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AppleShare Client for Windows Troubleshooting (11/96)

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TOPIC -----

This article describes potential problems you might encounter while using AppleShare on your Windows computer. It tells you possible causes of each problem, and suggests steps you can take to resolve the problem.

DISCUSSION -----

Problems With Other Network Software

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NETX.EXE, the NetWare connection utility, does not work with AppleShare Client for Windows.

NETX, and similar network connection utilities, are written for other networks and are specific to their respective networks. These utilities cannot be used for connecting to a server of another type, such as an AppleShare server.

After installing AppleShare Client for Windows on a Windows system with existing networks, access to AppleShare Client for Windows is not available from the File Manager or other Windows network interfaces.

Unfortunately, Windows limits the number of network interfaces that can be integrated into the Windows environment to one for Windows 3.1. In Windows for Workgroups 3.11 you are limited to the Microsoft Network and one other network. If the Microsoft Network is not installed as the default network, then once again you are limited to a single network that may be integrated into Windows. If you are considering using multiple networks within Windows you should consider the lack of support for multiple network interfaces within Windows before installing a new network. When installing AppleShare Client for Windows using a custom install you may retain your current network interfaces while still using AppleShare Client for Windows. However, you will not be able to connect to and disconnect from servers or administer and view file and folder information from within the Windows File Manager or Network Control Panel. A connection utility has been provided for the AppleShare Client for Windows to allow you to connect to network services if AppleShare Client for Windows is not accessible from the File Manager. The connection utility can be accessed from the Apple Network Services Program group as the AppleShare Client for Windows program item. An example configuration would be Windows 3.1 with NetWare

installed as the default network and AppleShare Client for Windows.

An existing network (such as NetWare) is no longer available from the File Manager.

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- Windows 3.1 allows access through the File Manager and the Network control panel to only one network. Installing AppleShare Client for Windows has assigned that access to the AppleTalk network. When installing AppleShare Client for Windows and you wish to keep your existing network, select keep current network configuration when asked whether to replace the existing network.
 - Windows for Workgroups 3.11 allows access through the File Manager and the network control panel to only one network other than the Microsoft network. Installing AppleShare Client for Windows has assigned that access to the AppleTalk network. When installing AppleShare Client for Windows and you do not wish to remove your existing network select keep current network configuration when asked whether to replace the existing network.

Problems Running AppleShare Client For Windows

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The following message appears:

The AppleTalk driver was not loaded. Please reinstall AppleShare.

As this message indicates, the AppleTalk driver is not being loaded properly while Windows is starting up. Without the AppleTalk software, AppleShare Client for Windows will not function properly. One or more of the following situations may be the cause of the problem:

- Your network adapter card is not supported by AppleShare Client for Windows. Determine which card is installed and ensure that it is in the list of supported cards in the Getting Started With AppleShare Client for Windows guide and the README.TXT file. The README.TXT file is located in the same directory in which you installed AppleShare Client for Windows (C:\WINDOWS\A_SHARE, by default).
- Your network adapter card was not configured properly during installation on a Windows 3.1 ODI-based network. Check your NET.CFG file to ensure that you specified the correct network adapter card type, interrupt request level (IRQ), and memory address. To check your NET.CFG file you can use the DOS EDIT.COM program or the Windows NOTEPAD.EXE program. You may need to consult your network adapter card documentation or your network administrator to obtain the correct information for your card. Re-install AppleShare Client for Windows using the correct configuration information.
- Your network adapter card is damaged or improperly installed. The network adapter card must be properly installed in a slot on the main logic board and connected to the network with the proper cabling and connectors.

Consult the documentation that came with your network adapter card for installation instructions. Ensure that the card is seated correctly in its slot, that any required jumpers are set correctly, and that the software configuration is complete and correct. Run any diagnostic provided for the card.

- Your network cables are damaged or improperly installed. Check for loose connections, damaged connectors, improper cable termination, and damaged cables and fix any problems that exist.
- Your computer was not restarted after the AppleShare Client for Windows software was installed. If you are running Windows 3.1, most of the AppleShare Client for Windows software runs within DOS; simply restarting Windows does not restart the underlying DOS operating system. For AppleShare Client for Windows to run, you must restart (reboot) DOS by turning your computer off and back on.
- You have just removed all of the AppleShare Client for Windows software and reinstalled AppleShare Client for Windows on a Windows 3.1 system and you did not restart your computer. Uninstall AppleShare, then restart your computer, then install AppleShare again.
- When Windows 3.1 is starting up, the startup sequence in your AUTOEXEC.BAT file or other startup batch files may be interfering with the loading or configuration of the AppleShare Client for Windows. This can happen with systems using a DOS menu or special execution sequence for different DOS and Windows environments. You can identify whether this is true if during the DOS startup process, the following message does not appear on your computer screen:

NetWare Link Support Layer v2.14

<identity of your network adapter card driver>

ODI LAP TSR for AppleTalk, Version 1.0, Copyright (c) 1995 Miramar Systems Inc., Santa Barbara, CA.

