Appendix A Error Conditions

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

The following messages may appear on your screen during the operation of NCSA Telnet. Any other messages that appear are protocol-specific messages that may require additional diagnosis from the system administrator. If a message that is not documented here occurs repeatedly, please contact your system administrator first. If you cannot find a solution, please submit a bug report using the form provided at the end of this manual.

```
AppleTalk initialization failed; couldn't install listener
```
or
```
EtherTalk initialization failed; couldn't install listener
```

Cause:
NCSA Telnet is having difficulty conversing with AppleTalk or EtherTalk, respectively. There are a number of possible causes for this, such as the use of conflicting and improperly coded AppleTalk or EtherTalk programs.

Solution:
If you are concurrently using another AppleTalk product, try running NCSA Telnet without it. Otherwise:

1. Reboot.

2. Check that AppleTalk is connected in the Control Panel or Chooser desk accessory, if you are using AppleTalk.

Check whether your configuration file contains the specification hardware=ether (see Chapter 8).

3. Try running NCSA Telnet again.

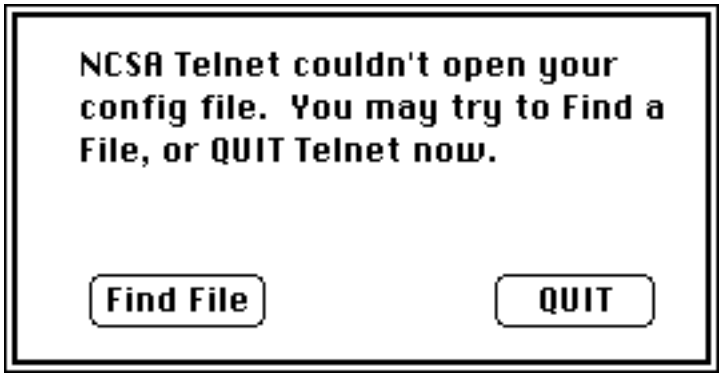
```
Cannot find or open configuration file
```

Cause:
NCSA Telnet normally operates with a configuration file. This file could not be found.

Solution:
A dialog box, shown in Figure A.1, appears on your screen. Click on this

error dialog box to continue. A dialog box appears from which you may elect to quit the program and return to the Finder, or find a suitable configuration file elsewhere on your disk.

Figure A.1 Missing Configuration File Dialog Box



If you choose to find a different file, NCSA Telnet displays a standard directory dialog box from which you can select the text file to use as your configuration file. This does not permanently change the name or place that NCSA Telnet looks for its configuration file. To prevent the error dialog box from being displayed again, put your configuration file into the folder containing NCSA Telnet or the System Folder.

```
ICMP:  Destination unreachable
```

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

Solution:
Check the IP address in your configuration file. Notify your system administrator that the gateway cannot connect you to the destination you want to reach. There may be a problem with the gateway.

```
Local Host or gateway not responding
```

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

Solution:
If the computer is on your local network, check to see that the network is up and running. If the computer is not on your local network, check to see if the gateway is up and running. Ask the system administrator to check the specification of the gateway in your configuration file. Check the IP number of the computer to which you are trying to connect. Check to make sure that your computer is attached to the network. Check the integrity of the network cable. Check any Ethernet devices' configuration