

Error Messages

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

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

Error Message Attempting to Connect to IPeXchange Gateway...

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

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

Error Message Call to Undefined Dynalink

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

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

To fix the problem manually, follow these steps:

- Step 1** Open File Manager and use the Search option to look for a file named WINSOCK.DLL. There should be only one, the file supplied with Cisco IPeXchange Internet Gateway.
- Step 2** Rename all other WINSOCK.DLL files.
- Step 3** Make sure that the Cisco IPeXchange Internet Gateway WINSOCK.DLL file is in the Windows directory. If necessary, copy it from the distribution floppy disk.
- Step 4** Restart the IPeXchange client.

Error Message Cannot Connect to IPeXchange Gateway

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

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

Table C-1 Frame Type Specification on IPeXchange Client

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

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

Error Message Cannot Establish a Control Conversation: Check License

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

Recommended Action Retry later and consider purchasing additional licenses.

Error Message Cannot find NWIPXSPX.DLL.

Explanation This file is required.

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

Error Message IPeXchange Client: Control Conversation Lost

Explanation The IPeXchange client is disconnected from the IPeXchange gateway.

Recommended Action Check that the IPeXchange gateway is running.

Error Message WINSOCK.DLL Not Found

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

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