The NetWare Link Support Layer (LSL) module and network adapter card driver are executed from the ATDRIVER.BAT file by the following statement in the AUTOEXEC.BAT file:

```
CALL C:\APPLE\A_SHARE\ATDRIVER.BAT
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See your system or network administrator, or your DOS documentation, for information on how to modify your AUTOEXEC.BAT file to properly place the ATDRIVER.BAT execution command before your command to launch Windows.

Problems Connecting To A Server

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The following message appears:

The AppleTalk stack cannot connect to an ODI or NDIS network driver. Please reinstall AppleShare.

See the section titled "Problems Running AppleShare Client for Windows," earlier in this document.

No zones appear in the AppleShare Client application window.

- Your computer is on a network that is not divided into zones. Ensure that you know the correct location of the server to which you wish to connect.
- Network hardware (such as cables, transceivers, and routers) is malfunctioning. Check with your network administrator.

Only some of the network's zones appear in the AppleShare Client application window.

Network hardware (such as cables, transceivers, and routers) is malfunctioning. See your network administrator.

No servers, or only some servers, appear in the AppleShare Client application window.

- There are no servers available in the currently selected zone. Ask your network administrator where the server you are interested in is located and select that zone in the AppleShare Client application window.
- The servers are shut down. See the network administrators who manage the servers.
- Network hardware (such as cables, transceivers, and routers) is malfunctioning. See your network administrator.

Names of zones and servers appear corrupted.

Mac OS and Windows use different schemes to display extended text characters (characters beyond the standard keyboard characters). Therefore, names of zones and servers may appear corrupted, but this is just how the names are interpreted by Windows. When viewed from a Mac OS client, the names appear normal. If you can't find the servers you need by using the browsing capabilities of AppleShare Client for Windows, ask your network administrator for help. (To avoid this problem, network administrators should use only standard keyboard characters for zone, server, volume, directory (folder), and file names whenever possible.)

Your user name or password is not accepted.

- You have entered your user name or password incorrectly. Check your typing carefully, especially for your password, which may include uppercase characters or spaces.
- You have entered the wrong user name for that server. You may have different user name/password combinations for different servers.

- You are not a registered user for that server. The server administrator must register your user name and password on each server you want to use.
- Your password has expired. The server administrator can require that you change your password periodically to maintain the security of the server.
- You have been locked out for repeatedly entering the wrong password. This condition can occur if, for example, the caps lock key is pressed on your keyboard.

Problems Using Files And Directories

You receive the following warning:

Warning! You have opened one or more Mac OS-formatted files that are not compatible with your Windows system. See the information about Macintosh file formats in the AppleShare help system.

You have moved, copied, accessed properties, or opened a file that is formatted for use only on the Mac OS. Such files are usually not usable on Windows systems and are hidden by default. See the AppleShare Client for Windows online help topic "Guidelines for Sharing Network Resources" for further details.

A file or several files on the server appear to have a file size of 0, but when viewed on a Macintosh, the file size is larger.

You are viewing a Macintosh specific program or data file. The data and the size of the data are not available to the Windows File Manager. These files are marked as hidden and do not normally appear. The files are visible if you have selected the "View by file type" menu selection and have turned on the hidden/system files preference within the Windows File Manager. To see the actual file size from Windows use the properties item in the File Manager's File menu.

A file or directory on the server does not appear in the File Manager directory window.

- You do not have sufficient access privileges to gain access to that file or directory. See the server administrator.
- You have connected to the server using the wrong user name and password. You can have two or more user name/password combinations with different access privileges. Try your other name/password combinations.
- The file is a Macintosh program or document that may be incompatible with the Windows File Manager and is hidden by default to prevent accidental damage. See the AppleShare Client for Windows online help topic "Guidelines for Sharing Network Resources" for further details.
- Names of files on the AppleShare server begin with an exclamation point (!). These filenames have been processed to allow them to be displayed by

Windows. This condition is normal. See the AppleShare Client Help topic "Guidelines for Sharing Network Resources" for further details.

Your coworkers using Macintosh computers complain that the names and icons of a document has changed.

You have moved or saved a Macintosh file on the server from your Windows computer. The Windows File Manager does not preserve Mac OS file attributes during file operations. Copy the file to your computer, work on it there, and save it to the server under a new name. See the AppleShare Client for Windows online help topic "Guidelines for Sharing Network Resources" for further details.

Macintosh users can't tell what type of application they should use to open one of your files.

AppleShare servers and Macintosh desktop systems running System 7.5 or systems with the PC Exchange control panel installed will map all Windows and DOS files to a generic PC icon for the Macintosh desktop. If the system extension called PC Net Exchange is also installed, then your files will be mapped by their extension to the application icon specified in the PC Exchange control panel. Macintosh users will be able to double-click your mapped documents to automatically open the file with an appropriate application. AppleShare servers and Macintosh desktop systems without PC Exchange or PC Net Exchange will see a blank file icon for all PC files created by an AppleShare Client for Windows. See the AppleShare Client for Windows online help topic "Guidelines for Sharing Network Resources" for further details.

