|
| Meaning | There is a controller error. The <unit attention sense key> and <sense error code> are standard SCSI specifications for use by a service technician. Make a note of the error numbers that are displayed. |
| Action | Restart the server, if possible, to see if POST runs successfully. If the problem persists, contact your network supplier for assistance. |

Disk format bad!
(3Server3/LCD)

- | | |
|---------|--|
| Meaning | The controller is indicating that it cannot recognize the disk. |
| Action | Use the 3DISK (or 3DISK386 as appropriate) program to check the disk as described in the <i>3Server3 Guide</i> . |

Disk interface software missing.
(3+Backup)

- | | |
|---------|---|
| Meaning | CIOSYS was not installed on the server. There are problems in the normal operations of the server. |
| Action | If the problem cannot be identified, you may first need to reinstall the server software, since the existing configuration seems to be corrupted. Examine the status log and the LASTBOOT record, (using the 3C console connection if on a 3Com server) for other indications of problems. Reinstalling the software should be your last resort in solving the problem. |

D

3+ Messages

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Disk read/write error.

Cause: bad drive data cable, SCSI bus parity error, motherboard
Data compare error after I/O complete.

(3DISK/Admin)

Meaning This message can appear when you are running 3DISK's "Diagnose hardware" option. There is probably a problem with the SCSI bus, such as faulty cabling or faulty electronics on either the ACME board or the disk controller.

Action Make sure the SCSI connectors are secure at both the disk and ACME ends. Also check that the cable between the disk and controller is secure. Then retry the operation that caused the error. If the error persists, contact your network supplier.

Disk read/write error.

Cause: blown drive format, ESD, swapped disk w/out power cycle
Unformatted or bad format.

(3DISK/Admin)

Meaning This message can appear during 3DISK's "Check cabling & controller" test. The system cannot interpret the disk's format.

Action Make sure the cable between the drive and the controller is secure. Then power cycle the whole system. Run 3DISK's "Check cabling & controller" test again to see if the problem has been corrected. If not, proceed with 3DISK's "Enter defect list & format" option.

Disk read/write error.

Cause: normal drive wear.

<message>

(3DISK/Admin)

Meaning This can appear when you are running 3DISK's "Diagnose hardware" option, and indicates a normal read/write error.

Action Run the read-only or write-read test to locate all defective locations. Format the disk to remove those locations from the accessible portion of the disk and prevent future read/write errors. For further information on the **<message>** portion of the message, refer to the error message **Write error at x. <message>**.

**Disk <SCSI ID/logical unit number>.
error code: 0101 00 00
(3Server386/LCD)**

Meaning There is a request pending in the disk driver, and another request has been submitted for this drive. The disk driver can handle only one request at a time. This is an unrecoverable software error.

Action Contact your network supplier for assistance.

**Disk <SCSI ID/logical unit number> error.
code: 0301 <volume> 00
code: 0307 00 00
(3Server386/LCD)**

Meaning The disk driver is unable to read the disk volume configuration information. The <volume> number corresponds to DOS drive identifiers as follows:

Volume	DOS drive identifier
0	C
1	D
2	E
23	Z

Action Use 3DISK386 to check that this disk's volume configuration is set properly. If necessary, use 3DISK386 to write new DOS volumes on this disk (soft format). If the problem persists, contact your network supplier for assistance.

**Disk <SCSI ID/logical unit number> error.
code: 0302 <volume> 00
code: 0303 <volume> 00
code: 0304 <volume> 00
(3Server386/LCD)**

Meaning There are more than 24 volumes defined for the server, which exceeds the DOS system limit.

Action Use 3DISK386 to make fewer, larger volumes on one or more of the disk drives attached to this server.

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Disk <SCSI ID/logical unit number>.

error code: 0305 00 00

(3Server386/LCD)

Meaning The number of logical blocks per physical sector on this disk is not a power of two. This indicates that the disk's configuration is damaged.

Action Use 3DISK386 to view this disk's configuration. If necessary, use 3DISK386 to reformat the disk (soft format). If the problem persists, contact your network supplier for assistance.

Disk <SCSI ID/logical unit number>.

error code: 0505 03 31

(3Server386/LCD)

Meaning The disk's format is either damaged or the disk is unformatted.

Action Use 3DISK386 to format the disk.

Disk <SCSI ID/logical unit number>.

error code: 0509 05 <sense error code>

(3Server386/LCD)

Meaning This could indicate a damaged disk controller or tape controller. The <sense error code> is specific to the type of controller being used, and can be found in the specifications for that controller.

Action Use the "Check cabling and controller" option of 3DISK386. If the problem persists, contact your network supplier for assistance.

Disk <SCSI ID/logical unit number>.

error code: 050a <unit attention sense key>

<sense error code>

or

Disk error from: <command>

error code: 050d <unit attention sense key>

<sense error code>

(3Server386/LCD)

Meaning There is a drive, SCSI, or controller error. The <unit attention sense key> and <sense error code> are standard SCSI specifications for use by a service technician.

Action Restart the server, if possible, to see if POST runs successfully. If the problem persists, contact your network supplier for assistance.

Diskette Error.
(3INS/Admin)

Meaning A problem exists with the diskette inserted in floppy drive A:. The diskette problem may be caused by the following:

- A high-density floppy diskette is in a low-density disk drive
- A damaged diskette (either physical or magnetic damage) is in the disk drive
- A data read or write error to the diskette has occurred

Action Correct the problem and continue. If the problem is a damaged 3+ diskette, contact your network supplier for a replacement diskette

Display interface software missing.
(3+Backup/User)

Meaning No LCD driver software was installed on the server.

Action The network administrator may have to reinstall software onto the server. The network administrator may need to edit the CONFIG.SYS file to verify it exists or add a line for device=\3DRIVERS\3LCD.SYS.

If this line is present in the CONFIG.SYS file, make sure that the file exists in the \3DRIVERS subdirectory.

Do cls: domain <variable>:<variable> modified.
(3+Name/User)

Meaning The network administrator has recently modified the domain information.

Action No action is required.

Do_cls: domain <variable>:<variable> not locked.
(3+Name/Admin)

- | | |
|---------|---|
| Meaning | An error occurred closing a domain file (NS_DOM.xxx). The cause may be an terminated operation, a hardware error, or an unknown error condition. This error indicates a potential for data corruption in this domain file. |
| Action | If this is a one-time error and no other problems are observed, you may ignore this message. If this error is part of a series of problems, then the NS_DOM file is corrupted and you must restore it from a valid backup copy. |

Do_cls: error <variable> closing file <variable>.
(3+Name/Admin)

- | | |
|---------|---|
| Meaning | CIOSYS reported an error in closing a domain file (NS_DOM.xxx). The cause may be hardware failure, and this indicates possible data corruption in this domain file. |
| Action | See the File System Error Table in section F of this guide for further explanations of specific error codes. If this is a continuing problem, then the NS_DOM file specified is corrupt and you must restore it from a valid backup copy. |

Do_cls: use count on <variable>:<variable> is <variable>.
(3+Name/Admin)

- | | |
|---------|--|
| Meaning | More than one concurrent attempt was made to access the same domain file (NS_DOM.xxx). This message may be caused by memory corruption, or because the server was powered off during an operation. |
| Action | Reboot the server and retry the operation. If the problem persists, the NS_DOM file is corrupt and must be restored from a backup copy. |

Do_opn: cannot allocate CV.
(3+Name/Admin)

- | | |
|---------|---|
| Meaning | You cannot open another domain because you have exceeded the set limit for the number of domains. |
| Action | Run the 3OPT program to increase the number of open domains permitted for the Name service. |

Do_opn: cannot read header of <variable>.
(3+Name/Admin)

Meaning	The reading of this NS_DOM file failed because the file is corrupted, another process had this file open, or there is a possible hardware error.
Action	Run the CHKDSK program on the server (with the server off-line from the network) to check for disk/file corruption.

Do_opn: open of <variable> failed.
(3+Name/Admin)

Meaning	CIOSYS reported a failure in opening the specified file. The file may already be open by another process, or the file was removed manually by a network user (not a Name service operation).
Action	Check whether any other process (or user) has this file open.

Dofinit: bad UID in <variable>.
(3+Name/Admin)

Meaning	An incorrect ID exists in the NS_DOM file, which corrupted the NS_DOM file during initialization.
Action	Restore the specified NS_DOM file (or C:\3PLUS\3NAMES\NS_DOM.*) from a backup copy that is known to be valid.

Dofinit: bad VER in <variable>.
(3+Name/Admin)

Meaning	An incorrect version number exists in the NS_DOM file, which corrupted the NS_DOM file during initialization.
Action	Restore the specified NS_DOM file from a valid backup copy.

Dofinit: cannot read header from <variable>.
(3+Name/Admin)

Meaning	The header of the NS_DOM file could not be read during initialization. The header may have been truncated as a result of corruption or a CHKDSK/F repair of the server's disk.
Action	Restore the specified NS_DOM file from a valid backup copy.

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Dofinit: domain <variable>:<variable> already known.
(3+Name/Admin)

Meaning During initialization, the specified NS_DOM.xxx file contained the duplicate Domain name of a previously read NS_DOM file. Check the dates on both files, and delete the incorrect one.

This situation may occur when copying another domain's copy of a given domain database without first renaming it to match the correct name and number in the current Name service.

Action Stricter administrative controls will prevent this from reoccurring.

Dofinit: freespace ptr is invalid in <variable>.
(3+Name/Admin)

Meaning Versions 1.5.1 and earlier of 3+ software may experience problems during initialization when drive C: runs out of space. The freespace pointer points beyond the end of the file and is corrupted.

Action Restore the specified NS_DOM file from a backup copy. 3Com recommends upgrading your software to a more recent version. Make sure that there is sufficient free disk space on the server's C: drive.

Dofinit: header block type and/or size invalid in <variable>.
(3+Name/Admin)

Meaning A corrupted header block type and/or size occurred in the NS_DOM file during initialization.

Action Restore the NS_DOM file from a backup copy.

Dofinit: invalid status in <variable>.
(3+Name/Admin)

Meaning An invalid status corrupted the NS_DOM file during initialization.

Action Restore the NS_DOM file from a backup copy.

Dofinit: modified flag is set in <variable>.

(3+Name/Admin)

- | | |
|---------|---|
| Meaning | A modified flag was set during initialization and corrupted the NS_DOM file. The server may have been powered off or rebooted during the time that the NS_DOM file was updated. |
| Action | Restore the NS_DOM file from a backup copy and update the NS_DOM file with any changes that may have occurred. |

Domain already exists.

(3+Name/Admin)

- | | |
|---------|--|
| Meaning | You are trying to add a domain that is already registered under a specified organization. |
| Action | Use 3+Menus or the 3N DIR command to get a listing of domains for either the specified or the default organization. Check the spelling of the domain name that you want to add and retry the operation using a different name. |

Domain is remote.

(3N)

- | | |
|---------|---|
| Meaning | The network number for the specified domain is different from the local domain. |
| Action | No action is required. |

Domain name too big.

(3+Name/Admin)

Domain name too long.

(3+Mail/User)

- | | |
|---------|---|
| Meaning | The domain portion of a three-part user name is too long. |
| Action | The domain name cannot be longer than 20 characters. |

Domain name too long.
(3+Mail/Admin)

Meaning The limit for domain names is 20 characters in length.

Action Make sure that the length of the specified domain name fits within the 20-character limit.

Domain not found.
(3N/Admin)

Meaning The domain referenced in the command was not found in the Name service database.

Action To see what domains exist, do a **3N DIR DOMAIN** command.
The domain you want may be in a different organization; do a **3N DIR ORG** command to find it.

Domak: Error writing through to <variable>.
(3+Name/User)

Meaning CIOSYS reported an error in writing the data to disk, which may have been caused by a hardware failure.

Action Retry the operation. If the problem persists, run 3Disk or 3Disk386 (on 3Com servers) to verify sectors, and contact your 3Com Customer Service representative or network supplier for assistance with hardware problems.

Domfnd: Error writing header of <variable>.
(3+Name/User)

Meaning CIOSYS reported an error in writing the data to disk, which may be caused by a hardware failure.

Action Retry the operation. If the problem persists, run 3Disk or 3Disk386 (on 3Com servers) to verify sectors, and contact your 3Com Customer Service representative or authorized 3Com reseller for assistance with hardware problems.

DOS directory name change detected for mac folder: <variable>.
(3+Backup/User)

- Meaning** The <old variable> is no longer used, but is still present, and a <new> variable> is now being used. The resource fork file <old variable>, which existed prior to the restore, has been deleted, but the <new variable> will not survive the restore operation as a Macintosh file.
- Action** No action is required. All Macintosh file/folder restores should always be performed on an empty directory tree to avoid this type of problem.

DOS load failed!
(3Server3/LCD)

- Meaning** The system software may be damaged, possibly as a result of a damaged diskette or diskette drive.
- Action** Try to load the software again. If the message reappears, try loading the software again from another netstation. If that does not work, the installation diskette is probably damaged. Try the process again with a new copy; if you do not have a copy, ask your network supplier for one.

DOS must be ver 3.1 or above.
(3+Name/Admin)

- Meaning** 3+ software needs DOS version 3.1 or later to operate. 3+ cannot be installed directly over EtherSeries servers without first reformatting the server with a newer version of DOS. Certain utilities may also cause a false DOS version number to be returned. 3Com recommends that you do not use any utilities that return false version numbers on a 3+ server.
- Action** Make sure that you properly followed all of the 3+ software installation instructions, including reformatting the server and using recommended utilities.

DOS paths may not be used as folder names.
(3+Mail/User)

- Meaning** You specified the entire pathname of a folder when naming it.
- Action** Type only the folder name, not the entire pathname.

DOS version must be 3.0 or later to run 3S.
(General/Admin)

Meaning The DOS with which you started your computer is not the 3.0 version or a subsequent version.

Action Restart the system with DOS 3.0 or a more recent version.

<drive> already linked...Ok to unlink [Y/N]?
(3F, 3P/Admin)

Meaning A 3F or 3P LINK command was entered and there already is a redirected device for the drive or printer port specified in the command.

Action Answer Y only if you want to cancel the link to the existing network printer. If you do not want this prompt to appear, then use the /NP (No Prompt) switch on the command line.

<Drive ID>:<Folder Name> does not contain a Mail 1.3 directory.
Do you want to create one?

Meaning You need to create a mail directory (FOLDER.DIR) the first time you start 3+Mail if this has not been done for you. This directory holds all of your mail messages. If your directory has been damaged, you need to create a new one.

Action Type Y to create a directory for your mail messages or type N if you do not want to create a directory at this time. Check to make sure that you have not created a directory on another drive.

<Drive ID> is an invalid drive.
(3+Menus/User)

Meaning The drive identifier is no longer valid. This usually happens when a drive identifier is not linked to a network directory or a disk is not present in a local drive.

Action Link the drive identifier to a network drive and try again.

Drive ID must be specified with path or filename.
(3+Backup/User)

Meaning The drive identifier was not specified in a restore operation or in a RESTORE command containing a directory name or filename.

Action Restart the restore operation or reenter the RESTORE command and include a drive identifier for the specified directory or filename.

Drive ID must be specified with path or filename.
(3B, 3BMEN/Admin)

Meaning You must specify a drive ID with a path and filename to perform 3+Backup operations. Backup or restore operations in 3+Backup do not permit drive IDs to be used alone; the path of the backup or restore must be explicitly specified.

Action If you intend to back up or restore the entire disk drive, then specify x:\.

Drive in use.
(3+File/User)

Meaning You tried to link to a drive identifier that is already linked.

Action Link to another drive identifier.

Drive not linked.
(3+Print/User)

Meaning You are trying to enter a 3P command using a printer drive identifier that has not been linked.

Action Link the drive identifier and reenter the command.

Drive ready test Failed.
(3Server386/LCD)

- Meaning** The boot disk drive is failing to give a ready indication. This occurs when the system is checking the hard disk mechanism.
- Action** If a plus sign (+) appears on the second line of the LCD, press the CONT button to acknowledge the message. If no plus sign appears, you must restart the server to continue. Check all cable connections to the boot drive (20-pin, 34-pin, power, and SCSI connectors). Restart the server. If this message reappears, have the disk drive serviced and/or replaced.

Duplicate defect.
(3DISK386/Admin)

- Meaning** You cannot add a sector address to the defect log more than once.
- Action** Enter the correct address of the defective sector.

Duplicate entry in server mailbox directory (MBXS file).
(3+Mail/Admin)

- Meaning** A user name has been entered twice in the mailbox directory file, MBXS, on the mail server. The user therefore has two Mail server INBOX numbers.
- Action** Shut down the 3+Mail server, following the instructions in the *3+ Administrator's Guide*. Restart the server in DOS mode. Follow these steps to delete the duplicate entry:
1. Change directories to \3Plus\3Mail.
C>CD \3PLUS\3MAIL
 2. Copy the file MBXS to a file named MBXS.BAC.
C>COPY MBXS MBXS.BAC
 3. Use a text editor to display the contents of the file MBXS. The first line contains the date and time. The following lines contain a number followed by a user name. Look for two lines that have the same user name. (Upper- or lowercase characters do not matter; John Doe is the same as john doe.) Delete either duplicate line.

4. Exit the text editor, saving the changes.
5. Restart the server.
6. Log in as the network administrator and use 3+Menus or the 3N MOD command twice to delete and add mail service for the user whose mailbox reference you deleted from the MBXS file.

Duplicate header field exists.
(3+Mail/User)

Meaning	One of the message header lines; such as From:, To:, cc:, Subj:, or Attach: is duplicated.
Action	Use the message editor function keys to delete the duplicate field line.

Duplicate keyword.
(3ComEMM/Admin)

Meaning	<p>This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIO SYS, and Locator services (if installed) into high memory, which is normally inaccessible. This leaves more memory for additional services.</p> <p>This error message indicated that the 3ComEMM command line in the CONFIG.SYS on the server has been modified.</p>
Action	<p>Use a text editor to display the contents of the server's CONFIG.SYS file. The 3ComEMM device line should read as follows:</p> <p>Device=3ComEMM.sys NOROM USE=E000 L 1000</p> <p>If necessary, edit the line so that it matches the above command.</p>

Duplicate parameters.
(3+Start/Admin)

Meaning	Your command contains duplicate parameters.
Action	Make sure you have entered the correct parameters for a particular command line, spelled the parameters and commands correctly, and used correct punctuation.

E**EMM driver not present, or, EMM memory request failed.**
(CIOSYS/Admin)

Meaning	<p>CIOSYS was configured in 3OPT to use EMM, and it cannot successfully complete calls to the EMM driver.</p> <p>The EMM driver may be missing from the CONFIG.SYS file, the CONFIG.SYS file itself may be missing, or there may be an error condition preventing this file from operating properly. The EMM must meet LIM EEMS 3.2 specifications when loading TurboShare (3+Share version 1.2.1), and/or LIM EMS 4.0 specifications when loading 3Com EMM (version 1.3.1 or later).</p>
Action	<p>If this is a 3Server server , run the LASTBOOT program to see if any error messages were logged. 3Server servers use the 3EMM.SYS file.</p> <p>If this is a PC server, reboot the server and check for any error messages. 386-based PC servers use the 3ComEMM.SYS file.</p>

Empty log.
(3+Backup/User)

Meaning	The log you specified is empty. It has probably been deleted.
Action	No action is required.

Empty tape.
(3+Backup/User)

Meaning	The tape contains no data (it has been erased).
Action	Insert a tape containing data.

E

3+ Messages

E-2

EN: Bad SCB Stat
EN: No Resources
EN: SCB Acpt T/O
EN: SCB Entry Er
EN: SCB Stat T/O
(3Server3, 3Server386/LCD)

Meaning These messages can appear at network startup time.

Action Try restarting the 3Server3 server and see if the error reoccurs. If it does, return the 3Server3 for service. If the error does not reoccur (or reoccurs rarely), the 3Server3 could have an intermittent hardware error. Contact your network supplier.

EN Fail - c-nnnn
(3Server3/LCD)

For the Meaning and Action to this error message, refer to the message Ethernet H/W *error-c-nnnn*.

End of list.
(3+File/User)

Meaning The list was changing when you entered a 3P DIR or 3P STAT command.

Action Reenter the command.

End of List (no more volumes to return).
(3+Start/Admin)

Meaning No 3+Start volume exists on the server, or no users are linked to the 3+Start volume.

Action No action required. This is a status message.

ENET CMD Error.
(General/Admin)

Meaning This may occur when using a 3Server3 server and a token ring network and represents a communication problem between the server and netstations, or that the Ethernet cabling is not properly connected to the 3Server3 server itself.

Action Contact your network supplier, and request the G10 set of EPROMS for the 3Server3 server. To keep the network operating until these G10 EPROMS can be installed, move the transceiver selector to the DIX position. For the 3Server3 server network, check that the 3Server3 server and all netstations are properly connected to the Ethernet cable.

ENet Ack Error
ENet Cmd Error
ENet CU Init Err
ENet Pkt RCV T/O
ENet Resource Shortage
ENet RU Init Err
ENet RU Start Er
 (3Server3, 3Server386/LCD)

Meaning These messages can appear at network startup time.

Action Try restarting the 3Server3 server and see if the error reoccurs. If it does, return the 3Server3 server for service. If the error does not reoccur (or it is infrequent), the 3Server3 could have an intermittent hardware error. Contact your network supplier for assistance.

ENet Err: *nnnn*
EN: Init Er
 (3Server3/LCD)

Meaning These messages would appear at network startup time, but should never be seen from a 3Server3 server using the current PROMs.

Action If either message appears, it means that the PROMs are old versions and should be updated, or that the 3Server3 server has a subtle hardware error that enables it to issue these messages, for which direct calls no longer exist. Contact your 3Com reseller for advice.

Enter a property number, in decimal.
 (3N/Admin)

Meaning You did not provide a unique decimal number to identify the property. Whenever entering a 3N **ADD PROPERTY** command, the new property must be given a unique decimal number.

Action Enter a unique decimal number for the new property.



Enter name or address, not both.
(3C/User)

- Meaning The 3C command was entered with both a server name and network address. 3C allows you to enter either the server name or the network address.
- Action Reenter the 3C command using only one server identifier.

Enter only hexadecimal digits.
(NetBIOS/Admin)

- Meaning An invalid character was entered using the 3NB hexadecimal format (\hh).
- Action Reenter valid hexadecimal digits using the 3NB hexadecimal format (\hh).

Enter printer device, such as PRN:
(3+Print/User)

- Meaning Supply the printer drive identifier followed by a colon (:).
- Action Supply a printer identifier (for example, PRN: or LPT1:, LPT2:, or LPT3:).

Enter S for Secondary.
(3N/Admin)

- Meaning You did not enter a property value as required by the Name service database when using the 3N ADD PROP command. The 3N ADD PROP command can only be used to add (P) Primary or (S) Secondary properties to the Name service database. Since most properties are secondary, you are prompted to enter S for secondary. The primary properties are Name (User), Server, and Group. A Primary property defines a new type of object.
- Action When prompted, enter the appropriate response.

Enter [\server_name\] printer_sharename.
(3P/User)

Meaning This message indicates the correct format and syntax to use when specifying a server and its printer sharename.

Action Specify server names and sharenames using this format and syntax.

Enter the form number.
(3P/User)

Meaning You did not enter a form number for the printer when using the 3P SET? command. This is part of the 3P SET ? command for selecting a form type that separates print jobs which require a specific type of paper form from others.

Examples are preprinted forms in a line printer or different sizes of paper in a LaserJet paper tray. When the printer is set to print in a non-standard form, print jobs not conforming to that form will not be printed until the printer's form type is changed with the 3INS or 3OPT program.

Print jobs that require a specific form type will only be printed when the printer has been set to use a particular form.

Action Enter the form number appropriate to your print job type. If you selected the 3P SET ? command, and want to set some other parameter, then press the [Return] key to continue.

Enter the new printer sharename.
(3P/Admin)

Meaning This message is displayed when you answer ? at the Printer Sharename? prompt. When you are logged in as the server-user, and you want to share a printer for network use, you must specify a sharename so others can link to this printer.

The printer's sharename must be unique to that server and the network, since a server may have multiple printers shared on the network.

Action Specify a unique sharename for this printer.

Enter the number of copies to print.
(3P/User)

Meaning This prompt is displayed when entering a **3P SET** command. When changing or setting this parameter, each print job sent to the specified printer (PRN:, LPT1:, LPT2:) will print the number of copies that you indicate in this parameter.

Action Set the number of copies to print according to your needs.

Enter the printer sharename.
(3P/Admin)

Meaning You need to enter the sharename of the printer as described in the **3P DIR** command.

Action Enter the printer sharename.

Enter the printer's password.
(3P/User)

Meaning You need to enter the proper specified password that restricts who can use this printer.

Action If you do not know the password, contact your network administrator. If your network administrator does not know the password, then the password must be cleared by another network administrator or changed by the server-user.

Enter the server's printer drive ID to be shared.
(3P/Admin)

Meaning If you are logged in as the server-user, and entering a **3P SHARE** command, the name of the printer's ID on the server must be specified. This ID is usually LPT1:, LPT2:, or LPT3: (if parallel port printers), or COM1:, COM2:, or COM3: (if serial port printers).

Action Enter the name of the device to be shared.

Enter the spool file's ID number.
(3P/Admin)

- Meaning** Each spool file has a unique ID number. Spool file IDs can be viewed by entering a 3P QSTAT (or 3P QSTAT /SPOOL = ALL) command.
- Action** Enter the spool file ID number of the spool file you want to view.

Enter up to 8 hex digits.
(3N/User)

- Meaning** The format of an XNS network number is a hexadecimal number from 1 to 8 digits in length.
- Action** Enter a valid hexadecimal number in this format.

Enter valid DOS drive ID.
(3F/User)

- Meaning** Valid DOS drive ID numbers are A: through Z:. When in a network server environment, the valid range for drive IDs is C: through Z: (no other drive IDs are considered valid).
- Action** Enter a valid DOS drive ID.

Enter valid DOS identifier.
(3+File/User)

- Meaning** The drive identifier you specified is not valid.
- Action** Enter a letter (A-Z) followed by a colon (:). Make sure the drive identifier used is within the range allowed by the LASTDRIVE statement in the AUTOEXEC.BAT file. For more information, see the 3+ *Administrator's Guide*.

Enter whether to disallow new links.
(3F/Admin)

- Meaning** This prompt is displayed after the 3F SHUTDOWN ? command was used. This command prevents any new links to the server, but allows the existing links to remain in place. See the "Disallow new 3F and 3P links" message for more details.
- Action** Type Y if you want to proceed with this action.



Enter Yes or No.
(General/User)

Meaning When you were prompted to answer Y (Yes) or N (No), you entered a value other than Y or N.

Action Enter the the proper value, either Y (Yes) or N (No).

Entry in share list file adds one too many users.
(Installation/Admin)

Meaning You exceeded the allowable number of users specified for the 3SHARE Number of Users parameter.

Action This is true only for 3+Share versions 1.2.1 and earlier. There are two versions of 3+Share: 5 User, which allows up to 5 users on the server, and N User, which allows an unlimited number of users on the server. If you have not already done so, install the N User version of 3+Share. Use 3OPT to reconfigure 3SHARE to allow more users.

Entry in share list names nonconfigured printer <printername>.
(Installation/Admin)

Meaning The 3SHARE parameters referenced a nonconfigured printer.

Action Use 3INS to configure the printer, then restart the server. See the *3+ Installation and Setup Guide* for more information. If you do not want to use the printer, unlink from it using 3+Menus or the 3P command and then unconfigure the printer with 3INS.

Entry <variable> in share list file is a second home dir for user "<variable>".
(3+Share/Admin)

Meaning A user on a server is listed in the Share list file (SHRLIST) as having two home directories on the same server. 3+ software only allows one home directory per user on any server.

This situation may occur when rebuilding the Name service on a server and an existing user is mistakenly given a new home directory, or when editing the SHRLIST file, an entry error was made.

Action Restore the C:\3PLUS\3SHARE\SHRLIST file from a valid backup copy.

If you are not familiar with the SHRLIST file structure, contact your 3Com Customer Service representative or your network supplier for assistance.

If you are familiar with the SHRLIST file structure and using EDITSHR or a comparable editor, put the server in an off-line network mode and remove the incorrect entry.

Entry <variable> in share list file is bad.
(3+Share/Admin)

Meaning	The item specified in the Share list file (SHRLIST) is an invalid entry. This entry either points to a directory or a device that no longer exists, or if entirely invalid, the SHRLIST file may have been corrupted.
Action	If the SHRLIST file is corrupted, then restore it from a backup copy, and notify users to check their shared directories.

Error: Another Locator already exists on this LAN.
(Locator/Admin)

Meaning	Only one Locator is allowed on a 3Com XNS-based network. This is an operating requirement for both the 3+ and 3+Open XNS-based networks, where a single Locator provides this function on either network type. There are networks that contain both 3+ and 3+Open servers. This error condition may be caused by network cable problems where two different networks accidentally get connected, or when a second Locator is mistakenly installed on a network. The Locator refuses to start up when detecting a second Locator on the network.
Action	Find and remove the unwanted Locator or check the network for possible network cable crossovers.

Error closing connection to Share server.
(3+Share/User)

Meaning	There was a general failure at the Share server.
Action	Make sure that the Share server is on-line, then check for general network problems.

Error connecting to drive (*drive ID*). (3+Backup/User)

- Meaning** 3+Backup cannot connect to the drive you specified for a backup.
- Action** Retry the backup beginning with that partition. Check the status of the source server and make sure that it is up and running.

Error disconnecting from drive (*drive ID*). (3+Backup/User)

- Meaning** The File service reported an error when 3+Backup attempted to unlink the given drive ID.
- Action** Try the operation again. If the error persists, note the error and error number, and contact your network supplier.

Error getting address. (3N/Admin)

- Meaning** 3N could not find the specified server in the Name service, the specified server is in a foreign domain that is not known to the Name service, or this server is not currently accessible.
- Make sure that you have the correct three-part name or that 3+NetConnect or 3+Route links are open to the remote domain.
- Action** You may need to enter either a **3N ADD SERVER** command or a **3N ADD DOMAIN** command for this specified server to be included in the Name service.

Error getting HOMEDIR (*specific error message*). (3+Name/User)

- Meaning** During login, the Name service encountered the specified problem while trying to find the user's home directory. Look up the specific error message for more information.
- Action** Make sure the server with the Name service is on-line, and make sure the information is correct for the user in question. If possible, follow the recommended action for the specific error. Otherwise, delete and re-create the user with another home directory.

Error getting Mail server address (*specific error message*).
(3+Name/User)

Meaning During login, the Name service encountered the specified problem while trying to find the user's home directory.

Action Look up the specific error message for more information and follow the recommended action.

Error getting Mail server name (*specific error message*).
(3+Name/User)

Meaning During login, the Name service encountered the specified problem while trying to find the user's Mail server.

Action Look up the specified error message for more information and follow the recommended action.

Error getting Share server address (*specific error message*).
(3+Name/User)

Meaning During login, the specified problem was encountered while trying to find the Share server address.

Action Look up the specific error message for more information and follow the recommended action.

Error getting Share server name (*specific error message*).
(3+Name/User)

Meaning During login, the specified problem was encountered while trying to find the Share server name.

Action Look up the specific error message for more information and follow the recommended action.

Error in creating <filename>.
(Installation/Admin)

Meaning The program could not create the specified service file. This error will exit the program and return you to DOS.

Action Verify that there is enough file space available and restart the operation. If the error persists, contact your network supplier.

Error in loading property database.

(3+Name/User)

- | | |
|---------|---|
| Meaning | This is a generic message that is displayed on the console of a PC server, or it may appear by running LASTBOOT (on a 3Server386 server) after a Name service failure has occurred. The C:\3PLUS\3NAME\NS_PROP.DIR file may be missing or corrupt. The specific failure cause is displayed in the status log. |
| Action | Restore the C:\3PLUS\3NAME\NS_PROP.DIR file from a valid backup copy if it is missing or corrupt. Examine the status log and follow the suggested action for any of the listed messages. |

Error in loading the domain data base(s).

(3+Name/User)

- | | |
|---------|---|
| Meaning | This is a generic message that is displayed on the console of a PC server, or it may appear by running LASTBOOT (on a 3Server386 server or 3S/500 servers) after a Name service failure has occurred. The specific cause of the failure is displayed in the status log. |
| Action | Examine the status log and follow the suggested action for the listed messages. |

Error in Name Service: No mail server address.

(3+Name/Admin)

- | | |
|---------|--|
| Meaning | The 3+Mail server's address is not present in the Name service. |
| Action | Enter the mail server in the Name service database using 3+Menus or the 3N MOD SERVER command. |

Error in open <filename>.

(Installation/Admin)

- | | |
|---------|--|
| Meaning | An error was encountered while opening the specified service file. This error will exit the program and return you to DOS. |
| Action | Restart your operation; if the error persists, contact your network supplier. |

Error in reopening a file.
(Installation/Admin)

- Meaning** An error was encountered when trying to reopen a file. This error will exit the program and return you to DOS.
- Action** Restart the operation; if the error persists, contact your network supplier.

Error in server mailbox directory (MBXS file).
(3+Mail/Admin)

- Meaning** The 3+Mail server's mailbox directory file, MBXS, contains a format or content error.
- Action** Shut down the 3+Mail server, following the instructions in the *3+ Administrator's Guide*. Restart the server in DOS mode.
- Use a text editor to look at the contents of the MBXS file in the \3PLUS3MAIL directory. The first line contains the date and time. The following lines contain a number followed by a user name.
- Make sure the largest number shown does not exceed the maximum number of mail users you specified when installing 3+Mail (see the *Network Tuning Guide*). If a number exceeds the maximum allowed, run the 3OPT program to increase that maximum.
- Make sure that each line in the MBXS file follows the format of a number, a blank space, and a three-part user name. Correct any errors, using the text editor.
- Check that no two users listed in the MBXS file have the same number preceding their name. If this occurs, delete one of the duplicate lines; exit the text editor, saving the changes; restart the server; and use the 3NMOD command twice, first to delete and then to add mail service for the user whose entry you deleted from the MBXS file.

Error initializing 3+Backup Literals File. (3+Backup/Admin)

- | | |
|---------|---|
| Meaning | You are close to having insufficient memory to load 3+Backup. This is a server tuning problem. |
| Action | Run the 3OPT program and adjust the parameters for the server to free up enough available memory so you can load and perform 3+Backup operations. In extreme cases, you may need to temporarily remove one or more services to free up sufficient memory. |

Error loading boot record. (3+File, 3+Print/Admin)

- | | |
|---------|--|
| Meaning | Your server has been serviced and the CMOS RAM has been set to default values that do not necessarily match what is actually in the server. For example, you may have a 320 MB drive and the default CMOS values reflect a 150 MB drive. |
| Action | Remove the drive defaults by first running the SETUP program (which affects memory and hardware configurations), and then add the drive defaults using 3DISK386 (which affects CMOS RAM for drives). |

Error loading LOGIN.EXE. (3+File, 3+Print, 3+Name/User)

- | | |
|---------|--|
| Meaning | The program tried to load LOGIN.EXE, but was unable to find it. |
| Action | Make sure that your path is set up so that the program can find LOGIN.EXE. |

Error loading LOGOUT.EXE. (3+File, 3+Print, 3+Name/User)

- | | |
|---------|---|
| Meaning | The program tried to load LOGOUT.EXE, but was unable to find it. |
| Action | Make sure that your path is set up so that the program can find LOGOUT.EXE. |

Error log cannot be written. (3DISK386/Admin)

- | | |
|---------|--|
| Meaning | During a format operation, 3DISK386 could not access the disk. This message could indicate a controller, cabling, or disk drive problem. |
|---------|--|

Action Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the format operation. If this message reoccurs, contact your network supplier for assistance.

Error log is empty. No reassigns performed.
(3DISK386/Admin)

Meaning You cannot use the "Repair logged defects in software" unless there are entries in the defect log.

Action There must be sector addresses in the error log before 3DISK386 can repair defective sectors through the "Repair logged defect in software" option.

Error log on drive <SCSI ID/LUN> cannot be read.
(3DISK386/Admin)

Meaning 3DISK386 cannot access the error log to accept your modifications. This indicates a problem with the controller, cables, or disk drive.

Action Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the operation that caused the error message to appear. If this message reoccurs, contact your network supplier for assistance.

Error log not found.
(3DISK386/Admin)

Meaning 3DISK386 could not find the defect log because there are no volumes defined on the disk.

Action Format the disk using the "Write new DOS volumes (soft format)" option.

Error looking up domain and organization.
(NetBIOS/Admin)

Meaning The domain:organization specified could not be found.

Action Verify that the correct domain:organization was entered. Reenter the correct domain:organization.

ERROR: net number mismatch.
(3+Name/Admin)

Meaning The network number specified for the Name service under 3INS/3OPT does not match the network number being used by the routers and other services on the network. This situation may be caused by one of the following reasons:

- Corruption of the Name service parameters
- Parameter entry errors
- Network cable crossovers (with another network)
- Bridge and/or router failures

A network traffic analyzer may be helpful in isolating the problem.

Action Identify the precise cause of the network number mismatch and correct it. If you are unable to correct it, contact your network supplier for assistance.

Error: Not enough memory for parameters specified.
(Locator)

Meaning The number of names and nodes specified for the Locator in 3OPT is greater than will fit into the available memory on the server.

Action Reduce the number of names and nodes that the Locator is configured for, or deinstall service(s) from the server to make room for the Locator values, or move the Locator to another server where sufficient memory exists. Make sure that only one Locator exists on the network after doing so.

Error <number>.
(General/Admin)

Meaning An internal system error has occurred.

Action Write down the error number and a description of the operation you were attempting when the error message appeared. Contact your network supplier.

Error <number> attempting to terminate and remain resident.
(3+Route, 3+Remote, 3+NetConnect/Admin)

Meaning An internal software error has occurred.

Action Restart the server. If the error persists, contact your network supplier.

Error opening log file.
(3+Backup/User)

Meaning The server cannot open the log file.

Action Restart 3+Backup. If the error persists, shut down the network and restart the server.

Error reading a directory sector.
Error reading boot record.
(3Disk/Admin)

For the Meaning and Action to these messages, refer to the message
Error while changing retry option.

Error reading drive <drive identifier>.
(3+Menus/User)

Meaning 3+Menus is attempting to read information from a drive that does not provide this information. This could be caused by a diskette missing from the local drive, or the use of a drive identifier to which no directory is linked, or a problem with your local disk, or two users are trying to access the same file simultaneously in a shared directory with write access.

Action Insert the necessary diskette; or link the required directory; or move the menu file to a directory with read access; or modify the access rights to the shared directory in question; or wait until no other user is accessing the desired file.

Error reading FAT from disk.
(3Disk/Admin)

For the Meaning and Action to this message, refer to the message **Error while changing retry option.**

ERROR READING HWINFO.CFG!!! (3INS, 3OPT/Admin)

- Meaning** The HWINFO.CFG file is either corrupt, or was not created due to a lack of disk space.
- Action** Exit 3INS or 3OPT, delete the file C:\3PLUS3CONFIG\HWINFO.CFG, make sure there is enough available free space on the disk (a minimum of 4 KB), and reboot the server.

Error reading log file. (3+Backup/User)

- Meaning** The server cannot read the log file.
- Action** Shut down the server. Restart the server in the maintenance setting. Use the DOS CHKDSK command and the 3DISK utility to check for problems.

Error reading login cache. (NetBIOS/Admin)

- Meaning** 3NB failed to access the Login Library (LGL.SYS) successfully.
- Action** Make sure that LGL.SYS is included in your CONFIG.SYS file and that RUNMINDS is executed in your AUTOEXEC.BAT file, and that the user is logged in.

Error reading menu file <filename>. (3+Menus/User)

- Meaning** 3+Menus could not read the menu file for the selected submenu item because the file is corrupted or may be otherwise unreadable (that is, you may not have the proper access rights to use this menu file).
- Action** Try to open the menu item again. If the file cannot be read, you may have to delete and rebuild the file. If you do not have read access to the directory containing the menu file, you cannot use the submenu.

