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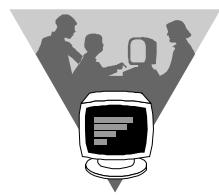
Library Systems Department

Troubleshooting IPs

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1   Document Control

1.1   Amendment History

Version	Date	Description	Initials
1.0	4/3/99	Current and Initial Version (awaiting testing)	KM

1.2   Filename Path

Document can be found at the following path:

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2 Introduction

This document is designed to provide solutions to problems related to the Network and IP Addresses.

3 Pre-Requisites

Password to useradmin.

4   Step by Step Instructions

The way I have decided to structure this document is by listing problems with answers in a FAQ layout.

<u>Problem</u>

I cannot login.

<u>Solution</u>

Ask the user if they see the Intranetware Login Box.

Scenario One

If the answer is "no", they have a connectivity problem such as one of the following:

- Faulty Cable - Replace cable and try again.

- Faulty Ethernet Card - Try PC in a port you know is working. If it doesn't work the problem is a faulty Ethernet Card. Resolve this by either calling out RM (if under warranty) or calling out EUCS.

- Faulty or Dead Point - Check the PC works on another point. If the PC works on another point and you've checked the cable, the problem is a faulty Ethernet point. Call this into EUCS.

- **Note: The problem could more than one of these problems.**

Scenario Two

If the user can see the login box, ask them what happens when they try to login, it will be one of the following.

- Error Message: "user does not exist in this context". This usually means that the user is using the wrong username (ie forgetting an initial) and the username actually doesn't exist. Check with useradmin that the username is correct. A quick way to do this is a local search of users on Pegasus Mail.

- Error Message: "simultaneous connections". This happens either when the user has been logged in on another workstation and forgot to log out *OR* the "session" has hung. This often happens if a PC crashes because the server does not know the connection is to be cleared. You can resolve this by getting MW/KM to clear the connection at server level. In the meantime, you can up the connections on

Netware Admin. Remember, once the connection is cleared, reduce the maximum connections to 1.

- Error Message: "access denied". This happens when user has entered a incorrect password. Reset the password and inform user.

- Error Message: "account locked / disabled". This happens when either, the account has been disabled by the administrator or the user has tried to login with the wrong password more than 3 times...this causes "intruder lockout". This can also happen when the account has reached its expiry date. This often happen with termtime staff.

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