

# DFS Client for Windows NT™

## Online Help

<b>Audience</b>	Users of the DFS Client for Windows NT who are either familiar with Microsoft® Windows NT or have a basic knowledge of using windows applications.	
<b>Purpose</b>	To provide DFS users with an overview of DFS and information and instructions for using, administering, and maintaining the DFS Client.	
<b>Production Notes</b>	Text	Microsoft Word and Doc-to-Help
<b>Research</b>	Discussion with development and training and experimentation with the system.	
<b>Sample Information</b>	This sample includes help topics related to troubleshooting.	

# Problems and Solutions

Application Freezes When Accessing DFS

Cannot Store Data to a Fileset that has Available Quota

Cannot Delete a DFS Directory

DFS Cannot Find a Directory

DFS Opens a Directory but the Directory Appears Empty

DFS Files Display in UNIX but Not in Windows NT

You Copy or Move a File and the File Manager Deletes It

Long Filenames and Windows Applications

Windows NT Copy Command is Not Case-Sensitive

DFS File Manager Menu Commands are Dimmed

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Cannot Access File Error When Saving to DFS

Lost Delayed-write Error When Servers are Down

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## Application Freezes When Accessing DFS

### Problem

Applications freeze when accessing DFS if the default system path includes any DFS directories before the `\WindowsNTdirectory\system32` directory, where *WindowsNTdirectory* is the directory in which your Windows NT files are stored. Windows NT traverses the default system path when searching for executable files. The `\WindowsNTdirectory\system32` directory contains files necessary for opening DFS directories. If a DFS directory is placed before the `\WindowsNTdirectory\system32` directory, Windows NT cannot reach the files it needs to open the DFS directory. In this situation, Windows NT stops at the DFS directory and is unable to continue traversing the path.

### Solution

Place the DFS directory after the `\WindowsNTdirectory\system32` directory in the default system path. Windows NT can then locate the files necessary for opening the DFS directory before it encounters the directory.

## **Cannot Store Data to a Fileset that has Available Quota**

### **Problem**

If you cannot store data to a fileset that has available quota, the aggregate may be full. The combined quotas of the filesets on an aggregate can exceed the amount of disk space actually available on the aggregate. If many filesets on an aggregate approach their quotas, the aggregate can become full. This can be true even if some of the filesets on the aggregate are well below their quotas. If this happens to the aggregate that houses your user fileset, you cannot store new data in the fileset, even if it has unused quota.

### **Solution**

See your system administrator.

## Cannot Delete a DFS Directory

### Problem

If you cannot delete a DFS directory, the directory may contain an unresolved symbolic link (one that points to a file or directory that does not exist) or a file whose name contains illegal Windows NT characters.

Directory listings do not display the symbolic link or filenames that contain illegal Windows NT characters; however, when you attempt to delete the directory, Windows NT returns an error message stating that the directory is not empty.

### Solution

You cannot delete the unresolved symbolic link or the files whose names contain illegal characters from your Windows NT machine. See your system administrator if you believe that you have a directory with an unresolved symbolic link or files that have illegal characters in their names. Your administrator can remove an unresolved symbolic link and determine whether to remove or rename any files that have illegal characters in their names.

## DFS Cannot Find a Directory

### Problem

If you connect a network drive to the DFS filesystem using an invalid pathname, DFS still establishes a connection. This occurs for either the File Manager Connect Network Drive command or the **net use** command issued from the Command Prompt. When you attempt to access that network drive, however, DFS produces the following error message:

The system cannot find the drive specified.

### Solution

Disconnect the network drive that is causing the problem. Reconnect the network drive to the DFS filesystem using a valid DFS pathname.

## **DFS Opens a Directory but the Directory Appears Empty**

### **Problem**

DFS functions the same as NTFS if you attempt to view a directory without permission to view its contents: the directory appears empty. This occurs when you view the directory through the File Manager or issue a **dir** command for the directory from the Command Prompt.

### **Solution**

You must have the proper permissions to view a directory. For information about the permissions required to perform certain operations, see "Permissions."

## **DFS Files Display in UNIX but Not in Windows NT**

### **Problem**

If a file displays in UNIX but not in Windows NT, the directory containing the files may contain an unresolved symbolic link (one that points to a file or directory that does not exist) or a file whose name contains illegal Windows NT characters. Windows NT directory listings do not display the symbolic link or filenames that contain any of the previous characters.

### **Solution**

You cannot delete the unresolved symbolic link or the files whose names contain illegal characters from your Windows NT machine. See your system administrator if you believe that you have a directory with an unresolved symbolic link or files that have illegal characters in their names. Your administrator can remove an unresolved symbolic link and determine whether to remove or rename any files that have illegal characters in their names.



## **You Copy or Move a File and the File Manager Deletes It**

### **Problem**

Windows NT treats symbolic links as the actual files to which the links refer rather than as links. If you move or copy a symbolic link to the directory to which it refers, the File Manager asks you if you want to replace the existing file. When replacing the file, the File Manager deletes the existing file and consequently has no file from which to replace the lost file.

### **Solution**

You must recover the file from a back-up version. See your system administrator for assistance.

## **Long Filenames and Windows Applications**

### **Problem**

Some older Windows applications, such as Microsoft Write, have trouble handling files whose names exceed eight characters even if the files were created using an application that accepts long filenames. Such older applications truncate a long filename to eight characters and append a ~ (tilde) to indicate that part of the name was cut off.

### **Solution**

No solution. Be aware that you may encounter truncated filenames when using older Windows applications with DFS or NTFS.