Error reading sector 0 of: <filename>. (3+Start/Admin)

- Meaning** The 3+Start master diskette cannot be read. Either the diskette is damaged or your disk drive is not working correctly.

Action Create a new 3+Start master diskette or try to install the diskette using a different personal computer or disk drive.

Error searching directory.
(3+Backup/User)

Meaning A backup is in progress and 3+Backup has failed to complete the search of a directory to continue its operation.

Action Retry the operation. If the problem persists, CHKDSK the server being backed up and make sure the directory in question is okay.

Error transmitting to Share server.
(3+File/User)

Meaning There was a problem when sending a request to the 3+Share server.

Action Check to make sure the 3+Share server is on-line. Then look for general network problems, including checking your network drive.

Error <variable> from cls_splf closing print queue entry <variable>.
(3+Share/User)

See the File System Error Table in section F of this guide for more information.

Error while changing retry option.
Error while repairing defects, cannot continue.
(3DISK/Admin)

Meaning 3DISK has encountered a hardware problem or a serious disk defect.

Action Run the 3DISK (or 3DISK386 as appropriate) "Check cabling and controller" option. If the test does not show a hardware error, retry the action that caused the error message. If the error persists or if the test indicates a hardware problem, have the server serviced by an authorized technician.

Error while seeking to EOF on: <filename>.
(Installation/Admin)

Meaning An error occurred when DOS attempted to find the end of the specified file (EOF).

Action Contact your network supplier.

Error with no associated bad sector. (3Disk/Admin)

For the Meaning and Action to this message, refer to the message **Error while changing retry option.**

**Error writing a directory sector
Error writing boot record
Error writing defect log to disk
Error writing defect maps to disk
Error writing FAT to disk
Error writing test pattern.
(3Disk/Admin)**

For the Meaning and Action to these messages, refer to the message **Error while changing retry option** in this section.

Error writing the 3+Start header to <filename>. (3+Start/Admin)

Meaning The 3+Start diskette cannot be copied onto the disk due to a disk error on the server.

Action Retry the operation. If the message appears again, check the server's hard disk for bad sectors.

ETH driver needs more buffers +. (Server diagnostics/Admin)

Meaning The 3Server386 LCD displays this message when the Ethernet driver needs more buffers to respond to requests. The plus sign (+) indicates that the driver is waiting for the CONT (Continue) button to be pressed.

Action When this message is followed by a plus sign (+), press the CONT button on the 3Server386 server's control panel to acknowledge the message. This action normally removes the message from the LCD and causes server operation to resume.

ETH needs more -b. (3Server3/LCD)

Meaning An LCD error message indicating that the ETH3 driver ran out of buffers on the server. This condition represents the ETH not having enough buffers in its internal receive pool to allocate for this packet reception request. The

server ETH configuration provides memory for use in packet reception, and tracks the number of buffers it uses. It checks each request for buffers against the number remaining and grants the call if there are sufficient buffers in reserve. An insufficient number causes this to be displayed.

Action Increase the Number of Buffers (-b) parameter in CONFIG.SYS for the ETH3 driver using 3CONSOLE (or LCONSOLE) and 3EDLIN.

ETH Trap - 3701.

(General/Admin)

Meaning The ETH driver needed to issue a condition ACK to the 586 receive unit. Despite three attempts (with a long timeout for each one), the 586 failed to respond showing that it accepted the ACK. If this recurs, the driver should probably be reset when this happens, except if this condition arises due to memory corruption.

Action Resetting the ETH driver in cases of memory corruption contains risks, and may not solve the problem. Contact your network supplier.

ETH Trap - 3708.

ETH Trap - 4106.

ETH Trap - 8202.

(General/Admin)

Meaning These error messages indicate a problem with the system software.

Action Restart your server. If the error recurs, contact your network supplier.

ETH Trap - *cml*.

(3Server3, 3Server386/LCD)

Meaning The Ethernet driver encountered a fatal error. The code "*cml*" identifies the error.

The value of "c" indicates :

- 1 Possible hardware error
- 2 Software error within the ETH driver
- 4 Software error; the ETH driver is being used incorrectly

E

3+ Messages

E-22

8 Software error from another network driver

0 The cause of the error is too difficult to localize

If the error resulted from several causes, the "c" value is an OR'ed collection of all possible causes for the error (for example, c = E means codes 2, 4, and 8 together).

The value of "m" indicates the Ethernet driver module where the error was detected.

"ll" is a localization code inside the module that specifies the precise error.

Action If one of these errors occurs, write down the complete error code and inform your network supplier. This will provide valuable server performance information, and give possible clues to any continuing problems that need to be fixed. Unless the error code indicates a software error, or the error occurs only rarely, you will probably have to send the server in for service.

ETH Trap - E403. (General/Admin)

Meaning One part of the network is open, or one terminator on the network is missing.

Action Check that all Ethernet connections to the server and netstations are securely made, and that the Ethernet cable is properly terminated. Refer to the server's guide as needed for assistance.

ETH Trap - E404. **ETH Trap - 330A.** **ETH Trap - 3306.** **ETH Trap - 3308.** (General/Admin)

Meaning These error messages indicate a memory corruption problem or a hardware problem.

Action Restart your server. If the error reoccurs, contact your network supplier.

ETH Trap - E405.
(General/Admin)

- Meaning** The Ethernet device driver in server sent an Ethernet packet that extends past the end of the buffer due to longer than the accepted addresses that are being sent by the other hardware on the network or 3+NetConnect.
- Action** Contact your authorized 3Com Customer Service representative, or your network supplier for assistance.

Ethernet address is up to 12 hex digits.
(3N/Admin)

- Meaning** You need to enter a 12-digit hexadecimal number for the Ethernet address of the server you are adding or modifying in the 3+ Name service.
- Action** Enter the 12-digit hexadecimal Ethernet address for the server.

Ethernet H/W error - *c-nnnn*.
(3Server386/LCD)

- Meaning** This message can appear at network startup time, and means that a command to the Ethernet controller failed. The server halts.
- "*c-nnnn*" represents these codes:
- c* the hexadecimal representation of the command.
- nnnn* the hexadecimal value of what the actual status was when the error occurred.
- Write down these codes down to help a service technician isolate the problem.
- Action** Try restarting the server and see if the error reoccurs. If it does, return the server for service. If the error does not reoccur (or reoccurs infrequently), the server could have a transient hardware error. Contact your network supplier for assistance.

E

3+ Messages

E-24

Ethernet SCB status error.
Ethernet SCB accept timeout.
Ethernet SCB entry error.
Ethernet SCB status timeout.
(3Server386/LCD)

Meaning These messages can appear at network startup time.

Action Try restarting the 3Server386 server and see if the error reoccurs. If it does, return the server for service. If the error does not occur (or reoccurs infrequently), the 3Server386 server could have an intermittent hardware error. Contact your network supplier for assistance.

Exceeded maximum limit of messages. Max size is <amount>.
You must delete messages in your folder in order to continue.
(3+Mail/User)

Meaning Upon retrieving, copying, or moving mail messages, you exceeded your maximum folder size.

Action Delete or transfer messages from the current file or use the message editor to edit your MAIL.MFI file. The default maximum amount of messages per folder is 300. The maximum messages per folder is 2048. For further information on the MAIL.MFI file refer to the *3+Mail User Guide*.

Executing Login program.
(3+Mail/User)

Meaning You entered 3+Mail and pressed F8 to retrieve your mail without first logging in. 3+Mail is executing the Login program for you to retrieve your mail.

Action No action is required.

Execution Resumed.
(3Server3/LCD)

Meaning This message is generated by the PROM-based debugger to show that the 3Server3 server has left the debugging state, and the CPU has resumed normal execution. In most cases, the server software eventually writes a new message to the LCD and this one is overwritten. In any event, this message should appear only if you are running the debugger program (called 3D).

Action No action required. This is a status message.

Extended boot record cannot be written.
(3DISK386/Admin)

Meaning	During a format operation, 3DISK386 could not access the disk. This message could indicate a controller, cabling, or disk drive problem.
Action	Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the format operation. If this message reoccurs, contact your network supplier for assistance.

F**Failed in preparation for next backup.**
(3+Backup/User)

Meaning 3+Backup failed to reinitialize itself with the MINDSSPP.SYS driver in preparation for the next backup.

Action Shut down and restart the server.

Failed to add user to Mail server (<server>).
(3N/Admin)

Meaning 3N was unable to add the user name(s) to the Mail server. Another message usually follows with more information. This message was displayed due to one of the following reasons:

- The Mail server may have been configured for a specified number of users (and that limit has been reached)
- The Mail server is out of space on drive C:
- The Mail server is off-line and not responding
- The user name(s) were misspelled
- The user may already be defined on the Mail server

Action Correct the error condition. Do not add the Mail server name into the Name service if the user cannot be successfully added to the Mail server.

Failed to add user to Share server (<server>).
(3N/Admin)

Meaning 3N was unable to add the user name(s) to the Share server. Another message usually follows with more information. This message was displayed due to one of the following reasons:

- The Share server may have been configured for a specified number of users (and that limit has been reached)
- The Share server is out of space on drive C:

F

3+ Messages

F-2

- The Share server is off-line and not responding
- The user name(s) were misspelled
- The user may already be defined on the Share server

Action Correct the error condition. Make sure that the Share server is on-line and operating. Do not add the Share server name into the Name service if the user cannot be successfully added to the Share server.

Failed to delete user from Mail server (<server>).
(3N/Admin)

Meaning You failed to delete a user from the specified Mail server for one of the following reasons:

- The Mail server was off-line and unable to respond
- The user has mail waiting to be received
- The specified user was not actually on the Mail server (the Name service had incorrect information)

This situation can also occur when the Mail server name is added to the Name server while the Mail server is down.

Action Correct the error condition. Make sure that the Mail server is on-line and operating. When deleting any user from a Mail server, that user should have already been removed from all distribution lists and all user mail should have been retrieved.

Failed to delete user from Share server (<server>).
(3N/Admin)

Meaning You failed to delete a user from the specified Share server for one of the following reasons:

- The Share server was off-line and unable to respond
- The user still has files in the user's home directory

- The specified user was not actually on the Share server (the Name service had incorrect information).

This situation can also occur when the Share server name is added to the Name server while the Share server is down.

Action Correct the error condition. Make sure that the Share server is on-line and operating. Before deleting any user from a Share server, that user should already have been removed and all files already backed up.

Failed to Login.
(3+Mail/User)

Meaning The Login program could not finish successfully. This problem is caused by errors in the name and password specified in the PROFILE.SYS file, Name service problems, or remote access errors.

Action Correct the error and retry the login operation. If the problem continues, see your network administrator.

Failure reading hard disk.
(3Server386/LCD)

Meaning The system cannot read the boot sector from the server's hard disk. The disk's format is probably damaged.

Action First press the CONT button and reset the server to see if normal operations resume. If the problem persists, use 3DISK386 to reformat the disk. See the *3Server386 Guide* for instructions.

Failure starting COMMAND.COM.
(3+Menus/User)

Meaning 3+Menus could not start the DOS command interpreter, COMMAND.COM.

Action Make sure that your copy of COMMAND.COM is not corrupted, and is version 3.1 or later. Do not change the COMSPEC parameter to an invalid or outdated COMMAND.COM. COMMAND.COM is an important part of DOS, and must be the correct revision level supplied by the manufacturer of your PC.

Failure starting your editor.
(3+Menus/User)

- Meaning** 3+Menus cannot find the text editor, or your editor is corrupted or does not run from DOS.
- Action** Check that you have your text editor in the path searched by DOS. Ensure that your editor runs from DOS as well.

FAT read error.
(Installation/Admin)

- Meaning** Errors were encountered while reading the file allocation table (FAT) for the network drive.
- Action** The common occurrence of this error is a drive that has not been turned on. Verify that all of the network drives are on-line when the server is started. If you have taken (or need to take) a drive off-line, please contact your network supplier for instructions.

FAT table copy no. 1 cannot be written.
(3DISK386/Admin)

- Meaning** During a format operation, 3DISK386 could not access the disk. This message could indicate a controller, cabling, or disk drive problem. CIO SYS cannot read a FAT with larger than 16-bit entries.
- Action** Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then run the format operation again. If this message reoccurs, contact your network supplier for assistance. Reformat the disk with a utility that creates 16-bit FAT entries.

Fatal Processor Error.
(General/User)

- Meaning** This message is associated with EtherTerm only and signifies that an insufficient number of processes have been specified in the user's CONFIG.SYS file.
- Action** Edit the device=pro.sys line of the user's CONFIG.SYS configuration file. Increase the number of processors to at least 10. For complete information on user configuration files, refer to the *3+Administrator's Guide*.

File 3START.COM missing.
(3C/User)

- Meaning** The file 3START.COM is not present on the diskette from which you are attempting to start a server.
- Action** Make sure your default drive is A:, and that you are using the correct 3+ *System Software* diskette. If you are, and the 3START.COM file is missing, contact your network supplier for a diskette containing the file.

File access error, file in use.
(3+Backup/User)

- Meaning** 3+Backup was unable to access a file because the file was already in use. Either the file was already open or a range within the file was locked.
- Action** Perform a backup or restore only when files are not in use.

File access error <operation>.
(3+Backup/User)

- Meaning** The File service reported an error when 3+Backup was trying to access a remote file. The specific <operation> it was trying to perform may be a read, write, search, open, close, or create.
- Action** Retry the operation. If the error persists, note the error description, and contact your network supplier.

File begins at offset. File: <filename>.
(3+Backup/User)

- Meaning** The first file on the tape is the continuation of a file on a previous tape.
- Action** No action is required. This is for information only.

File deleted; partition x is full.
(3+Backup/Admin)

- Meaning** During a restore operation, while a file was being written to disk, the partition holding the file became full. Rather than leave a partial file on disk, restore will delete the partial file and not attempt to restore any more files to the partition.
- Action** If there are more files on tape that must be restored to disk, either restore them to another partition, or delete useless files from the desired partition and retry the restore operation.

File error. Check whether you are out of disk space.
(3+Mail/User)

- Meaning** Your 3+Mail software had a problem in writing a file to disk, and an error code indicates that a lack of free disk space may be a problem.
- Action** Exit to DOS (either by pressing F10 to quit 3+Mail or by pressing [Ctrl]+D to use the DOS Shell) and check on available free space.

File '<filename>' already exists. Replace it?
(3+Mail/User)

- Meaning** Do you want to replace or overwrite an existing file with this same name? A file with this name already exists. Each time the F5 function key is pressed to file a message to a indicated drive, path, and name, the 3+Mail software always prompts the user when the indicated file already exists. This checking process prevents the overwriting of existing files by accident.
- Action** Answer Y and press [Enter] or answer N and press [Enter] depending on whether or not you want to overwrite the existing file.

File <filename> is too large to paste into editor.
(3+Mail/User)

- Meaning** The text file you tried to include in your mail message is larger than 20 KB.
- Action** Leave the mail message and open the file with your word processor, you cannot use MED. Edit the file to less than 20 KB or send it as an attachment, which has no size restriction.

File has reached maximum size.
(3+Mail/User)

Meaning The text file you are working in is larger than 20 KB.

Action Reduce the size of your file or save the existing amount and use another word processor to continue editing.

File (IBMBIO.COM, or IBMDOS.COM, or COMMAND.COM) is missing.
(3+Start/Admin)

Meaning Your formatted 3+Start master diskette does not contain the DOS system file(s) listed above. For a diskette to be bootable (as required by 3S CREATE command), it must contain the file(s) listed in this error message.

Action Format a blank diskette with DOS (using the /S option) to create the diskette with the required system files. Then re-create the 3+Start master diskette.

File is being spooled.
(3+File/User)

Meaning You attempted to change information about a file that is being spooled.

Action Wait until the file has been spooled, then try again.

File is being spooled.
(3+Menus/User)

Meaning The print job you attempted to modify or delete is still being spooled.

Action Before you can modify or delete a print job, you must place the job in a non-held, or intercept state. Ascertain that the file has finished spooling before trying to modify or delete the print job. If you sent the print job from an application, press the [Ctrl]+[Alt]+[PrtSc] keys. Use the Default Print Settings form to set HOLD=N.

These actions change the status of the print job from "Hold" to "Wait". Once the job has a "Wait" status, you may modify or delete the print job. Note that if your print job is at the beginning of the print queue, its status will change almost immediately from "Wait" to "Print."

F

3+ Messages

F-8

You cannot modify a job with status "Print," it can only be deleted by the 3P DEL? command.

File is more than <number> pages.
(3+Mail/User)

Meaning The text file you tried to open is larger than 20 KB.

Action Leave the mail message and open the file with your word processor. Edit the file to less than 20 KB or send it as an attachment, which has no size restriction.

File is read-only. Cannot overwrite.
(3+Mail/User)

Meaning You pressed [F5] to save a file, and the file could not be saved. You do not have write privileges for the file (or possibly the drive).

Action Change your DOS write privileges. Check to be sure that the directory you are in does not have a read-only sharename.

File is too long to display. Maximum is 100 pages.
(3+Mail/User)

Meaning The message is longer than the 100 page limit.

Action Use [F5](File) to save the file and read it with another word processor.

File I/O error at offset NNN, DOS error code (NN), file deleted.
(3+Backup/Admin)

Meaning During a restore operation, an error occurred while trying to write a file to disk.

Action Use 3DISK to perform a media check. Repair any disk locations that do not read and write reliably. Retry the restore operation.

File I/O error at offset NNN, DOS error code (NN), file not truncated.
File I/O error at offset NNN, DOS error code (NN), file truncated.
(3+Backup/Admin)

Meaning During a backup operation, an error occurred while trying to read a file from disk. 3+Backup prompted the user to indicate (yes or no) if the file should be truncated.

When the user replies "yes," the copy of the file on tape is truncated at the given offset.

When the user replies "no," the copy of the file on tape will contain at least one sector of data that is suspect.

Action Use 3DISK to perform a media check. Repair any disk locations that do not read and write reliably. Retry the backup operation. Use CHKDSK to make sure that the size of the file as recorded in the directory entry for the file matches the actual size of the file.

File open error, DOS error code (NN).
(3+Backup/Admin)

Meaning During a backup or restore operation, DOS reported an error when attempting to open a file for reading or writing.

Action Look up the error code in a DOS reference manual for indications on how to proceed. Use CHKDSK to determine if the file structure is normal within the partition containing the file. If necessary, use CHKDSK, Norton Utilities, or equivalent disk checking and recovery utilities to repair the file structure.

File Service not installed.
(3+Backup/Admin)

Meaning 3+Share's File and Print services have not been installed on either the target or source servers. 3+Backup cannot operate without 3+Share's File service to perform the actual file I/O operations.

Action Install or enable the 3+Share service on the indicated server, or shut down the server and perform an off-line backup or restore of the server.

File size different than expected.
(3+Backup/User)

Meaning The size of a file is not accurately recorded in a directory, or a file's size was changed while a backup was in progress.

Action Run the DOS CHKDSK command on the file in question. Make sure that files are not in use while a backup is in progress.

F

3+ Messages

F-10

File system code <variable> returned opening binary profile file "<variable>".
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

File system code of <variable> (re)writing share list file.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

File System Error Table

File system errors in this table fall into the general class of <variable> function returns the <variable> error number.

Check which specific function generated the error. For example, the function *Open (file)*, and then check the appropriately numbered error under that table (3 - *Path syntax error or file not found*).

These general functions cover a very broad range of server services, as well as netstation-based applications. Because of this variety, the explanations must be general in nature. The name of the file and the associated error message should provide sufficient background about a specific problem. If you are unable to correct or understand the file system errors, then note the error function and number and contact your network supplier for assistance.

The general file system functions are as follows:

Open (file)	Create (file)
Close (file)	Read (from file)
Write (to file)	Delete (file)
Seek (to position)	Lock (byte range)
Chmod (of File Attributes)	
Commit (partial close)	Sync (flush data & FAT buffers)
Search (for first)	Search (for next)
Get Disk Info	Lock & Read
Write & Unlock	Getinfo (on a file)
MacRename	Mac Chmod (file attributes)
MacOpen (file)	Rename (file)
Rename (directory)	Make Directory
Change Directory	Remove Directory

Errors returned from the file system are as follows:

- 1 **Bad function or option number:** The function number specified does not exist or is not supported under CIOSYS on a server. This can be a result of using a version of CIOSYS that is not matched with the other 3+ software in use.
- 2 **File does not exist:** The specified filename could not be found. This usually occurs with the Rename, Delete, or Search (for first) functions. Other causes include:
 - Print file not found, the spool file was deleted manually instead of using the 3P DEL command.
 - Print file not found (before 3+ 1.6), the spool file name has exceeded 32767 and shifted into negative numbers. If this happens, delete all spool files manually, and reboot the server.

- The file may have been deleted or renamed. This can also happen when the drive in question is very low on disk space, and other concurrent disk operations are taking place. In this case, files need to be deleted or moved to another drive.
- 3 **Path syntax error or file not found:** The file could not be found; it may be due to invalid path specification.
- 4 **No file handles available (CIOSYS tuning):** A file operation was attempted (usually Open, Rename, Search for first) and there were no file handles available. Increase the number of file handles available for CIOSYS in 3OPT, and then reboot server.
- 5 **Access error:** This may be caused by attempting a Read/Write on an open file that has Read-only attributes (assigned directly to the file, or through a Read-only or PUB (public) sharename).
- **Bad attributes for operation**
 - **Directory full:** Usually refers to a root directory, which has a finite number of potential entries, or if a subdirectory, it means that the disk has run out of space.
 - **Cannot rename from here to there** (for example, across drives): Occurs when an attempt is made to change a file's name which would move the file to another drive.
- 6 **Invalid handle:** The handle being used by the calling process (Share, Name, etc.) is invalid because it was never assigned by CIOSYS to belong to any file, or it belongs to another process other than the calling process. This can also be caused by the file already having been closed (can be caused by some applications).
- 7 to 11 **Undefined error codes**
- 12 **Bad open access code:** The combination of access rights used for the open function is invalid. This can be caused where there is a conflict for access to a given file by two or more processes. This can be two users, or one user, and the server software itself. One known cause is when users attempt to modify or examine system data files manually while the server remains on-line. This practice can cause corrupt system data files. If the network administrator must modify system data files manually, then the server must be shut down first. This is NEVER recommended, but it is safer than doing so with the server on-line.

13 to 14 Undefined error codes

- 15 Drive does not exist** (or is set to Local): An access attempt was made against a drive letter that does not exist on the server, or has been set to Local under the 3OPT CIO SYS tuning section. This situation can happen when sharenames point to a drive that has been set to Local.

16 to 18 Undefined error codes**Critical Errors**

- 19 Drive is read-only/write-protected:** The specified drive cannot be written to. The specified operation is not allowed. This is a diskette error and does not apply to normal CIO SYS operations.
- 20 Unknown unit number:** There is a bad CIO SYS hardware configuration caused by running HWINFO from a netstation linked to the server with a local drive C:, and then reconfiguring CIO SYS. HWINFO and CIO SYS should always be configured with the server off-line. Delete HWINFO.CFG and reboot the server.
- 21 Drive not ready** (usually hardware failure): Usually indicates a hardware failure on the specified drive. Can also occur on drives that were removed, and an attempt was made to access them. Usually occurs when a share attempt is made to a sharename on a failed drive, or if the print queue has been moved to a failed/removed drive, and an attempt was made to print.
- 22 Bad BIOS command:** The NetBIOS function requested is not supported.
- 23 Data error:** There is a CRC error in reading or verifying data on the server. A CRC error means that the data read from the disk is probably corrupt, and indicates a bad sector. Shut down the server, and (if a 3Com Server) run 3DISK or 3DISK386 to verify all sectors on the disk. If this cannot repair the problem, then perform a backup of the entire disk partition, and reformat that partition. Then restore the data. The affected file will probably have to be restored from a previous backup.

- 24 **Bad request length:** This usually represents a CIOSYS failure. This can be caused by memory corruption, or a corruption of the CIOSYS executable file on disk. If the problem persists after rebooting, reinstall CIOSYS as follows:
- Shut down the server and (if a 3Com server) establish a 3C connection
 - Insert the *Installation #4* diskette in drive A:
 - From the root directory of drive C:, run \3TMP\INSTCIOS
 - Press Control-Break when prompted for *User Disk #1*
 - Run 3OPT to verify that all tuning parameters are still correct. If not, then reenter the parameters from the most recent CONFDUMP file.
- Seek error: This is usually a hardware failure in either the disk drive itself, or in the driver controller board, or in the SCSI hardware or cabling. Check all connections first to ensure they are secure. If this does not solve the problem, run 3DISK or 3DISK386 on a 3Com server, or the DIAGNOSTIC diskette if it is a PC Server. If either diagnostic routine reports a failure, contact your repair facility, or your authorized 3Com network supplier.
- 26 **Unknown media byte:** This is a DOS pass-through error not generated by CIOSYS.
- 27 **Sector not found:** There is a problem locating the specified sector on the disk. Run 3DISK or 3DISK386 (on 3Com servers) or the specific manufacturer's diagnostic (on PC servers), to identify any problems with the disk. DO NOT ALLOW any read/write tests, as they can damage your data.
- 28 **Printer out of paper:** This is a DOS pass-through error, and does not come from CIOSYS directly.
- 29 **Write error:** CIOSYS is unable to write to disk. Run the CHKDSK program from a 3C console connection to identify in which sector did the write error occurred. Examine the amount of free space on the disk, and delete or move files as necessary.
- 30 **Read error:** CIOSYS is unable to read from disk. Run the CHKDSK program from a 3C console connection to identify in which sector the read error occurred. This may mean that the file has been truncated prior to the end of file expected by the system. This can also represent a hardware failure.
- 31 **General disk problem.**

General DOS Errors

32 **Operation will hurt another process**

- **Sharing violation:** Another process already has this file open with access rights set to deny others the open mode requested. Operation will impact another process, and so, is not allowed.

33 **Lock conflict:** Another process already has a lock on a section of the file that this process has attempted to lock. This lock request cannot be satisfied as long as the other process has the file locked in this area. Overlapping file locks are not permitted by the operating system. This lock request cannot be satisfied as long as the other process has the file locked in this area.

34 to 79 **Undefined error codes**

80 **File already exists:** A Create File function found that the file to be created already exists. This error is usually returned to the application, and handled there. A continuous problem with this may indicate that an application is attempting to read the file, is encountering an error, and is therefore attempting to re-create the file. This may be related to other error messages in the status log.

CIOSYS-Specific Errors

200 **Internal CIOSYS error:** This may represent memory or disk corruption. Refer to error 24 "Bad Request Length" for explanation.

201 **DTA (Data Transfer Area) is too small:** If this error is returned, it would be an indication of serious memory or file corruption problem. Reboot the server. If the problem persists, follow the steps in error 24 "Bad Request Length" to reinstall CIOSYS.

202 **CIOSYS has been shut down:** The PowerFail driver failed to shut down one or more higher level services. CIOSYS is normally the last service shut down. This message may indicate problems with the PFAIL.SYS driver, older versions of server software that don't recognize PFAIL, or memory corruption. Correct any power source problems and reboot the server. If this problem persists, then one or more files may be corrupt. Restore the service executable files from a backup tape, or as a last resort, reinstall the service.

- 203 **No more process IDs available (CIOSYS tuning):** Run the 3OPT program and increase the number of file sharing processes for CIOSYS because CIOSYS is not tuned properly for the load imposed on it.

- 204 **No more file descriptors available (CIOSYS tuning):** Run the 3OPT program and increase the number of file descriptors. There are not enough file descriptors available for CIOSYS to use. Adjust the number of file descriptors for CIOSYS under 3OPT, or if not possible, move some users to another server.

- 205 **Invalid PID (Process ID)**

- 206 **No lock items:** There are not enough file locks for CIOSYS to use. Increase the number of file locks for CIOSYS under 3OPT.

- 207 **Not enough buffers for XCARVE:** Indicates a failure in 3+Backup. Run the 3OPT program and increase the number of CIOSYS buffers, or install extended memory boards to increase the memory available for 3+Backup operations. 3+Backup needs at least 64K worth of buffers (usually under EMM) in order to operate. Adjust the number of CIOSYS buffers pools by at least 1, and also increase the amount of EMM for CIOSYS to use.

- 208 **Illegal state for CARVE operation:** This is a 3+Backup problem. 3+Backup has attempted an illegal operation. This message may occur along with other messages. Follow any recommended actions to take. If this is the only error message, reboot the 3+Backup server. If the problem still persists, then deinstall and then reinstall the 3+Backup service.

File system error <variable> creating share list file "<variable>".
(3+Share/Admin)

See the File System Error Table in this section for more information.

File system error <variable> opening share list file "<variable>".
(3+Share/Admin)

See the File System Error Table in this section for more information.

File system error <variable> reading share list file, entry <variable>.
(3+Share/Admin)

See the File System Error Table in this section for more information.

File system error <variable> (re)writing header of share list file "<variable>".
(3+Share/Admin)

See the File System Error Table in this section for more information.

File system error <variable> searching for spooled files.
(3+Share/Admin)

See the File System Error Table in this section for more information.

(3+Share/Admin)

See the File System Error Table in this section for more information.

File system must be installed to run <variable>.
(3+Share/Admin)

Meaning 3+Share's File and Print services are either not installed or not enabled on the server, or there is a server tuning problem.

Action Install or enable 3+Shares's File and Print services on the server. If it is already installed, run 3OPT to check the server's tuning parameters.

File system returned <variable> opening directory "<variable>" for spooled files.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

File truncated at offset <number>.
(3+Backup/User)

Meaning The file being backed up was in use and could not be completely backed up onto the tape, or the tape was truncated at the end of one tape and continues on another.

Action No action is required.

<Filename> is not a menu file.
(3+Menus/User)

Meaning The file specified in the file name field on the Submenu form is not a 3+Menus file. 3+Menus could not read it when you tried to open the menu item. You may have inadvertently specified the name of a file that already exists and is not a menu file. 3+Menus places special characters in the header of its files so it can differentiate between its files and similarly named files created by other programs.

Action Modify the Submenu form and specify a different file name or rename the file that already exists.

Filing <number> message(s) - are you sure?
(3+Mail/User)

Meaning More than one message or attachment has been selected (with the space bar), and the F5 (File) key has been pressed. The 3+Mail software is checking whether you intend to perform this filing operation on multiple messages or attachments.

Action Answer Y or N depending upon your objective.

Floppy disk I/O error.
(3C/User)

Meaning An error occurred when the netstation accessed one of its drives.

Action Retry the operation that caused the error. If this message reappears, try the operation at another netstation. If the error persists, replace the diskette.

Folder drive is not ready. Press [Return] to exit mail.

Meaning When you attempted to open, move, or copy a folder, the drive was not ready. This usually means the drive is not linked, or the disk drive door is not locked. It can mean that the server was not ready.

Action Restart 3+Mail and check to see if drive is linked. If you are using 3+Menus, contact your network administrator to check the drive for you. If you are using diskettes, check to see if the disk is properly inserted and the drive door is closed.

Folder drive not ready.
(3+Mail/User)

Meaning	<p>The drive where your mail folder is located is not ready to receive mail messages for one of the following reasons:</p> <ul style="list-style-type: none">• The floppy drive is not ready• The drive door is not closed• There is no diskette in the drive• There is a high-density diskette in low-density drive• The network drive is not linked• The network server is down• There are network cabling problems
Action	<p>Check the possible causes and fix the problem. If you cannot fix the problem, or the problem reoccurs, then contact your network administrator or network supplier for assistance.</p>

Folder is read-only.
(3+Mail/User)

Meaning	<p>You do not have write privileges for this folder.</p>
Action	<p>Ask the owner of the folder to give you write privileges. Or save the message to a location where you have write privileges. If you are using a bulletin board, you will only have read access to folders. If it is your folder, link to the drive using a Read/Write sharename, or use the DOS ATTRIB command to remove the Read-only status.</p>

FORK:ERR (n): "<command>".
(Installation/Admin)

- Meaning** If 'n' equals -1, this is a DOS error specifying that not enough memory exists or the specified service tuning program is missing.
- If 'n' does not equal -1, this is an internal error returned from the service tuning program.
- Action** Verify that the service tuning program specified in <command> exists; if not, reinstall it. If the service tuning program does exist, allocate more memory, retry the operation, and see if the error persists. Contact your network supplier.

Forking off the IRS process.
(Installation/Admin)

- Meaning** The Internet Routing service is being loaded.
- Action** None required. The 3+Route server is now in operation.

Form type can be 1 - 99.
(3P/User)

- Meaning** Special forms for the printer are identified by a form number from 1 to 99. Selecting a form type separates print jobs that require one type of paper form from others.
- Examples are preprinted forms in a line printer or different sizes of paper in a LaserJet paper tray. When the printer is set to print in a non-standard form, print jobs not conforming to that form will not be printed until the printer's form type is changed with the 3INS or 3OPT program. Print jobs that require a specific form type will be printed only when the printer has been set to use a particular form.
- Action** Enter the form number appropriate to your print job type. If you selected the 3P SET ? command, and want to set another parameter, then press the [Return] key to continue. See "Enter the Form number" message for more details.

Format command failed. <message>
(3Disk/Admin)

For the Meaning and Action to this message, refer to the message **Error while changing retry option**.

Formatting error.
(3DISK386/Admin)

Meaning During a format operation, 3DISK386 found a problem with the controller or the disk.

Action Retry the format operation. If the problem persists, contact your network supplier for assistance.

Found in folder <foldername> - open the folder?
(3+Mail/User)

Meaning This message occurs with the "search all function" in 3+Mail, where you have the option of opening the folder to examine its contents.

Action Answer Y if you want to open the folder and examine the file(s).

From <variable>: new session for user '<variable>' refused.
(3+Share)

Meaning The server was shut down, and refused to grant any new sessions.

Action Reboot the server and retry the operation.

Full DIR completed (un)successfully.
(3+Backup/User)

Meaning A tape directory (tape_log) was completed either successfully or unsuccessfully.

Action Successful tape directory: no action is required.

Unsuccessful tape directory: retry the operation.

G

Gate A20 failure.
(3Server386/LCD)

Meaning	This message indicates a hardware error.
Action	Restart the server. If the message reappears, contact your network supplier for assistance.

gChkrMsgs [0] !
Generic error.
(3C/User)

Meaning	These messages indicate a software error.
Action	Restart the server. If the message reappears, contact your network supplier for assistance.

General failure.
(General/User)

Meaning	There is a disk error on the server.
Action	Restart the server. If the message reappears, contact your network supplier for assistance.

Generic error.
(3+Backup/Admin)

Meaning	An unforeseen error has occurred in the software.
Action	Report this error to an authorized 3Com reseller or 3Com's Customer Service organization. Be specific about what particular steps or actions led to this error message.

Get disk info (CIOSYS) error <variable> from drive <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Get disk information (CIOSYS) error <variable> on drive <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Get file <variable> attributes (CIOSYS) error <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Get machine name failed.
(General/Admin)

Meaning	There is some inconsistency between the MS-DOS Redirector and the 3+ software. You are using a mix of 3B.EXE or 3N.EXE 1.1 and 1.2 software on the same server, and the server is not functioning properly as a result. You must have compatible versions of software on the server.
Action	Log out and replace existing software on the server with the proper, compatible versions of software. Refer to the <i>3+ Administrator's Guide</i> for details or contact your network supplier for assistance. Restart your server and netstation.

H

H-1

H

Homedir in use.
(3N/Admin)

Meaning A user's home directory cannot be deleted while the user is still logged in and linked to it.

Action Have the user delete their files and unlink from their home server before deleting the homedir with the 3N MOD or 3N DEL command.

Homedir not empty.
(3F, 3N, 3P/Admin)

Meaning A user's home directory cannot be deleted while there are still files or subdirectories in it.

Action Delete the user's file/directory structure and try again.

HWINFO Version Mismatch: <variable> vs. <variable>.
(3INS, 3OPT/Admin)

Meaning A version mismatch has occurred between the HWINFO file and the executable file (HWINFO.EXE) because either of the files may be an out-of-date version, or the HWINFO.CFG file may have become corrupted.

Action Delete the current HWINFO.CFG file and reboot the server to allow this file to be re-created.

IDP call returns error.
(General/User)

- Meaning** The IDP.SYS driver is required, or the current IDP.SYS drive is bad.
- Action** Make sure you have referenced the correct IDP.SYS driver in your CONFIG.SYS file. Refer to the *3+ Administrator's Guide* for complete information on the CONFIG.SYS file.

IDP initialization failed [error #].
(Broadcast Messages/User)

- Meaning** An internal error has occurred on the netstation.
- Action** Restart your netstation and retry the operation again.

IDP not loaded.
(General/User)

- Meaning** The IDP driver is required.
- Action** Check that your CONFIG.SYS file references the correct IDP.SYS driver. Refer to the *3+ Administrator's Guide* for complete information on the CONFIG.SYS file.

Illegal file or directory name, skipping entry.
(3+Backup/Admin)

- Meaning** Off-line backup encountered a file name or directory name that was illegal according to the MS-DOS naming conventions.
- Action** Run CHKDSK, Norton Utilities, or an equivalent file checking and recovery utility to determine if more extensive damage to the file system is present and to repair any damage. Rename the file or directory with a legal name using a suitable utility.

In use.
(3+File/User)

- Meaning** You tried to delete a directory that is linked.
- Action** Unlink the directory, then try the command again.

Inactive hangup.

(3+Route, 3+Remote/Admin)

Meaning The inactivity time parameter has been exceeded and the 3+Route/3+Remote software has hung up any existing modem connections to remote networks or netstations. This message is displayed and the error recorded in the status log.

Action Reconfigure this parameter to a higher value from within 3+Route and 3+Remote, if you receive this message too often.

Inadequate capability.

(General/User)

Meaning You tried to perform a network administrator task.

Action Ask your network administrator to perform the task for you.

Incomplete last line.

(3+Mail/User)

Meaning The message or attachment you asked the 3+Mail Editor to load does not end with a carriage return.

Action Check to see that the message or attachment is complete and has not been truncated. Fix the file and try again.

Incomplete last line *.**

(3+Mail/User)

Meaning The last line of a file ends with an EOF (End Of File) marker instead of a CR (Carriage Return).

Action No action is required.

Incorrect character in name.

(3+Name/Admin)

Meaning The name component of a three-part user or server name contains an invalid character.

Action Valid characters are A-Z, a-z, 0-9, spaces, hyphens (-), periods (.), and international characters. For more information, refer to the *3+ Administrator's Guide*.

Incorrect password.
(3+Name/User)

Meaning The password you specified is incorrect.

Action Check your spelling and try again.

Init of serial printer, which is entry <number> in configuration file, failed.
(Installation/Admin)

Meaning The printer on the 3SHARE list does not match the information shown on the printer configuration information.

Action If either serial or parallel printers on the 3SHARE list do not match the printer configuration information, then unshare the printer on the 3SHARE list. Use the 3INS program to verify this. If the printer is needed again, share it again.

In-progress message not saved.
(3+Mail/User)

Meaning This status message appears after answering No to the "Save Current Message?" prompt in 3+Mail.

Action No action is required.

Insert a tape.
(3+Backup/User)

Meaning There is no tape cartridge in the backup server.

Action Insert the necessary tape cartridge.

Insufficient memory.
(3+Start/Admin)

Meaning The server does not have enough room to create the 3+Start volume.

Action Create more disk space on the server by deleting some volumes and files, moving users to another server, or moving files to another server.

Insuff memory.
(Installation/Admin)

- Meaning** An LCD message indicating that there is not enough memory to support the specified configuration.
- Action** Refer to the list of standard configurations and memory requirements in this guide, then run 3OPT and reconfigure the service(s). If the error persists, you may need to reconfigure the system to support the specified network configuration.

