

Troubleshooting Cisco Internet Junction

Once the IJ gateway is running and the IJ client is installed, Winsock 1.1-based applications run automatically from the client computer. If problems occur, refer to the questions in this appendix to troubleshoot the problem. If an error message appears, refer to the appendix “Cisco Internet Junction Error Messages.”

At the Gateway

The following questions help to check the status of the IJ gateway and its TCP/IP software:

- Is the IJ gateway running?

At the IJ gateway, open the Cisco Internet Junction window and select the Status menu item. Check that the outgoing broadcast count is greater than zero. A nonzero outgoing broadcast count indicates that the gateway is correctly sending SAP messages to the client.

- Is the IP address configured correctly?

Enter the PING command from the MS-DOS prompt, specifying the gateway's own IP address or the standard loopback address, 127.0.0.1. If the command fails, the computer's IP address is incorrectly configured, and you need to reconfigure it.

- Can the computer connect to the external TCP/IP network?

Enter the PING command, specifying a remote IP address or host name. If the command fails, check the modems, routers, and other hardware that connect your site with the Internet service provider.

- Is TCP/IP name-to-address resolution working?

At the Client

Enter the PING command, specifying a domain name such as cisco.com. If PING fails to return status information, check the following:

- Does the TCP/IP configuration at the gateway correctly specify the IP address of the Domain Name Server (DNS)?
- Is the Domain Name Server functioning correctly?

At the Client

The following questions help to check for communication between the client and the gateway and for proper installation of the client software:

- Is the client receiving SAP messages from gateways?

Open the Cisco Internet Junction window and pull down the Gateways menu. The menu should display names of IJ gateways. If one or more gateways are missing, check that the IPX configuration at the client and gateway use the same frame type, as described in the chapter “Installing a Cisco Internet Junction Client.”

- Does the client have current versions of IPX components?

The chapter “Installing a Cisco Internet Junction Client” lists versions of IPX components that IJ client software requires. If you did not check IPX component versions at installation, do it now.

- Are the configuration files correct?

The Setup program modifies WIN.INI and SYSTEM.INI files on the IJ client. Refer to the section “Running the Setup Program” in the chapter “Installing a Cisco Internet Junction Client” and make sure that all changes described there have been made correctly.

- If the client is running Windows for Workgroups, does the frame type specified in NET.CFG match the frame type specified in PROTOCOL.INI?

On Windows for Workgroups systems, problems often occur when NET.CFG and PROTOCOL.INI specify different frame types. If you did not check frame types at installation, refer to the section “Prerequisites for Installation” in the chapter “Installing a Cisco Internet Junction Client” and do so now.

If You Need More Information

The effective use of many of the features in Cisco Internet Junction is easier if you have more information at hand. The following resources are recommended to you if you need more information:

- Customer Service
- Technical Assistance Center
- European Technical Assistance Center

Customer Service

To obtain general information about Cisco Systems, Cisco's products or documentation, or upgrades, call 800 553-6387 or 408 526-7208. Customer Service hours are 5:00 a.m. to 6:00 p.m. Pacific time, Monday through Friday (excluding company holidays). You can also send e-mail to cs-rep@cisco.com.

Technical Assistance Center

If you are a system administrator and need personal technical assistance with a Cisco product which is under warranty or covered by a maintenance contract, contact Cisco's Technical Assistance Center (TAC) at 800 553-2447 or 408 526-7209, or send an e-mail message to tac@cisco.com. Emergency technical assistance (for network-down or severe network problems) is available 24 hours a day, 7 days a week.

European Technical Assistance Center

Cisco and its European Service Partners coordinate all customer service in Europe, including hardware and software telephone technical support, onsite service, and module exchange and repair. For more information, contact the European TAC.

European TAC numbers and e-mail address are as follows:

- Phone: 32 2 778 42 42
- Fax: 32 2 778 43 00
- E-mail: euro-tac@cisco.com

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