## Windows NT Copy Command is Not Case-Sensitive

### Problem

You cannot copy a file to the same directory if the new filename differs from the original only in case. For example, you cannot copy a file named **argyle** to a file named **Argyle** in the same directory. If you attempt this, Windows NT displays the following error message:

File cannot be copied onto itself.

### Solution

No solution. To maintain compatibility with older DOS file systems, file manipulation commands in Windows NT are not case-sensitive. Avoid copying files to a name that differs only in case.

## DFS File Manager Menu Commands are Dimmed

### Problem

Dimmed commands can indicate that you do not have the appropriate access privileges for a selected DFS object. If you gain the appropriate access privileges for the DFS object by changing the DCE ACL or issuing the **dce\_login** command to update your DCE credentials without exiting the File Manager, the DFS menu commands continue to be dimmed.

### Solution

Refresh or restart the File Manager window. You can refresh the window by selecting Refresh from the Window menu or by pressing F5.

## **Cannot Access DFS from Older Applications**

### **Problem**

Some older applications have length restrictions for Universal Naming Convention (UNC) names and filenames. DFS does not create alternate filenames that are compatible with the requirements of some older applications. You can experience problems accessing DFS from a given application if your cell name or filenames in DFS do not conform to the length restrictions of that application.

### **Solution**

Upgrade your applications to the newer versions. If it is impossible to upgrade your applications, contact customer support for a potential workaround.

## **Cannot Install or Access Older Applications in DFS**

### **Problem**

This is a result of older applications having length restrictions for Universal Naming Convention (UNC) names.

### **Solution**

See "[Cannot Access DFS from Older Applications](#)" for the solution.

## **File Being Used by Another Application Error when Installing Applications into DFS**

### **Problem**

The installation process for some applications sets the **.exe** file to read-only. It then attempts to open the file as a read/write file and fails. It displays a message stating that the file is in use by another application.

### **Solution**

Change the permissions on the file to allow write (issue the command **attrib -r** for the file) and continue with the installation process.

## Corrupted Data in Cache File

### Problem

You may have a corrupted cache file if you encounter one or more of the following situations:

- You are denied access to a DFS object for which you have proper privileges and you know the object exists.
- You have incorrect data in your cache file.

### Solution

Before performing steps to recover your cache file, perform the following operations to make sure that your problems are caused by a corrupted cache file:

- Verify that your DFS Client is running. The Transarc DFS Helper entry in the Control Panel Services application provides the status of Started and the Transarc DFS Client entry in the Control Panel Devices application provides the status of Started if your DFS Client is running.
- Verify that the ticket you received when authenticating to DCE has not expired. See "About Ticket Lifetimes."
- Verify that no servers contacted since you encountered problems are down. See "Checking File Server Status."
- Update fileset location information. See "Updating Fileset Location Information."
- Flush the fileset in which the parent directory resides. See "Forcing the DFS Cache Manager to Discard Cached Data."

If you still experience problems accessing a DFS object or have incorrect data in your cache file, perform the following steps for recovering from a corrupted cache file:

1. Double-click the Services icon from within the Control Panel.
2. Select Transarc DFS Helper from the Service list.
3. Choose the Startup button. Note the current Startup type of the Transarc DFS Helper entry. The next step requires you to change the Startup type and Step 8 requires you to change the Startup type back to its original value.
4. Select Disabled from the Startup Type box.
5. Choose the OK button and close the Services dialog box.
6. Restart your Windows NT machine.
7. Delete the **DfsCacheItems** file located in the directory in which your DFS cache is located.
8. Repeat Steps 1 through 5, however, change the Startup type of the Transarc DFS Helper entry back to its original value.
9. Start your DFS Client. See "Stopping and starting Your DFS Client."



## **Cannot Access DFS**

### **Problem**

If you know that your DFS Client is running and that servers you are attempting to access are functional, you may have a corrupted cache file.

### **Solution**

See the solution described in "Corrupted Data in Cache File."

## **File Manager Truncates Long Filenames**

### **Problem**

The File Manager truncates long filenames if you receive an access denied message when attempting to access a file or directory.

### **Solution**

Restart or refresh the File Manager. You can refresh the File Manager by selecting Refresh from the Window menu or by pressing F5.

## **Cannot Access File Error When Saving to DFS**

### **Problem**

If you have trouble saving a file to DFS, there may be problems with the network or problems with DFS servers.

### **Solution**

Save the file to the local hard disk. You can copy the new version of the file to DFS when the problem is fixed.

When you close the file, you may get a message stating that there is lost data. Ignore this and other error messages if you successfully saved your file to the local hard disk.

## **Lost Delayed-write Error When Servers are Down**

### **Problem**

You may receive this error when you close a file that you could not save to DFS.

### **Solution**

No solution. Ignore this message if you successfully saved your file to the local hard disk.

## Invalid Path Name Error When Using the User Manager

### Problem

You can define a home directory for a selected user account with the User Environment Profile dialog box. This dialog box is available through the User Manager. Windows NT does not recognize the cell-relative prefix (\\.:) or DFS-relative prefix (\\:) in the User Environment Profile dialog box. If you receive an invalid path name error when specifying a network directory as the home directory, verify that the pathname is correct and that it does not include the cell-relative or DFS relative prefixes. For example, the pathnames **\\.:\\fs\\usr\\judy\\other** and **\\:\\usr\\judy\\other** are invalid. For more information on DFS pathname prefixes, see ["Shortcuts to the Local Cell and DFS Filespace."](#)

### Solution

Use the complete DFS pathname when specifying a network directory as the home directory. For example, the pathname **\\...\\ddc.com\\fs\\usr\\judy\\other** is valid.