Internal error.
(3+Backup/User)

- Meaning** The system has encountered inconsistency in the software.
- Action** Restart 3+Backup. If the error message appears again, shut down and restart the server.

Internal error.
(3+File/User)

- Meaning** The maximum number of map entries allowed in the Login Library has been exceeded. This can occur when you attempt to link or list directories to more than eight different servers.
- In addition, each time you use 3+Menus or the 3N ASSIGN command to assign an IBM-compatible name to represent the three-part name of a server, you use one of the map entries.
- This can also occur when trying to run a 3C console connection from a netstation running under Link Plus Optimizer (LPO).
- Action** Restart the netstation to clear the Login Library map entries. (If you need to link to more than eight servers on a regular basis, consult your network administrator or refer to the 3+ *Administrator's Guide* for information on increasing the -m parameter on the line DEVICE=LGL.SYS in your CONFIG.SYS file.)

Internal error <number>.
(3+Backup/Admin)

Meaning	An unexpected software error has occurred during a backup or restore operation.
Action	Note the occurrence and the error number. Shut down and then restart the server, then repeat the operation. If the error reoccurs, contact your network supplier.

Internal Error -1124.
(Mail/User)

Meaning	A mail message was sent to the alias of a user, where the user's primary name service entry contains improperly filled in properties. This can occur when using programs to do automated name service data entry.
Action	For the user: Send the message to the user's actual name, not that user's alias. For the Administrator: Perform a 3N MOD on the user to clear the entries for any secondary properties for which there is no specified value.

Internal error sending message to *name:domain:organization* [error #].
(Broadcast Messages/User)

Meaning	An internal error has occurred. The memory used by the drivers called by SENDMSG may be corrupted by other network applications.
Action	Restart your netstation and retry the operation.

Internal server error.
(3+Share/Admin)

Meaning	The 3+Share server containing the shared directory you want to backup or restore had an error occur while trying to access the directory.
Action	Contact your network supplier for assistance.

Interrupt - *nn*
(3Server3/LCD)

- Meaning** The 3Server3 CPU has received a spurious interrupt, where *nn* is the interrupt number.
- Action** Write down the original message. Set the toggle switch to TEST and press the STROBE button once. You should then see a message like this:

From *ssss:0000*

This message gives the Segment:Offset address from which the interrupt occurred. Write this message down also. Next, call your network supplier to report the problem, including any messages you noted. Your 3Com Customer Service representative or network supplier can help you determine whether the error indicates a software bug. If it does not, the 3Server3 server may need to be sent in for repair.

Interrupted.
(3+Mail/User)

- Meaning** This message appears after pressing [Ctrl]+[Break] while sending or retrieving 3+Mail messages.
- Action** No action is required.

**Invalid config info.
Run setup.**
(3Server386/LCD)

- Meaning** The power-on self-test (POST) found an error in the system configuration. This could indicate a fatal error in CMOS memory.
- Action** Run SETUP to make sure each system component is properly configured. If the system configuration looks accurate and this message reappears, contact your network supplier for assistance.

Invalid argument -- the valid arguments are <options>.
(3ComEMM/Admin)

- Meaning** This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIOSYS, Locator, and 3+Monitor services, if installed, into high memory, which is normally inaccessible. This leaves more memory for additional services.

This error message indicates that the 3ComEMM command line in the CONFIG.SYS on the server has been modified.

Action Use a text editor to display the contents of the server's CONFIG.SYS file. The 3ComEMM device line should read as follows:

Device=3ComEMM.sys NOROM USE=E000 L 0000

Edit the line as necessary.

Invalid character.
(3+Mail/User)

Meaning The message header contains an invalid character located at the cursor position.

Action Use the message editor to delete or change the invalid character in the message header.

Invalid character in Folders file <name>. Continue?
(3+Mail/User)

Meaning When you started 3+Mail, it discovered an invalid character in the Folders file (MAIL.MFI). The cursor position shows the line and character where the error exists.

Action Use the message editor to delete the invalid character. Correct syntax:

Folder Path=(Drive id):\Folder name\filename;Title=filename;Max=(default is 300)

For further information on the MAIL.MFI file, refer to the *3+Mail User Guide*.

Invalid command line argument.
(3+Menus, 3NB/User)

Meaning One or more parameters used on the command line when you started 3+Menus was invalid.

Action Try to run 3+Menus again. Refer to the *3+Mail User Guide* for valid command line arguments.

Invalid command line argument: *parameter*.
(3+Backup/Admin)

Meaning A 3+Backup menus parameter specified on the same line with 3BMEN or in the PROFILE.SYS file is invalid.

Action Check for the spelling of the parameters and look for blanks in the strings.

Invalid domain.
(3+Name/User)

Meaning You entered illegal characters when specifying the domain.

Action Check your spelling and try again.

Invalid DOS path name.
(3F/User)

Meaning The DOS path name specified in the 3F SHARE command was not a valid DOS pathname.

Action Correct the syntax in the pathname and continue. If you do not know the requirements for a valid DOS pathname, refer to the DOS manual that came with your netstation.

Invalid drive was specified.
(3+Menus/User)

Meaning The Startup Run Location drive specified on the Task form for the menu item you tried to open is invalid. The specified drive may not be linked to a shared directory, or a local drive may have a diskette missing.

Action Make sure that the drive specified in the Startup Run Location field of the Task form is linked before you run the task or fill in page 2 of the menu item's Task form to link the drive automatically when the task is run. Check the LASTDRIVE= parameter in the CONFIG.SYS file of your 3+ *Local Workstation Startup* diskette (workstation and netstation are equivalent terms).

The value of the LASTDRIVE parameter may need to be increased. If no LASTDRIVE parameter is listed in the CONFIG.SYS file, one should be added. Refer to the 3+ *Administrator's Guide* for additional information on the LASTDRIVE parameter.

Invalid filename.
(3+Mail/User)

Meaning The filename on the attachment line is not a valid DOS filename.

Action Check to make sure you typed the correct DOS filename.

Invalid filename in Folders file <name.> Continue?
(3+Mail/User)

Meaning When you started 3+Mail, it discovered an invalid filename in the Folders file (MAIL.MFI). The cursor position shows the line and character where the error exists.

Action Use the mail editor to delete the invalid filename. Correct syntax:

Folder Path=(Drive id):\Folder name\filename;Title=filename;Max=(default is 300).

For further information on the MAIL.MFI file, refer to the *3+Mail User Guide*.

Invalid message priority.
(Broadcast Messages/User)

Meaning Error occurred in command line operation of SENDMSG with invalid message priority assigned.

Action Verify the priority assigned to the message. For network administrators, valid priorities are 0 through 9. For users, valid priorities are 3 through 9.

Invalid name.
Invalid organization.
(3+Name/User)

Meaning You entered illegal characters when specifying the name or organization.

Action Check your spelling and try again.

Invalid <parameter name> argument: name of <PROFILE.SYS file>.
(3+Backup/Admin)

- Meaning** A 3+Backup menus parameter on the command line or in the PROFILE.SYS file is invalid and not recognized by 3+Backup.
- Action** Check the spelling, especially if the parameter is on the command line. *parameter name* is the name of the parameter; *name of PROFILE.SYS file* is the name of the PROFILE.SYS file that contains the incorrect parameter.

Invalid user name.
(3+Mail/User)

- Meaning** A user name is not in the correct format - Name:Domain:Organization.
- Action** Check to make sure you have typed the name correctly. Use the mail editor to edit the name. The user's name may not exist in the 3+Name service.

I/O error reading block xxx.
(Installation/Admin)

- Meaning** During installation or deinstallation of the 3+ services, you have taken the diskette out of the drive before the batch file has completed processing.
- NOTE:** This will only happen if using the 3CONSOLE connection with a 3Server3 server. This will not occur if using the 3C connection on the 3Server386 server.
- Action** Insert the diskette back into the drive and continue when the next prompt is displayed.

IRS: eth new client failed.
(3+Route, 3+Remote, 3+NetConnect/Admin)

- Meaning** Internal MINDSETH error or an error in the server network drivers configuration.
- Action** Reinstall the primary network driver. For instructions, see the *3+ Installation and Setup Guide*. Restart the server. If the problem persists, contact your network supplier.

IRS: idp new client failed.

(3+Route, 3+Remote, 3+NetConnect/Admin)

Meaning	Internal MINDSIDP error or an error in the server network drivers configuration.
Action	Reinstall the network drivers. For instructions, see the <i>3+ Installation and Setup Guide</i> . Restart the server. If the problem persists, contact your network supplier.

IRS: local network number unknown.

(3+Route, 3+Remote, 3+NetConnect/Admin)

Meaning	3+Route, 3+Remote, and 3+NetConnect cannot determine the local network number.
Action	Make sure that the Name service is running and restart the network server that contains the 3+Route, 3+Remote, and 3+NetConnect service.

IRS: not enough memory for receive buffers.**IRS: not enough memory for xmit buffer.**

(3+Route, 3+Remote, 3+NetConnect/Admin)

Meaning	You do not have enough memory for 3+Route, 3+NetConnect, and 3+Remote.
Action	Reconfigure the services using 3OPT.

IRS: rnd new client failed.

(3+NetConnect/Admin)

Meaning	Remote network driver not specified in the CONFIG.SYS file.
Action	Reinstall 3+NetConnect and specify the correct remote network driver. See the <i>3+Installation and Setup Guide</i> for details. If the problem persists, contact your network supplier.



L

Leading asterisks are not allowed.

(3+Mail/User)

Meaning The first character you typed in the name service box was an asterisk (*). The first character must be a letter. The *second* character can be an asterisk (*).

Action Type a letter in place of the asterisk.

LGL initialization failed.

(Broadcast Messages/User)

Meaning Failure to initialize LGL has occurred.

Action Check to see if LGL was installed.

LGL lookup failed [error #].

(Broadcast Messages/User)

Meaning Internal error occurred, it is possible that memory area used by LGL was corrupted by another application.

Action Restart your netstation and retry the operation.

LGL not loaded.

(3+File/User)

Meaning Either the CONFIG.SYS file does not contain the driver LGL.SYS or you have just formatted a floppy diskette.

Action Check that your CONFIG.SYS file contains the LGL.SYS driver. For more information about the CONFIG.SYS file, consult your network administrator or refer to the *3+ Administrator's Guide*.

If you receive this message after formatting a floppy diskette, list a directory of the diskette using the DOS DIR command. You should then be able to continue network operations.



LGL not loaded.
(3+Backup/Admin)

Meaning The MINDS.LGL driver, LGL.SYS, is not loaded.

Action Load the LGL.SYS driver according to the instructions in the
 3+ Installation and Setup Guide.

Limiting date.
(3+Backup/Admin)

Meaning If the date you specified for a restore operation is later than the
 limiting date, then the file will not be restored. Establishing a
 limiting date prevents the overwriting of newer files with older
 versions, and will only restore those files that have been lost and not
 those that have been re-created or updated.

Action No action is required.

Line <#>. Character Position <#>.
A duplicate keyword in file <filename>. Continue?
(3+Mail/Admin)

Meaning The MAIL.MFI file in 3+Mail has a keyword in it that has been
 duplicated on the specified line.

Action Exit from 3+Mail and edit the MAIL.MFI file to remove the
 duplicate keyword.

Line <#>. Character Position <#>.
Invalid character in Folders file <filename>. Continue?
(3+Mail/Admin)

Meaning There is an invalid character at the specified position in the MAIL.MFI
 file, and 3+Mail cannot continue to operate.

Action Exit to DOS and edit the MAIL.MFI file to correct the invalid
 character entry.

**Line <#>. Character Position <#>.**

Missing path in Folders file <filename>. Continue?
(3+Mail/Admin)

Meaning The path on the specified line is missing, incomplete, or invalid in the MAIL.MFI file.

Action Exit to DOS and edit the MAIL.MFI file to correct the invalid path entry.

Locator not responding.
(NetBIOS/Admin)

Meaning The Locator on the local network is busy, has gone off-line (that is, it "crashed"), or has not been installed.

Action Allow a couple of minutes for the Locator to automatically restore itself. If the error persists, check the Locator and reinstall it, if necessary.

Log full. Cannot add defect.
(3DISK386/Admin)

Meaning The defect log has reached its maximum of 40 entries.

Action Use the "Repair logged defects in software" option to clear the defect log. You can then add sector addresses to the defect log.

Login name not found.
(3+Name/User)

Meaning A user has been deleted from the Name service while still logged in, or the client-side login library has been corrupted.

Action Restart your netstation and try logging in again. If this message persists, ask your network administrator to re-create your user name.

Login name not found.
(3N/Admin)

Meaning The login name entered for the LOGIN.EXE file was not found.

Action Make sure that the spelling of the login name is correct, and if applicable, make sure that any necessary domain name is appended.

M**Mac folder collision on mac folder:**

"<variable>" was on disk before restore.

DOS directory "<variable>" is also used by the Mac folder "<variable>" on tape. "<variable>" will not survive the restore as a Macintosh folder.
(3+Backup/Admin)

Meaning These error and status messages indicate that your files were restored onto an existing directory structure instead of following the recommended procedure of restoring into an empty folder for all Macintosh restores. This situation caused part of the existing file structure to be lost.

Action Be sure that the users follow the recommended Macintosh file restore procedure when restoring Macintosh files.

Macintosh files and/or folders are being restored to this directory. There is no Macintosh Service installed.
(3+Backup/Admin)

Meaning The Macintosh files or folders on the backup tape cannot be read. The server where these are being restored does not contain the Macintosh File Service. These files and folders cannot be restored.

Action If you want to access these files and folders, install or reenale the 3+ for Macintosh service on the server.

Macintosh files/folders were restored in some directories
To locate these directories, search for "!!" in this restore log.
(3+Backup/Admin)

Meaning Macintosh files and folders are restored in the directories that are listed specifically by name on lines beginning with !! in the current restore log.

Action No action is required.

M

3+ Messages

M-2

Mail error <number>.

(3+Mail/Admin)

Meaning	These messages indicate that a software error has occurred.
Action	Retry the operation. Shut down the 3+Mail server, following instructions in the 3+ <i>Administrator's Guide</i> , then restart it. Make sure that the 3+Mail user software and the 3+Mail server software have the same version numbers. Use 3+Menus or the 3M DEL1M command to delete the first message waiting to be delivered to the user. See the 3+ <i>Administrator's Guide</i> . If the problem persists, reinstall the 3+Mail server software, following the instructions in the 3+ <i>Installation and Setup Guide</i> .

Mail server error 607.

(3+Mail/Admin)

Meaning	The 3+Mail server does not recognize the user specified in the TO: line of the message. The Name service lists a specific user as belonging on a specific server, but the specified server recognize this username.
Action	Use a current version of 3Name to clarify the Name and Mail servers assigned to this user. Use 3+Menus or the 3M DIRM command to verify this user's existence on the 3+Mail server.

Mail server error <number>.

(3+Mail/Admin)

For the meaning and action to this error message, see **Mail error <number>.**

Mail server error retrieving messages. Press F8 to try again.

(3+Mail/Admin)

Meaning	The 3+Mail server failed or was restarted during the process of "local distribution" or "expansion." This message indicates that some mail may have been lost.
Action	This error only occurs when retrieving messages. Press function key [F8] again to continue retrieving the next messages.

Mail server error. Wait two minutes and try again.
(3+Mail/Admin)

- Meaning** A previous 3+Mail transaction between the netstation and server did not terminate correctly. This can happen in situations such as running out of space in your inbox.
- Action** Within a minute or two, the server will timeout and clean up the transaction. The mail error will disappear and you can continue to use 3+Mail.

Mail server not responding.
(3N/Admin)

- Meaning** The Mail server is not responding because the server may be down, busy with other operations, or there may be a network cable problem.
- Action** If the problem is not resolved quickly, you may need to reboot the Mail server.

Master boot record cannot be written.
(3DISK386/Admin)

- Meaning** This message could indicate a controller, cabling, or disk drive problem.
- Action** Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the format operation. If this message reoccurs, contact your network supplier for assistance.

Max 20 characters each for domain and organization.
(NetBIOS/Admin)

- Meaning** The domain or organization entered contained more than 20 characters.
- Action** Verify that the proper domain:organization was entered. Reenter the domain or organization, or both, using the proper number of characters.

Max comment length is 100.
(3N/Admin)

- Meaning** You entered a comment that exceeded the maximum comment length. The comment field for the Name service database is limited to 100 characters.
- Action** Reduce the comment to fit within the 100-character limit.

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Max domains. (3N/Admin)

- Meaning** The Name service already has the maximum number of domains defined.
- Action** To add more domains, reconfigure the Name server using 3OPT, and reboot it to use these new values.

Max length is 132 characters. (3N/Admin)

- Meaning** You entered a property description longer than the maximum length of 132 characters.
- Action** Enter a property description that observes the maximum length limit.

Max length of DOS directory name is 8 characters. (3N/Admin)

- Meaning** You entered a DOS directory name longer than the maximum length of 8 characters. Extensions are NOT allowed in home directory names.
- Action** Enter a DOS directory name that observes the maximum length limit.

Max links. (3B, 3BMEN, 3F, 3P/Admin)

- Meaning** The netstation has reached the maximum number of redirector links.
- Action** Either unlink an existing network link (file or print redirection) or increase the /L:n parameter of the MSREDIR.EXE file in the AUTOEXEC.BAT file.

Max Mail users. (3N/Admin)

- Meaning** The Mail server has reached the maximum number of users that it has been configured to handle.
- Action** To add more users to the Mail server, reconfigure the Mail server in 3OPT. Also check that your network is configured for five-user Mail. If you are using five-user mail, then upgrade to N-user Mail so you can assign more users to this Mail server.

Max number of properties.
(3N/Admin)

Meaning No more properties can be added to the 3+ Name service.

Action Review the current number of existing properties and verify this.

Max property length is 255 characters.
(3N/Admin)

Meaning You entered a property length greater than the limit. A property cannot exceed 255 characters in length (this is a storage space limitation in the database).

Action Enter a storage length that fits within the 255-character limit.

Max property name length is 20 characters.
(3N/Admin)

Meaning Your entered a property name length that exceeded the 20-character limit.

Action Truncate the property name to fit within this limit.

Max server links.
(3+Backup/User)

Meaning The server is handling the maximum number of sessions possible.

Action Unlink a directory or printer that you are not currently using, then try the link again.

Max sessions.
(3+File/User)

Meaning You are trying to link to more objects than are allowed by the session parameters of the NB or NetBIOS and MSREDIR command lines in your AUTOEXEC.BAT file.

Action Use EDLIN, MED or another text editor to change your AUTOEXEC.BAT file. To increase the session parameters, edit the NB and MSREDIR command lines. Numbers shown below in bold should be increased for full NetBIOS:

NetBIOS/S:5
NB **5 4 3**
MSREDIR/S:5

The number you enter should be the same or greater on the NB command line as it is on the MSREDIR command line. If other parameters are included in the AUTOEXEC.BAT file, do not delete them. Instead, change their value or add the additional parameter shown above. Log out, restart your netstation, and try again. For complete information about the available parameters, refer to the *3+ Administrator's Guide*.

Using more sessions on a NetBIOS command line applies only if you are running NetBIOS applications other than 3+ software.

Max sharenames on server.
(3+Share/Admin)

Meaning The server has assigned the maximum number of sharenames allowed by 3SHARE.

Action Reconfigure 3SHARE using the 3OPT program and increase the number of sharenames allowed. Restart the server.

Max short name length is 15.
(3+Name/User)

Meaning Short names can have up to 15 characters. (You tried to ASSIGN a name with more than 15 characters.)

Action Try the command again using a shorter name.

Max users on server.
(3F, 3N, 3P/Admin)

Meaning The Share server has reached the maximum number of configured users.

Action To add more users to the Share server, reconfigure the Share server using 3OPT.

Maximum 8 hexadecimal digits.
(NetBIOS/Admin)

Meaning More than 8 hexadecimal digits (0-9, A-F) were entered as the network number.

Action Reenter the network number.

Maximum 8 hexadecimal digits.
(3NB/Admin)

Meaning The network number cannot be longer than 8 hexadecimal digits.

Action If in doubt about your network number, check the 3+ software installation diskettes or contact your 3Com Customer Service representative.

Maximum number of defects reached.
(3Disk/Admin)

For the Meaning and Action to this message, see **Combined defects from log and map exceed defect limit.**

Maximum number of registered start volumes already exists.
(3+Start/Admin)

Meaning You have created the maximum number of 3+Start volumes allowed on your 3+Start server.

Action Take one of the following steps: delete unnecessary 3+Start volumes to make room for new ones, or run the 3OPT program to increase the number of allowable volumes. Then shut down and restart the server, following instructions in the *3+ Installation and Setup Guide*.

Maximum users linked.
(3+Start, 3+File/Admin)

Meaning The maximum number of users linked to the 3+Start volume has been reached. This occurs when there are too many links to the server, which is caused by too many links to a specific Start volume on that server's Start directory.

Action Increase the number of users allowed per 3+Start volume, using the 3STACK command to change the parameter in your \3PLUS\3CONFIG file. If you have reached the maximum limit of 128, create another start volume to accommodate additional users.

M

3+ Messages

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Mem bank failure. (3Server386/LCD)

Meaning The power-on self-test found an error in the server's RAM.

Action Contact your network supplier for assistance.

Memory manager NOT installed. (3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIO SYS, Locator, and 3+Monitor services, if installed, into high memory, which is normally inaccessible. This leaves more memory for additional services.

This error message indicates that the 3ComEMM command line in the CONFIG.SYS on the server has been modified.

Action Use a text editor to display the contents of the server's CONFIG.SYS file. The 3ComEMM device line should read as follows:

Device=3ComEMM.sys NOROM USE=E000 L 1000

If the line is correct and the problem persists, contact your network supplier for assistance.

Menus cannot find COMMAND.COM. (3+Menus/User)

Meaning 3+Menus could not find the DOS command interpreter, COMMAND.COM.

Action Make sure that your COMSPEC parameter points to your DOS command interpreter, COMMAND.COM. This must be the correct version as supplied by the manufacturer of your PC.

Menus cannot set the current directory.
(3+Menus/User)

- | | |
|---------|---|
| Meaning | 3+Menus cannot set the current drive or directory specified in the Startup Run Location field on the Task form for the selected menu item. The drive or directory specified probably does not exist or is not linked. |
| Action | Modify the Task form to specify the correct Startup Run Location or link the drive to the appropriate directory. |

Menus may not be able to restore the menu item's old drive or directory.
(3+Menus/User)

- | | |
|---------|--|
| Meaning | When 3+Menus returns from a task for which you specified a directory in the Startup Run Location field, it was unable to reset the current directory to the one that was current when the menu item was opened. While running a program, batch file, or DOS command, you may have done something to invalidate that directory. |
| Action | Manually switch to the desired directory, as necessary. |

Message already exists.
(3+Mail/Admin)

- | | |
|---------|---|
| Meaning | 3+Mail is trying to retrieve a message whose number matches that of another message already in the user's INBOX directory. |
| Action | Use the DOS DIR command to view the user's INBOX directory and locate the highest numbered message. Using DOS, rename the message file or copy it to a different directory and then delete it from the INBOX directory. |

MINDS drivers could not be initialized.
(Installation/Admin)

- | | |
|---------|---|
| Meaning | The MINDS drivers have not been initialized. |
| Action | Make a list of the driver files (*.SYS) in the 3DRIVERS directory by using the DOS DIR command. Compare this list to the CONFIG.SYS file. See the <i>3+ Installation and Setup Guide</i> for a complete list of drivers. Verify that the CONFIG.SYS file has included all the drivers. Restart the server. If the problem persists, reinstall the software. |

MINDS driver not loaded.
(3C/Admin)

- Meaning** A MINDS device driver is missing from the netstation's startup disk.
- Action** Check to be sure that the netstation's CONFIG.SYS file contains the necessary driver drivers on the MINDS line. Refer to the *3+Administrator's Guide* for instructions on the CONFIG.SYS file.

MINDS error.
(Installation/Admin)

- Meaning** An error was encountered while calling the MINDS process manager.
- Action** Verify that PRO.SYS exists in the CONFIG.SYS file and that RUNMINDS has been executed in the C:\3PLUS3CONFIG\3PLUS_IN.BAT file. Restart your server. If the problem persists, contact your network supplier.

MINDS Tables: for command and error explanations, reference the following six MINDS tables: MINDSACP, MINDSBUF, MINDSETH, MINDSIDP, MINDSLGL, and MINDSSPP.

MINDSACP Command Codes and Errors

This table provides the MINDSACP driver command codes and summarizes the error (by number for each command) that are returned during operations. Each MINDS driver returns an error and displays the command codes and related error number. Each brief explanation provides one or more reasons why the error was returned.

All references to client in this table means the software resident on a netstation or the netstation itself. Netstation and workstation may sometimes be used interchangeably within the MINDS error tables.

- get_entry_point** 01: failed - Driver is not listed in the CONFIG.SYS file; driver is not loaded in memory; the netstation memory is corrupted.
- get_bind_list** 01: failed - Driver is corrupted; the netstation memory is corrupted.

Command Code	Error Number and Explanation
init_after_bind	01: failed - One of the drivers that ACP needs is not bound; ACP may be in the CONFIG.SYS file, but another driver it needs is missing; there may be multiple versions of the same driver; the order of the RUNMINDS drivers is incorrect; the netstation memory is corrupted.
buffer_needs_request	01: failed - No memory is available; netstation memory is corrupted.
get_ethernet_address	00: no error - ETH driver maintains the host address; all netstations without an Ethernet network adapter must still have an Ethernet driver to supply a host address to clients, such as remote PC netstations.
new_client	01: type is taken - Some other active client has already specified the same or overlapping packet types. 02: too many clients - Driver cannot handle any more clients (the maximum allowed is 63 concurrently active). 03: no such adapter - Software tried to become a client on a non-configured communications port; corruption of the SYSTEM.CFG, HWINFO.CFG, NCXSRV.NSP files; corruption of the netstation memory. 04: buffer mix up - Requested buffer could not be allocated; the netstation memory is corrupted. 05: invalid buffer queue - Specified buffer queue is invalid; the netstation memory is corrupted. 06: invalid cond. variable - Specified condition variable is invalid; the netstation memory is corrupted.
unew_client	01: no such client - Data corruption in netstation memory. 02: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
transmit_buffer	01: no such client - Data corruption in netstation memory. 02: invalid buffer - Invalid buffer header; the netstation memory is corrupted.

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3+ Messages

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Command Code

Error Number and Explanation

03: packet size - Packet that was sent was either smaller than 60 bytes (Ethernet minimum) or greater than 1514 bytes (Ethernet maximum); the netstation memory is corrupted.

04: bad state- -Damaged buffer memory due to data corruption in netstation; malfunctioning client software.

transmit_pointer

01: failed - Not currently implemented.

receive_buffer

01: no such client - Data corruption in netstation memory.

02: timeout - Timeout elapses before correct packet arrives due to route connection; a remote PC with slow baud rate; router-to-router connection with too many sessions; unbalanced server and insufficient CPU time to process data and check parameters; possible hardware or network cable problem.

03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.

receive_pointer

01: failed - Not currently implemented.

get_statistics

01: failed - Not currently implemented.

shift_pockets

01: no such client - Used by remote PC only; memory corruption.

set_new_phone_
number_table

01: phone number too big - Used by remote PC only; the telephone number table is invalid; memory corruption.

get_pointer_to_
phone_table

01: phone number too big - Used by remote PC only; the telephone number table is invalid; memory corruption.

set_configuration_
table

01: too many ports - Have ports been changed since last 3INSTALL; was PEB (port expansion board) removed?; too many ports are configured for the amount of physical ports on server/modem; memory corruption.

02: bad table - NCXSRV.NSP file is corrupted; memory corruption.

Command Code	Error Number and Explanation
establish_connection	<p>01: no such client- -NCXSRV.NSP file is corrupted; memory corruption.</p> <p>02: timeout- -Not currently implemented.</p> <p>03: wrong order - Communication port associated with this client already has a connection established.</p> <p>04: bad state - Internal driver error; driver is corrupted; data corruption after driver was loaded.</p> <p>05: link not ready - Connection failed; phone never answered on other end; phone was answered, but timeout elapsed before connection was synchronized; phone busy on other end; modem did not dial; modem memory is corrupted and needs to be initialized.</p>
disconnect_connection	<p>01: no such client - Data corruption.</p> <p>02: no connection - No connection was established; data corruption.</p> <p>03: more data - Not currently implemented.</p> <p>04: bad state - Internal driver error; driver is corrupted; data corruption after driver was loaded.</p>
get_asynch_port_status	<p>01: no such port - The requested port is invalid; NCXSRV.NSP file is corrupted; memory corruption.</p>

MINDSBUF Command Codes and Errors

This table provides the MINDSBUF driver command codes and summarizes the errors (by number for each command) that are returned during operations. Each MINDS driver returns an error and displays the command code and its related error number. Each brief explanation provides one or more reasons why the error was returned.

All references to client in this table means the software resident on a netstation or the netstation itself. Netstation and workstation may sometimes be used interchangeably within the MINDS error tables.

M

3+ Messages

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Command Code	Error Number and Explanation
get_entry_point	01: failed - Driver is not listed in the CONFIG.SYS file; driver is not loaded in memory; the netstation memory is corrupted.
get_bind_list	01: failed - The driver is corrupted; the netstation memory is corrupted.
init_after_bind	01: failed - SPP may be in the CONFIG.SYS file, but another driver is missing; there may be multiple versions of the same drivers; the driver order for RUNMINDS is incorrect; the netstation memory is corrupted.
buffer_needs_request	01: failed - No memory is available; data corruption in netstation memory.
new_client	01: too many clients - Buffer manager cannot support any more active clients; the maximum number of clients (255) are active; another error message may accompany this message. 02: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
unew_client	01: no such client - Data corruption in netstation memory. 02: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
new_buffer	01: no such client - The client_ID is not listed in the new_client list; netstation memory is corrupted. 02: too small - The buffer supplied is less than the length of a buffer header; netstation memory is corrupted. 03: bad direction - An undefined direction value was passed; netstation memory is corrupted.
get_buffer	01: no such client - The client_ID is not listed in the new_client list; netstation memory is corrupted.

Command Code	Error Number and Explanation
get_buffer (cont.)	<p>02: no such buffer - No buffers of the sufficient size and direction were supplied to the buffer manager for this client; netstation memory is corrupted.</p> <p>03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p> <p>04: timeout - The specified timeout elapsed before the buffer became available; tuning parameters may not be balanced.</p>
put_buffer	01: invalid buffer - Invalid buffer header; the netstation memory is corrupted.
store_shared_data_pointer	01: invalid shared data area - Invalid buffer handle was passed; netstation memory is corrupted.
retrieve_shared_data_pointer	01: invalid shared data area ID - Invalid buffer handle was passed; netstation memory is corrupted.
get_statistics	00: no error Network statistical data is returned.

MINDSETH Command Codes and Errors

This table provides the MINDSETH driver command codes and summarizes the errors (by number for each command) that are returned during operations. Each MINDS driver returns an error and displays the command code and its related error number. Each brief explanation provides one or more reasons why the error was returned.

All references to client in this table means the software resident on a netstation or the netstation itself. Netstation and workstation may sometimes be used interchangeably within the MINDS error tables.

Command Code	Error Number and Explanation
get_entry_point	01: failed - Driver is not listed in the CONFIG.SYS file; driver is not loaded in memory; the netstation memory is corrupted.
get_bind_list	01: failed - The driver is corrupted; the netstation memory is corrupted.

Command Code	Error Number and Explanation
init_after_bind	01: failed - SPP may be in the CONFIG.SYS file, but another driver is missing; there may be multiple versions of the same drivers; the driver order for RUNMINDS is incorrect; the netstation memory is corrupted.
buffer_needs_request	01: failed - No memory is available; the netstation memory is corrupted.
get_ethernet_address	00: no error - ETH driver maintains the host address; all netstations without an Ethernet network adapter must still have an Ethernet driver to supply a host address to clients, such as remote PC netstation.
new_client	01: type is taken - Some other active client has already specified the same or overlapping packet types.
	02: too many clients - Driver cannot handle any more clients (the maximum allowed is 63 concurrently active).
	03: no such adapter - Software tried to become a client on a non-configured communications port; corruption of the SYSTEM.CFG, HWINFO.CFG, NCXSRV.NSP files; corruption of the netstation memory.
	04: buffer mix up - Requested buffer could not be allocated; the netstation memory is corrupted.
	05: invalid buffer queue - Specified buffer queue is invalid; the netstation memory is corrupted.
	06: invalid cond. variable - Specified condition variable is invalid; the netstation memory is corrupted.
unew_client	01: no such client - Data corruption in netstation memory.
	02: bad state - Invalid buffer header; the netstation memory is corrupted.

Command Code	Error Number and Explanation
transmit_buffer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: invalid buffer - Invalid buffer header; the netstation memory is corrupted.</p> <p>03: packet size - Packet that was sent was either smaller than 60 bytes (Ethernet minimum) or greater than 1514 bytes (Ethernet maximum); the netstation memory is corrupted.</p> <p>04: bad state - Invalid buffer header; the netstation memory is corrupted.</p>
transmit_pointer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: timeout - Timeout elapses before correct packet arrives due to route connection; a remote PC with slow baud rate; router-to-router connection with too many sessions; unbalanced server and insufficient CPU time to process data and check parameters; possible hardware or network cable problem.</p> <p>03: bad state - Invalid buffer header; the netstation memory is corrupted; malfunctioning client software.</p>
receive_pointer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: timeout - Timeout elapses before correct packet arrives due to route connection; a remote PC with slow baud rate; router-to-router connection with too many sessions; unbalanced server and insufficient CPU time to process data and check parameters; possible hardware or network cable problem.</p> <p>03: bad state - Invalid buffer header; the netstation memory is corrupted.</p> <p>04: truncated - Packet received was longer than maximum size; the netstation memory is corrupted; hardware is transmitting invalid packets elsewhere on the network.</p>
get_statistics	<p>00: no error - Data is returned; transmit_packets, transmit_timeouts, collisions, max_collisions, receive_packets, receive_errors, receive_overruns, receive_discards, and controller_errors.</p>
shift_socket	<p>01: no such client - Data corruption in netstation memory.</p>

MINDSIDP Command Codes and Errors

This table provides the MINDSIDP driver command codes and summarizes the errors (by number for each command) that are returned during operations. Each MINDS driver returns an error and displays the command code and its related error number. Each brief explanation provides one or more reasons why the error was returned.

All references to client in this table means the software resident on a netstation or the netstation itself. Netstation and workstation may sometimes be used interchangeably within the MINDS error tables.

Command Code	Error Number and Explanation
get_entry_point	01: failed - Driver is not listed in the CONFIG.SYS file; driver is not loaded in memory; the netstation memory is corrupted.
get_bind_list	01: failed - Driver is corrupted; the netstation memory is corrupted.
init_after_bind	01: failed - SPP may be in the CONFIG.SYS file, but another driver is missing; there may be multiple versions of the same drivers; the driver order for RUNMINDS is incorrect; the netstation memory is corrupted.
buffer_needs_request	01: failed - No memory is available; the netstation memory is corrupted.
new_client	01: socket is taken - Another active client has specified the same socket number.
	02: too many clients - Driver cannot handle any more clients (the maximum allowed is 63 concurrently active).
	03: buffer mix up - Requested buffer could not be allocated; the netstation memory is corrupted.
	05: invalid buffer queue - Specified buffer queue is invalid; the netstation memory is corrupted.
	06: invalid cond. variable - Specified condition variable is invalid; the netstation memory is corrupted.

Command Code	Error Number and Explanation
new_client	01: no such client - Data corruption in netstation memory. 02: bad state - Damaged buffer memory due to data corruption in netstation memory; malfunctioning client software.
transmit_buffer	01: no such client - Data corruption in netstation memory. 02: invalid buffer - Invalid buffer header; the netstation memory is corrupted. 03: packet size - Packet length over limit; the netstation memory is corrupted. 04: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software. 05: no route - Connection request was not local but remote; no route exists to the network number requested; network router may be down.
transmit_pointer	01: no such client - Data corruption in netstation memory. 02: invalid buffer - Invalid buffer header; the netstation memory is corrupted. 03: packet size - Packet length over limit; the netstation memory is corrupted. 04: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software. 05: no route - Connection request was not local but remote; no route exists to the network number requested; network router may be down.



Command Code	Error Number and Explanation
receive_buffer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: timeout - Timeout elapses before correct packet arrives due to route connection; a remote PC with slow baud rate; router-to-router connection with too many sessions; unbalanced server and insufficient CPU time to process data and check parameters; possible hardware or network cable problem.</p> <p>03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p>
receive_pointer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: timeout - Timeout elapses before correct packet arrives due to route connection; a remote PC with slow baud rate; router-to-router connection with too many sessions; unbalanced server and insufficient CPU time to process data and check parameters; possible hardware or network cable problem.</p> <p>03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software..</p> <p>04: truncated - Packet received was longer than maximum size; the netstation memory is corrupted.</p>
get_statistics	<p>01: no such client - Data corruption in netstation memory.</p>
set_routing_table	<p>01: bad error - RIP table is incorrect; data corruption in netstation memory.</p>
shift_sockets	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: bad socket - Client ID provided a non-unique socket.</p> <p>03: socket is taken - Another active client has specified the same socket number.</p> <p>04: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p>
get_routing_table	<p>01: no table - No router exists on network to broadcast the RIP table; data corruption in netstation memory.</p>

Command Code	Error Number and Explanation
group_new_client	01: socket is taken - Another active client has specified the same socket number. 02: too many clients - Driver cannot handle any more clients (the maximum allowed is 63 concurrently active). 03: buffer mix up - Requested buffer could not be allocated; netstation memory is corrupted. 04: inval. buffer queue - Specified buffer queue is invalid; netstation memory is corrupted. 06: inval. cond.variable - Specified condition variable is invalid; netstation memory is corrupted.
set_address	01: failed - Version of IDP does not support this (version 1.3.1 or later); corruption of netstation memory.

MINDSLGL Command Codes and Errors

This table provides the MINDSLGL driver command codes and summarizes the errors (by number for each command) that are returned during operations. Each MINDS driver returns an error and displays the command code and its related error number. Each brief explanation provides one or more reasons why the error was returned.

All references to client in this table means the software resident on a netstation or the netstation itself. Netstation and workstation may sometimes be used interchangeably within the MINDS error tables.

get_entry_point	01: failed - Driver is not listed in the CONFIG.SYS file; driver is not loaded in memory; the netstation memory is corrupted.
get_bind_list	01: failed - The MINDSLGL driver is corrupted; the netstation memory is corrupted.
init_after_bind	01: failed - One of the drivers that LGL needs is not bound; LGL may be in the CONFIG.SYS file, but another driver it needs is missing; there may be multiple versions of the same driver; the order of the RUNMINDS drivers is incorrect; the netstation memory is corrupted.

Command Code	Error Number and Explanation
cc_insert_entry	01: invalid item property type - Corruption of the driver; netstation memory is corrupted.
	02: no space left in cache - Cache buffer is full; LGL driver can increase the maximum by passing a parameter (device=LGL.SYS -mXX, XX).
	03: length disagrees with earlier length - Length parameter does not match length of data passed; malfunctioning client software.
	04: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.
cc_lookup_item	01: invalid property type - Corrupted driver; netstation memory is corrupted.
	02: prop. has not been inserted - The requested property has not yet been added to the property table.
	03: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.
cc_delete_item	01: invalid property type - Corrupted driver; netstation memory is corrupted.
	02: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.
nm_insert_item	01: no space left in name mapper - Cache buffer is full; name mapper and cache share a common buffer; default maximum is 9 entries, LGL driver can increase the maximum by passing a parameter (device=LGL.SYS -mXX, XX).
	02: duplicate flat name - Try adding a new or different name.
	03: dup. clearinghouse name - A clearinghouse name that was added points to an already assigned flat name.
	04: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.

Command Code	Error Number and Explanation
nm_lookup_flat_name	01: could not find entry - The flat name that was looked up was not found; try adding the flat name before continuing.
	02: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.
nm_lookup_ch_name	01: could not find entry - The flat name that was looked up was not found; try adding the flat name before continuing.
	02: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.
nm_delete_entry	01: not an entry - The flat name that was looked up was not found; flat name already been deleted.
	02: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.
ch_get_type	01: name not found - The property number passed was invalid; check versions or netstation (workstation) software and Name service NS_PROP.DEF file; the Name server is not supporting this request.
	02: caller not logged in - Netstation must be logged in before calling the Name service; retry logging into the network.
	03: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.
	04: bad name - The three-part, 57-digit clearinghouse name entered was invalid; name is not listed in Name service; netstation memory is corrupted; malfunctioning client software; corruption of Name service if this is common.
	05: no response - Name server is not responding, driver attempted 8 times; Name server is not running; network has an open connection; netstation memory is corrupted; malfunctioning client software.
ch_get_value	01: name not found - The property number passed was invalid; check versions or netstation (workstation) software and Name service NS_PROP.DEF file; the Name server is not supporting this request.

Command Code	Error Number and Explanation
ch_get_value (cont.)	02: caller not logged in- -Netstation must be logged in before calling the Name service; retry logging into the network. 03: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software. 04: bad name - The three-part, 57-digit clearinghouse name entered was invalid; name is not listed in Name service; netstation memory is corrupted; malfunctioning client software; corruption of Name service if this is common. 05: no response - Name server is not responding, driver attempted 8 times; Name server is not running; network has an open connection; netstation memory is corrupted; malfunctioning client software.
clear_cache	01: invalid cache instance - Undefined parameter was passed (clearinghouse and name mapper are only two parameters); netstation memory is corrupted; malfunctioning client software. 02: internal error - Cache buffer structure is damaged, netstation memory is corrupted; malfunctioning client software.

MINDSSPP Command Codes and Errors

This table provides the MINDSSPP driver command codes and summarizes the errors (by number for each command) that are returned during operations. Each MINDS driver returns an error and displays the command code and its related error number. Each brief explanation provides one or more reasons why the error was returned.

All references to client in this table means the software resident on a netstation or the netstation itself. Netstation and workstation may sometimes be used interchangeably within the MINDS error tables.

Command Code	Error Number and Explanation
get_entry_point	01: failed - Driver is not listed in the CONFIG.SYS file; is not loaded in memory; the netstation memory is corrupted.
get_bind_list	01: failed - Driver is corrupted; the netstation memory is corrupted.

Command Code	Error Number and Explanation
init_after_bind	01: failed - SPP may be in the CONFIG.SYS file, but another driver is missing; there may be multiple versions of the same drivers; the driver order for RUNMINDS is incorrect; the netstation memory is corrupted.
buffer_needs_request	01: failed - No memory available; netstation memory is corrupted.
new_client	01: too many clients - Driver cannot handle any more clients (the maximum allowed is 255 concurrently active). 02: buffer mix up - Requested buffer could not be allocated; netstation memory is corrupted. 03: inval.cond.variable - Specified condition variable is invalid; netstation memory is corrupted. 04: invalid local socket - Local socket set as unknown and cannot be assigned by driver; netstation memory is corrupted.
unew_client	01: no such client - Netstation memory is corrupted. 02: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
connect	01: no such client - Netstation memory is corrupted. 02: buffer problem - No transmit buffers available; netstation memory is corrupted. 03: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network but timeout lapsed before connection was made. 04: no route - Connection request was not local but remote; no route exists to the network number requested; network router may be down. 05: rejected - Remote SPP driver rejected connection; netstation displays REDIR Error 55; check the 3+Share number of sessions/users/links parameters.

Command Code	Error Number and Explanation
connect (cont.)	06: link not ready - Connection request was not local but remote and failed; the telephone line to the remote network was busy.
	07: invalid connect ID - SPP virtual circuits are number (1.0 was 64, 1.1 was 128, 1.2 is 254 maximum sessions); netstation memory is corrupted.
	08: wrong order - Netstation requesting connection already has a connection in progress.
	09: socket is taken - Another active client has specified the same socket number and is already in use.
	10: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
listen	01: no such client - Data corruption in netstation memory.
	02: timeout - No rendezvous packet was received before timeout elapses (only returned from a NetBIOS application).
	03: wrong order - Connection to netstation already in progress.
	04: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
approve	01: no such client - Data corruption in netstation memory.
	02: buffer problem - No transmit buffers available; netstation memory is corrupted.
	03: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network but timeout lapsed before connection was made.
	04: no route - Connection request was not local, but remote; no route exists to the network number requested; network router may be down.
	05: rejected - Remote SPP driver rejected connection; netstation displays REDIR Error 55; check the 3+Share number of sessions/users/links parameters.

Command Code	Error Number and Explanation
	06: link not ready - Connection request was not local, but remote and failed; the telephone line to the remote network was busy.
	07: invalid connect ID - SPP virtual circuits are number (1.0 was 64, 1.1 was 128, 1.2 is 254 maximum sessions); netstation memory is corrupted.
	08: wrong order - Netstation requesting connection already has a connection in progress.
	09: socket is taken - The socket requested is in use; another active client has specified the same socket number.
	10: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
reject	01: no such client - Data corruption in netstation memory.
	02: invalid buffer - Invalid buffer header; netstation memory is corrupted.
	03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
	04: no route - Connection request was not local but remote; no route exists to the network number requested; network router may be down.
	05: wrong order - Netstation requesting the connection already has a connection in progress.
transmit_buffer	01: no such client - Data corruption in netstation memory.
	02: invalid buffer - Invalid buffer header; netstation memory is corrupted.
	03: packet size - Packet length over limit; netstation memory is corrupted.
	04: timeout - Request for specified connection has timed out; tuning parameters are unbalanced; service needs to be retuned; adjust Share message buffer size down to next level.

Command Code	Error Number and Explanation
transmit_buffer (cont.)	<p>05: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p> <p>06: no route = Connection request was not local, but remote; no route exists to the network number requested; network router may be down.</p> <p>07: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.</p>
transmit_pointer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: invalid buffer - Invalid buffer header; netstation memory is corrupted.</p> <p>03: packet size - Packet length over limit; netstation memory is corrupted.</p> <p>04: timeout - Request for specified connection has timed out; tuning parameters are unbalanced; service needs to be retuned; adjust Share message buffer size down to next level.</p> <p>05: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p> <p>06: no route - Connection request was not local, but remote; no route exists to the network number requested; network router may be down.</p> <p>07: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.</p>
receive_buffer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network but timeout lapsed before connection was made.</p> <p>03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p>

Command Code	Error Number and Explanation
	04: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.
receive_pointer	01: no such client - Data corruption in netstation memory.
	02: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network but timeout lapsed before connection was made.
receive_pointer	03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
	04: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.
	05: truncated - Packet received was longer than maximum size; netstation memory is corrupted.
putback_buffer	01: no such client - Data corruption in netstation memory.
	02: already put back - Buffer requested to be returned to buffer pool is already in pool; netstation memory is corrupted.
	03: invalid buffer - Invalid buffer header; netstation memory is corrupted.
	04: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
close	01: no such client - Data corruption in netstation memory.
	02: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network but timeout lapsed before connection was made.
	03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
	04: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.

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Command Code	Error Number and Explanation
close (cont.)	05: more data - Close sequence cannot be completed because a non-system packet arrived.
	06: invalid buffer - Invalid buffer header; netstation memory is corrupted.
	07: packet size - Packet length over limit; netstation memory is corrupted.
	08: buffer problem - Buffer data structure damaged due to data corruption in netstation memory; malfunctioning client software.
	09: no route - Connection request was not local, but remote; no route exists to the network number requested; network router may be down.
close_reply	01: no such client - Data corruption in netstation memory.
	02: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network but timeout lapsed before connection was made.
	03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
	04: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.
	05: more data - Close sequence cannot be completed because a non-system packet arrived.
	06: invalid buffer - Invalid buffer header; netstation memory is corrupted.
	07: packet size - Packet length over limit; netstation memory is corrupted.
	08: buffer problem - Buffer data structure damaged due to data corruption in netstation memory; malfunctioning client software.

Command Code	Error Number and Explanation
get_statistics	01: no such client - Data corruption in netstation memory.
get_asynchronous	01: no such client - Data corruption in netstation memory. 02: invalid buffer queue - Specified buffer queue is invalid; the netstation memory is corrupted. 03: invalid cond. variable - Specified condition variable is invalid; the netstation memory is corrupted. 04: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.
set_asynchronous	01: no such client - Data corruption in netstation memory.
group_new_client	01: too many clients - Driver cannot handle any more clients (the maximum allowed is 255 concurrently active). 02: buffer mix up - Requested buffer could not be allocated; the netstation memory is corrupted. 03: invalid cond. variable - Specified condition variable is invalid; the netstation memory is corrupted. 04: invalid local socket - Local socket set as unknown and cannot be assigned by driver; netstation memory is corrupted.
group_rotate_messege_service	01: no such client - Data corruption in netstation memory.
group_buffer_needs_request	01: failed - No memory available; netstation memory is corrupted.
group_transmit_buffer	01: no such client - Data corruption in netstation memory. 02: invalid buffer - Invalid buffer header; netstation memory is corrupted. 03: packet size - Packet length over limit; the netstation memory is corrupted.

Command Code	Error Number and Explanation
group_transmit_buffer (cont.)	<p>04: timeout - Request for specified connection has timed out; tuning parameters are unbalanced; service needs to be retuned; adjust Share message buffer size down to next level.</p> <p>05: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p> <p>06: no route - Connection request was not local, but remote; no route exists to the network number requested; network router may be down.</p> <p>07: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.</p>
group_transmit_ pointer	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: no such buffer - No transmit buffers of sufficient size exist; data corruption in netstation memory.</p> <p>03: packet size - Packet length over limit; the netstation memory is corrupted.</p> <p>04: timeout - Request for specified connection has timed out; tuning parameters are unbalanced; service needs to be retuned; adjust Share message buffer size down to next level; netstation (wksta) MSREDIR /Z: parameter is too small.</p> <p>05: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.</p> <p>06: no route - Connection request was not local, but remote; no route exists to the network number requested; network router may be down.</p> <p>07: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.</p>
group_approve	<p>01: no such client - Data corruption in netstation memory.</p> <p>02: buffer problem - Buffer data structure damaged due to data corruption in netstation memory; malfunctioning client software.</p>

Command Code**Error Number and Explanation**

03: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network, but timeout lapsed before connection was made.

04: no route - Connection request was not local but remote; no route exists to the network number requested; network router may be down.

05: rejected - Remote SPP driver rejected connection; netstation displays REDIR Error 55; check the CIOSYS number of sessions/users/links parameters.

06: link not ready - Connection request was not local, but remote, and failed; the telephone line to the remote network was busy.

07: invalid connect ID - SPP virtual circuits are number (1.0 was 64, 1.1 was 128, 1.2 is 254 maximum sessions); netstation memory is corrupted.

08: wrong order - Netstation requesting connection already has a connection in progress.

09: socket is taken - Another active client has specified the same socket number.

10: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.

request_buffer_
manager_client_ID

01: failed - No memory available; netstation memory is corrupted.

01: no such client - Data corruption in netstation memory.

02: timeout - Request for connection has timed out; connection to server is busy; unbalanced server may need tuning; router dialed to remote network, but timeout lapsed before connection was made.

03: bad state - Damaged buffer memory due to data corruption in netstation; malfunctioning client software.



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Command Code	Error Number and Explanation
manager_client_ID (cont.)	04: no connection - No connection was made; as in a MSREDIR error 805, the connection was dropped by the server.
	05: more data - Close sequence cannot be completed because a non-system packet arrived.
	06: invalid buffer - Invalid buffer header; netstation memory is corrupted.
	07: packet size - Packet length over limit; the netstation memory is corrupted.
	08: buffer problem - Buffer data structure damaged due to data corruption in netstation memory; malfunctioning client software.
	09: no route - Connection request was not local, but remote; no route exists to the network number requested; network router may be down.

MINDSBUF: command #<variable> returned error #<variable>.
MINDSETH: command #<variable> returned error #<variable>.
MINDSIDP: command #<variable> returned error #<variable>.
MINDSLGL: command #<variable> returned error #<variable>.
MINDSPRO: command #<variable> returned error #<variable> .
MINDSSPP: command #<variable> returned error #<variable>.
MINDSRND: command #<variable> returned error #<variable>.
MINDSACP: command #<variable> returned error #<variable>.
MINDSCOM: command #<variable> returned error #<variable>.
MINDSCOU: command #<variable> returned error #<variable>.
(3+Software)

See the MINDS error table in this section for more information.

MINDSBUF: could not open, or incompatible version.
MINDSETH: could not open, or incompatible version.
MINDSIDP: could not open, or incompatible version.
MINDSLGL: could not open, or incompatible version.
MINDSPRO: could not open, or incompatible version.
MINDSSPP: could not open, or incompatible version.
MINDSRND: could not open, or incompatible version.
MINDSACP: could not open, or incompatible version.
MINDSCOM: could not open, or incompatible version.

MINDSCOU: could not open, or incompatible version.
(3+ Software)

Meaning	The MINDS drivers are not present or there is incompatibility between the versions of installed software. This message can also be caused by using outdated versions of the MINDS drivers or software.
Action	Check the CONFIG.SYS file and the RUNMINDS line in the AUTOEXEC.BAT file to be sure that MINDS drivers are present, and check that the software versions are compatible.

Missing colon.
(3+Backup/Admin)

Meaning	A drive ID lacks a trailing colon.
Action	Enter the drive ID followed by a colon.

Missing equal sign.
Missing length indicator.
(3ComEMM/Admin)

For the meaning and action to these error messages, see **Duplicate keyword**.

Missing path in Folders file <name>. Continue?
(3+Mail/User)

Meaning	When you started 3+Mail, it discovered an incorrect path statement, or no path statement exists in the Folders file (MAIL.MFI). The cursor position shows the line and character where the error exists.
Action	Use the message editor to type in the correct path statement. Correct syntax: Folder Path=(Drive id):\Folder name\filename;Title=filename;Max=(default is 300)

For further information on the MAIL.MFI file, refer to the *3+Mail User Guide*.

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Missing required keyword.

(3+Mail/User)

Meaning A mandatory field in the header (To:, From:, cc:, Subj:, Attach:) has been left blank, or incorrect information has been supplied.

Action Use the message editor to type the correct information in the field.

MNP PKTS xmttd: <variable> rcvd: <variable> rxmtd: <variable> chksum: <variable> dups: <variable>.

(3+Route, 3+Remote/Admin)

Meaning Certain specified 3+Route packet traffic statistics are being described.

Action No action is required, unless problems develop. If problems develop, then this information is used to analyze the 3+Route or 3+Remote problems.

Mode select command failed. <message>

Mode sense command failed. <message>

(3Disk/Admin)

For the Meaning and Action to these messages, see **Error while changing retry option.**

Mode setting err.

Adjust setting +.

(3Server386/LCD)

Meaning The server does not recognize the MODE and BOOT switch setting combination.

Action Reset the MODE and BOOT switches to a valid startup setting. Then press the CONT button to restart the server. Refer to the *3Server386 Guide* for more information.

More than 1 message specified.

(Broadcast Messages/User)

Meaning A message is specified on the command line both directly and using the /f option.

Action Ensure that you specify only one message on the command line.

More than 16 sectors per cluster.
(CIOSYS)

Meaning	The disk is formatted with more than 16 sectors per cluster. CIOSYS cannot handle this disk format.
Action	Reformat the disk and keep the number of sectors less than or equal to 16. If this is a problem for your disk drives, then make the sector size larger. There is a maximum limit of 4096 MB of total disk space per server.

MS Redir errors <variable>.
(3+Share/Admin)

See the R section of this guide for Redir (Microsoft Redirector) errors.

Must be a legal DOS directory name.
(3+File/User)

Meaning	The home directory must contain only legal DOS characters (no embedded spaces, etc.).
Action	Reenter a legal DOS name.

Must be a server-user.
(General/User)

Meaning	You must be a user logged into the server using the server name.
Action	Ask your network administrator to complete the command for you.

Must be a valid DOS drive id, such as C:.
(3+File/User)

Meaning	You have specified a drive identifier out of the range of the LASTDRIVE command in your CONFIG.SYS file.
Action	Check the CONFIG.SYS file entry LASTDRIVE= <i>n</i> to find out which drive identifiers are valid. Reenter a valid drive identifier or increase the parameter. Refer to the <i>3+Administrator's Guide</i> for complete information on the CONFIG.SYS file.

Must be an Admin.
(General/User)

Meaning You tried to perform a network administrator task.

Action Ask your network administrator to complete the command for you.

Must be an Admin or a server-user.
(General/User)

Meaning To issue this command, you must be either a network administrator or a user logged in as the server-user.

Action Ask your network administrator to complete the command for you.

Must be full three-part name.
(3+Backup/Admin)

Meaning You did not enter a proper three-part name in the backup or restore operation.

Action Enter a proper three-part name (Name:Domain:Organization) for both the target server name and the destination backup server name. Off-line backup cannot accept one-part or two-part names.

Must be logged in to use default organization.
(NetBIOS/Admin)

Meaning A domain was entered without an organization entry. Unless you are logged in using the LOGIN command, you must specify both the domain and the organization.

Action Reenter the command, specifying both the domain and the organization.

Must be non-server-user.
(3+Backup/Admin)

Meaning The command or parameter is available only to non-server-users.

Action Log in as the network administrator.

Must be server-user.
(3+Backup/Admin)

Meaning	This 3+Backup command or parameter is available only to the server-user.
Action	Log in as the server-user.

Must be valid DOS drive ID, such as C:
(3N/Admin)

Meaning	The drive ID entered was not a valid DOS drive ID. When adding a user and specifying a home directory drive for them, the drive letter ID must be from C: through Z:, and represent a valid (network, not local) drive on the server.
Action	If you want to use a drive that is local to the server, change to a Network drive using 3OPT (under CIOSYS changes).

Must first add drive.
(3DISK386/Admin)

Meaning	Before using the selected option, you must identify the disk through the 3Disk386 "Add drive" option.
Action	Select "Add drive" from the Configuration submenu and identify the disk. Then retry the operation that caused the error message to appear. See the <i>3Server386 Guide</i> for more information.

Must first choose disk.
(3DISK386/Admin)

Meaning	Before you can use the selected 3DISK386 option, you must identify the disk that will be affected by the operation.
Action	Select "Choose disk" from the 3DISK386 main menu and identify the disk to be affected. See the <i>3Server386 Guide</i> for more information.

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Must have admin capability to broadcast. (Broadcast Messages/User)

Meaning Your attempt to broadcast a message to the network has been denied because you have not been assigned an Admin capability.

Action Ask your network administrator to broadcast the message for you.

Must log in first. (Broadcast Messages/User)

Meaning User must log in before using the SENDMSG facility.

Action Log in to the network.

Must supply a printer sharename. (3+Print/User)

Meaning The command requires that you include a printer sharename.

Action Supply the required printer sharename.

Must use 3+ (and LGL) to use default organization. (NetBIOS/Admin)

Meaning A domain entry was made without the organization entry. Unless you are logged in using the 3+ LOGIN command, you must specify both the domain and the organization.

Action Reenter the command, specifying both the correct domain and organization.

Must use DOS 3.x or 4.X. (3+Backup, NetBIOS, 3C/Admin)

Meaning The DOS version you are using is incompatible.

Action Use DOS version 3.1, 3.2, 3.3, or higher.

N**Name already assigned.**

(3N/Admin)

Meaning A NetBIOS name has already been assigned to this server. NetBIOS names are assigned to 3+ servers to allow MS-NET users to access these servers. This feature does not apply to 3+Open or LAN Manager servers, and MAY NOT be used by 3+Open DOS netstations.

Action No action is required.

Name already exists.

(3N/Admin)

Meaning An attempt was made to add a name to the Name service that already exists there.

Action No action is required.

Name already set.

(NetBIOS/Admin)

Meaning You attempted to REGISTER or USE a name already listed in your netstation's 3NB table.

Action Verify that the correct name was entered. Reenter either command using a different name, or CLEAR this name and reenter it. Remember, NetBIOS names are case sensitive.

Name error.

(3N/Admin)

Meaning A three-part server name was entered using the 3N ASSIGN command, which exceeded the 58-character limit.

Action Enter a valid three-part name that fits within the 58-character limit.

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**<Name> is a user in a remote domain.
Send, Ignore, or Cancel (S/I/C).**

Meaning The name is not registered in the local 3+Name service, and the domain is located in a remote domain.

Action The system will ask you if you want to send or ignore the message, or cancel the operation. You can still send the message to the user, this is just a cautionary note.

**Name is an alias.
(3N/Admin)**

Meaning An attempt was made to delete an alias that should have been applied to the original user name itself, such as 3N DEL USER.

Action If you need to delete the user alias, use the 3N DEL ALIAS command.

<Name> is not a user.

Meaning The name is not a user name.

Action Check to make sure your drive is linked. Use [F9](Choices) to determine if this name is a valid user name in the 3+Name service. If the name does not exist, check with you network administrator about adding the name to the 3+Name service.

**Name not alias.
(3N/Admin)**

Meaning A 3N DEL ALIAS command was used and the specified name was not an alias.

Action If you need to delete the original user name, use the 3N DEL USER command.

Name not found.
(3+Menus/User)

- | | |
|----------------|---|
| Meaning | You are trying to access a shared directory or shared printer not registered in the 3+Name service. |
| Action | Check the spelling of the shared directory name or shared printer name on page 2 of the Task form for the selected menu item. If the spelling is correct, check with your network administrator to make sure the shared network resource is still listed in the 3+Name service. |

Name not found.
(3+Name, 3+Backup/User)

- | | |
|----------------|--|
| Meaning | The name included in the command does not exist in the 3+Name service. |
| Action | Check that the name you are entering is correct, then try again with the correct name. |

Name part too big.
(3+Backup, 3C/User)

- | | |
|----------------|---|
| Meaning | One part of the specified three-part name contains too many characters. The name can contain up to 40 characters, the domain and organization can each contain up to 20 characters. The total number of characters in the three-part name cannot exceed 58. |
| Action | Check the spelling of the three-part name, then enter the name correctly. |

Name Server initialization failed.
(3+Name/Admin)

- | | |
|----------------|---|
| Meaning | The Name server failed during initialization. |
| Action | Check the server's status log for more specific error or status messages and follow any recommended actions. For PC servers, check the screen for messages; for 3Com servers, establish a 3C console connection and check the LASTBOOT record for possible error and status messages. |

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3+ Messages

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Name server not responding. (3+Backup/Admin)

- Meaning** The server with the 3+Name service is not responding.
- Action** Make sure that the 3+Name service is working. Try the command again. If the error reappears, it may be caused by network cable-related or repeater-related problems. Check for these problems or consult your network supplier.

Name server shut down by <variable>:<variable>:<variable>. (3+Name/Admin)

- Meaning** The network user is named that issued the 3N SHUTDOWN command to the Name server.
- Action** No action is required.

Name server started. (3+Name/Admin)

- Meaning** This is posted each time the Name server is rebooted, and the Name service is started.
- Action** No action is required.

Name server startup failed. (3+Name/Admin)

- Meaning** This is posted each time the Name server startup fails. This message is followed by more specific error messages that explain the problem or failure.
- Action** Respond to the appropriate error message and perform the recommended action. If the Name server still cannot be started, contact your 3Com Customer Service representative or your network supplier for assistance.

Name service domain template, " ns_def.dom", is corrupt. Install the Name service, according to manual instructions and restart. (3+Name/Admin)

- Meaning** An error occurred when the service tried to read NS_DEF.DOM.
- Action** Reinstall the 3+Name service.

Name service error.
(3+Backup/Admin)

- Meaning** The 3+Name service has no record of the File server that 3+Backup is attempting to back up.
- Action** Register the File server with the 3+Name service.

Name service error verifying password.
(3C/User)

- Meaning** The 3+Name service cannot find the specified server's password.
- Action** Enter the 3C command again, being careful to type the correct server password.

Name service not responding...please try again.
(3+Name/Admin)

- Meaning** The 3+Name service server is not responding to requests.
- Action** Make sure the 3+Name service server is turned on and operating correctly. Make sure the network cabling is connected to the 3+Name service server. Then reenter the command.

Name service shut down; caused by power fail.
(3+Name)

- Meaning** The power fail driver on a 3Server386 or 3S/500 server caused the server to shut down. If this message is displayed without a power fail condition, you may have a hardware problem such as bad memory in the server.
- Action** Contact your 3Com Customer Service representative or your network supplier for assistance. Make sure that all problems relating to the AC line and power source have been fixed.

Name service shutdown complete.
(3+Name/Admin)

- Meaning** This is posted whenever the Name service shut down is completed.
- Action** No action is required.

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3+ Messages

N-6

Name table full. (3NB/Admin)

- Meaning** The 3NB registration of names exceeded the size of the name table.
- Action** To use more names than the default limit, reconfigure the NetBIOS command line with the /I and /L parameters. For details, see the *3+NetBIOS Supplement*.

Name table full. (NetBIOS/Admin)

- Meaning** The local adapter's 3NB Table will not accommodate any more REGISTER or USE entries.
- Action** CLEAR unused NetBIOS names from the table or reset the maximum number of entries allowed.

Name too big. (3BMEN, 3F, 3P/Admin)

- Meaning** The XNS-style clearinghouse (three-part) names that 3+ software uses are limited to a total of 58 characters.
- Action** Use a name that fits within this 58-character limit.

Name too big. (3+Backup/Admin) (3C/User)

- Meaning** The specified three-part name contains more than 58 characters. The name can contain up to 40 characters, the domain and organization can each contain up to 20 characters. The total number of characters in the three-part name cannot exceed 58.
- Action** Check the spelling of the server's name, domain, and organization, then enter the correct three-part name.

Need \\ before name. (3+Backup, 3C/Admin)

- Meaning** A three-part name lacks the preceding double backslash.
- Action** Enter the name, preceding it with a double backslash.

Need \ before path.
(3+Backup/Admin)

Meaning A pathname lacks a preceding backslash.

Action Enter the pathname, preceding it with a backslash.

Need \ before sharename.
(3+Name/User)

Meaning The specified sharename was not preceded by a backslash.

Action Reenter the sharename, preceding it with a backslash.

Need \' in front of DOS path.
(3BMEN/Admin)

Meaning The DOS pathname specified for a backup or restore operation was not explicitly referenced from the root directory of the drive by the use of a backslash (\).

Action Precede all pathnames with a backslash.

Need operator attention, see LCD.
(3B/Admin)

Meaning The backup server you are using needs attention. This message is displayed when a 3B STAT command is used or appears on the status line when in 3BMEN whenever the backup server needs to be checked.

Action The tape probably needs to be changed, but the LCD displays the specific action that is requested.

Net connected ?
(3Server3, 3Server386/LCD)

Meaning The server's PROM software verifies that the network is intact before the "Address nnnnnn" message is displayed. If the test fails, this message appears because:

- The server could be improperly connected to the network
- The server could have an internal hardware error

- There could be a problem on the network itself

Action Check for a break in the network, making sure all cable connections are secure. Also check connections between the server and peripheral devices. See the server's guide for additional troubleshooting procedures.

NET801: Remote computer not listening.
(General/Admin)

Meaning This error can be caused by a number of reasons. This error occurs when you attempt to share a network device that is owned by another user; access a netstation that is busy responding to other requests (temporary); share a network device that has no more available sessions; share a network device on a redirector netstation; or share your printer when the maximum number of users are already linked.

Action Retry the operation. If the error reoccurs, the server probably has no more sessions available to service your request. Use EDLIN, MED, or another text editor to increase the session parameters. For complete information about the parameters, refer to the *3+ Administrator's Guide*. If you change parameter values, you must logout, restart your netstation, and try the operation again.

NET802: Duplicate name on network.
(3+Name/User)

Meaning That name is already being used by the network 3+Name service.

Action Have your network administrator create a unique name entry for you in the 3+Name service.

NET803: Network path not found.
(3+File/User)

Meaning The network path that you specified does not exist.

Action Check the path entered and correct it as necessary.

NET804: Network busy.
(General/Admin)

Meaning The service is excessively busy, or someone has disconnected some part of the network.

Action Unlink and relink, and retry the command again. If this error persists, contact your network supplier, or if the error was caused by issuing the 3F UNLINK \\username command specifying your own user name, use the 3F UNLINK command to unlink the drive IDs to which you had linked.

NET805: Network device no longer exists.
(General/Admin)

Meaning The resource you attempted to access may no longer be shared or available on the network. The resource may no longer be available because the netstation sharing the device may have been reset, powered off, deleted the sharename, or the server automatically disconnected due to an error detected.

Action Try relinking to that resource. If the problem persists, find out if all the devices are on line. Restart your server and netstation as necessary.

NET806: NetBIOS command limit exceeded.
(NetBIOS/Admin)

Meaning The network has too many NetBIOS requests waiting to be performed.

Action Retry the request at another time. If the error persists, specify a larger command parameter (/CMD) value. Refer to the *3+ Network Tuning Guide*.

NET807 Network adapter hardware error.
(General/Admin)

Meaning There is a failure at the transport level, on the network adapter or the Ethernet cable not being properly connected. This can also be caused by the Locator not responding or by it being overloaded.

Action Run the diagnostic program provided with your network adapter. Make sure all cables are connected to the netstations. If the problem persists, contact your network supplier for assistance.

NET808: Incorrect response from Network.
(General/Admin)

Meaning The netstation cannot complete the requested task because it received an incorrect response from the network. You attempted to do a network task with a remote netstation and received this error. If you are trying to run an .EXE or COM file, the file may be corrupt, or the server's FAT (File Allocation Table) may be corrupted.

Action Restart the netstation and try the task again. Make sure you are specifying the correct remote netstation for the command or task you are attempting.

If not, specify the correct netstation and check if an application program is running along with the 3+ software on the remote computer. This application may be returning the incorrect response. If the problem continues, then shut down the server and run CHKDSK on the drive showing the problem.

If the .EXE or .COM file is corrupt, restore it from a valid backup copy.

NET809: Network request not supported.
(General/Admin)

- | | |
|---------|--|
| Meaning | You attempted to perform a network operation with a netstation or device, and received an error. The netstation or device was unable to perform the specified task. |
| Action | Check if you are correctly specifying the netstation or device for the command or task you are attempting. If not, respecify the correct netstation or device. If you correctly specified it, then check to see if the application is running along with the 3+ software on that remote netstation or device. The application could be returning the incorrect response. |

NET810: Unexpected network error.
(General/Admin)

- | | |
|---------|---|
| Meaning | The request contained invalid or incorrect information, and an unexpected network error has occurred. |
| Action | Try to end the application. Then restart DOS by pressing [Ctrl]+[Alt]+[Del] and restart your network application. Restart your netstation and retry the task. |

NET811: Incompatible remote adapter.
(General/Admin)

- | | |
|---------|--|
| Meaning | You attempted to communicate with another netstation/network, and an error occurred because your network adapter and the remote network adapter are incompatible. |
| Action | Try to communicate with another netstation within another network. If this attempt also fails, check to see if the networks are properly set up. If you succeed in the attempt to communicate with another network, then check the netstation configuration of the one you originally tried. |

NET812: Print queue full.
(General, 3+Print/Admin)

Meaning The print queue is full.

Action Make sure the printer is on-line and is printing spool files from the queue. Make sure the form type of the spool file matches that of the printer. Retry your print request, or wait until one of the preceding print jobs is completed. If necessary, run the 3OPT program and increase the number of print queue entries allowed.

NET813: Not enough space for print file.
(3+Print/Admin)

Meaning The server disk is full and has no room to spool print files.

Action Delete any unnecessary files and try the command again, or wait until some files have been printed. If necessary, move at least one user's home directory from the disk being used by 3+SHARE to another disk on the network. See the *3+ Administrator's Guide* for information.

NET814: Print file was cancelled.
(3+Print/Admin)

Meaning You specified an invalid spool file ID, the spool file has been deleted, or the print file you submitted for printing was cancelled by the user at the server. If the print file was cancelled by the user, the printout pages will read ***Cancelled by Operator.

Action Check the spool file ID and correct if necessary. Try again.

NET815: Network name was deleted.
(General/User)

Meaning The device you attempted to access is no longer available because the server sharing it may have been reset, powered off, or the sharename was deleted. The error may occur when you attempt to access the device, if you start an application and an invalid drive exists in your DOS path statement, or when the application ends. This can also be caused by an overloaded Locator service.

Action Cancel the request, and go to the menus and choose Disk or Directory Tasks from the Main menu. Then choose Display devices you are using on the Disk or Directory Tasks and relink. The device you tried to use

has been dropped or unshared. Try restarting and, if you no longer have access, see your network administrator about the Name service entry for this device.

NET816: Incorrect password.
(General/User)

Meaning You entered the wrong password.

Action Check your typing. If your typing is correct, the password may have changed. Check with your network administrator.

NET817: Network device type incorrect.
(General/User)

Meaning The local device type (Menus, 3F, 3P) is different from the 3+ network device type. You have attempted to use a network disk or directory and have used device LPT1-3 as a DOS name, or used a network printer and used device A-Z as a DOS name.

Action Retry the request with the corrected device name.

NET818: Network name not found.
(General/User)

Meaning The Name service entry you specified is incorrect.

Action Check the name to be sure that you spelled it correctly. If spelled correctly, the name is no longer in the Name service on the network.

NET819: Network name limit exceeded.
(General/User)

Meaning You have tried to redirect (Menus, 3F, 3P) too many devices.

Action Stop using some of the network devices and directories that you are currently using, or restart DOS and the server and change the value of the /L: parameter of the MSREDIR. This parameter is in your AUTOEXEC.BAT file.

NET820: NetBIOS session limit exceeded.
(General/User)

- Meaning** The redirector is requesting more sessions from NetBIOS to establish a session or link to a new server.
- Action** (Client) Retry your request at another time. If the error continues, restart the server and specify larger /s: and /n: parameter values on the NetBIOS line in the AUTOEXEC.BAT file.
- (Server) Retry your request at another time. If the error continues, restart the server and specify a larger multiple session in the Share menu on the server.

NET821: Sharing temporarily paused.
(General/User)

- Meaning** The server is paused, and therefore is not accepting any more requests.
- Action** Retry the request. If you get the message again, abort (A) and retry (R) your request later.

NET822: Print of disk redirection is paused.
(General/User)

- Meaning** The printer or disk redirector is paused and therefore your request cannot be performed. This should only be seen on 3+ networks that are mixed or using MS-NET or PC-LAN networks.
- Action** Use the NET CONT command to continue print or disk redirection, then try again.

NET823: Network request not accepted.
(General/User)

- Meaning** An error was returned from the server indicating that it does not support the specified request. 3+ network services verify each request to determine if it is properly formatted.
- Action** Check to see if you are specifying the correct netstation, server, or printer for the command or task you are attempting. If not, respecify the correct device. If you were specifying the correct device, check to see if an application is also running along with 3+ software on that device. The application could be returning the incorrect response.

N

3+ Messages

N-14

NET825: Network data fault error writing to drive X. (3+File/User)

- | | |
|---------|--|
| Meaning | The disk containing the shared directory that is linked to drive X has run out of space. You tried to write data to this disk when it is full. |
| Action | Type an A to abort and let your network administrator know that the disk is full. |

NetBIOS error 0hh. (NetBIOS/Admin)

- | | |
|---------|--|
| Meaning | 3NB encountered a NetBIOS error while performing an operation. The most common error will be 040H, which indicates the remote Locator is off-line. |
| Action | Ensure that the remote Locator is on-line. For other NetBIOS error codes, refer to the <i>3+ NetBIOS Programmer's Reference</i> . |

NetBIOS error 0x5. (NetBIOS/Admin)

- | | |
|---------|---|
| Meaning | You attempted to obtain the STATUS of a name that is not listed in the 3NB table or in the local network's Locator. |
| Action | Verify that the correct name was entered or reenter the command using a different name. Remember, NetBIOS names are case sensitive. |

NetBIOS error <variable>. (3NB/Admin)

- | | |
|---------|---|
| Meaning | The requested internetwork operation returned the specified NetBIOS error code. |
| Action | For a list of the NetBIOS error codes, see the <i>3+ NetBIOS Programmer's Reference</i> . |

NetBIOS name invalid. (3NB/Admin)

- | | |
|---------|--|
| Meaning | The NetBIOS name entered was invalid. The maximum length of a NetBIOS name is 15 characters with no embedded spaces. |
| Action | Reenter the NetBIOS name that fits within the character length limits. |

NetBIOS name invalid.
(NetBIOS/Admin)

Meaning The NetBIOS name entered contained one or more syntax errors, such as inserting spaces or failing to insert backslashes (\) preceding hexadecimal digits.

Action Reenter the command using the correct syntax.

NetBIOS name must be 1 - 16 characters.
(NetBIOS/Admin)

Meaning The NetBIOS name entered contained more than 16 characters.

Action Verify that the correct name was entered or reenter the command using a different name.

NetBIOS version mismatch.
(NetBIOS/Admin)

Meaning You attempted to execute a 3NB command on a netstation that does not have the full NetBIOS program loaded (that is, NB.COM is loaded instead of NetBIOS.EXE). This is also caused by some NetBIOS application programs that take over interrupts 5C and 2A, and return the wrong version number.

Action Examine the files on your netstation startup diskette or your Start volume. The full NetBIOS program (NetBIOS.EXE), as well as the 3NB.EXE program, must be on the startup diskette or in the Start volume. The NB.COM program must not be present.

NetStart DOS.
(3Server3/LCD)

Meaning The 3Server3 server has received a response to its start request and is beginning to load DOS from the personal computer running 3C. This message is quickly overwritten once the load process begins. The message sequence that follows closely resembles the one that appears when DOS is loaded from the 3Server3 server's own disk.

Action No action is required.

NetStart Fails.
(3Server3/LCD)

- Meaning** The 3Server3 server and a remote console were in the process of starting the 3Server3 server over the network. The connection was broken and the 3Server3 server has halted, probably due to a faulty network communication or a damaged 3+*System Software* diskette at the netstation.
- Action** Try running the 3C console connection from another netstation. If this message reappears, restart the 3Server3 server and the netstation (turn both units off and on again if necessary), and try the process again. If the error persists, get a new copy of the 3+*System Software* diskette (for the netstation running 3C) and try once more. If this fails, possibly the netstation:
- Is not configured properly (wrong drivers, for example)
 - Has misaligned heads on drive A:
 - Has an incompatibly-sized drive (such as a 1.2 MB drive)
- If the problem persists, examine the 3Server3 hardware. Refer to the *3Server3 Hardware Reference and Service Manual* for information on running extended diagnostics. Consult your network supplier for assistance.

Network address incorrect or drive C: is not linked.
(General/Admin)

- Meaning** You accidentally tried to unlink drive C: when it was not linked, or entered a network address unrelated to the 3+Start volume.
- Action** Try to link to the 3+Start volume first, then unlink it, or check the network address and try to enter it again.

Network error.
(General/User)

- Meaning** The network may be unterminated or disconnected; something may be wrong with the network adapter board; network cable may be disconnected; the BNC/DIX connector may be in the wrong position; or the drivers may be out of sync.

Under 3N, network errors can occur when another user or network administrator has entered a 3N DIR command, and the Name service is busy with this other request.

Action Make sure that the network is intact, then restart and log in as needed. In the case of 3N DIR errors, wait for a short period of time and try again. 3N DIR errors may be due to 3+Name only having a single SPP process that can get used up by another user or network administrator.

Make sure your CONFIG.SYS file is correct, then consult your network administrator. (Refer to the *3+ Administrator's Guide* for complete information on the CONFIG.SYS file.)

Network error - 391.
(3+Mail/User)

Meaning The message you are trying to receive is too large for the message editor (MED) to handle. The maximum file size is 15,000 characters.

Action Ask your network administrator to delete the first message waiting to be delivered to you by using 3+Menus or the 3M DEL1M command. You should then be able to retrieve new messages.

If you know who sent the long message, ask them to send it to you as an attachment. Attachments can be of any size without causing an error during message retrieval. Because of the large file size, you will not be able to read the entire attachment from within Mail. Instead, file the attachment, exit Mail, and read the file using the word processor of your choice.

Network is busy (transmit/receive timed out).
(General/Admin)

Meaning This is a network system error.

Action Check for general network problems. See the *3+ Administrator's Guide*. Then ensure that the network is up and running properly, and retry the operation.

N

3+ Messages

N-18

Network number must be preceded by #. (NetBIOS/Admin)

Meaning You entered a network number in the prompted mode that was not preceded by the # character.

Action Reenter the network number preceded by the # character.

Network number too big. (NetBIOS/Admin)

Meaning More than 8 hexadecimal digits (0-9, A-F) were entered as the network number in the prompted mode.

Action Reenter the network number using the proper number of hexadecimal digits.

NETWORK PROBLEM DETECTED. (3+Share/Admin)

Meaning There is a problem with the network and other related messages are in the status log. This situation generally refers to network cable problems, particularly on token ring networks.

Action Check all repeaters on the network (if any) and check to see what servers and netstations are affected.

Network retrying.....Press [Ctrl]+[Break] to stop. (General/Admin)

Meaning A timeout has occurred on the network. There may be a break in the cabling, or the server may be busy processing other requests.

Action Wait. The retry will probably be successful and your operation will continue with no intervention. If the message remains on the screen and you want to discontinue the retry process, press [Ctrl]+[Break].



CAUTION: Discontinuing the retry process like this breaks links established with the network. You will receive NET804 and NET805 error messages, and you must relink to continue working. Any work that you have in progress may be lost.

Network software is in an invalid state.
(General/Admin)

Meaning A 3+ program did not exit properly.

Action Restart your netstation.

Network startup failed.
(3Server386/LCD)

Meaning A remote console was in the process of starting the 3Server386 server over the network. The connection was broken and the 3Server386 server has halted, probably due to faulty network communication or a damaged 3+*System Software #1* diskette at the netstation.

Action Try running 3C from another netstation. If this message reappears, restart the 3Server386 server and the netstation (turn both units off and on again if necessary), and try the process again. If the error persists, get a new copy of the 3+*System Software #1* diskette (for the netstation running 3C) and try once more.

If this fails, the netstation may not be configured properly (wrong drivers, for example), or has misaligned heads on drive A:. If the problem persists, examine the 3Server386 hardware. Refer to Chapter 4 of the *3Server386 Hardware Reference and Service Manual* for information on running extended diagnostics. If necessary, consult your network supplier for assistance.

Network transmit error <variable> to network <variable>.
(3+Route, 3+Remote, 3+NetConnect/Admin)

Meaning The parameter for the percentage of transmitted errors to another network has been exceeded. The 3+Route, 3+Remote, 3+NetConnect software display this message and the error is recorded in the status log.

Action Check your data communication parameters to determine why your transmission errors are high. Reconfigure this parameter to a higher value from within 3+Route and 3+Remote if you receive this message often. If the problem persists, contact your 3Com Customer Service representative or your network supplier for assistance.

N

3+ Messages

N-20

New links to \\<server> disallowed.
(3F, 3P/User)

Meaning The network administrator entered a 3F or 3P SHUTDOWN /NEW of a Share server, but no new links to this server are permitted at this time.

Action Contact your network administrator to see when links will be permitted again.

New user (CIOSYS) error <variable> creating <variable> in new session process.
(3+Share)

See the File System Error Table in section F of this guide for more information.

NMI-30 error.
(General, LCD/Admin)

Meaning This is an LCD error message on the server meaning that a Non-Maskable Interrupt has occurred.

Action Check that all power and Ethernet cables are properly connected. Restart the server following instructions in the *3+ Installation and Setup Guide*.

No action taken.
(3+Backup/Admin)

Meaning 3+Backup was not able to complete the requested operation.

Action Examine all parameters. This message usually is accompanied by other messages that offer additional information about the problem.

No address.
(3+Backup/Admin)

Meaning The 3+Name service has no record of the server's network address.

Action Make sure the Ethernet address of the server in the Name service is accurate. If not, delete the entry and reenter the correct information. Restart the 3+Backup operation.

No address.
(3+Menus/User)

- Meaning** The 3+Name service does not recognize the server listed in your machine directory file (MACH.DIR). This may occur because the server name, domain, or organization, as listed in the machine directory file (MACH.DIR) or on page 2 of the Task form for the selected menu item, is incorrect, or the server name listed in the machine directory file is not registered in the 3+Name service.
- Action** Correct the spelling of the server name listed in the machine directory file (MACH.DIR). If the server name entry is correct, check with your network administrator to verify that the server is listed in the 3+Name service.

No appended directories.
(General/Admin)

- Meaning** No directories have been appended through the APPEND command.
- Action** Run the APPEND command before trying the task again.

No boot sector!
(3Server3/LCD)

- Meaning** You need to reformat the server's disk.
- Action** See the server's guide for instructions on disk reformatting.

No destination specified.
(Broadcast Messages/User)

- Meaning** No message destination was specified in using the SENDMSG facility.
- Action** Specify a definite destination for the message and send it.

No DOS!
(3Server3, 3Server386/LCD)

- Meaning** The disk from which the server is starting is either missing the COMMAND.COM, 3BIO.COM and 3DOS.COM files or the hard disk is damaged.
- Action** Using the 3C console connection, make sure that COMMAND.COM, 3BIO.COM and 3DOS.COM are in the startup disk's root directory. Retry the process that caused the error message. If the problem persists, you will probably have to reformat the server's hard disk.

N

3+ Messages

N-22

No drives linked. (3F/Admin)

Meaning A 3F DIR /LINK command was used, but the netstation is not currently linked to any network resources.

Action No action is required.

No folders found in Folders file. (3+Mail/User)

Meaning You attempted to access a folder, and the Folders file (MAIL.MFI) is empty or the syntax is incorrect.

Action Open the Folders file (MAIL.MFI) and make sure the correct syntax exists. For further information on viewing and editing the Folders file, refer to the *3+Mail User Guide*.

No high DOS memory available. (3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIOSYS, Locator, and other 3+ services (if installed) into high memory, which is normally inaccessible. This leaves more memory for additional services.

Action Check to be sure that the PC server has the one megabyte of memory required to use the 3ComEMM feature.

No HOMEDIR. (3+File/Admin)

Meaning The user has never been given a home directory, or information about the user in the Name service is incorrect.

Action Use 3+Menus or the 3N DIR command to see if the user has been assigned a Share server. If not, add the name of the Share server, home directory, and drive ID. If a Share server entry exists, delete the entry. Then specify the Share server again, using the same home directory and drive ID as had been previously entered. None of the user's data will be lost.

No Mail Server assigned to <logged-in user>.
(3+Mail/User)

Meaning	This user name has not been assigned a Mail server.
Action	Contact the network administrator to have a Mail server assigned to the indicated user.

No memory for buffers.
(CIOSYS)

Meaning	<p>There is not sufficient memory free for use by CIOSYS. This can be caused by any of the following reasons:</p> <ul style="list-style-type: none">• A poorly tuned server.• Problems associated with 3Com EMM; the 3EMM.SYS driver not being loaded on 3Com servers; or the 3Com EMM.SYS driver not being loaded on 386-based PC servers.• CIOSYS cannot use EMM, and using DOS memory does not allocate enough memory.• Reinstallation on an older 3Server server has allocated more buffers than will fit in real memory (since older 3Server servers do not have expanded memory available for buffers).
Action	<p>Reboot your PC server and check the screen for 3Com EMM error messages or check the LASTBOOT program on 3Server386 servers for possible error or status messages.</p> <p>When installing or configuring new PC servers, use 3OPT and define the amount of expanded memory supply (EMS) used by CIOSYS to be the maximum memory (in KB) available on the server.</p>

No memory for buffers.
(Installation/Admin)

Meaning	The number of data buffers specified, and the size of the file allocation table (FAT) needed to support the drives specified, uses more memory than the server has.
Action	Run 3OPT and reduce the number of CIOSYS buffers. Restart the server.

N

3+ Messages

N-24

No message entered. (Broadcast Messages/User)

- Meaning** No message was specified to be sent.
- Action** Correctly identify the message to send, or abort the operation.

No Messages In Folder. (3+Mail/User)

- Meaning** The folder contains no messages for you to read.
- Action** Make sure you have typed the correct folder pathname and sharename.

No modification specified. (3+Start/Admin)

- Meaning** You tried to modify a 3+Start volume without specifying the optional parameter that tells 3S what to modify.
- Action** Try to modify the 3+Start volume again, changing one or more parameters. Use 3S MOD ? to enter the prompted mode.

No more space in the file system. (General/Admin)

- Meaning** The network has no available disk space.
- Action** Delete any unnecessary files and try again. Or add an expansion disk to the server. See the *3+ Administrator's Guide* for more information on disk management.

No more tree descriptors. (General/Admin)

- Meaning** You have reached the limit of sharenames.
- Action** Run the 3OPT program to increase the maximum number of sharenames. See the *Network Tuning Guide* for information.

No printers configured.
(3P/Admin)

Meaning The server-user attempted to share a printer when no printers had been configured.

Action Printers must be configured in 3INS before sharing them.

No printers linked.
(3P/Admin)

Meaning A 3P DIR /LINK command was used, but the netstation is not linked to any network resources.

Action Link the netstation to the appropriate network resources.

No room in high DOS memory.
(3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIOSYS, Locator, and other 3+ services, (if installed) into high memory, which is normally inaccessible. This leaves more memory for additional services.

This message is displayed by a PC server when it detects that there is not enough room in high memory for one or more of the services. This message will appear only when you turn on or reset the server. This is not a fatal error. The PC will load those services that do not fit in high memory into low memory, and continue to function as a network server.

Action We recommend that you start the server in DOS mode. Then enter the following command to determine the actual amount of high memory available for use by 3ComEMM.

C:\3UTIL\3COMEMM

The system will return the amount of high memory.

3Com recommends that you try to tune CIOSYS or Locator (if installed) with 3OPT to fit them into the available memory. If this is possible, you can either continue to use the server as it is, or you can reinstall 3+ and not activate the 3ComEMM feature.

No response received from File server.
(3+Backup/Admin)

Meaning The File server is not responding to 3+Backup's requests.

Action Shut down the 3+Share server and then restart it.

No route.
(3B, 3BMEN, 3F, 3P/User)

Meaning There is no existing route to the indicated domain and network number. This situation can also be caused by an inaccessible connection to the remote network or by the netstation using an earlier version of IDP that does not have the expanded RIP table.

Action The network administrator must define the remote domain and network number in the local Name service. There also must be a 3+NetConnect or network router configured to access this remote network.

No server name in S_NAME file.
(3+Mail/Admin)

Meaning The C:\3PLUS\S_NAME file does not contain a valid three-part server name that meets the Name service naming convention:
name:domain:organization.

Action Create a proper three-part name for the server in the S_NAME file by running the 3PLUS3CONFIGS_PROMPT program, or restore the file from a backup copy. The three-part name in the S_NAME file is case sensitive, and must appear exactly the same as it appears in the Name service. This must be done with the server off-line (using a 3C console connection for 3Com servers).

No server specified.
(3C/Admin)

Meaning The 3C LINK command was entered without the network address or server name specified.

Action Reenter the 3C LINK command with the
/ADDR=*network address* option.

No share access.
(3+File/User)

Meaning You tried to share a directory that belongs to another user and that does not have a /SHARE access. This error can also occur during a first time login (before setting up Name service) and for more details, see the *3+ Administrator's Guide, Volume 1*.

Action The owner of the directory has to modify the sharename of the directory so that it has /SHARE access.

No Share server.
(3B, 3BMEN, 3F, 3P/User)

Meaning The current logged-in user does not have a Share server.

Action Contact your network administrator to assign a home directory and server for this user. Then retry the login process. For the network administrator, use the 3N MOD USER command to add a Share server, then log in again.

No shared directories.
(3F/User)

Meaning A 3F DIR command was used, but the targeted user or server has no shared directories.

Action No action is required.

No shared printers.
(3P/User)

Meaning A 3P DIR command was used on a server, but that server has no shared printers.

Action No action is required.

No sharename.
(3F/User)

Meaning A 3F LINK `\\servername\` command was used without a specified sharename.

Action Enter the command again with the sharename as part of the command in the format `\\servername\sharename`.

No space for member.
(3N/Admin)

Meaning The Name server has no more available disk space on the C: drive, or the NS_DOM file has reached the 8 MB limit.

Action Establish a 3C console connection and do a CHKDSK C: /F to recover any free space on the C: drive. Retrieve any mail messages or delete any unnecessary mail messages. Move the print queue to another drive using the 3OPT program (in 3+, version 1.6 only).

If the domain has reached the 8 MB limit, then the Name service must be restructured using aliasing for all user names.

No space for property.
(3N/Admin)

Meaning The Name server has no more available disk space on the C: drive, or the NS_DOM file has reached the 8 MB limit.

Action Establish a 3C console connection and do a CHKDSK C: /F to recover any free space on the C: drive. Retrieve any mail messages or delete any unnecessary mail messages. Move the print queue to another drive using the 3OPT program (in 3+ version 1.6 only).

If the domain has reached the 8 MB limit, then the Name service must be restructured using aliasing for all user names.

No spare sectors left. Defect not repaired.
(3DISK386/Admin)

Meaning All spare sectors on the disk are in use. Defective sectors can no longer be replaced.

Action Replace the disk.

No spare sectors left on cylinder. Spare taken from end of disk.
(3DISK386/Admin)

Meaning Defective sectors are usually replaced by spare sectors on the same cylinder. In this case, there are no more spares on the cylinder so 3DISK386 is replacing the defective sector with a spare from the end of the disk.

Action This message indicates that the disk may have an excessive number of defects. To avoid performance degradation, do a hard format of the disk (item 5, "Format disk" from 3DISK386's main menu). Also, pay close attention to subsequent disk performance. Excessive defects may result in your having to replace the disk.

No such domain.
(3+Mail/User)
(3+Name/Admin)

Meaning The domain from the three-part user name (Name:Domain:Organization) of one of the recipients you specified does not exist.

Action Check to make sure the domain is spelled correctly. If you are using 3+Mail, use [F9](Choices) to get a listing of the current domains. If the name does not exist, check with your network administrator about adding it to the network.

No such name.
(3+Name/Admin)

Meaning The name you entered does not exist.

Action Make sure you have spelled the name correctly. If necessary, use 3+Menus or the 3N DIR command to display all the current names.

No such organization.
(3+Mail, 3+Name/User)

Meaning The organization from the three-part user name (Name:Domain:Organization) of one of the recipients you specified does not exist.

Action Check to make sure the organization is spelled correctly. If you are using 3+Mail, you can use [F9](Choices) to get a listing of the organizations in the 3+Name service. Otherwise, you can use 3+Menus or the 3N DIR ORGANIZATION command for a listing of organizations.

No such user.
(3+Mail/User)

Meaning For the Meaning and Action to this error message, see **No such name.**

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3+ Messages

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No user logged in.
(3+Name/User)

Meaning You attempted to log out without first being logged in.

Action No action is necessary.

No values supplied.
(3F/User)

Meaning No drive ID was specified for a 3F UNLINK ? command.

Action Specify the drive ID or press the [Esc] key to cancel the operation.

Non-hexadecimal digit entered.
(3C/User)

Meaning The specified network address contains a digit that is not hexadecimal. Hexadecimal digits consist of 0 through 9, A through F.

Action Enter the correct network address.

Not a 3+Backup tape.
(3+Backup/Admin)

Meaning A tape contains data, but is not a recognizable 3+Backup tape.

Action If you want to use the tape with 3+Backup, erase the tape first.

Not a group.
(3+Mail/User)

Meaning When the user is in the F9 (Find names) window and presses the F8 key to expand a group, this message is displayed. This message occurs when the name currently selected belongs to an individual instead of a group name.

Action No action is required.

Not a member.
(3N/Admin)

Meaning The name specified in a 3N DEL MEMBER command could not be found. Either the user is not actually a member or you used the alias of the user name. Back links from the alias to user name are not allowed when deleting members or users.

Action Look up the member name by doing a 3N DIR of the group and then delete the member using this user name.

Not a server.
(3+Name/User)
(3+Backup/Admin)

Meaning The name you entered as a server name does not exist or is not that of a server.

Action Try again using the correct server name. Use 3+Menus or the 3N DIR command to get a listing of server names.

Not a user.
(3B, 3BMEN, 3F, 3P/User)

Meaning The Name service database does not contain this user name.

Action No action is required.

Not a user or server.
(3+Backup/Admin)

Meaning The name you entered as the owner of a shared directory is not a user or a server.

Action Enter a valid user or server name.

Not a user or server (*three-part name*).
(3+Name/User)

Meaning You attempted to log in using the wrong name.

Action Try the operation again with a correct login name. See your network administrator for further assistance.

Not enough disk space to save the in-progress message.
Do you want to save it elsewhere?
(3+Mail/User)

Meaning There is not enough disk space to save the message when you press F10, F10 after editing a message.

Action If you want to save the message on another drive, answer Y to this prompt, press the [Return] key, and enter the drive and path where you want the message saved.

Not enough extended memory available for program storage.
(3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIO SYS, Locator, and other 3+ services (if installed) into high memory, which is normally inaccessible. This leaves more memory for additional services.

Action Check to be sure that the PC server has one megabyte or more of memory and that all the memory is functioning properly. If the problem persists, ask your network supplier whether 3ComEMM is supported on your PC server.

Not enough memory.
(3+Mail, 3+Name/User)

Meaning There is not enough memory in the netstation to perform the current operation.

Action You need to add more memory to your netstation or reduce the number of application programs (such as MailMinder and Sidekick) that load and stay resident. You can also try adjusting your netstation CONFIG.SYS file by eliminating unnecessary items or see your network administrator about increasing your netstation's memory. Refer to the *3+Administrator's Guide* for more information on the CONFIG.SYS file.

Not enough memory for 3Share data.
(Installation/Admin)

Meaning The 3+Share server does not have enough memory for the program data.

Action Use 3OPT to review current memory usage as described in the *Network Tuning Guide*. You can decrease the number of CIOSYS buffers to free up additional memory. Restart the server.

Not enough memory for ACP process stack.
(3+Route, 3+Remote/Admin)

Meaning There is not enough memory for the current configuration.

Action Use 3OPT to reconfigure the 3+Route or 3+Remote service as described in the *3+ Network Tuning Guide*. Restart the server.

Not enough memory for all the folders in your Folders file.
(3+Mail/User)

Meaning When you started 3+Mail, the Folders file (MAIL.MFI) was too large.

Action You need to edit your MAIL.MFI file to reduce the size. For further information on your MAIL.MFI file refer to the *3+Mail User Guide*.

Not enough memory for (*number*) printers.
Not enough memory for printing.
(Installation/Admin)

Meaning 3+Share does not have enough memory for the specified number of printers.

Action Use 3OPT to review current memory usage. You can decrease various tuning parameters to free up additional memory. Restart the server. Refer to the *3+ Network Tuning Guide* for parameter details.

Not enough memory for printer buffer of entry <*number*> in configuration file.
(Installation/Admin)

Meaning 3+Share does not have enough memory for the specified printer.

Action Use 3OPT to review current memory usage. You can decrease various tuning parameters to free up additional memory. Restart the server. Refer to the *3+ Network Tuning Guide* for parameter details.

Not enough memory for printer queue with (*number*) entries.
(Installation/Admin)

- Meaning 3+Share does not have enough memory for the number of files in the printer queue.
- Action Use 3OPT to review current memory usage. You can decrease various tuning parameters to free up additional memory. Restart the server. Refer to the *3+ Network Tuning Guide* for parameter details.

Not enough memory for process stacks.
(Installation/Admin)

- Meaning 3+Share does not have enough memory to allocate process stacks.
- Action Use 3OPT to review current memory usage. You can decrease various tuning parameters to free up additional memory. Restart the server. Refer to the *3+ Network Tuning Guide* for parameter details.

Not enough memory for PTWRITE process stack.
(3+Route, 3+Remote, 3+NetConnect/Admin)

- Meaning There was insufficient memory for the PTWRITE process stack to function properly and an error occurred during initialization.
- Action Check the server tuning parameters in 3OPT.

Not enough memory for user list with (*number*) entries.
(Installation/Admin)

- Meaning 3+Share does not have enough memory to allocate the specified number of user entries.
- Action Use 3OPT to review current memory usage. You can decrease various tuning parameters to free up additional memory. Restart the server. Refer to the *3+ Network Tuning Guide* for parameter details.

Not enough memory for volume list with (*number*) entries.
(Installation/Admin)

- Meaning 3+Share does not have enough memory to allocate the specified number of volumes.

Action Use 3OPT to review current memory usage. You can decrease various tuning parameters to free up additional memory. Restart the server. Refer to the *3+ Network Tuning Guide* for parameter details.

Not enough memory to open the dialog box.

(3+Mail/User)

Meaning There is not enough memory to perform the current action.

Action Check your CONFIG.SYS file and remove any nonessential information or contact your network administrator about increasing your computer's memory. You need at least 225 KB to run 3+Mail. Refer to the *3+ Administrator's Guide* for further information on CONFIG.SYS files.

Not enough memory to open the folder.

(3+Mail/User)

Meaning The folder is too large to fit in memory.

Action Try adjusting your CONFIG.SYS file by eliminating unnecessary items or see your network administrator about increasing your computer's memory. You need at least 225 KB to run 3+Mail.

Refer to the *3+Administrator's Guide* for further information on CONFIG.SYS files.

Not enough memory to run 3+Mail.

(3+Mail/User)

Meaning There is not enough memory to run 3+Mail.

Action Try adjusting your CONFIG.SYS file by eliminating unnecessary items or see your network administrator about increasing your computer memory. You need at least 225 KB to run 3+Mail.

Refer to the *3+Administrator's Guide* for further information on the CONFIG.SYS files.

Not enough memory to run this program.

(3+Start/Admin)

Meaning Your netstation does not have enough available memory to use the 3+Start program.

Action 3+Start uses 55 KB memory over DOS and the network system. Install additional memory in your netstation.

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3+ Messages

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Not enough memory to start command shell.
(3+Mail/User)

Meaning Your netstation does not have enough memory to switch to DOS from 3+Mail.

Action Check your machine memory. You need at least 225 KB to run the 3+Mail program.

Not enough space for buffers.
(Installation/Admin)

Meaning 3+Share does not have enough memory to allocate buffers.

Action Use 3OPT to review current memory usage. You can decrease the number of CIOSYS buffers to free up additional memory. Restart the server.

Not enough space on server for print file.
Not enough space on server.
(3+Mail/Admin, 3B, 3BMEN, 3F, 3N, 3P/Admin)

Meaning The server is out of available disk space on the indicated drive for the requested operation.

Action Delete any unnecessary files to make more space available or if appropriate, perform the operation on another server drive. For 3+, version 1.6 only, move the print queue to another drive using the 3OPT program.

Not owner.
(3+File/User)

Meaning You tried to modify or unshare a directory owned by another user.

Action No action is required. You cannot modify or unshare this directory.

Not owner.
(3+Menus/User)

Meaning You are trying to modify or delete another user's print job or unshare another user's sharename.

Action Be sure you have selected the right print job or sharename.

Note: Directories that contain the file <variable> contain Macintosh files and/or folders.

(3+Backup/Admin)

Meaning Directories containing a specific file contain Macintosh files and folders in this file.

Action No action is required.

Nothing in queue.

(3P/Admin)

Meaning There are no spool files in the queue for that printer. Usually there are no spool files in the queue as a result of a 3P QSTAT command (especially the /SPOOL=ALL parameter).

The number of spool files allowed may be significantly higher than the number of CIOSYS file handles allocated.

Action No action is required.

Nothing Installed, Nothing to Tune.

(3OPT/Admin)

Meaning There are no services installed in this server that can be tuned.

Action No action is required.

Nothing is in progress.

(3+Backup/Admin)

Meaning An attempt was made to cancel an operation when no operation was in progress.

Action No action is required.

Nothing to reset.

(Installation/Admin)

Meaning You attempted to reset the configuration parameters of a service with 3OPT that did not have any changed parameters.

Action Verify the service that does have changed parameters and reset that service. If you changed parameters for a service and used the SAVE command instead of the RESET command, you need to go back to the service(s) that you modified and manually reset them to their previous values.

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3+ Messages

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Nothing to Save. (3OPT/Admin)

Meaning The Save option was selected in 3OPT when no changes have been made to any of the services. If you exit one of the service checkers using the [Esc] key instead of [Ctrl]+A, then any changes made are lost.

Action No action is required.
Nothing to set.
(General/User)

Meaning You entered a set command without supplying the options.

Action Reenter the command, supplying the options you want to set.

Number of copies must be 1-99. (3+Print/User)

Meaning The number of copies that can be printed at one time is 1 through 99.

Action Supply a value for the number of copies from 1 to 99.

Number of entries in the server mailbox directory file (MBXS) exceeds the 3+Mail profile value. (3+Mail/Admin)

Meaning The MBXS file contains more entries than the MSMBXLIM profile value allows.

Action Increase the value of MSMBXLIM in the Mail server profile. For more information, see the *3+ Installation and Setup Guide*.

Number of processes=<variable>, number of session processes=<variable>, number of print processes=<variable>. (3+Share/Admin)

Meaning This message contains specific 3+File and 3+Print process statistics.

Action No action is required.

Number of share list entries, <number>, in share list file,<filename>, greater than table size <number>.

(Installation/Admin)

Meaning The number of shares parameter has been set too low for the number of shares on the server.

Action Use 3OPT to increase the number of shares and restart the server.

Number of share list entries, <variable> in share list file, "<variable>", greater than the "/S" parameter value of <variable>. (3+Share)

Meaning The total number of share list entries for the server (both server-user and users) exceeds the number of share list entries specified in 3OPT.

Action Temporarily increase the number of share list entries (even if some services must be temporarily disabled) and then have the server-user and any individual users unshare some of the shared directories. You can also retune the server to allow the existing number of share list entries.

Number of spooled files greater than print queue size of <number>.

(Installation/Admin)

Meaning Spooled print files existed when the server was shutdown and the maximum number of spooled files was reconfigured too low.

Action Use 3OPT to increase the number of spooled files parameter and restart the server. If the problem persists, delete all spooled files in the \3PLUS\3SHARE directory using the DOS command DEL C:\3PLUS\3SHARE\SP*.P* with the server in an off-line mode.

Number of spooled files greater than print queue size of <variable>.

(3+Share/Admin)

Meaning The total number of spool file entries for the server exceeds the number of print spool file entries specified in 3OPT.

Action Delete the spool files, reboot the server, and then ask users to reprint their print jobs. You can also retune the server for a higher number of spool file entries.



O

Object is a HOMEDIR. (3+File/User)

Meaning You cannot unshare a home directory.

Action No action is required.

Old DOS format parameters unreadable. (3Disk/Admin)

Meaning 3Disk has experienced a problem trying to automatically duplicate the exact partitioning scheme previously recorded on the disk.

Action When prompted for partition parameters, accept the default values it suggests, unless you have information on which to base a different partitioning scheme.

ON or OFF. (General/User)

Meaning You may only enter ON or OFF.

Action Enter ON or OFF.

One or more partitions do not exist. (3+Backup/Admin)

Meaning One or more partitions specified in a backup do not exist.

Action Check the partitions you specified for the backup and try again.

Open file (CIOSYS) error <variable> by despooler <variable> on spool file: <variable>. (3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Open file (CIOSYS) error <variable> on share list file <variable>. (3+Share/Admin)

See the File System Error Table in section F of this guide for more information.



Open file (CIOSYS) error <variable> on spool file: <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Open file (CIOSYS) error <variable> on spool file: <variable> (update_pqe).
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Operation cancelled.
(3+Backup/Admin)

Meaning The operation you wanted to cancel has been cancelled.

Action No action is required.

Organization name required.
(NetBIOS/Admin)

Meaning The domain entered is not in your organization. You must specify the correct organization.

Action Reenter the command specifying both the domain and the proper organization.

Organization name too big.
Organization name too long.
(3+Name, 3+Mail/Admin)

Meaning The name of the organization is too long.

Action The name of the organization cannot be longer than 20 characters.
For information, see the "Three-Part Name Syntax" section in the
3+ Administrator's Guide .

Originate.
(3+Route, 3+Remote/Admin)

Meaning This is a status log message.

Action No action is required.

**Originate fail.****(3+Route, 3+Remote/Admin)**

- Meaning** A router was unable to successfully call another network. This message may be accompanied by other more specific messages.
- Action** If this is a temporary or short term condition for example, caused by the telephone line on the remote network being busy, then no action is necessary.
- If this becomes a chronic problem, then internetwork administration is necessary to coordinate and configure all network routers so each has a specific timing window to communicate with the others.

Other operation in progress.**(3+Backup/Admin)**

- Meaning** You tried to start an operation when another operation was in progress.
- Action** Try again later.

Out of disk space.**(3+Mail/User)**

- Meaning** There is not enough disk space on the drive to perform the function. The server may be out of disk space.
- Action** Delete some files to make room on your disk or contact your network administrator.

Out of memory.**(3+Backup/Admin)**

- Meaning** 3+Backup cannot run without more memory.
- Action** Stop any other programs that are using too much memory while 3+Backup is running, or add additional memory.



Out of memory!
(Installation/Admin)

- Meaning** There was not enough memory available for dynamic allocation of the service information. 3OPT and 3INS keep all service information in dynamic memory and allocate it as needed. This usually happens while reading the data file SERVICES.DAT at initialization, but can also happen when a service is installed.
- Action** Allocate more memory. If you are a concurrent user, bring the server down, create more memory for the concurrent user by using 3OPT to decrease the services, or install more memory if possible. Netstation users should eliminate any resident programs, such as SideKick, and/or add additional memory.

Out of memory for recipient list.
(3+Mail/User)

- Meaning** The mail header (TO: <names>, cc: <names>, and Attach: <filename>) uses more than 5 KB of memory.
- Action** Delete some names from the list or send as two mail messages. Or, if you use the same list of names often, ask your network administrator to create a group for you to use as a distribution list.

Out of space.
(3N/Admin)

- Meaning** There is not enough available space on the Name server's C: drive to add any more items (users, servers, groups) to the Name service.
- In version 1.6, this message is displayed while there is still a small amount of available disk space. This provision can prevent data corruption by ensuring that the database has a specified reserve of free disk space left.
- Action** Free up more disk space by deleting names or groups from the Name service or by removing any unnecessary files.
- If the Name server is also a print server, 3Com recommends (for version 1.6 only) that you should move the print queue from the C: drive to another drive. Refer to the *3+Share Version 1.6 Release Guide* for information on moving the print queue.

P**Page dirty in bdflush.**
(3+Name/Admin)

Meaning	The Name service database may be corrupted.
Action	If this (or a similar message) is a one-time occurrence, and no other problems are noted, you may ignore it. If there are other Name service corruption problems, then one (or more) of the domain (NS_DOM) database files may be corrupt and you should restore it from a valid backup copy.

Paragraphs EMS data.
(CIOSYS)

Meaning	This is a boot-up status message reflecting the expanded memory supply (EMS) available.
Action	No action is required, unless you know that the amount displayed is incorrect.

Parameter incorrect.
(3+Start/Admin)

Meaning	The 3+Start service does not recognize the value you entered for an optional parameter. This can happen if the parameter value (such as the 12-digit network address) was incorrect, or the name you assigned to a volume you were creating was too long. The volume name can only be 8 characters or less, and it must be a legal DOS file name.
Action	Enter the parameter value again, being very careful to type it correctly, or if you are assigning a name to a volume you are creating, select another name and restrict it to 8 characters or less.

P 3+ Messages

P-2

Parity error + nnnn:nnnn ss ss. (3Server386/LCD)

- Meaning** A memory error was detected. "nnnn:nnnn" is the address where the 3Server386 server was executing when the error occurred. It is not the address where the memory error exists. "ss ss" represents syndrome bytes, which is data that may help a service technician isolate the problem. 3Server386 server operation halts until you press the CONT button, as indicated by the plus sign (+) in the message. The server then attempts to resume normal operation.
- Action** Press the CONT button. If normal operations do not resume, try restarting the 3Server386 server. If the server does not restart or if this error message reappears, write down the numbers in the message and report them to your network supplier.

Parms use too much memory. (CIOSYS)

- Meaning** The CIOSYS parameters specified in 3OPT are using more memory than is available. This situation impacts two areas of memory: overall memory and exceeding the 64 KB CIOSYS data area.
- Action** Correct the server tuning (as needed) so there is free memory in the main 3OPT display and so the CIOSYS data area reports at least 1 byte free.

Partition types incompatible between source and destination. (3+Backup/Admin)

- Meaning** A range of partitions was specified as the source partition but a single partition was specified as the destination partition, or vice versa.
- Action** Retry the operation, matching the source and destination partition(s) correctly.

Password incorrect. Password? Password is incorrect. (3C, 3+Name, 3+Start/Admin)

- Meaning** The password you entered is incorrect.
- Action** Check the password and enter it again, being careful to type it correctly.

Password required.

(3+File/User)

Meaning To perform a link, you need to enter the password.

Action Enter the appropriate password.

Password required.

(3C/User)

Meaning When using a 3C command with the *server name* option, you did not enter the server's password.

Action Reenter the 3C command using the *server name* option, and include the server's password in the /PASS option. Or, use the 3C command with the /ADDR option.

Password too big.

(3C, 3+Name/User)

Meaning The server password exceeds the limit of 8 characters.

Action Enter the password with the correct number of characters.

Path part too big.

(3+Backup/Admin)

Meaning A segment of the pathname exceeds the limit of eight characters.

Action Enter a correct pathname within the eight-character limit.

Path too big.

(3+Backup/Admin)

(3+File/User)

Meaning A DOS path exceeds the limit of 64 characters.

Action Enter a shorter path.

Pattern not allowed.

(3+Name/User)

Meaning You cannot include a wild character (* or ?) in your command.

Action Omit the asterisk (* or ?).

P

3+ Messages

P-4

Please enter all three parts of your user name.
(3+Mail/User)

Meaning You entered 3+Mail without first being logged in.

Action To retrieve mail, you must have entered your full three-part name (name:domain:organization) to log you onto the network and retrieve or send mail.

Please enter your full three part name.
(3+Mail/User)

Meaning You entered 3+Mail without first being logged in.

Action To retrieve mail, you must have entered your full three-part name (name:domain:organization) to log you onto the network and retrieve or send mail.

Please insert the correct diskette and press any key to continue.
(3INS/Admin)

Meaning The diskette in drive A: is either not the correct diskette (name or version) or has been damaged. 3INS needs a specific diskette to install or deinstall one of the network services you requested.

Action Please insert the correct diskette number or contact your network supplier for further assistance.

Please log in first.
(3+Backup, 3+File, 3+Print/User)

Meaning You must log into the network before you can enter any commands.

Action Log into the network.

Please log in first.
OS error.
(3+Name/User)

Meaning The Name service has returned an unexpected error.

Action Consult your network administrator; or use 3+Menus or the 3N DIR command to make sure that the domain has not been corrupted. If it has, ask your network administrator to restore from a backup.

pn= (*pathname*), sn= (*shortname*).
(Installation/Admin)

Meaning	The share list file has conflicts or has become corrupted.
Action	Try recreating the specified directory using the DOS MKDIR command or restore the SHRLIST file from a valid backup copy. If problems still exist, contact your network supplier.

Position (CIOSYS) error <variable> updating spool file: <variable> (update_pqe).
(3+Share)

See the File System Error Table in section F of this guide for more information.

Power fail detected. Operation cannot continue.
(3+Backup/Admin)

Meaning	The power fail detect circuitry has detected a power failure and is ordering the shutdown of all software. 3+Backup will stop operating.
Action	Stop what you are doing and exit as quickly as possible. You may continue after the power failure problem has been corrected.

Power fail initialization failed.
(3+Share/Admin)

Meaning	The PFAIL.SYS driver is not present on your server. This status log message is seen on all PC Servers and earlier 3Server and 3Server3 servers that cannot run PFAIL.SYS. PFAIL.SYS is for 3Server 386 and 3S/500 servers only.
Action	No action is required for those servers listed above. For 3S400 and 3S500 servers, check the condition of your servers with uninterruptable power supplies. This may be ignored if you do not have an uninterruptable power supply in your server.

POWER FAILED, Save your files and Unlink.
(3+Share/Admin)

- Meaning** The uninterruptable power supply (UPS) has detected a failure of AC power to the server. The UPS keeps the server up and running for a very short period of time. The UPS battery system allows users to save their work and exit, but they must do so immediately to prevent data loss or corruption.
- Action** Save whatever you are working on, exit your application, and unlink from the server that sent the message as quickly as possible.

Power Failure.
(3Server3/LCD)

- Meaning** The 3Server3 server has power-fail detection logic, which has found that power to the CPU is unstable. In case the line voltage drop is temporary, the server remains active, monitoring the power being supplied. If the power becomes stable again for several consecutive seconds, the server returns to normal operation.
- You may see this message flash briefly when you turn the power switch off; this action provides enough time for the 3Server3 server to sense the condition and activate the power-monitoring software.
- Action** If the 3Server3 server stops running and this message is being displayed, there might be line voltage problems. You would probably be aware of such problems (due to a storm outside, flickering lights, or similar event). If you can see no cause, try restarting the server and see if the problem recurs. If the error message reappears, there could be line voltage problems or your server could need repair. Contact your network supplier for assistance.

POWERFAIL SHUTDOWN COMPLETE.
(3+Mail/Admin)

- Meaning** The powerfail sequence was initialized and successfully completed.
- Action** Locate the source of the power failure, fix this problem, and reboot the server.

POWERFAIL SHUTDOWN IN PROGRESS.
(3+Mail/Admin)

- Meaning** The powerfail shutdown cycle in the Mail server has begun, because the uninterruptable power supply has detected a powerfail condition.

Action No action is required, but avoid using 3+Mail until power is restored and the server is rebooted.

Print queue full.
(3+Mail/User)

Meaning The server's print queue is filled with print jobs from network users. There may be too many users linked to the printer.

Action Wait a few minutes and try again. If the problem persists, contact your network administrator.

Print queue full.
(3P, 3+Mail/Admin)

Meaning The server has no more room available for the print queue, and all printing operations have stopped and the queue is now backed up. This message is the equivalent of the NET 812: Print Queue Full.

Other possible causes are one of the following:

- The printer is out of paper.
- The printer is turned off.
- The cable is disconnected between the server and printer.
- One of the spool files has generated an error and must be deleted.
- The print server has run out of disk space on the designated drive for the print queue.
- The buffer of the print queue is full.

Action Identify the cause of the problem and correct it. Reprint the file. You may need to run the 3INS program and configure the peripherals, services, and printers to increase the size of the print queue buffer.

Print queue path error : Cannot create directory.
(3+Share/Admin)

Meaning	<p>The directory that the print queue is assigned to does not currently exist and cannot be created. This situation may be caused by one of the following reasons:</p> <ul style="list-style-type: none"> • A file having the same name as the intended spool queue directory exists in the parent directory. • A full disk, and the directory cannot be created because no additional space exists. • The destination drive for the print queue is set to Local instead of Network in the CIOSSYS parameter area in 3OPT, or may not exist.
Action	<p>Remove or rename the file; delete enough files to make room on the disk for the print queue directory and files; move the print queue to another drive that has enough free space (3+ 1.6 version only); or change the print queue so that it points to an on-line network drive.</p>

Print queue path error: Directory is full or cannot access directory.
(3+Share/Admin)

Meaning	<p>The directory is either full or the directory cannot be accessed for one of the following reasons:</p> <ul style="list-style-type: none"> • There is not enough free space on the disk to create any spool files. • There are not enough available CIOSSYS file handles or file descriptors.
Action	<p>Delete enough files to make room on the disk, retune the CIOSSYS parameters, or move the print queue to another drive that has enough free space (3+, version 1.6 only) .</p>

Printer not found.
(3+Print/User)

Meaning	<p>You specified the printer name of a printer that is not connected on your server.</p>
Action	<p>Specify a valid printer name (physically connected to your server).</p>

Printer not ready, or no printer linked.

(3+Mail/User)

Meaning You are not currently linked to a printer.

Action Use 3+Menus or the 3P LINK command to link to a printer.

Printer not linked.

(3P/Admin)

Meaning You entered the 3P SET command with no printer linked.

Action Refer in the command to a linked printer or link to a network printer.

Printer not ready.

(3+Mail/User)

Meaning Either a local printer you intend to print to is not ready, or your netstation is not linked to a network printer.

Action Link to a network printer or bring your local printer on-line.

Printer out of paper.

(3+Mail/User)

Meaning An error was detected while reading or writing to the printer, or the printer is out of paper.

Action Make sure the printer has paper. Try the operation again.

PRO not loaded.

(General/User)

Meaning The MINDSPRO.SYS driver has not been loaded.

Action Check that your CONFIG.SYS file has a valid PRO.SYS entry. Refer to the *3+ Administrator's Guide* for complete information on the CONFIG.SYS file.

Problem accessing folder directory file. (3+Mail/User)

Meaning 3+Mail cannot access the folder directory file (FOLDER.DIR).

Action This may be a temporary problem, so try again. If this proves unsuccessful, exit mail, use the DOS DEL or ERASE command to delete the file FOLDER.DIR, then run 3+Mail again and create a new directory when prompted.

NOTE: The date of your MSREDIR.EXE file should be 9-17-86 or later.

Problem accessing source file <name>. (3+Mail/User)

Meaning The file you are attempting to move or copy is unreadable.

Action Check for the existence of the file and try reading it. Check to make sure the filename is spelled correctly. If this fails, contact your network administrator.

Problem allocating stacks for processes. (Installation/Admin)

Meaning 3+Share does not have enough memory to allocate process stacks.

Action Use 3OPT to review current memory usage. You can decrease the number of CIOSYS buffers or reconfigure other 3SHARE parameters to free up additional memory. Restart the server.

Problem filing the message. Check if folder drive is ready. (3+Mail/User)

Meaning An F5 (File Message) command could not successfully write the message to the requested filename.

Action Make sure that the server is on-line, or if writing to a local drive that the hard disk is operating properly, or there is a diskette of the correct type in the drive.

Problem in sending...please try again later. (3+Mail/User)

Meaning The 3+Mail server is busy, has been shut down or has failed.

Action Try to send your mail message again a little later. If problem persists, contact your network administrator.

Problem initializing data variables.
(Installation/Admin)

- Meaning** 3+Share does not have enough memory to initialize the data variables.
- Action** Use 3OPT to review current memory usage. You can decrease various tuning parameters to free additional memory. Restart the server. Refer to the *3+ Network Tuning Guide* for details.

Problem initializing network interface.
(Installation/Admin)

- Meaning** Either 3+Share does not enough memory to load and initialize MINDS, or there is a problem with the MINDS drivers.
- Action** Run 3OPT to reconfigure the 3SHARE parameters. Use the DOS TYPE command to display the CONFIG.SYS file and make sure it contains all the MINDS drivers. See the *3+ Administrator's Guide*. If the problem persists, reinstall the software.

Problem initializing printer(s).
(3+Share/Admin)

- Meaning** The printer is not responding as expected to the initialization sequence of instructions. One or more of the following situations may be the cause:
- The printer has the wrong printer reset string.
 - The printer has the wrong baud rate setting (if serial).
 - The printer has the wrong type cable or a bad cable.
 - The printer has the wrong port assignment (for example, no COM3: on 3S/500s).
 - The printer is not powered on or properly connected to the network.
- Action** If the problem is an incorrect printer reset string, change the string in 3OPT/3INS.
- If the problem is an incorrect baud rate setting, review the appropriate documentation and reset the baud rate on the printer/server.

If the problem is an incorrect port assignment, reconfigure the correct printer in 3OPT/3INS.

If the printer is not powered on or properly connected to the network, check all power and network cable connections and reset the printer.

Problem loading share list.
(3+Share/Admin)

Meaning	<p>The share list (SHRLIST) may be either missing or corrupt. because of one of the following reasons:</p> <ul style="list-style-type: none">• The users made direct changes or deletions to the share list with the server on-line with the network.• The server suffered a power fail during the share list update.• There are disk corruption problems.
Action	<p>Take the server off-line and run the CHKDSK program. Once the disk is checked out as OK, restore the share list (C:\3PLUS\3SHARE\SHRLIST) from a valid backup copy, and have users check their share entries to see if they are current.</p>

Problem opening folder directory file.
(3+Mail/User)

Meaning	<p>3+Mail could not open the directory file, FOLDER.DIR. The 3+Mail application was specified for a drive that is write-protected or a network drive that is read-only. Your directory may be corrupt.</p>
Action	<p>This may be a temporary problem, so try again. If this proves unsuccessful, exit mail, use the DOS DEL or ERASE command to delete the file FOLDER.DIR, then run 3+Mail again and create a new directory when prompted, or specify a drive for 3+Mail that you have Read/Write access rights for.</p>

Problem reading file "<variable>" run 3OPT to update.
(3+Share/Admin)

Meaning	<p>The server has been upgraded to a 3+ version 1.6, but the 3SHARE.NSP file that stores the File and Print parameters has not been upgraded to the same revision level. This situation also can occur if the server was properly upgraded and then files were restored from an earlier backup tape.</p>
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Action Run 3OPT, select the change option for Share, press [Ctrl]+A to accept the "change" (automatic update), and then save the changes from the 3OPT main screen.

Problem reading Folder directory file.
(3+Mail/User)

Meaning 3+Mail cannot read the folder directory file (FOLDER.DIR).

Action This may be a temporary problem, so try again. If this proves unsuccessful, exit Mail, use the DOS DEL or ERASE command to delete the file FOLDER.DIR, then run 3+Mail again and create a new directory when prompted.

NOTE: The date of your MSREDIR.EXE file should be 9-17-86 or later.

Problem reading header of share list file "<variable>".
(3+Share/Admin)

Meaning The share list (SHRLIST) is corrupt.

Action Restore the share list from a backup copy.

Problem reading header of spool file "<variable>".
(3+Share/Admin)

Meaning The spool file is corrupt.

Action Examine the queue and the spool file to identify the owner and document. Delete the spool file and tell the owner to reprint the document.

Problem reading printer information from binary profile file.
(3+Share/Admin)

Meaning The 3PRINT.NSP file may either be corrupted or missing.

Action Reinitialize the file by running 3OPT or 3INS and reconfiguring the printer information. If this action fails, make sure there is enough free space on the disk, delete the 3PRINT.NSP file, and restore from a backup copy or run 3INS/3OPT to re-create the file.

P

3+ Messages

P-14

Problem reading the message.

(3+Mail/User)

- Meaning** You attempted to open a message for reading and were told it was unreadable. Your disk drive may not be ready to use.
- Action** Exit 3+Mail, restart your system and relink to your drive. If this fails, contact your network administrator.

Problem writing folder directory file.

(3+Mail/User)

- Meaning** A problem occurred writing to a folder directory file.
- Action** Check to see if you are out of disk space.

Problem writing to destination file '<filename>'.

Press [Return] to continue.

(3+Mail/Admin)

- Meaning** The destination file already exists, but has the Read-Only attribute set, or an attempt was made to write to a network drive on which you have Read-Only access and overwriting is impossible.
- Action** Write the file to another name or drive, or exit 3+Mail, and remove the Read-Only attribute with the ATTRIB command.

Problem writing to destination file <name>.

(3+Mail/User)

- Meaning** The file you are attempting to move or copy is unreadable. You may be out of disk space or your drive may not be ready to use.
- Action** Check for existence of the file and try reading it. Check the disk space on your drive. Make sure your drive is ready to use. If this fails, contact your network administrator.

Problem writing to the printer.

(3+Mail/User)

- Meaning** The printer had a problem while you were printing.

Action Check to make sure that the printer is turned on and that you are linked to the correct printer. Try the operation again. If the problem persists, contact your network administrator. The network administrator should check all printer connections, the status log for messages, and whether or not there is a printer for the sharename being used.

Process exit problem, remove user (CIOSYS) error <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Program Missing.
(3OPT/Admin)

Meaning One of the programs used by 3OPT to tune service parameters is missing. Make sure that the following programs exist in the C:\3PLUS\3CONFIG subdirectory: 3CISCK.EXE, 3PRNCK.EXE, 3MONCK.EXE, 3MFSCCK.EXE, 3USRCK.EXE, 3HMSGCK.EXE, 3MAICK.EXE, 3BKCK.EXE, 3SHRCK.EXE, and 3COMCK.EXE.

Action DO NOT ATTEMPT to run these programs without using the 3OPT program because invalid configurations could be generated.

Property already exists.
(3N/Admin)

Meaning The property being added to the Name service already exists.

Action No action is required, unless the property being added is different from the conflicting (existing) property. If this is the case, then the new property must use a different (unique) property number and description.

Property file header unreadable or invalid.
(3+Name/Admin)

Meaning The NS_PROP.DIR file is corrupt.

Action Restore the file from a backup copy and reboot the server. Do a 3N DIR PROP command to verify that no properties are missing. If they are missing, then redefine them.

P

3+ Messages

P-16

Property not defined.
(3N/Admin)

Meaning The property specified (for example 3N DEL PROP) has not been properly defined in the Name service.

Action Properly define the specified property in the Name service.

Property not found.
(3N/Admin)

Meaning A reference was made to a property that is not defined in the Name service. Only network administrators can perform property operations.

Action Check that the property number being used is correct.

PUSHER not detected.
(LinkPlus Optimizer environment only)
(Broadcast Messages/User)

Meaning The Pusher device driver is not present in your netstation.

Action Verify that the LinkPlus Optimizer (LPO) drivers PSH.SYS and PTH.SYS are installed in your CONFIG.SYS file.

PUSHER registration failed.
(LinkPlus Optimizer environment only)
(Broadcast Messages/User)

Meaning An error has occurred registering with the Pusher device driver.

Action Verify whether the LinkPlus Optimizer and its drivers have been installed correctly. Restart your netstation, and repeat the operation.



Q

Queue is empty. (3+Print/User)

Meaning You tried to move or delete entries from a print queue that is empty.

Action Use 3+Menus or the 3P QSTAT command to verify that the entries are in the print queue, then retry the operation.

Queue moved from \\<server>\<printer> to \\<server>\<printer>. (3+Print/Admin)

Meaning The server queue has been moved from one printer to another printer after you used a 3P MOVQ command.

Action No action is required.

Queues must be on the same server. (3+Print/User)

Meaning You are allowed to move only those print queues that are on the same server.

Action Reenter the command.

Queue not empty. (3+Print/Admin)

Meaning You tried to unshare a printer on which there are still some files waiting to be printed.

Action Wait until all the files have been printed, move the print queue to another printer, or delete the files from the print queue and then reenter the command.

R

RAM PEr 1: Blk *n* (3Server3/LCD)

Meaning	The CPU has detected a parity error inside block <i>n</i> . 3Server3 server operation halts. Block numbers are explained in the <i>3Server3 Hardware Reference and Service Manual</i> .
Action	Restart the 3Server3 server. If the server does not restart or this error message reappears, contact your network supplier.

RAM PEr 2: Blk *n* (3Server3/LCD)

Meaning	The Ethernet controller has detected a parity error inside block <i>n</i> . 3Server3 server operation halts. Block numbers are explained in the <i>3Server3 Hardware Reference and Service Manual</i> .
Action	Restart the 3Server3 server. If the server does not restart or this error message reappears, contact your network supplier.

Range of drive IDs not allowed with path or filename. (3+Backup/Admin)

Meaning	A path or filename was specified in addition to a range of partitions.
Action	Respecify the operation with a single partition, or do not specify the path or filename.

Read error at *x*. <message> (3DISK/Admin)

Meaning	This message can occur while you are running the read-only or write-read tests. It indicates that 3DISK has found and logged a disk's defect location.
Action	You can run 3DISK's "Confirm logged defects" options when the test completes, and then run either the "Repair without format" or "Normal format" options to mask the defect from the system. For further information on the <message> portion of the error, refer to the error message Write error at <i>x</i>. <message> .

R

3+ Messages

R-2

Read error attempting to access software on network drive.
(General/Admin)

Meaning The installed 3SHARE file has become corrupted.

Action Delete the file, and then reinstall the software using the original diskettes.

Read error attempting to access software on network drive. Error [xxx], please verify your installation procedures.
(Installation/Admin)

Meaning One or more files on the server's disk were not registered properly or do not exist.

Action Reinstall the software. If the problem persists, contact your network supplier.

Read fault.
(General/User)

Meaning There is a disk error on the server.

Action Retry the operation. If the message appears again, ask your network administrator to check the server hardware.

Read file (CIOSYS) error <variable> by despooler <variable> on spool file: <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Read file (CIOSYS) error <variable> on header of share list file.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Read file (CIOSYS) error <variable> on header of spool file: <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Read <variable> Profile!
(3+Route, 3+Remote/Admin)

Meaning This status log message specifies a profile being read by 3+Route or 3+Remote.

Action No action is required.

Reading <address> .
Expecting <address>.
(3Server386/LCD)

Meaning This message could appear after the power-on self-test or extended CMOS diagnostics detected a memory error. It indicates a memory error in CMOS RAM.

Action Write down the numbers in the message and report them to your network supplier.

Redir error 51.
(3+File/Admin)

Meaning This message appears when trying to link to a server (with 3+NetConnect) that has too many unterminated links. The problem occurs because a netstation is restarted and does not unlink or logout first. Server needs more Share sessions or CIOSYS file sharing processes or both.

Eventually, the server acquires too many sessions (the number of sessions equals the number of message buffers in 3+Share minus 1).

Action There are several options to try:

- Ensure that everyone actually logs out from the network if running 3+NetConnect (restarting their netstations will not accomplish this).
- Increase the 3+Share message buffers (see the *3+Network Tuning Guide* for details).
- Increase the CIOSYS File Sharing processes (see the *3+Network Tuning Guide* for details).
- Have the network administrator perform a Force unlink to clear any unterminated links, particularly those from remote networks.
- Restart the offending server periodically.

R

3+ Messages

R-4

Redir error 53. (3+File/Admin)

- Meaning** The domain in the Name server has the wrong network number for the remote network. This is not the network number of the actual network where the domain exists. This might also indicate that the router or 3+NetConnect is not responding. In some cases, crossed network cables can cause this and other problems.
- Action** Check that the Name server has the correct network number, and check all network redirections through 3+NetConnect or routers to other networks.

Redir error 55. (3+File/Admin)

- Meaning** The server you are trying to establish a remote session with has been set to allow no more new sessions at this time. The server is operating properly, but is not available because of the session limitation.
- Action** The CIOSYS File Sharing Processes parameter is set too low and should be raised by the network administrator. Reference the *3+ Administrator's Guide* or the *3+ Installation and Setup Guide*. The server could also be shut down by the network administrator using the SHUTDOWN /LINK command. This command will not allow new sessions to be established.

Redir error 84. (3+File/User)

- Meaning** You exceeded the maximum number of links allowed by the redirector.
- Action** Increase the /L:n parameter on the MSREDIR command line in your *3+ Local Netstation Startup* diskette. Refer to the *3+ Administrator's Guide* for information on this parameter.

Redir error 95. (General/User)

- Meaning** There are problems with MS-NET or LAN Manager clients trying to access a remote 3+ network.
- Action** Check Locator remote name registration on both networks for validity and consistency.

Redir error <number>.
(3+Backup/Admin)

Meaning This is a DOS error.
Action Refer to your DOS manual.

Redirector not loaded.
(3+File/User)

Meaning The Microsoft redirector must be loaded to perform the command.
Action Reenter the command. If the error persists, check your CONFIG.SYS and AUTOEXEC.BAT files to make sure the correct drivers are being loaded. Make sure that your AUTOEXEC.BAT file contains the proper NB.COM , MINSES (or NetBIOS and MINSES12) and MSREDIR lines. Refer to the *3+ Administrator's Guide* for complete information on these two files.

Release deferred printing?
(3P/Admin)

Meaning The prompt displayed after entering a 3P SET ? command. The deferred printing release refers to spool files that have been set with the DEFER set option.
Action Answer Y or N depending upon the situation.

Release strobe.
(3Server3/LCD)

Meaning The software monitoring the STROBE button suspects that you are holding the button in and is asking you to let go. If you are not pressing the STROBE button, this message can appear if the button is dirty or faulty, or it can be caused by some other hardware problem.
Action When pressing the STROBE button, do so firmly. Once this message appears, try pressing the button several times. Usually some other message appears on the LCD once this condition is cleared.

If the 3Server3 server appears to have stopped, you will have to restart it. Try running the Front Panel Test from thumbwheel position 10 to verify that the STROBE button is working correctly. See the *3Server3 Hardware Reference and Service Manual* for instructions on running the Front Panel Test.

R 3+ Messages

R-6

Relmp: use count is zero on <variable>.
(3+Name/Admin)

Meaning When the Name service released a modified page to the database, it found that the count of users was already zero before the release. This situation can indicate there is memory corruption or database corruption on the indicated NS_DOM file.

Action If this error message occurs once, no action is necessary. If this message is displayed several times, or other Name service errors occur, then the file is corrupt. Restore the NS_DOM file from a valid backup copy.

Relp: use count is zero on <variable>.
(3+Name/Admin)

Meaning When the Name service released a modified page to the database, it found that the count of users was already zero before the release. This situation can indicate there is memory corruption or database corruption on the indicated NS_DOM file.

Action If this is error message occurs once, no action is necessary. If this is displayed several times, or other Name service errors occur, then the file is corrupt. Restore the NS_DOM file from a valid backup copy.

Remaining foreground DOS process.
(3+Route, 3+Remote/Admin)

Meaning This initialization message is from DOS.

Action No action is required.

Reset SCSI cntlr failed.
(3Server386/LCD)

Meaning The 3Server386 server cannot reset the SCSI controller.

Action This is a hardware error that requires the server to be repaired by a service technician.

Restarting boot sequence.
(3Server386/LCD)

Meaning Appears when pressing the CONT button on server.

Action This restarts the 3Server386 server.

Restore cannot continue. Partition is full.
(3+Backup/Admin)

Meaning The restore operation cannot continue because the partition is full.

Action Restore to a different partition.

Restore: cannot create log file.
(3+Backup/User)

Meaning A log file cannot be created because the proper access rights for this user do not exist. Users need read/write/create (/RWC) access rights to the 3PLUS3BACKUP directory.

Action Check the access rights associated with the 3+Backup sharename to see whether they are /RWC or /PUB (read-only). See your network administrator for more assistance.

Restore completed (un)successfully.
(3+Backup/Admin)

Meaning The restore operation has completed successfully or unsuccessfully.

Action Successful restore: No action is required.

Unsuccessful restore: Check the restore log file to determine the cause of the error.

Return code of <variable> creating a file system process.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Return value of <variable> starting despooler process <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

R 3+ Messages

R-8

Return value of <variable> starting print backup process 0.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Return value of <variable> starting session connect process <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Return value of <variable> starting SMB message process <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Return value (value) terminating program.
(Installation/Admin)

Meaning	This message indicates a serious problem with DOS. Check this error number and respective error message in your DOS Technical Reference manual for additional information.
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Action	Check your network disk (using the DOS CHKDSK command) and the DOS system files. Try recopying DOS from the master DOS distribution disk. If the problem persists, contact your network supplier.
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RUNMINDS: driver <x> cannot be opened. Check CONFIG.SYS.
RUNMINDS: driver <x> is not responding appropriately.
(Installation/Admin)

Meaning	DOS cannot find the specified driver <i>x</i> .
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Action	The service drivers may need to be reinstalled. Log in as the server-user. Insert the 3+ <i>Installation #2</i> (or #3) (<i>Drivers</i>) diskette into drive A: and enter the command COPY A:\3DRIVERS*.SYS <i>x</i> ., where <i>x</i> : is the server drive.
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R/W Error.
(3Server3/LCD)

- Meaning** The disk cannot be reliably accessed. This message can appear at the end of the PROM-based self test as the result of an incorrect or a missing data test pattern on the server disk.
- Action** First check the cabling, using the instructions in the *3Server3 Guide*. Faulty cabling between the drive and controller, or SCSI bus and controller could also cause the error. If the cabling is intact, you can usually fix the problem by reformatting the disk.

R/W Error *nn*
(3Server3/LCD)

- Meaning** The disk cannot be reliably accessed. This message can appear at the end of the PROM-based self test as the result of an incorrect or a missing data test pattern on the server disk.
- Action** Regardless of the exact error code, first check the cabling, using the instructions in the *3Server3 Guide*. Faulty cabling between the drive and controller, or SCSI bus and controller could also generate many of the error codes.

If the message is "R/W Error *nn*", where *nn* is 10, 11, 12, 13, 14, 15, 18, 19, 1A, or 1C, it is possible that the problem can be fixed by reformatting the disk; see the *3Server3 Guide* for instructions.

If *nn* is any other number, the problem could be the hard disk controller board or the hard disk. In this case, the unit should be repaired by an authorized service technician.

The following hexadecimal read/write error codes are returned from the hard disk controller. The error codes are sorted according to recommended component replacement. These hexadecimal codes are displayed by the ROM disk test at startup.

R

3+ Messages

R-10

Codes 01 through 06 generally indicate disk drive problems.

- 01 No index signal
- 02 No seek-complete signal
- 03 Write fault asserted
- 04 Drive not ready
- 06 No track 0 signal

Codes 10 through 1D indicate disk drive or disk controller problems. It is easiest to have a service technician first swap the controller.

- 10 ID CRC error
- 11 Uncorrectable data error
- 12 ID address mark missing
- 13 Data address mark missing
- 14 Record not found
- 15 Seek error
- 18 Data error with retries disabled
- 19 ECC error during verify
- 1A Interleave error
- 1C Blown format (chance of faulty drive)
- 1D Self test failed

Codes 20 through 2C indicate ACME board, disk drive, or disk controller problems. Again, have a service technician change the controller first, then the ACME, and then the drive.

- 20 Invalid command
- 21 Bad block address
- 23 Bad cylinder address
- 24 Bad argument
- 25 Invalid unit number
- 2C Counter threshold reached

S**SCSI bus error.****Cause: incorrect SCSI id jumpers.****Controller did not assert "busy".**

(3Disk/Admin)

Meaning When the ACME board tried to contact a disk controller on the SCSI bus, the controller did not respond by asserting the pin 36 on the SCSI bus (-BSY signal).

Action Make sure you've entered the correct disk information when prompted to "Choose disk" and that the SCSI bus id jumpers are set correctly. Check SCSI cabling and termination. See the guide that is supplied with your Expansion Disk Unit for instructions.

SCSI bus error.**Cause: SCSI cable, SCSI terminator, disk controller, motherboard****No "bus free" phase**

(3Disk, 3+Backup/Admin)

Meaning The 3Server3 server experienced a hardware error.

Action Check the SCSI cabling and termination. If these are properly attached, contact your network supplier.

SCSI cntlr diag**Failed.**

(3Server386/LCD)

Meaning The controller self-test did not complete successfully.

Action If a plus sign (+) appears on the second line of the LCD, press the CONT button to acknowledge the message. If no plus sign appears, you must restart the server to continue. Check all cable connections to the controller (20-pin, 34-pin, power, and SCSI connectors). Restart the server. If this message reappears, run the "Check cabling and controller" option and, if necessary, the "Verify disk" option of 3DISK386, as described in the *3Server386 Guide*. If these tests fail or the message reappears, have the controller serviced and/or replaced.

S

3+ Messages

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SCSI drive test.
Failed.
(3Server386/LCD)

- | | |
|---------|---|
| Meaning | A possible data integrity problem has been found in the hard disk configuration in CMOS memory. This problem should normally be found during POST, thus making the appearance of this message unlikely. |
| Action | If a plus sign (+) appears on the second line of the LCD, press the CONT button to acknowledge the message. If no plus sign appears, you must restart the server to continue. Then reconfigure the disk using 3DISK386, if possible. If the problem persists, there may be a serious problem in CMOS memory, which requires repair by a service technician. |

SCSI <SCSI ID/logical unit number> h/w err
code: 1201 16 00
code: 1701 00 00
code: 1702 00 00
code: 1703 00 00
code: 1704 00 00
code: 170a 00 00
code: 170b 00 00
code: 170e 00 00
code: 170f 00 00.
(3Server386/LCD)

- | | |
|---------|---|
| Meaning | Any of the above codes indicate that the SCSI interface hardware on the 3Server386 server motherboard is not functioning properly. This is an unrecoverable hardware error. |
| Action | Write down the numbers in the message and report them to your network supplier for further assistance. |

SCSI driver not found.
(3DISK386/Admin)

- | | |
|---------|---|
| Meaning | This is an unrecoverable software error. |
| Action | Contact your network supplier for assistance. |

SCSI parity error or controller fault.
(3Disk/Admin)

For the Meaning and Action to this message, refer to the message **Error while changing retry option.**

SCSI <SCSI ID/logical unit number> h/w err
code: 1705 <status register>.
(3Server386/LCD)

Meaning The SCSI hardware on the motherboard failed to reset. This is an unrecoverable hardware error. The code supplied in the message can help a service technician diagnose the problem.

Action Write down the numbers in the message and report them to your network supplier for further assistance.

SCSI <SCSI ID/logical unit number> h/w err
code: 170d <status register>
code: 1711 <status register>.
(3Server386/LCD)

Meaning There is an error on the motherboard that prevented the transfer of data on the SCSI bus. This is an unrecoverable hardware error. The code supplied in the message can help a service technician diagnose the problem.

Action Write down the numbers in the message and report them to your network supplier.

SCSI <SCSI ID/logical unit number> s/w err
code: 1101 00 00
code: 1102 00 00
code: 1201 00 00
code: 121a 00 00
code: 121b 00 00
code: 121d 00 00
code: 121e 00 00
code: 1220 00 00
code: 1223 00 00
code: 1229 00 00
code: 122a 00 00
code: 122c 00 00
code: 122e 00 00

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code: 1601 00 00
code: 1605 00 00
code: 1606 00 00
code: 1608 00 00
(3Server386/LCD)

Meaning Any of the above codes indicate that the SCSI driver is damaged. This is an unrecoverable software error. The code supplied in the message can help a service technician diagnose the problem.

Action Write down the numbers in the message and report them to your network supplier.

SCSI <SCSI ID/logical unit number> s/w err
code: 1301 <command code>
code: 1305 <command code>
(3Server386/LCD)

Meaning This invalid *<command code>* was used to call the SCSI driver. The code supplied in the message can help a service technician diagnose the problem.

Action Write down the numbers in the message and report them to your network supplier.

SCSI <SCSI ID/logical unit number> s/w err
code: 1401 00 00.
(3Server386/LCD)

Meaning The command interfacing with the SCSI driver overflowed the stack. This is an unrecoverable software error.

Action Write down the numbers in the message and report them to your network supplier.

SCSI <SCSI ID/logical unit number> s/w err
code: 1603 00 00.
(3Server386/LCD)

Meaning The SCSI driver received a request while another request is pending. The driver can handle only one request at a time. The second request could be passed from various software modules that interface with the SCSI driver, some of which include the disk or tape driver, 3INS, 3OPT, 3DISK386, and 3SRVGO. The code supplied in the message can help a service technician diagnose the problem.

Action Write down the numbers in the message and report them to your network supplier.

**SCSI <SCSI ID/logical unit number> s/w err
code: 1604 <illegal offset of driver control block>.**
(3Server386/LCD)

Meaning There is an internal SCSI driver error. This is an unrecoverable software error. The code supplied in the message can help a service technician diagnose the problem.

Action Write down the numbers in the message and report them to your network supplier.

**SCSI <SCSI ID/Logical unit number> s/w err
code: 1607 <state of command>.**
(3Server386/LCD)

Meaning A call to MINDSPRO returned an error. The <state of command> code number indicates the current state of the command being processed. This number can help a technician diagnose the problem.

Action Write down the numbers in the message and report them to your network supplier.

SCSI <SCSI ID/LUN> already in use.
(3DISK386/Admin)

Meaning You cannot add a SCSI ID that is already defined.

Action Using 3DISK386, display the disk configuration to determine which SCSI IDs are already in use. Then check the disk's SCSI ID jumper to be sure it is set properly. See the *3Server386 Guide* for instructions. Use the "Add drive" option again, specifying the correct SCSI ID.

Searching <domain name> domain.
(3+Mail/User)

Meaning The displayed domain name reflects the specific domain currently being searched for. The F9, F9 function was used to search for occurrences of the name and domain field that was specified with a wildcard (* or ?). This message directs the 3+Mail netstation software to search multiple domains.

Action No action is required.



Searching <Org Name> organization.
(3+Mail/User)

Meaning The displayed organization reflects the specific organization currently being searched. The F9, F9 function was used to search for occurrences of the organization field that was specified with a wildcard (* or ?). This message directs the 3+Mail netstation software to search multiple organizations.

Action No action is required.

Sector length not a power of 2.
(CIOSYS)

Meaning The disk being accessed by CIOSYS was not properly formatted with sectors having a size equal to a power of 2: 128, 256, 512, 1024, 2048, 4096, or 8192 KB.

Action Reformat the disk with sectors having the sizes listed in the sector size list above.

Sector *n* unreadable.
Sector *n* unwritable.
(3Server3/LCD)

Meaning The sector repair process has not completed successfully. Some of the data in the defective file might not be readable at all.

Action Look in the given file (using a text editor) and see how much data has been lost. You might be able to repair the file manually. If you cannot, restore the original file from tape.

Sector not found.
(General, Backup/User)

Meaning There is a disk error on the server.

Action Retry the operation. If the message appears again, ask your network administrator to check the server hardware using 3DISK/3DISK386 (as appropriate), and also run the front-panel diagnostic tests. Refer to the specific server's manual for more information.

See log file(s).
(3+Backup/Admin)

Meaning	The Back_Log file(s) contains important information concerning the present operation.
Action	View the backup logs.

Seek error.
(General, Backup/User)

Meaning	There is a disk error on the server.
Action	Retry the operation. If the message appears again, ask your network administrator to check the server hardware.

SERIAL ovrrns: <variable> brks: <variable> frms: <variable> parity: <variable>.
(3+Route, 3+Remote/Admin)

Meaning	This provides statistics (like overruns and parity) on serial connections with other networks, which track network activity through modems or communication ports.
Action	No action is required, unless other problems are observed. This status log message can then be used as background information in finding the source of the problem.

Server error.
(General/User)

Meaning	An unexpected error has occurred in the server.
Action	Check the \3ROOT\STATUS.LOG file by running the STATUS.EXE program. If the problem persists, restart the server.

Server Mailbox directory file is missing.
(3+Mail/Admin)

Meaning	The mailbox directory file, MBXS, cannot be found.
Action	Shut down the 3+Mail server, following the instructions in the <i>3+ Administrator's Guide</i> . Restart the server in DOS mode. Follow these steps to recover the MBXS file:

S

3+ Messages

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1. Change directories to \3PLUS3MAIL.

C>_CD\3PLUS3MAIL

2. Copy the file MBXS.BAK to a file named MBXS.

COPY MBXS.BAK MBXS

NOTE: Each time you start the Mail server, the current MBXS file is copied to MBXS.BAK as a safety precaution.

3. Type out the MBXS file and check that all of the indicated subdirectories (the number at the beginning of each line) exist in the \3PLUS3MAIL\INBOX directory. Re-create any of the missing subdirectories using the DOS MKDIR command. This operation **MUST** be performed with the server off-line.

4. Restart the server.

NOTE: If any of the following have occurred, some of the mail not retrieved from the 3+Mail server may be misrouted because:

- New users were added or existing users were deleted from the Name service.
- Users that were added to or deleted from the Name service were assigned to the 3+Mail server from which the mailbox directory file was deleted.
- Users were added or deleted after the last date the 3+Mail server was started successfully.

If all of these have occurred, send a mail message to alert each user who could be affected by the problem. Mail is subject to misrouting only if it was in transit at the time the mailbox directory file was deleted.

Server not responding.
(3C/Admin)

Meaning

The server is not receiving communications from the netstation. This can happen for a variety of reasons. If there is heavy network activity, you may need to put this server on a small test network to establish a 3C console connection.

Action	<p>There are several things you can do:</p> <ol style="list-style-type: none">1. Check the cabling from the netstation to the server.2. Make sure the netstation works when disconnected from the network.3. Make sure the server's power switch is ON.4. Check the server switches to be sure they are set properly.5. Try using a different system software diskette.6. Make sure you entered the correct network address, if applicable.7. Restart the netstation and run 3C again.8. Restart the server, and run 3C again.
Server not responding...please try again. (General/User, Admin)	
Meaning	<p>This message indicates one of the following possibilities:</p> <ul style="list-style-type: none">• The server is busy; users or servers currently sending/retrieving mail outnumber the processes defined in the 3+Mail parameter settings, or the server is out of communication. This will clear within a minute or two.• The 3+Mail server has been shut down or has failed. The number of files open is at the maximum allowed.
Action	<p>Wait and try the operation again. If the error persists, check the following: if all users on a 3+Mail server are receiving the message, make sure the server has not been shut down or taken off-line. If only some users on a 3+Mail server are receiving the message, you may need to increase the value of the MSPROCS parameter. Run the 3OPT program and increase the number of mail service processes allowed. For information, see the <i>3+Network Tuning Guide</i>.</p> <p>If the message is appearing outside of the 3+Mail service, run the 3OPT program and reconfigure 3SHARE to increase the maximum number of open files allowed. For information, see <i>the 3+Network Tuning Guide</i>.</p>

S 3+ Messages

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\\<server> shutdown.
(3F, 3P/User)

Meaning This is the final message displayed after a 3F or 3P SHUTDOWN command has completed.

Action No action is required.

\\<server>\<printer> not set.
(3P/User)

Meaning The specified linked printer settings were not changed. This message means that either a 3P SET ? command was used, no printer settings were selected, or an inapplicable set of options was selected.

Action No action is required.

\\<server>\<printer> resumed.
(3P/User)

Meaning The specified printer that had been stopped was restarted.

Action No action is required.

\\<server>\<printer> set.
(3P/User)

Meaning The printer options for the specified linked printer have been set. These options include HOLD, DEFER, # copies, Priority, Form Number, and spool ID#.

Action No action is required.

\\<server>\<printer> stopped.
(3P/Admin)

Meaning The printer was stopped after a 3P STOP command was used. Depending on the options selected, new users may or may not be able to link, and existing users may or may not have been unlinked.

Action Check that all new users and existing users are able to link to another printer to complete their print jobs.

Server-user tape.
(3B, 3BMEN/Admin)

Meaning This tape was created by the server-user and cannot be used by network users. This message appears in older versions of 3+Backup, when 3+Backup allowed user-level backup operations (versions 1.2 and earlier).

Action Use another tape cartridge or erase this existing tape, or use an earlier version of 3+Backup to restore the contents of the tape.

Service already DISABLED.
(Installation/Admin)

Meaning The service that you attempted to disable has already been disabled. The on-line mode in the 3INS program is where you can enable or disable services. Any changes you make will not take effect until the server is restarted. Refer to the *3+ Installation and Setup Guide* for complete details about the 3INS program.

Action None is required, as this service is already disabled.

Service already ENABLED.
(Installation/Admin)

Meaning The service that you attempted to enable has already been enabled. The on-line mode in the 3INS program is where you can enable or disable services. Any changes you make will not take effect until the server is restarted. Refer to the *3+ Installation and Setup Guide* for complete details about the 3INS program.

Action None is required, as this service is already enabled.

Service cannot be DEINSTALLED.
(Installation/Admin)

Meaning The service you want to deinstall does not have a batch file specified in the SERVICES.DAT data file to deinstall it.

Action Verify that you have selected the correct service to be deinstalled from the server, or that you are using the correct command.



Service cannot be DISABLED.
(Installation/Admin)

- Meaning** If this message appears and you already tried to disable this service, you must then remove this service. To install or remove a service, you *must* access the 3INS program in an off-line mode. In an on-line mode, you can only enable or disable a service. Any changes you make will not take effect until the server is restarted. Refer to the *3+ Installation and Setup Guide* for complete details about the 3INS program.
- Action** Access the 3INS program in an off-line mode, and remove this service. The *3+ Installation and Setup Guide* provides instructions to install and remove services.

Service cannot be INSTALLED.
(Installation/Admin)

- Meaning** The service you want to install does not have a batch file specified in the SERVICES.DAT data file to install it.
- Action** Verify that you selected the correct service to be installed on the server, or that you are using the correct command.

Service cannot be REMOVED.
(Installation/Admin)

- Meaning** The service you want to remove does not have a batch file specified in the SERVICES.DAT data file to remove it.
- Action** Verify that you have selected the correct service to be removed from the server, or that you are using the correct command. Refer to the *3+ Installation and Setup Guide*.

Session termination problem; close spool file error <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Session termination problem; invalid session description or file system ID.**(3+Share/Admin)**

- Meaning** A problem occurred when terminating a session. This situation can happen when existing sessions or links to a server are terminated by logging in as a new user without specifically unlinking as the original user, or by rebooting a netstation that had a session or link with the server already established, or can also indicate network cable problems.
- Action** No action is required. Users should unlink any drives that they are connected to before powering off their netstations.

Share server not responding.**(3+Backup/Admin)**

- Meaning** Either your default tape backup is not responding, or the server containing the data you want to back up or restore is not responding. In the latter case, this message follows the Backup command, the server does not respond, but a status checks returns a "backup in progress" message. If an attempt to cancel, the backup returns a "no backup in progress" message, see the following procedure.
- Action** Shutdown the network and restart the server, carefully observing the five minute wait. Occasionally CIOSYS experiences a problem with Backup. This is caused by CIOSYS disallowing any new threads during the first three minutes following loading of CIOSYS. All Backups, Restores, and DIR /Fs will not function properly until you restart the server. After restarting the server, wait a full five minutes after the LCD message displays the server name before beginning the Backup operation. If the problem reoccurs, consult your network supplier.

Share server not responding.**(3+File/User)**

- Meaning** The server you are trying to establish a session with will not allow a session at this time. This is simply a timeout of your netstation, not an error message from the server.
- The server might be down, but probably the session number in the share options is less than the process options in CIOSYS. CIOSYS allows the request (that normally would return an error), but Share cannot answer because there are no more sessions available.

This message will also be displayed if you shut down a server from a netstation that is using the full implementation of NetBIOS. If this is the case, no action is necessary since the server is shutdown properly.

Action Consult with your network administrator concerning this message, and also the related **Redir error 51 and 55**.

Share server not responding.
(General/User)

Meaning There is an unspecified problem with the Share server.

Action Make sure that the Share server is operating, and that there is no problem with the network in general.

Sharename already in use.
(3+Name/User)

Meaning The sharename you chose is already in use.

Action Choose another sharename.

Sharename missing.
(3+File/User)

Meaning The command you entered had a syntax error.

Action Correct the syntax and reenter the command. (Refer to the Command Reference section of the *3+Share User Guide* for more information about syntax.)

Sharename not found.
(3+File/User)

Meaning You tried to modify or share a directory that does not exist, or tried to link to a non-existent sharename.

Action Check that you are using the correct sharename and reenter the command.

Sharename not found.
(3+Menus/User)

- Meaning** You are trying to do one of the following: to access a sharename that does not exist on the specified server or is not owned by the user specified, or to modify a sharename that is owned by another user.
- Action** Check the spelling of the sharename or shared printer name on page 2 of the Task form for the selected menu item. If the spelling is correct, use the Shared Resources Directories or Shared Printers window to verify that the sharename still exists.

Sharename too big.
(3+Share/User)

- Meaning** The sharename you tried to assign has more than the allowable maximum of 8 characters.
- Action** Enter a sharename of 1 to 8 characters.

Short name already in use.
(3+Name/User)

- Meaning** You tried to assign a short name that has already been assigned or is already in use.
- Action** Reenter the command, using another short name.

SHUTDOWN COMPLETE.
(3+Mail/User)

- Meaning** A 3M SHUTDOWN command was entered and successfully completed.
- Action** No action is required.

Shutdown File and Print Service on \\<server> [Y/N]?
(3F, 3P/Admin)

- Meaning** This prompt from 3F or 3P is displayed after a 3F/3P SHUTDOWN command is used.
- Action** Answer Y or N to this prompt to continue or cancel the shutdown operation.



SHUTDOWN IN PROGRESS.

(3+Mail/User)

Meaning A 3M SHUTDOWN command was entered.

Action No action is required.

SHUTDOWN requested, save your files and unlink.

(3+Share/User)

Meaning A 3+Share (File and Print) server is being shut down. Users must be running the RECVMSG.EXE file to receive this network warning broadcast. Network warning broadcasts give users the opportunity to save their work in progress and exit from the network without losing any data.

Action Save any work you have in progress, exit from the application you are working in, and unlink your network drives from the server.

Skipping a directory; cannot create path. Path:

(3+Backup/Admin)

Meaning During a restore operation, an error occurred while trying to recreate the destination path structure.

Action None. This directory and all of its files and subdirectories is skipped and not restored.

Skipping a directory; destination path too long.

(3+Backup/Admin)

Meaning During a restore operation, the attempt to move data from one directory to another has failed because the pathname specified is longer than the 90-character 3+Backup limit.

Action Try the restore again, specifying a different destination directory.

Software version mismatch, error <number>.

(General, Installation/Admin)

Meaning The version numbers of the programs do not match.

Action Make sure you are using the correct versions of all 3+ programs. If the error reappears when you restart, write down the error number and notify your network supplier.

Sorry, but we are out of memory.
(3BMEN/Admin)

Meaning You are out of memory and the cache buffers in CIOSYS need to be increased. 3+Backup needs a minimum of 64KB worth of CIOSYS buffers.

Action Reconfigure the CIOSYS cache buffers to allow 3+Backup to operate.

Sorting.
(3+Mail/User)

Meaning Message sorting is in progress.

Action No action is required.

Source and dest queue the same.
(3P/Admin)

Meaning The 3P MOVQ command was used but did not make the old (source) and new (destination) location for the print queue the same printer.

Action No action is required.

Source and destination folder are the same.
(3+Mail/User)

Meaning Your inbox folder and the folder you are trying to copy your messages to are the same.

Action Make sure you have typed the correct folder pathname and sharename, or move or copy the file to another folder.

Source of the shutdown is user <variable>, address is <variable>.
(3+Share/User)

Meaning This identifies the user (by name and by network address) that entered the SHUTDOWN command.

Action No action is required.

Source partition or partition range invalid.
(3B, 3BMEN/Admin)

Meaning	The source partition or the range of partitions specified is not valid.
Action	Check to see what drives exist on the source server and make sure that they are set to N (Network) and not L (Local) drives under the CIOSYS section of the 3OPT program.

Source server name unknown.
(3+Backup/Admin)

Meaning	The name of the server specified as the source of the backup is unknown by the 3+ Name service. The causes may be one of the following: <ul style="list-style-type: none">• There is a misspelling of the server name itself.• There is a misspelling of the domain in which it resides.• The S_NAME file is missing or corrupted in the C:\3PLUS subdirectory.
Action	Enter the correct three-part name of the server or fix the S_NAME file by restoring from a valid backup copy or re-create it by running C:\3PLUS\3CONFIGS_PROMPT with the server off-line.

Specify either /b or /d (but not both).
(Broadcast Messages/User)

Meaning	Error occurred when you attempted to use the same destination name for both broadcast (/b) and directed (/d) messages on the same command line.
Action	You must specify the destination name for either broadcast (/b) or directed (/d) messages. You cannot use the same destination name for both messages on the same command line.

Spool file <variable> discarded since it was in intercept.
(3+Share/User)

Meaning	A spool file was in the process of being spooled (created/written to) when the server was rebooted. 3+Share found this incomplete file and discarded it. This message is displayed on the console of PC servers, or is seen when running LASTBOOT on a 3Server386 server.
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Action You may need to reprint any files that were in the process of being printed when the server was shut down or rebooted. No other action is required.

SPOOL=<#> deleted from \\<server>\<printer>.
(3P/Admin)

Meaning The 3P DEL command successfully deleted the specified spool ID from the printer.

Action No action is required.

SPOOL=<#> for \\<server>\<printer><#> set.
(3P/Admin)

Meaning The 3P SET command successfully set the spool ID for the specified printer.

Action No action is required.

Spool ID must be from 0 to 32000.
(3P/User)

Meaning Spool file numbers are limited to a range from 0 to 32000, and you specified a spool ID number outside of this range.

Action Specify a spool ID number within the accepted range. Run 3P QSTAT/SPOOL=ALL to find the spool ID number.

SPP rcv timeout.
(3+Backup/Admin)

Meaning The target server of the backup or restore operation did not respond to the backup tape unit within the specified timeout period.

Action Check the target server to make sure that it is on-line.

ST: No Name Svr.
(Installation/Admin)

Meaning An LCD error message appeared specifying that communications to the Name service could not be made, or that no Name service is available. This error could also appear if the Ethernet cable is not attached to the network server.

This can also occur when the Name service has been moved to another server, or the Name server's Ethernet address has changed. Refer to the *3+ 1.6 Release Notes* for more information on redefining the network address.

Action Verify that the Ethernet cable has been attached correctly. If it is, use 3INS to verify that the Name service is installed.

Start Server: multiple 3+Start servers not allowed.
(Installation/Admin)

Meaning A 3+Start server already exists on the network.

Action Only one 3+Start server can be used on the network. Shut down one of the 3+Start servers and disable it using 3INS.

Status of <variable> (linked to \\<variable>\<variable>):
(3P/User)

Meaning This displays the status of all SET options for that specific linked device. For example, "3P STAT LPT1:". This message reflects the status from the linked user's point of view (not from the server's point of view).

Action No action is required.

Strange format.
(3+Backup/Admin)

Meaning The beginning of the tape is not recognizable as a 3+Backup tape.

Action Insert a 3+Backup tape.

Sync Iloop Test.
(3Server386/LCD)

Meaning This is not an error message. This message may appear when you reset a 3Server386 server from a netstation during the quick installation procedure or after running SETUP using a 3C connection.

Action Press the reset button on the server. The server will boot normally.

SYNC LOOP error.

(3Server3/LCD/)

Meaning This server LCD message appears when the W009 board jumper is not removed from the CME motherboard during installation of the Port Expansion Board (PEB). If you do not remove this jumper, the Token Ring or AppleTalk ports you intend to use with the Port Expansion Board are disabled.

Action Remove the W009 jumper, located near the battery, on the CME motherboard. Contact your network supplier, or consult your 3Com Technical Bulletins for details.

Syntax error.
(3+Backup/Admin)

Meaning A 3+Backup command contains improper syntax.

Action Check for the correct command syntax.

System.
(3+Backup/Admin)

Meaning This is a specific class of 3+Backup code that follows a 3B DIR command on a backup tape.

Action No action is required.



T

3C505 initialization error n, or 3C605 initialization error n. (Driver initialization /Admin)

Meaning These error messages can appear at driver initialization time for the EtherLink Plus adapter (3C505, IE3) or TokenLink Plus adapter (3C605, IR6). Most of these errors indicate a defective or improperly configured adapter. The error n represents a number value between 1 and 6 with the following associated meanings:

- No response from the adapter following the host PC's request to perform a Reset/Self Test. Specifying the wrong adapter address may cause the driver to hang in a waiting state and also return this message.
- Failed sending an adapter command block from the host PC to the adapter.
- Failed getting an adapter response block from the adapter to the host PC using programmed I/O. This is used to get the self-test results.
- Failed getting an adapter response block from the adapter to the host PC using default I/O. The default I/O method is DMA on a PC, so this may indicate a DMA problem.
- Error configuring adapter. Error status was returned in response to configuring the adapter's memory.
- The adapter's self-test function detected an error on the adapter.

Action Consult your network supplier for the recommended recovery procedure.

3+Mail profile file (3MAIL.NSP) cannot be found. (3+Mail/Admin)

Meaning The file 3MAIL.NSP could not be found or is corrupt.

Action Reinstall the 3+Mail service. For information, see *he 3+ Installation and Setup Guide*.

3+Menus cannot find the proper demonstration files. (3+Menus/User)

- | | |
|---------|---|
| Meaning | The demonstration files that you are trying to access are not in the same directory as MENUS.EXE. |
| Action | Check that the files are properly named and residing in the same directory as MENUS.EXE. |

3+Menus cannot run your editor. 3+Menus will retry after taking itself out of memory. (3+Menus/User)

- | | |
|---------|--|
| Meaning | 3+Menus tried to run your text editor without unloading part of itself, but there is not enough memory in your netstation to run both 3+Menus and the text editor. |
| Action | If the text editor still does not run after 3+Menus takes itself out of memory, you will need to add more memory to your netstation if you want to use the /Edit command with 3+Menus. Normally, you will not have to do anything. 3+Menus will run the editor after unloading part of itself from memory. |

3+Name service unavailable. (3+Mail/Admin)

- | | |
|---------|---|
| Meaning | The 3+Name service must be running on the network before you can run the 3+Mail server. |
| Action | Start the 3+Name service and restart the 3+Mail server software. |

3+<service> Failure (LCD display) **3+<service> startup failure (Console display).** (Installation/Admin)

- | | |
|---------|---|
| Meaning | These messages will display after an initial error message displays on the terminal, specifying a service startup failure. |
| Action | Since there are several error conditions that can cause these messages to be displayed, it is important to look up the specific error message that displays before the 3+ failure message and follow the actions given. |

3ComEMM.SYS device driver not loaded from CONFIG.SYS.
(3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIO SYS, Locator, and 3+Monitor services, if installed, into high memory, which is normally inaccessible. This leaves more memory for additional services.

This error message indicates that the 3ComEMM command line in the CONFIG.SYS on the server has been modified or deleted.

Action Use a text editor to display the contents of the server's CONFIG.SYS file. The 3ComEMM device line should read as follows:

Device=3ComEMM.sys NOROM USE=E000 L 0000

Edit the line as necessary.

3Route-3Remote-3NetConnect profile has been corrupted, please reconfigure.
(3+Route, 3+Remote, 3+NetConnect/Admin)

Meaning The profile file has been corrupted by disk errors, accidental deletion, or copy.

Action Restart the server and reconfigure the service.

3Route-3Remote Profile: COM ports configured incorrectly.
Please reconfigure.
(3+Route, 3+Remote/Admin)

Meaning COM ports have been configured incorrectly through some installation error.

Action Run the 3INS program and reconfigure your 3Route and 3Remote service parameters.

3SRVGO.EXE Error.
(3Server3/LCD)

- Meaning The 3SRVGO.EXE program does not have enough memory to run (2 KB of memory are required), or there are not enough MINDS processes available.
- Action Decrease your configuration parameters. 3Com recommends reducing the CIOSYS buffers parameter by two. Try increasing the number of processes on the "device=pro.sys" line in the CONFIG.SYS file. See the *3+Administrator's Guide* for more information.

3Start server does not respond (does it exist?).
(3+Start/Admin)

- Meaning The server is not running, or the 3+Start service does not exist on the network.
- Action Make sure the server is running, then retry the operation.

Tape Change Acknowledged:
(3+Backup/User)

- Meaning The tape cartridge change requested in a 3+Backup operation has been acknowledged.
- Action No action is required.

Tape Change Requested:
(3+Backup/User)

- Meaning A request has been made to change the tape cartridge used in a 3+Backup operation.
- Action No action is required.

Tape drive error.
(3+Backup/Admin)

- Meaning There is a problem with the tape drive unit.
- Action Retry the operation. If problem reoccurs, check the connection to, and condition of, the tape drive unit.

Tape drive error; controller busy.
(3+Backup/Admin)

Meaning 3+Backup cannot access the tape drive.

Action Restart the tape server and retry the operation. If problem reoccurs, repair the tape drive controller.

Tape drive error; data error.
(3+Backup/Admin)

Meaning An unrecoverable data error has occurred.

Action If you are backing up a server, adjust the tension of the tape by erasing the tape twice. Try to use the tape again. If the error reoccurs, discard the tape.

Tape drive error; drive fault.
(3+Backup/Admin)

Meaning The tape drive needs repair or replacement.

Action Consult your network supplier.

Tape drive error; drive not attached.
(3+Backup/Admin)

Meaning 3+Backup did not detect the presence of the tape drive. This may also be caused by using the wrong tape driver for your system. The two tape drivers used by 3Com servers are TDRIVE.SYS for earlier servers (80186-based) and TAPE.SYS for newer servers (80386-based).

Action If your tape drive is a separate unit, turn on the tape backup unit before starting the server. Check all cable connections.

Tape drive error; end of recorded data.
(3+Backup/Admin)

Meaning The end of the recorded data has been reached unexpectedly, and 3+Backup cannot decipher the resulting tape format.

Action There may be a problem with the last file on the tape. If the message occurs during a backup operation, redo the backup. If the message occurs during a restore operation, the last file restored may be incomplete. You may need to re-create that last file using an earlier backup tape.

Tape drive error; end of tape reached.

(3+Backup/Admin)

Meaning	The physical end of the tape has been reached unexpectedly, and 3+Backup cannot decipher the resulting tape format.
Action	All information on the tape is intact, and can be read. However, if this message occurs during a backup operation, redo the backup. If this message occurs during a restore operation, and the last file on the tape continues on another tape, you need to re-create that file. Re-create that file using other earlier backup tapes. All other files on the second tape are still accessible.

Tape drive error; internal error.

(3+Backup/Admin)

Meaning	A hardware error occurred that 3+Backup is not ready to handle.
Action	Retry the operation. If it fails again, contact your network supplier.

Tape drive error; miscellaneous.

(3+Backup/Admin)

Meaning	3+Backup has encountered an unexpected error condition.
Action	Retry the operation. If the error reoccurs, shut down and restart the server that has the tape drive. If necessary, contact your network supplier.

Tape drive error; new tape in place.

(3+Backup/Admin)

Meaning	The tape cartridge has been changed since the last time 3+Backup read or wrote to the tape.
Action	Repeat the backup or restore operation. Do not remove or replace cartridges while either operation is in progress.

Tape drive error; no tape in place.

(3+Backup/Admin)

Meaning	There is no tape in the tape drive.
Action	Insert the appropriate tape and retry the operation.

Tape drive error; operation took too long.
(3+Backup/Admin)

- Meaning** The tape drive took longer than expected to complete a single command.
The tape controller or drive needs repair.
- Action** Try the operation again and restart the server if necessary.
If the operation fails again, contact your network supplier.

Tape drive error; SCSI bus error.
(3+Backup/Admin)

- Meaning** The server is unable to communicate with the tape drive.
- Action** Check the SCSI cabling and termination.

Tape drive error; software error <message>.
(3+Backup/Admin)

- Meaning** 3+Backup is having difficulty communicating with other server software,
or the capacity of the tape cartridge does not match the capacity of the
tape drive.
- Action** Check to be sure that the tape cartridge and the tape drive have the same
capacity. For example, you cannot use a 120 MB tape cartridge in a tape
drive set for 150 MB. If necessary, check the server's CONFIG.SYS file
to determine the current setting for the tape drive (default is 150 MB).

If this is not the problem, shut down the server and then restart it.

Tape drive error; unexpected file mark.
(3+Backup/Admin)

- Meaning** A file mark is present on the tape in an unusual place and 3+Backup
cannot decipher the resulting tape format.
- Action** If this occurred during a backup operation, erase and re-record the tape.

Tape drive error; write-protected tape. (3+Backup/Admin)

Meaning The write-protect switch on the tape is in the SAFE position and data cannot be written to the tape. A 45 MB tape in a 150 MB tape drive will also report this error to the backup log.

Action Rotate the tape write-protect switch to non-SAFE.

Tape full. (3+Backup/Admin)

Meaning The tape you want to use for a backup is full.

Action Use a different tape that contains sufficient space to perform a backup.

Tape has non-3+ data. (3B, 3BMEN/Admin)

Meaning The standard 3Com 3+ tape identifiers were not found on this tape, and the tape was probably not produced on a 3Com server.

This message can also be displayed when an attempt was made to read a 3+Open tape on a 3+ server. 3+ and 3+Open tapes are not interchangeable.

Action Insert the correct tape.

Tape interface software missing. (3+Backup/User)

Meaning Either the TDRIVE.SYS file, or the TAPE.SYS file is not installed. These two files are the tape driver interface software used in 3+Backup operations. Only one of these two files should be installed.

The TDRIVE.SYS file is used by the 3Server, 3Server3, and 3S/200 servers. The TAPE.SYS file is used by the 3S/400 and 3S/500 servers.

Action Check the CONFIG.SYS file and make sure that the device= line points to the correct driver file.

Tape is blank.
(3+Backup/Admin)

Meaning The tape in the tape drive contains no information.

Action No action is required.

Target domain is remote, send anyway (Y/N)?
(Broadcast Messages/User)

Meaning The destination name of this domain does not reside on your Name service, but is on a remote domain. Do you wish to send it anyway, Y or N (Yes/No) ?

Action Reply yes (Y) if you want to try sending this message to this remote domain anyway. If not, reply no (N).

TDRIVE.SYS not installed.
(3+Backup/Admin)

Meaning The TDRIVE.SYS file is not installed. This message is usually displayed during an off-line backup using earlier versions of 3+Backup software.

Action Check the server's CONFIG.SYS file to see if the TDRIVE.SYS file is installed. You may need to install TDRIVE.SYS file on the *Server System Software #1* diskette, and on that diskette's copy of the CONFIG.SYS file.

Terminate.
(3+Route, 3+Remote/Admin)

Meaning A telephone call to another network was terminated.

Action No action is required unless network traffic is being disrupted by repeated remote connection terminations.

Terminated abnormally.
(Installation/Admin)

Meaning A serious problem was encountered when starting the server.

Action Restart the server. If the problem persists, contact your network supplier.

That feature is not currently installed.
(3INS/Admin)

Meaning An attempt was made to modify a feature of a service not currently installed (for example, Name Broadcast Messages) on a server that is not running the Name service.

Action No action is required. If you want to modify a service, install that service first.

The contents of the tape will completely replace the contents of the server [Y/N]?
(3BMEN/Admin)

Meaning This warning message is displayed with a prompt whenever a full server restore operation is requested.

Action Choose either Y or N depending upon your needs.

The Macintosh folder "<variable>" is not being created in this directory due to folder depth limits.
(3+Backup/Admin)

Meaning A total path length greater than 90 characters occurs when creating the specified Macintosh folder in this directory. Since this is a limit within 3+Backup, it is not being created. It is possible to create folders that exceed the path limitation, but such folders (and their contents) can neither be backed up nor restored.

Action Work within the specified path length limits when using 3+Backup.

The Macintosh service is needed for Macintosh user access to these files.
(3+Backup/Admin)

Meaning A 3+Backup operation is being attempted on a server with 3+ for Macintosh files, but that server does not have the 3+ for Macintosh service running. 3+Backup cannot access these files without the 3+ for Macintosh service running.

Action Reenable or reinstall the 3+ for Macintosh service on the target server to back up the specified files.



The Macintosh Service is not installed or enabled on the server.
(3+Backup/Admin)

Meaning	3+Backup operation is being attempted to back up or restore 3+ for Macintosh files on a server that does not have the 3+ for Macintosh service installed.
Action	Reenable or reinstall the 3+ for Macintosh service on the target server to back up the specified files.

The map is empty
(3Disk/Admin)

Meaning	You attempted to delete a defect from a empty map.
Action	No action is required.

The maximum message number has been reached.
Do you want to save your in-progress message elsewhere?
(3+Mail/User)

Meaning	The highest numbered message in the folder has reached the maximum allowed number of messages.
Action	Take one of the following steps to reduce the total number of allowed messages: <ul style="list-style-type: none">• Store the in-progress message in another folder.• Delete some unnecessary mail messages to make room.• Renumber the folder with a [Ctrl]+N command.

The name on the From line is not the same as your login name.
(3+Mail/User)

Meaning	You changed the name in the From: line.
Action	Change the From: line to your login name or log in again.

The next tape in sequence must be inserted to continue this operation.
(3+Backup/Admin)

Meaning This prompt indicates that this is a multi-tape backup or restore operation or may also be displayed if an out-of-sequence tape was inserted into the tape drive.

Action Insert the next tape in the sequence into the tape drive and acknowledge the 3+Backup prompt.

The number of entries in the server mailbox directory file (MBXS) exceeds the 3+Mail profile value.
(3+Mail/User)

Meaning More entries exist in the server mailbox directory file (MBXS) than are specified in the service profile for 3+Mail.

Action Increase the number of users allowed to use that Mail server in 3OPT. If a tuning problem occurs, then temporarily increase the number of uses by deleting some users from the Mail server (after they have retrieved all their mail messages) using the 3N command, and then restore the entries value in the server mailbox directory file to that required for proper operation.

The specified destination path does not exist.
(3+Mail/User)

Meaning An attempt was made to write a file (F5 - File) to a drive or path that does not exist. The drive letter or directory pathname may not be spelled correctly, or the drive you want to use may not be currently linked.

Action Reenter the drive and path correctly or exit 3+Mail and link to the specific server and sharename you want.

The tape in the drive is not the correct next tape in sequence.
(3+Backup/Admin)

Meaning A multi-tape restore operation is in progress, but a tape has been inserted in the tape drive that is out of sequence for the restore operation.

Action Find the correct tape (in sequence for this restore) and insert it into the drive.



The tape in the drive was recorded earlier in this operation and should not be overwritten.

(3+Backup/Admin)

Meaning A warning not to overwrite the tape currently in the drive because a backup operation is already in progress.

Action Insert another tape to continue the proper sequence for this backup operation.

The tape in the drive was recorded earlier in this operation and should not be overwritten. Insert another tape.

(3+Backup/Admin)

Meaning A multi-tape backup operation is in progress, and the tape in the drive has already been used as part of this backup operation.

Action Insert another tape (not already part of this backup) in the tape drive to continue this operation.

There does not seem to be a diskette inserted in the drive!

(3INS/Admin)

Meaning 3INS is trying to perform an install or deinstall of a service and is trying to execute a batch file on the disk. The cause is one of the following:

- There is no diskette in drive A:.
- The door is not closed.
- There is something wrong with the diskette itself.

Action Insert the diskette into drive A: and close the door or try using another netstation (if you are installing software remotely using a 3C console connection). If this does not solve the problem, contact your network supplier for assistance.

There is another Name service on the Network, this Name service will be aborted.

(3+Name/Admin)

Meaning	3Com networks allow only one 3+ or 3+Open Name service on a network at any time. This error condition could be due to network cable problems, or someone attempted to bring up a second Name server on the network. If the problem is the network cable, then network number-related error messages probably will be displayed.
Action	Find and deinstall the second Name server. If the problem is caused by crossed network cable, identify and fix any network cable crossover. Check the network cable and server connections.

There is currently no route open to your server.

(3+Mail/User)

Meaning	No route is currently open to your server. The problem can be one of the following: <ul style="list-style-type: none">• You are trying to retrieve or send mail from a remote location.• The network router or 3+NetConnect is down.• The local routers do not know how to access your Mail server.• You are running an earlier version of the IDP.SYS file that does not have dynamic route table handling.
Action	If IDP is the problem, obtain a new version of the IDP.SYS file, and copy it over the earlier existing version on your netstation. 3+NetConnect and all routers should also be running the latest version of this IDP file. If the network routers are experiencing problems, you need to notify your network administrator about the problem. If your Mail server is not defined in the local Name service, ask your network administrator to add it (and its domain, if necessary, to the local Name service).

There is no current operation to cancel.

(3+Backup/Admin)

Meaning	You tried to cancel an operation but, there was no operation in progress.
Action	No action is required.

**There is no folder directory file in <variable>.
Locate (search) will skip over this folder.
(3+Mail/User)**

Meaning This message appears in a "Search all folders" operation, when the specified folder does not contain a FOLDER.DIR file.

Action No action is required.

There is not enough memory to display the desired list. Please close other windows first or free up memory outside of menus.

There is not enough memory to display the desired window. Please close other windows and try again.

There is not enough memory to perform the desired task. Please close other windows or free up memory outside of menus.

**There is not enough memory for the menu program.
(3+Menus/User)**

Meaning These messages indicate that 3+Menus cannot complete the operation because you do not have enough memory in your netstation.

Action Close some other window to free some memory. If this message is displayed often, you may want to consider adding more memory to your computer; or if you normally load memory-resident programs (such as SideKick) before running 3+Menus, restart your netstation without running the memory-resident programs. This may free sufficient memory for 3+Menus.

**This 3+Menus diskette has already been installed.
(3+Menus/Admin)**

Meaning You are trying to install a 3+Menus diskette that has already been installed, either on this server or another server on the network.

Action Obtain a new copy of 3+Menus to install.

**This attachment is a Macintosh binary file.
The filing operation will convert it to a PC-format file.
Continue?
(3+Mail/User)**

Meaning Macintosh files are not stored in the same manner as PC files, and the attachment is still in a Macintosh format. It can be stored, but only as a PC file. If it is stored as a PC file, then the file can no longer be used by a Macintosh user.

Action If you have a Macintosh computer and MacMail and want to save this file in a Macintosh format, then it should be filed from the MacMail netstation, not a PC netstation.

**This attachment is a Macintosh binary file.
Warning - This file contains a resource fork.
Filing operation will convert it to a PC-format file.
Continue?
(3+Mail/User)**

Meaning Macintosh files are not stored in the same manner as PC files, and the attachment is still in a Macintosh format. It can be stored, but only as a PC file. If it is stored as a PC file, then the file can no longer be used by a Macintosh user.

Action If you have a Macintosh computer and MacMail, and want to save this file in a Macintosh format, then it should be filed from the MacMail netstation, not a PC netstation.

**This copy of 3+Menus has already been installed for unlimited users.
(3+Menus/User)**

Meaning You are installing a third copy of 3+Menus on your shared directory. This not necessary since the installed copy already allows all users on the server to run 3+Menus.

Action No action is required.

**This copy of 3+Menus has not been installed.
(3+Menus/Admin)**

Meaning The copy of 3+Menus that you are trying to run from a shared directory has been copied there without running through the installation process.

Action Properly install 3+Menus. See the *3+Menus Reference Guide* for details about installation.

This is not a 3+Menus diskette.
(3+Menus/Admin)

Meaning The diskette you inserted in drive A: is not a valid 3+Menus diskette.

Action Insert a valid 3+Menus diskette, either a new copy of 3+Menus or the original five-user version, as prompted.

This is not the original 3+Menus diskette.
(3+Menus/Admin)

Meaning In upgrading from a five-user version to an unlimited-user version, 3+Menus checks that the earlier version had been correctly installed for five users. The INSTALL procedure prompted you for the 3+Menus diskette used to install the five-user version, but the diskette you inserted in drive A: was not the one used for the five-user installation.

Action Insert in drive A: the 3+Menus diskette that was used for the original five-user installation.

This menu is Read-only. You may not change it.
(3+Menus/User)

Meaning You are trying to modify or delete a menu item in a menu to which you have read-only access. To modify a menu item, you must have read/write/create access to the menu.

Action No action is required.

This operation will be cancelled after the current file is closed.
Pressing [Control]+[Break] will cancel it now.
(3+Backup/Admin)

Meaning The [Control]+[Break] keys were pressed during an off-line backup operation. 3+Backup gives you the option of either stopping after the current file is completed and closed or stopping the backup operation immediately.

Action Choose the appropriate option.

This operation will clear CMOS record of all SCSI IDs.
(3DISK386/Admin)

- | | |
|---------|---|
| Meaning | You selected "Remove all drives" from the "Configuration" submenu. |
| Action | Either type an N to stop the operation, and retain the current disk configuration, or type a Y to continue. Before continuing, note the system's current configuration (by writing down which drive IDs are assigned to each SCSI ID). Then follow the 3DISK386 procedure described in "Changing the Server's Boot Disk" in the <i>3Server386 Guide</i> to add the SCSI IDs back into CMOS. |

This operation will restore the entire server. The contents of the tape will completely replace the contents of the server.
(3+Backup/Admin)

- | | |
|---------|---|
| Meaning | You specified a restore operation to restore all of the partitions on the server. |
| Action | Choose Y (Yes) to restore the entire server, or N (No) to cancel the operation. |

This program requires an 80386 processor.
(3ComEMM/Admin)

- | | |
|---------|---|
| Meaning | <p>This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIOSYS, Locator, and other 3+ services, (if installed) into high memory, which is normally inaccessible. This leaves more memory for additional services.</p> <p>This error message is displayed if you installed the memory management program on a PC server that does not have the required 80386 processor. Since the 3+ installation program is designed to prevent you from installing the feature if the PC server does not have a 80386 processor, this message should never appear.</p> |
| Action | Reinstall 3+ on the PC server and do not activate 3ComEMM. |

This program requires DOS 3.00 or later.
(3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIOSYS, Locator, and other 3+ services, (if installed) into high memory, which is normally inaccessible. This leaves more memory for additional services.

This error message is displayed if you installed the memory management program on a PC server that does not have DOS 3.00 or later.

Action Either install DOS 3.00 or later on the server or reinstall 3+ and do not activate the 3ComEMM feature.

This will change DOS volume mapping on drives after <SCSI ID/LUN>.
(3DISK386/Admin)

Meaning When you use the "Remove drive" option, drive IDs (DOS volume mapping) for disks added after the one you are removing will "move up." The following example illustrates how this works.

If this is the disk configuration before you remove SCSI ID 3:

<u>SCSI ID</u>	<u>DOS Volumes</u>
2	C, D, E, F, G
3	H, I, J, K, L
4	M, N, O, P, Q

This is how the new configuration will look:

<u>SCSI ID</u>	<u>DOS Volumes</u>
2	C, D, E, F, G
4	H, I, J, K, L

In this example, drives M through Q no longer exist when SCSI ID 3 is removed.

Action Run 3OPT, the 3+ network tuning program to change the CIOSYS configuration so it matches the new disk configuration. See the *3+ Network Tuning Guide* for instructions.

Three-part name is invalid.
(3C/User)

Meaning	The specified three-part name contains an invalid character.
Action	Check the spelling of the three-part name, making sure it contains no invalid characters. Three-part names can contain the letters A through Z or a through z, the digits 0 through 9, and the special characters hyphen (-), underscore (_), period (.), and space.

Time Server: IDP New client failed.
(3+Name/Admin)

See the MINDS command error table in section M of this guide for more information.

Token boot failed
Error code: *nnnn*.
(3Server386/LCD)

Meaning	A hardware error occurred while trying to start the 3Server386 server on the token ring network.
Action	Write down the error code in the message and report it to your network supplier.

Too busy.
(3+Name/User)

Meaning	The Name server is already performing at maximum capacity.
Action	Wait approximately 30 seconds and try the operation again.

Too many (command line) switches.
(3+Mail/User)

Meaning	You typed too many parameters when you started 3+Mail.
Action	Check your typing. The maximum amount of command line switches is 7. Refer to the <i>3+Mail User Guide</i> for the correct syntax. If you are using 3+Menus, see your network administrator about correcting the Mail batch file.

Too many nested groups.
(Broadcast Messages/User)

- Meaning An error occurred in an attempt to send a message to a group name with too many groups nested within other groups.
- Action Send the message individually to members (or groups) within the larger group.

Too many parameters. Format again.
(3Disk/Admin)

- Meaning 3Disk supports a maximum of sixteen partitions on one disk.
- Action Reformat the disk using less than sixteen partitions.

Too many parameters...ignored after (xxx).
(General/Admin)

- Meaning One or more of the parameters you typed is invalid.
- Action Reissue the command, using valid parameters.

Too many parts in name.
(3B, 3BMEN/User)

- Meaning You have specified a name with more than three parts. 3+ software uses the Xerox Clearinghouse convention for names in a three-part format (name:domain:organization).
- Action Specify the name using the three-part format.

Too many parts in name.
(3+Backup/Admin)
(3C/User)

- Meaning The specified three-part name contains more than two colons (:).
- Action Enter the three-part name correctly.

Too many redirections. (3+Backup/Admin)

- | | |
|---------|--|
| Meaning | A limitation now exists in the sessions parameter (limiting the number of links you can make) in the MSREDIR line. |
| Action | Unlink from shared directories and printers that you do not currently need, or edit your AUTOEXEC.BAT file to increase the value of the /l: parameter (number of lines) and the /s: parameter (number of sessions) to the MSREDIR program. Log out from the network and restart your netstation. The /s: sessions parameter should be set the same as the NB sessions parameter. Refer to the <i>3+Administrator's Guide</i> for more information. |

Too many redirections. (3+File, 3+Print/User)

- | | |
|---------|--|
| Meaning | You tried to link to more printers and/or sharenames than are allowed by the NETBIOS and Redirector parameters in the AUTOEXEC.BAT file. |
| Action | Use EDLIN, MED, or another text editor to change your AUTOEXEC.BAT file. To increase the number of links, edit the MSREDIR command line. Number shown in bold should be increased. |

MSREDIR /L:**7**

If other parameters are included in the AUTOEXEC.BAT file, do not delete them. Instead, change their value or add the additional parameter as shown above.

To increase the number of links, change the /L: parameter on the MSREDIR line as shown in the example above.

Log out, restart your netstation and try again. For complete information about the available parameters, refer to the *3+Administrator's Guide*.

Too many redirections. (3+Menus/User)

- | | |
|---------|--|
| Meaning | You tried to link to more printers or sharenames than are allowed by the NETBIOS and Redirector parameters in the AUTOEXEC.BAT file. |
|---------|--|

Action Use EDLIN, MED, or another text editor to change your AUTOEXEC.BAT file. To increase the number of links, edit the MSREDIR command lines. Number shown below in bold should be increased.

MSREDIR /L:7

If other parameters are included in the AUTOEXEC.BAT file, do not delete them. Instead, change their value or add the additional parameter as shown above.

To increase the number of links, change the **/L:** parameter on the MSREDIR line as shown in the example above.

Log out, restart your netstation and try again. For complete information about the available parameter, refer to the *3+Administrator's Guide*.

Too many sessions.
(3+Backup/Admin)

Meaning The target server for a remote on-line backup operation has too many sessions in progress to allow 3+Backup to make a Share connection.

Action Several options are possible, as follows:

- Wait until a user unlinks from the server and frees up a session.
- Perform a forced 3F/3P UNLINK to force a user off the server (inform the user first so that they do not lose any of their data).
- Wait until the server can be shut down and then perform an off-line backup.
- If this occurs frequently, increase the total number of sessions permitted for the server using the 3OPT program.

Too many sessions. (3+Menus/User)

- Meaning** You are trying to use the /Edit command, but you have not specified the text editor that 3+Menus should load.
- Action** Specify the text editor in your PROFILE.SYS file. Refer to the *3+Menus "How To" Guide* for more information.

Too many sessions. (General/Admin)

- Meaning** You have exceeded the maximum number of simultaneous sessions that you can establish with network servers. The NetBIOS session limit has been exceeded.

- Action** Either unlink shared directories and printers from servers that you do not currently need; or edit your AUTOEXEC.BAT file.

To edit your AUTOEXEC.BAT file, use EDLIN, MED, or another text editor to increase your session parameters by editing the NB and MSREDIR lines. Numbers shown below in bold should be increased>

NB **5 4 3**
MSREDIR /S:**5**

The number you enter should be the same on the NB command line as on the MSREDIR command line. If other parameters are included in the AUTOEXEC.BAT file, do not delete them. Instead, change their value or add the additional parameter shown.

Log out, restart your netstation, and try again. For more information on sessions, see the *3+Administrator's Guide*.

Total buffer size exceeds 64K. (3+Share/Admin)

- Meaning** The -b ETH buffers and the 3+Share transmit and receive packet buffers total more than 64K, and this exceeds the buffer limit.
- Action** Tune the total number of buffers down to the 64K limits.

Translate command failed. <message>
(3Disk/Admin)

For the Meaning and Action to this message, see **Error while changing retry option.**

Transmission error.
(3+File, 3+Route/Admin)

Meaning	<p>You shut down a server from a netstation that is using the full implementation of NetBIOS.</p> <p>This may also be a 3+Route problem. The Name service and Locator may have different network numbers, or Name service information (names, domains, organizations) may be incorrect.</p>
Action	<p>No action is required if the server has been shut down properly. If you suspect a 3+Route or 3+NetConnect problem and you cannot verify if different network numbers exist or the Name service information is wrong, contact your 3Com Customer Service representative or network supplier for assistance.</p>

Transmission failed.
(General/User, 3+Backup/Admin)

Meaning	<p>The network is down, the network router window is closed, or the versions of the XNS protocols and 3F may be mismatched.</p>
Action	<p>Check for loose cable connections, a break in the cable, or improper cabling configuration. When fixed, restart your server.</p>

Transmit fail.
(3+Route/Admin)

Meaning	<p>A transmission to a remote network failed. This problem can be caused by one of the following reasons:</p> <ul style="list-style-type: none">• The telephone is busy or out of order.
---------	--



- The modem or server on the other end not answering.
- There is a failure on the local modem. Failure of the local modem or phone lines would cause a problem on all router connections, not just on one network.

Action If the problem is related to only one remote network, contact the network administrator on the remote network to see if they have experienced any problems.

If they have not, then look at the local modem and phone system. If the problem occurs on all remote connections, then the problem may be one of the following:

- In the telephone system itself.
- In the modem itself.
- In the the server hardware.
- Possible corruption or misconfiguration of the Route parameters under 3OPT.
- The 3CNXSRV.NSP file also may be corrupt.

Truncating partition to fit remaining space
(3DISK/Admin)

Meaning There is insufficient space to create the specified partition.

Action No action is required. 3DISK will automatically reduce the size of the partition to fit the remaining space of the disk.

Try rnpqe got file system error <variable> renaming file <variable> to <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Type is /PRIV, /R, /W, /RW, /RWC, /WC, or /SHAR.
(3+Share/User)

Meaning You must enter one of the sharename access right types listed above, including the slash (/).

Action Reenter the correct access right type.

U

Unable to append a backup on normal user's tape.

(3+Backup/Admin)

Meaning This is an outdated error message. This message occurs only on earlier versions of 3+Backup (before version 1.2).

Action Either take no action or update the version of 3+Backup being used.

Unable to build destination path.

(3+Backup/Admin)

Meaning A destination path specified in the restore operation cannot be built.

Action Enter a different destination path.

Unable to close current folder.**Check to see if you are out of disk space.**

(3+Mail/User)

Meaning 3+Mail received a DOS error when it tried to close the current mail folder. A frequent cause of this problem is that the disk where the folder resides is out of available disk space.

Action If the disk is out of disk space, try deleting some unnecessary mail messages to free up some space. If this does not solve the problem, then exit 3+Mail and check for free space.

If the problem still exists, delete sufficient files to make space, or move your mail directory to a drive with sufficient free space, or contact your network administrator for assistance. You can also use [Ctrl]+D to exit to DOS and delete some unneeded files.

Unable to create a directory path. Path: <path>.

(3+Backup/Admin)

Meaning A destination directory specified in the restore does not exist and cannot be created.

Action Enter another destination directory or check the one that was entered. Look for filenames that are duplicates of directory pathnames.



**Unable to create dir.
(Installation/Admin)**

- | | |
|---------|---|
| Meaning | The installation file is trying to create a directory that already exists. |
| Action | No action is required. The installation file will skip to the next step and begin the copy process of files to the appropriate directory. |

**Unable to create volume, name may already exist.
(3+Start/Admin)**

- | | |
|---------|---|
| Meaning | You tried to create a 3+Start volume and assigned it a name that already exists, or there is a system error. |
| Action | Choose a different name for the 3+Start volume you want to create. The name you choose must be different from those listed in the 3+Start directory (3S DIR). If the error persists, check the \3ROOT\STATUS.LOG file on the server for more information and contact your 3Com reseller for assistance. |

**Unable to determine disk capacity.
(3Disk/Admin)**

For the Meaning and Action to this message, refer to the message **Error while changing retry option**.

**Unable to determine which drives to access.
(3+Backup/Admin)**

- | | |
|---------|---|
| Meaning | The server being backed up has failed to report which of its disks are networked. |
| Action | Shut down the server and then restart it. |

**Unable to enter protected mode -- error code xx.
(3ComEMM/Admin)**

- | | |
|---------|--|
| Meaning | This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIO SYS, Locator, and other 3+ services (if installed), into high memory, which is normally inaccessible. This leaves more memory for additional services. |
|---------|--|

For some reason, the BIOS failed to handle the call to enter protected mode. An error code of 80 or 86 indicates that the BIOS does not support this function.

Action Try resetting the PC server. If the error message reappears, check with your 3Com reseller to be sure that the PC computer you are using as a server is approved for use with 3ComEMM.

Unable to execute Login program.
(3+Mail/User)

Meaning The LOGIN program could not be executed. The problem with the LOGIN program is one of the following:

- It may not be in the current directory.
- It may not be on the search path.
- There may not be enough memory in your netstation to allow the LOGIN program to execute.

Action Check and correct the problem and retry the operation.

Unable to get tape buffer from CIOSYS.
(3+Backup/Admin)

Meaning CIOSYS is not able to give the backup software a memory buffer.

Action You must reconfigure the CIOSYS buffers (the 3+ disk input/output system), or add more memory to your server. See the *3+ Installation and Setup Guide* for instructions. If you are using EMS for CIOSYS buffer pools, configure a buffer pool to 400 KB in size.

Unable to hang up on File server.
(3+Backup/Admin)

Meaning The virtual circuit between the backup server and the File server was not disconnected properly.

Action Be alert for errors in the next backup. If any occur, restart both the backup server and the file server.



Unable to interpret tape format.
(3+Backup/Admin)

Meaning 3+Backup does not recognize the tape.

Action 3+Backup can read data only from tapes it has recorded.

Unable to locate Name service.
(Installation/Admin)

Meaning Either the Name server is not started on the network or the network cable connection has been interrupted, making it impossible for the server to communicate.

Action Verify that the Name server is connected to the network and running properly. Check the network cable for loose connections or improper configuration.

Unable to move code to extended memory -- error code xx.
(3ComEMM/Admin)

Meaning This message is associated with PC servers using the 3ComEMM memory management program. A PC server with this feature will automatically load CIOSYS, Locator, and 3+Monitor services (if installed), into high memory, which is normally inaccessible. This leaves more memory for additional services.

This error message indicates that the BIOS failed to move the 3ComEMM program to extended memory. The error code indicates the type of problem such as 01 for a parity error, 02 if an exception interrupt occurred, or 03 if gate address line A20 failed. These errors generally indicate a memory chip or system board failure. An error code of 80 or 86 indicates that the BIOS does not support this function.

Action Try resetting the PC server. If the error message reappears with an error code of 80 or 86, check with your 3Com reseller to be sure that your PC server is approved for use with 3ComEMM.

Unable to open S_NAME.
(3+Mail, 3+Name/Admin)

Meaning	The server name file, S_NAME, was not found.
Action	Verify that the server name file, S_NAME, exists. If not, take the server off-line and run C:\3PLUS3\CONFIG\S_PROMPT to re-create the S_NAME file. See the <i>3+ Installation and Setup Guide</i> for details.

Unable to read a volume.
(3+Start/Admin)

Meaning	The 3+Start master diskette cannot be read. Either the 3+Start master diskette is damaged or your disk drive is not working correctly.
Action	Create a new 3+Start master diskette or try to install the diskette using a different netstation or disk drive.

Unable to read drive capacity.
(3DISK386/Admin)

Meaning	3DISK386 cannot access the disk. This message could indicate a controller, cabling, or disk drive problem.
Action	Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the operation that caused the error message to appear. If this message reoccurs, contact your network supplier for assistance.

Unable to read file BOOT.RCD
(3DISK/Admin)

Meaning	This message can occur when you are formatting a disk or reentering a disk's defect map if the system cannot read the file BOOT.RCD from the floppy disk containing the 3DISK program. This can happen if: <ul style="list-style-type: none">• The BOOT.RCD file is not on the diskette.• The diskette is not in drive A:.• The BOOT.RCD file is damaged.
---------	---



Action Make sure the BOOT.RCD file is on the diskette containing the 3DISK program, and that the diskette is in drive A:. If that does not solve the problem, try copying BOOT.RCD and 3DISK.COM to another diskette, and then try the operation again using the new disk.

Unable to restore all the windows.
(3+Menus/User)

Meaning When 3+Menus returned from your application program, batch file, or DOS command, there were Directory and File windows open that were no longer valid. The drive that contains the window contents may no longer be linked.

Action No action is required.

Unable to transmit to File server.
(3+Backup/Admin)

Meaning 3+Backup is unable to send Ethernet packets to the backup server.

Action Check that the network is intact. Retry the backup operation.

Unable to write final tape block.
(3+Backup/Admin)

Meaning The final write operation of the backup failed.

Action Use the Tape Directory selection or DIR /F command to confirm that the backup tape and the tape drive are listed. Label the tape and watch for future errors on the same tape.

Unable to write to a volume.
(3+Start/Admin)

Meaning The 3+Start diskette cannot be copied onto the disk due to a disk error on the server.

Action Retry the operation. If the message appears again, check the server's hard disk for bad sectors.

Unavailable volume.

(3+File, 3+Start/Admin)

Meaning	You tried to link to a private 3+Start volume that was already linked. Even with administrator status, you cannot link to a private 3+Start volume that is in use. However, the administrator can unlink or delete a 3+Start volume, even if it is in use.
Action	Have the user of that volume unlink; then try to link to the volume again. Or, log in as Admin and use 3+Menus or the 3S UNLINK command to unlink the volume.

Unexp H/W Int *nn****nnnn:nnnn* +****Unexp S/W Int *nn******nnnn:nnnn* +**

(3Server386/LCD)

Meaning	The 3Server386 CPU has received a spurious interrupt, where " <i>nn</i> " is the interrupt number. For software interrupts, " <i>nnnn:nnnn</i> " is the segment:offset address from which the interrupt occurred. For hardware interrupts, " <i>nnnn:nnnn</i> " is the segment:offset address where the system was executing when the interrupt occurred. The software is designed to catch and report all spurious interrupts and report them in this way.
---------	---

3Server386 server operation halts until you press the CONT button, as indicated by the plus sign (+) in the message. The server then attempts to resume normal operation.

This can be either a hardware or software error. Severe hardware problems can generate spurious interrupts with "random" interrupt numbers. Certain software errors can also lead to stray interrupts; interrupt 6 is the most common of these.

It means the CPU tried to execute an undefined opcode, generally caused by the CPU's instruction pointer being set to point to random (non-coded) memory.

Action	Press the CONT button. If normal operations do not resume, try restarting the 3Server386 server. If the 3Server386 server does not restart or if this error message reappears, write down the interrupt number and address in the message and report them to your network supplier, who can determine whether the error indicates a software malfunction that can be fixed at your site.
--------	--



If it cannot be fixed on-site, the 3Server386 server will probably have to be sent in for repair.

Unexpected (CIOSYS) error <variable> (SMB command <variable>).
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Unexpected End of File reading share list, entry <variable>.
(3+Share/Admin)

Meaning The number of entries in the Share list (SHRLIST) is fewer than specified in the header of the Share list. This may be because of a power failure occurring during a Share list update or the Share list being corrupted in some other way.

Action Restore the Share list (SHRLIST) from a backup copy.

Unexpected error (x) returned to I/O function.
(3DISK/Admin)

Meaning The ROM-based disk access routines generated an unknown error code.

Action Write down the error code and contact your 3Com reseller for assistance.

Unexpected file mark.
(3+Backup/Admin)

Meaning A file mark was encountered on an alleged 3+Backup tape that should have contained data. This tape is not a 3+Backup tape.

Action Insert a different tape or erase the current one before using it.

**Unexpected NMI +
nnnn:nnnn.**
(3Server386/LCD)

Meaning The 3Server386 CPU has received a spurious non-maskable interrupt, where "nnnn:nnnn" is the segment:offset address where the system was executing when the interrupt (NMI) occurred. This message usually indicates a hardware error if it appears more than once.

Action Press the CONT button to resume normal operations. This essentially turns off the interrupt until the server is power-cycled (turned off and then on again). If this message reappears at that time, note the address in the message and report it to your network supplier.

Unknown command.
(3+Start/Admin)

Meaning The 3+Start service does not recognize the command entered. You may have misspelled the 3S command.

Action Check the "Command Reference" in the *3+ Administrator's Guide* to make sure the command exists and that you have spelled it correctly.

Unknown command.
(General/User)

Meaning There is a disk error on the server.

Action Retry the operation. If the message reappears, ask your network administrator to check the server hardware.

Unknown command <specific string>.
(General/Admin)

Meaning The command you entered was not a defined command.

Action Reenter the correct command.

Unknown keyword on DEVICE= line in CONFIG.SYS.
(3ComEMM/Admin)

For the meaning and action to this error message, see **Duplicate keyword**.

Unknown media type.
(General, 3+Backup/User)

Meaning There is a disk error on the server.

Action Retry the operation. If the message reappears, ask your network administrator to check the server hardware.



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Unknown parameter.
(3+Start/Admin)

- Meaning** The 3+Start service does not recognize the name of the optional parameter. You have probably misspelled it.
- Action** Check the "Command Reference" in the *3+ Administrator's Guide* to make sure that the parameter type you entered is in the correct format. Make sure you have entered the text and punctuation of the parameter correctly.

Unknown property.
(3N/Admin)

- Meaning** You have referenced a property number that is not defined within the Name service database.
- Action** Check the property number or add the new property to the Name service database.

Unknown type.
(3N/User-Admin)

- Meaning** This prompt appears when a 3N ADD ? command is entered and the answer to the Type? prompt is not one of the User, Server, Alias, Member, or Domain choices.
- Action** Enter the correct type.

Unknown unit.
(General/User)

- Meaning** There is a disk error on the server.
- Action** Retry the operation. If the message reappears, ask your network administrator to check the server hardware.

Unknown value.
(General, 3+Backup/User)

- Meaning** There is an unidentifiable syntax or field in the command line prompt.
- Action** Correct and reenter the command. Refer to the "Command Reference" section of the *3+Share User Guide* for more information about syntax.

Unknown value: \laserjet /link
(3+Menus/User)

Meaning This message is displayed when you select the option List Users Linked to a Printer.

Action Modify the form by typing the sharename of the printer after the server name on the same line and deleting the second line.

If you use this selection frequently, change the task item form following the instructions in the *3+Menus Reference Guide*. Put the name of the server and the sharename of the printer on the same line.

Unknown volume.
(3+Start/Admin)

Meaning You tried to link to or delete a 3+Start volume that is not registered in the 3+Start directory. You probably misspelled the name of the volume, or tried to access a volume that has not been created yet, or specified a drive other than the default C:, for the 3+Start volume.

Action Make sure the name of the volume is registered in the 3+Start directory. One way to do this is using the 3S DIR command to request a directory of all registered start volumes.

If the volume exists, try to enter it again, being careful to type it correctly, or create the 3+Start volume (with the 3S CREATE command), if you tried to access the 3+Start volume from a drive other than the default C:, try again but do not specify a drive. A 3+Start volume can only be linked to C:, the default drive.



Unreadable data.
(3+Backup/Admin)

- | | |
|---------|--|
| Meaning | The tape cannot be read correctly; there are unrecoverable read errors. |
| Action | Cancel the restore and remove the tape. Start the restore again beginning with the problem tape. (This process adjusts the tension of the tape, but leaves the contents intact.) If 3+Backup can read the tape, all files except the partial first file are restored. You then need to restore only that file, beginning with the part on the previous tape and concluding with the part on the second tape. |

Unrecoverable error, operation halted.
(3+Backup/Admin)

- | | |
|---------|---|
| Meaning | This is the last message to go into the log file if the attempted operation (backup, restore, DIR /F) did not complete successfully. You will only get this message when looking through the log file(s). |
| Action | When going through the log file, look at the error message that explains why the operation halted. This message should be just above the current message "Operation halted...". You then determine the proper action to take based on that message's meaning. |

Unrecoverable floppy disk read error.
(General/Admin)

- | | |
|---------|---|
| Meaning | This message appears during installation. It indicates that the registration program cannot read from the diskette in the drive. |
| Action | Check your diskette for corruption by running DOS CHKDSK. If this error appears even with a new diskette, try a different diskette or contact your network supplier for assistance. |

Unrecoverable floppy disk write error.
(General/Admin)

- | | |
|---------|--|
| Meaning | This message appears during installation. It indicates that the registration program cannot write to the diskette in the drive. |
| Action | Make sure your diskette does not have a write-protect tab. If this error appears even with a new diskette, try a different diskette or contact your network supplier for assistance. |

Updating Folder.
(3+Mail/User)

Meaning The FOLDER.DIR file was not closed after the last exit from 3+Mail. This problem can be caused by the user's Share server shutting down while the user was running 3+Mail.

Action No action is required.

Updating Memory Requirements file.
(3OPT/Admin)

Meaning Changes have been made to service parameters, so 3OPT is updating its stored calculation of memory consumption for the server.

Action No action is required.

Updating Profile for: <variable>.
(3OPT/Admin)

Meaning This is the line 25 status message displayed after the "S"(save) option has been selected. This message informs you that the system is saving the changed parameter information. The <variable> is replaced by the name of the service(s) whose parameters are being updated.

Action No action is required.

Use count already zero in reldom of <variable>:<variable>.
(3+Name/Admin)

Meaning An internal conflict in the management of the Name service database is present. This message may appear after the Name server has lost power or encountered other hardware failures during a database update operation, and has then been restored to operation.

Action If this problem does not reoccur (with the same domain file), or is not accompanied by other messages, no action is required. If there are other messages that indicate database corruption, then the specified NS_DOM.xxx file is corrupted and must be restored from a backup copy.



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Use count not 1 when releasing locked <variable>:<variable>.
(3+Name/Admin)

Meaning A locked domain database file (indicated in message) had an invalid user count when it was released. This message can indicate either memory or database corruption.

Action If this error occurs once, you may ignore it. If this problem or other potential corruption problems are seen, the NS_DOM file is corrupt and must be restored from a backup copy.

Use courier.
(3N/Admin)

Meaning An operation was attempted that referenced Xerox Network Systems (XNS) equipment. This type of operation requires the following:

- Using the COU.SYS driver in the CONFIG.SYS file.
- Adding the MINDSCOU statement to the end of the RUNMINDS line in the AUTOEXEC.BAT file.

The COU.SYS driver is also used for running ETHERTERM.

Action Check that the COU.SYS driver is in the CONFIG.SYS file and add the MINDSCOU statement to the RUNMINDS line in the AUTOEXEC.BAT file.

Use Drive ID.
(3F, 3P/Admin)

Meaning A 3F LINK command was used without first loading the MSREDIR (Redirector). Other messages may also be displayed that indicate a problem exists either with loading MSREDIR itself or with one of the lower layers, such as NetBIOS or the protocol stack.

Action Check all error messages from the initial Boot process and later. If the problem is not resolved, contact your network supplier for assistance.

Use drive ID.
(3+File/User)

Meaning If you are linked using a drive identifier, you need to unlink with a drive identifier.

Action Issue the UNLINK command again using a drive identifier.

User already exists on Share server.
(3N/Admin)

Meaning You tried to add a user to a Share server where the specified user already has a home directory. This situation usually occurs when the Name service database has been restored from a backup, and therefore is no longer current (any users added between the backup and now must be re-added to the Name service to update it).

Action Add the user to update the Name service. Make sure that the drive and directory of the user on the Share server is the same as that entered for the user's home directory.

User has mail.
(3N/Admin)

Meaning You tried to delete a user from the Mail server using the 3N MOD or DEL command. To complete this operation, the user must first log in and retrieve all their mail before you delete them from the Mail server.

Action Delete the user after the user has logged in and retrieved their mail. In a large organization, first remove the user from any distribution lists to prevent additional mail being sent to this user.

User must be the administrator.
(General, 3+File/Admin)

Meaning You tried to create, delete, or modify a 3+Start volume as a user. Only the network administrator (one who has administrator capabilities) can create, delete, or modify a 3+Start volume.

Action Log into the network as the administrator, or have the network administrator perform the functions that require that capability.



User name <Name:Domain:Organization> is invalid. Send anyway?
(3+Mail/User)

Meaning The user name listed is not registered with the 3+Name service. Do you want to send the message anyway?

Action Press [F9](Choices) to check the correct spelling of the name. Press [F6] (Send) to send the message again.

User name required.
(3+Name/User)

Meaning You must enter a user name with this command.

Action Enter a user name.

User name too long.
(3+Mail/User)

Meaning The user name of the three-part name is too long. User names are limited to 40 characters.

Action Check to make sure you typed the name correctly or use the message editor to change the name. Use an alias, if necessary.

User not linked.
(3F, 3P/Admin)

Meaning You tried to forcibly unlink a user from a server when that user was not linked to the server.

Action Check the spelling of the user name and retry the operation.

User not on server.
(3+File, 3+Menus/User)

Meaning The pathname you specified is on a server that does not contain your home directory, or you tried to share a directory that has /SHAR access rights, but it is on a server other than your home server.

Action Share the directory on a server that contains your home directory. To share another user's shared directory, you must have your home directory on the same 3+Share file server.

User operations not supported in 3+Backup v. 1.2.
(3+Backup/User)

- Meaning 3+Backup version 1.2 and all later versions do not allow users to perform individual backups or restores. In the original 3+Backup version, individual users could perform backups and restores of their own directory areas.
- Action No action is required. Contact your network administrator to perform backups.

User operations not supported in 3+Backup version 1.3.
(3+Backup/User)

- Meaning A user attempted to use 3+Backup version 1.3.
- Action Have a network administrator perform the operation.

User <username> does not have a home directory.
(General, 3+File/Admin)

- Meaning The share list is corrupt.
- Action Restore the SHRLIST file from a valid backup copy or cRestore the SHRLIST file from a valid backup copy or contact your network supplier for assistance.

Using the 3+File system.
(3+Route, 3+Remote, 3+NetConnect/Admin)

- Meaning This version of 3+Route, 3+Remote, and 3+NetConnect uses the concurrent input/output system (CIOSYS).
- Action No action is required.

Using the DOS File system.
(3+Route, 3+Remote, 3+NetConnect/Admin)

- Meaning The 3+ File system is not installed on this server; 3+Route, 3+Remote, and 3+NetConnect will use DOS. This will automatically disable status logging.
- Action No action is required.

V**Value entered is too big.**
(General/User)

Meaning The value you entered at the prompt was too large.

Action Reenter the correct value.

Value is required.
(General/User)

Meaning You must include a value.

Action Enter the correct value and press [Return]. To cancel command, press [Esc].

Volume table cannot be read.
(3DISK386/Admin)

Meaning 3DISK386 cannot access the disk's DOS volume table. This may mean the volume table does not exist.

Action Perform a complete backup of the disk. Run the DOS CHKDSK program against each volume, or drive ID on the disk. See your DOS manual for instructions. If CHKDSK completes successfully, retry the operation that caused the error message to appear.

The problem should now be solved. If CHKDSK fails on only one volume, first restore the volumes that have no errors. Then restore the volume that has errors file-by-file. This should clear the problem.

If CHKDSK fails on multiple volumes, reformat the disk using the "Write new DOS volumes (soft format)" option. This operation will assign DOS drive IDs to the disk. See the *3Server386 Guide* for further information.

V 3+ Messages

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**Volume table copy <number> cannot be written.
(3DISK386/Admin)**

Meaning	3DISK386 cannot access the disk. This message could indicate a controller, cabling, or disk drive problem.
Action	Run each option on the "Diagnose hardware" submenu in the order listed, ending with the write-read test, if necessary. Then retry the operation that caused the error message to appear. If this message reoccurs, contact your network supplier for assistance.

W**Write error at x. <message>**
(3DISK/Admin)

Meaning This message can occur while you are running the read-only or write-read tests. It indicates that 3DISK has found and logged a disk's defect location.

Action You can run 3DISK's "Confirm logged defects" options when the test completes, and then either run the "Repair without format" or "Normal format" options to mask the defect from the system.

The following messages correspond to the <message> placeholder in this and other 3DISK messages. These messages are primarily of interest to service technicians.

The first group of messages relate to problems on the interface between the drive and the controller. They usually indicate a problem with the drive or drive controller cable.

Drive not ready
No index signal
No seek complete
No sense data
No track 0
Write fault

The second group of messages relates to problems that the controller detected while performing normal operations with the drive. The problem may be caused by media defects, other drive hardware faults, controller hardware faults, or cabling faults between the two components.

Bad track
Data address mark not found
Data check in no retry mode
ECC error during verify
I.D. address mark not found
I.D. CRC error
Interleave error
Record not found
Seek error
Self test failed
Unformatted or bad format
Unrecoverable data error

The final group of message relates to problems in communication between the ACME board and the disk controller. Either of these components could be responsible, or the SCSI cabling between the two may be faulty.

Bad argument
Bad cylinder address
Counter threshold reached
Illegal block address
Invalid command
Invalid LUN

Write fault.
(General/User)

Meaning There is a disk error on the server.

Action Retry the operation. If the message reappears, ask your network administrator to check the server hardware.

Write fault error.
(3+Mail/User)

Meaning The write fault error could not be written because the disk may be full, or there may be a critical error associated with the disk.

Action Correct the error and retry or write to another drive.

Write file (CIOSYS) error <variable> on entry <variable> at position <variable> in share list file.
(3+Share/User)

See the File System Error Table in section F of this guide for more information.

Write file (CIOSYS) error <variable> on header of spool file <variable>.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Write file (CIOSYS) error <variable> rewriting header of share list file.
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Write file (CIOSYS) error <variable> updating spool file: <variable> (update_pqe).
(3+Share/Admin)

See the File System Error Table in section F of this guide for more information.

Write-protect error.
(3+Mail/User)

Meaning An attempt was made to write to a file on a write-protected drive.

Action Perform one of the following:

- Change the write-protection on the diskette.
- Link to a network drive where you have write privileges.
- Write to an existing drive where you have write privileges.

Write-protected.
(3+Backup/Admin)

Meaning The tape has the write-protect switch set to the SAFE position.

Action Insert a new tape or change the write-protect switch to the opposite of the SAFE position.

Write-protected.
(General/User)

Meaning There is a disk error on the server.

Action Retry the operation. If the message reappears, ask your network administrator to check the server hardware.

Write-Protected tape.
(3+Backup — LCD/User)

Meaning This message appears on the server LCD when users try to use a write-protected tape for a backup operation.

Action Use another properly formatted tape cartridge for the backup operation, or if you do not want to save the write-protected tape then turn the protect knob to allow writing to the tape.

W

3+ Messages

W-4

Wrong number of digits entered. (3C/Admin)

- Meaning** The specified network address does not contain exactly six or exactly 12 digits.
- Action** Enter the correct network address. It is easier to enter the six-digit address displayed on the server's LCD. However, Ethernet addresses also have a 12-digit version, which is valid for 3C entry. If the first six digits of the server's address are NOT 026086, then it will be necessary to specify all 12 digits.

Wrong tape. (3+Backup/Admin)

- Meaning** The tape does not contain the remaining portion of the data to be restored.
- Action** Insert the tape containing the correct data.

Wrong tape. (3+Backup —LCD/User)

- Meaning** This message appears on the server LCD when users try to insert a tape that has already been used for the current backup operation.
- Action** Use another properly formatted tape cartridge for the backup operation.

3+ Messages

X

X-1

X

XNS PKTS xmtcd: *<variable>* rcvd: *<variable>* xmterr: *<variable>* lost:
*<variable>*ld.
(3+Route, 3+Remote/Admin)

Meaning This status log message reports traffic statistics for traffic to and from a remote network.

Action No action is required, unless there are problems with the remote network. This information is useful in troubleshooting the problem.

Y**You already have a folder entitled <filename>.**

(3+Mail/User)

Meaning You tried to create a mail folder with the same name of a folder that already exists.

Action Either ignore this error and use the existing folder by the specified name or create another folder with a different name or spelling.

You are already in your Home (default) Folder.

(3+Mail/User)

Meaning You selected GoTo Home Folder from the Folder menu but are already in your home folder.

Action To switch to another folder, select Open Folder from the Folder menu and specify a folder name.

You are not licensed to use this copy of 3+Menus.

(3+Menus/User)

Meaning 3+Menus has been installed for five users, and your name is not currently one of the first five entries in the MENUS.PRF file that exists in the same shared directory as the 3+Menus code. You can also get this error message if either the MENUS.PRF file or the 3+Menus code files (EM.EXE and MENUS.EXE) have been moved since they were installed.

Action Ensure that the MENUS.PRF file and the 3+Menus files are in the same location as when they were installed. If they are, then install a second copy of 3+Menus, or have the network administrator put your name in the MENUS.PRF file.

You are not logged in. You can access your folders.

(3+Mail/User)

Meaning You are executing 3+Mail without being logged into the network. You can access only the messages already in your folder, but you will not be permitted to send or retrieve mail over the network until you have successfully logged in.

Action You must log in to the network or you can only access the messages in your 3+Mail folder.



You can only edit files.
(3+Menus/User)

Meaning You have tried to access an item that 3+Menus does not recognize as a file.

Action Make sure that you have selected a file, not a directory, to edit.

You can only share a directory, a sub-directory or a pre-existing sharename.
(3+Menus/User)

Meaning You are trying to share an item that is not a directory or an existing sharename.

Action To give other users access to a file, add it to a directory that has already been shared, or assign a sharename to the directory that contains the file.

You cannot modify or delete a standard menu item.
(3+Menus/User)

Meaning You are trying to modify or delete standard menu items such as Directories and Files, Log In/Log Out, Printer Connections, or Shared Resources. These menu items cannot be modified or deleted.

Action No action is required.

You cannot overwrite that version of 3+<service name> software.
Error [xxx], please verify your installation procedures.
(Installation/User)

Meaning You are trying to overwrite a different version of the software.

Action Verify the version number of the 3+ diskette for the service you are attempting to install.

You did not insert a valid 3+<service name> diskette.
Error [xxx], please verify your installation procedures.
(Installation/Admin)

Meaning You did not insert the correct diskette as specified in the prompt.

Action Insert the correct 3+ diskette service diskette. If the problem persists, contact your network supplier.

You do not have a folders file.
(3+Mail/User)

- Meaning The folders file for the 3+Mail netstation software does not exist in the directory indicated on the mail command line. The problem is one of the following:
- This is the first time you have run 3+Mail.
 - The folders file has been deleted or renamed.
 - The wrong (or no) drive and directory have been specified on the mail command line.

Action Check the directory for the folders file and check the mail command line to see which drive or directory was specified.

You DO NOT have WRITE access to the configuration directory!
(3INS, 3OPT/Admin)

Meaning You have linked to the server using a sharename without /RWC (Read/Write/Create) access. 3INS and 3OPT will not work without these important access rights.

Action Link to a sharename (in the install path) with the /RWC access rights or, if one does not exist, log in as the server-user and create a sharename to use.

You do not own the selected sharename. You may only modify YOUR sharenames.
(3+File/Admin)

Meaning You are trying to modify another user's sharename.

Action Be sure you have selected the right sharename.

You have no configurable services installed.
(3INS/Admin)

Meaning There are currently no services on this server that can be configured from the 3INS "Configure Peripherals and Services" menu.

Action No action is required.



You have no services installed with broadcast messages.
(3INS/Admin)

Meaning You selected the "Modify Broadcast Messages" entry from the 3INS menu, but you currently have no installed services that use the Broadcast messages. The services that use the Broadcast service are 3+Name, 3+Share, and 3+Backup.

Action No action is required.

You have not SAVED your new parameter values.
(3OPT/Admin)

Meaning You have made changes to one or more of the services, and tried to quit without having saved these new values.

Action If you want to save these new values, then cancel the Exit operation and save them. If you do not want to save these new changes, then continue on with the Exit operation.

You must be an ADMIN or SERVER-USER to use Backup version 1.3.
(3+Backup/Admin)

Meaning 3+Backup version 1.3 can be used only by a network administrator or server-user.

Action Have a network administrator or server-user perform the operation.

You must be logged in to do that.
(3+Menus/User)

Meaning You are not logged in and are trying to run a menu item that requires linking to a shared directory or a shared printer.

Action Log in and try running the menu item again.

You must have DOS 3.0 or later to run this program.
(3+Backup/User)

Meaning You are attempting to run 3+Backup with a DOS version earlier than 3.0 (and running EtherSeries) or some program has altered the apparent DOS version level.

Action Make sure that you are booting with a DOS version later than 3.0 (DOS 3.1 is the minimum requirement for 3+ software), and that no program is altering the reported DOS version (some utilities do this for authentication by earlier application programs).

You MUST have WRITE access in order to install or configure your server.
(3INS, 3OPT/Admin)

Meaning You have linked to the server using a sharename without /RWC (Read/Write/Create) access. 3INS and 3OPT will not work without these important access rights.

Action Either link to a sharename (in the install path) with the /RWC access rights or, if one does not exist, log in as the server-user and create a sharename to use.

You must log in before running this program.
(3+Menus/User)

Meaning 3+Menus can only be installed by a logged-in user of 3+Share.

Action Log in before installing 3+Menus. Be sure you log in to the server on which you want to install 3+Menus, and that you have the correct access rights to the shared directory where you want to install 3+Menus.

Your configuration is not expected to fit in the available memory.
(3OPT/Admin)

Meaning 3OPT has calculated the approximate size of all the installed drivers and service software, and found that the estimated total size is larger than the available memory.

Action Reduce the memory consumption by using the following methods:

- Deinstall services to bring the amount of memory within limits.
- Tune the parameters for the various services to reduce the memory needs.

Some configurations can be made to fit that will not perform acceptably. 3Com has specific tuning recommendations, as well as maximum and minimum values, for most parameters.

For more information, refer to the *3+Network Tuning Guide* and contact your 3Com Customer Service representative or network supplier for assistance.

Your diskette does not seem to contain the file: <filename>.
(3INS/Admin)

- | | |
|---------|--|
| Meaning | The file specified is not on the diskette in drive A: This may not be the correct 3Com software diskette for the installation or de-installation procedure. |
| Action | Check the diskette label to ensure that it is the correct diskette. The diskette may also have been damaged. If it has been damaged, then contact your network supplier for a replacement. |

Your Folder directory file is invalid.
Do you want to save a copy of the file and build another?
(3+Mail/User)

- | | |
|---------|---|
| Meaning | On opening a folder, your folder directory file (FOLDER.DIR) was found to be corrupted and could not be used. |
| Action | If you answer Y, the original version of the file will be saved for future reference, and a new one will be built by analyzing your inbox directory structure and mail messages. If you answer N, then 3+Mail will abort and exit to DOS. Contact your network administrator if this procedure does not work. |

Your system does not contain an accessible copy of \COMMAND.COM.
(3INS, 3OPT/Admin)

- | | |
|---------|---|
| Meaning | 3INS/3OPT tried to execute a second copy of the command processor and could not find it in the path specified by the COMSPEC environment variable. There MUST be a copy available for this program to execute properly. |
|---------|---|

This situation is usually caused by one of the following reasons:

- Removing the boot disk that contained the original COMMAND.COM file.
- Linking over the boot device with a network drive that does not contain a valid copy of the COMMAND.COM file.

- | | |
|--------|--|
| Action | Replace the COMMAND.COM file, but you must have a properly matched version of this file for each version of DOS. |
|--------|--|

Z

Zero length message. (3+Mail/User)

Meaning	The file containing the message is empty. You may have restarted your netstation while creating the file.
Action	Retry the operation and delete the message. If the error reoccurs, contact your network administrator.

DOS

The following is a brief list of possible DOS error messages that can appear during operation. For more detailed explanations, refer to the appropriate DOS manual (for the version that you are using) for the meaning and recovery actions. These DOS messages are included for reference purposes only.

Bad call format error <device> -- Retry or Cancel (R/C).

Bad command error <device> -- Retry or Cancel (R/C).

Bad unit error <device> -- Retry or Cancel (R/C).

Data error <device> -- Retry or Cancel (R/C).

General failure error <device> -- Retry or Cancel (R/C).

No paper error <device> -- Retry or Cancel (R/C).

(This can happen when you are not linked to a network printer or a local printer.)

No server name in S_NAME file.

Non-DOS disk error <device> -- Retry or Cancel (R/C).

Not ready error <device> -- Retry or Cancel (R/C).

Read fault error <device> -- Retry or Cancel (R/C).

Sector not found error <device> -- Retry or Cancel (R/C).

Seek error <device> -- Retry or Cancel (R/C).

Write fault error <device> -- Retry or Cancel (R/C).

Write protect error <device> -- Retry or Cancel (R/C).

3+Route and 3+Remote Status Messages

The 3+Route and 3+Remote services write their entries to a log file called STATUS.LOG in the \3ROOT directory. These entries record all incoming and outgoing telephone calls, and any errors that may occur during these telephone calls. Network administrators can use these entries in STATUS.LOG to monitor the use of 3+Route and 3+Remote services, and help to isolate communication problems that result within these services.

Accessing the STATUS.LOG

Use the STATUS command to read the STATUS.LOG. How you access this file depends on your server's configuration:

On a concurrent server with the File and Print services installed, you can access \3ROOT\STATUS.LOG by typing C: as the concurrent user on that server.

On a concurrent server without the File and Print services installed, you can access \3ROOT\STATUS.LOG through the server's drive C:. Access is read-only.

On a nonconcurrent server with the File and Print services installed, log in as that server's server-user and use the 3F SHARE command to share \3ROOT. You can then link to \3ROOT using the 3F LINK command.

On a nonconcurrent server without the File and Print services installed, shut down the server and restart in DOS mode. For information on shutting down the server, see the *3+Administrator's Guide*.

STATUS.LOG Messages

The following list briefly explains what the status messages are and what information they contain. The message is often self-explanatory (for example, a hangup due to a schedule lapse).

Other messages indicate that something is wrong with your phone lines, your software, or your hardware. You can troubleshoot these indicated areas or check with your authorized network supplier for more assistance.

3R Status 3+ Messages

3R-2

Messages are written to the STATUS.LOG file in a chronological order as each event occurs.

CALL: Answer NET: *netnumber* PORT: *portnumber*

Meaning 3+Route answered a call from the indicated network on the indicated communication port.

CALL: Inactive Hangup NET: *netnumber* PORT: *portnumber*
XNS PKTS: xmtid: *xx* rcvd: *yy* xmterr: *ww* lost: *zz*
MNP PKTS: xmtid: *xx* rcvd: *yy* rxmtd: *ww* chksum: *zzz* dups: *xx*
SERIAL: ovrns: *xx* brks: *yy* frms: *aa* parity: *bb*

Meaning During a telephone call with the indicated network on the indicated communication port, 3+Route hung up the telephone because a timeout specified in 3ROUTE.NSP elapsed.

CALL: Originate fail NET: *netnumber* PORT: *portnumber*

Meaning 3+Route attempted to call the indicated network on the indicated communication port and the call failed. This usually means that the other network did not answer the call.

CALL: Originate NET: *netnumber* PORT: *portnumber*

Meaning 3+Route successfully called the indicated network on the indicated communication port.

CALL: Schedule Hangup NET: *netnumber* PORT: *portnumber*
XNS PKTS: xmtid: *xx* rcvd: *yy* xmterr: *ww* lost: *zz*
MNP PKTS: xmtid: *xx* rcvd: *yy* rxmtd: *ww* chksum: *zzz* dups: *xx*
SERIAL: ovrns: *xx* brks: *yy* frms: *aa* parity: *bb*

Meaning During a telephone call with the indicated network on the indicated communication port, 3+Route hung up the telephone when the time period elapsed for calling the other network, specified in the 3+Route profile.

CALL: Terminate **NET:** *netnumber* **PORT:** *portnumber*
XNS PKTS: xmtd: *xx* rcvd: *yy* xmterr: *ww* lost: *zz*
MNP PKTS: xmtd: *xx* rcvd: *yy* rxmtd: *ww* chksum: *zzz* dups: *xx*
SERIAL: ovrns: *xx* brks: *yy* frms: *aa* parity: *bb*

Meaning The telephone call with the indicated network on the indicated communication port was terminated. Commonly, this means the other end of the call hung up first. It could also mean that an internal driver timed out.

Network Transmit error (*number_* to destination network (*netnumber*))

Meaning Network driver software reported an error while trying to send a packet to the indicated network.

STATUS.LOG uses the following abbreviations to display information:

xmtd	transmitted
rcvd	received
xmterr	transmit error
lost	packets lost in transmit
rxmtd	retransmitted
chksum	checksum errors
dups	duplicates
ovrns	overruns
brks	breaks
frms	framing errors
parity	parity errors

Transmit Fail NET: *netnumber* **PORT:** *portnumber*
XNS PKTS: xmtd: *xx* rcvd: *yy* xmterr: *ww* lost: *zz*
MNP PKTS: xmtd: *xx* rcvd: *yy* rxmtd: *ww* chksum: *zzz* dups: *xx*
SERIAL: ovrns: *xx* brks: *yy* frms: *aa* parity: *bb*

Meaning A transmission failure terminated the telephone call with the indicated network on the indicated communication port.

3R Status

3+ Messages

3R-4

3R Status

The 3R STATUS command lets you display 3+Remote's internal communication counters. These counters are used by 3+Remote to monitor activity on the line and any errors that may occur in transmitting packets. Some amount of error is normal, and 3+Remote recovers from these errors automatically.

Use this command if you have trouble with a remote connection to help you isolate and diagnose the cause of the problem, particularly if you suspect phone line problems. Use this command before using the HANGUP command, because HANGUP resets the internal counters to zero. For more details, refer to the *3+ Remote PC User Guide*.

The remote counters correspond exactly to 3+Route and 3+Remote STATUS.LOG parameters. For example, XNS pkts xmtd = Xmt packets, MNP pkts xmtd = Link xmt packets.

Since the remote counters are identical, the same conclusions may be drawn. The following example shows how the internal communications counters operate by counting the errors occurring during packet transmission.

Example:

3R STATUS

Port State: "Open/Closed"
Link Address:: 8 hex digits

All following numbers in decimal:

Xmt packets: "count"
Rcv packets: "count"
Xmt error packets: "count"
Rcv discards: "count"
Link xmt packets: "count"
Link rcv packets: "count"
Link xmt error packets: "count"
Link checksum errors: "count"
Link duplicates: "count"
Physical overruns: "count"
Physical break errors: "count"
Physical framing errors: "count"
Physical parity errors: "count"

If the counters for Link xmt error packets, checksum errors, and duplicates are higher than usual (greater than ten percent for receive or transmit errors), you may have a problem with your equipment. In particular, there may be noise on the line. Check with your phone service to make sure your phone equipment is working correctly. You can calculate the percentage of errors by using the following formula:

$$\text{\% of Receive Errors} = \frac{\text{Link checksum errors} + \text{Link duplicates}}{\text{Link rcv packets}}$$

$$\text{\% of Transmit Errors} = \frac{\text{Link xmt error}}{\text{Link xmt packets}}$$

If the counters for physical overruns, break, framing, and parity errors are higher than usual, you may have problems with your asynchronous adapter cable or modem. If the problem persists, check with your authorized 3Com reseller. "Higher than usual" are any counters greater than ten. This may occur when cables were disconnected during a connection, but persistent counters greater than ten can be serious and should be diagnosed.

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