A file's size changes after you copy or move it.

Some Macintosh specific files have data that is not accessible by the Windows File Manager. Using the Windows File Manager or DOS commands to manipulate such files can remove data from the file, making the file smaller.

You can't find a file using the Windows universal naming convention notation (\\Server\directory\file).

This notation is not supported by the AppleShare Client for Windows. You should use the drive letter followed by the path to specify a file using a path name.

You can't find a file using the full path name.

A Windows-compatible filename has not yet been created for the file or one of its enclosing directories. Windows does not support Mac OS file-naming conventions. When you use a server file from your Windows client computer, AppleShare creates and saves a Windows-compatible name for that file. Until that name is created, the File Manager may not be able to find the file. To ensure that all server files accessible to you have Windows-compatible names, choose Search from the File Manager's File menu, enter *.* in the Search For box, enter the drive letter of the connected server, check the Search All Subdirectories checkbox, and click OK.

Problems Using Print Services

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After connecting to a printer, the printer type is always "unavailable."

- If you are printing to an AppleShare print server, the printer type being spooled is not reported by the server. There is no mechanism in AppleShare Client for Windows version 1.0 for identifying the AppleShare print server.
- Printers actively printing a document, missing a paper tray or in a service state (as when opened to replace a toner cartridge) will display a printer status of "busy" and type "unavailable" after the printer has been selected in the AppleShare Client for Windows connection dialog. Before reassigning a printer port, you should check if all previously spooled files have finished printing. The simplest method is to check your printer but you can also check to see if your print files have finished printing by examining your print directory for files named LWx.PRN or LWnn.~0x where x is the number of the port (that is, LW1.PRN and LW08.~01). If some print files have not finished printing, then reassigning a printer will delete the active print file and reassign any additional spooled print files to the new network printer connection. The active print file for port LW1 will be the file LWxx.~01 where xx is the lowest number of all the files following the same naming convention (for example, among the files LW01.~01, LW02.~01, LW03.~01, the file LW01.~01 will be the active file). These files can be deleted manually if necessary or renamed to another printer port by changing the number in the file extension. An example is to rename a spool file LW01.~01 to LW01.~02 to cause the spooled print document to be printed to the printer connected on port LW2.

A document did not print successfully, but the Print Manager or the application print command indicates that it did.

- AppleShare Client for Windows has spooled the document (stored it to disk) while the printer is printing other documents. Storing the document causes the Print Manager to indicate that has finished printing before the AppleShare Client for Windows has completed the printing operation. Wait until printing stops. If the document has still not been printed, try printing it again, then see you network administrator.
- The file to which a document was spooled has been damaged. See your system administrator.
- A supported printer driver has not been installed. Install the driver by following the instructions in the AppleShare Client for Windows online help.
- A supported printer driver has not been associated with an AppleShare spool file. Associate the driver with the spool file by following the instructions in the AppleShare Client for Windows online help.
- No network printer is connected to the LW port to which you are printing.

Connect to a network printer by following the instructions in the AppleShare Client for Windows online help. Check your application print setup and examine your C:\ directory. If you are printing to port C:\LW1.PRN and you see a file titled LW1.PRN stored in the C:\ directory and is not renamed after 5 seconds, then it is likely that the port has not been assigned to a network printer.

- Your application is printing to the wrong port. The AppleShare Client for Windows allows applications to print to only the printer ports LW1.PRN, LW2.PRN, and LW3.PRN. These ports represent AppleShare spool files.
- The network printer is busy or turned off. Check from within the connection dialog of AppleShare Client for Windows whether your printer is available on the network. You may have to wait until the printer has finished printing the current document before your document will be printed.
- The Printers control panel "Send Header with Each Job" check box is not selected. The location of this check box depends on the PostScript printer driver you are using. If you are using the Apple LaserWriter IINTX printer driver that comes with Windows, for example, the "Send Header with Each Job" checkbox is located in the Options dialog box. To display the Options dialog box for this printer driver:

- 1) Open the Printers control panel.
- 2) Click the Setup button.
- 3) In the dialog box that appears, click the Options button.

Select the "Send Header with Each Job" checkbox and then print.

- Fonts are not being downloaded to the printer. Selecting the Printers control panel "Print To: Encapsulated Postscript File" option. The file specified must contain the same drive, directory path, and filename as specified for the port (for example, Port C:\LW1.PRN Encapsulated PostScript file C:\LW1.PRN). The location of this check box depends on the PostScript printer driver you are using. If you are using the Apple LaserWriter IINTX printer driver that comes with Windows, for example, the "Print To: Encapsulated Postscript File" checkbox is located in the Options dialog box. To display the Options dialog box for this printer driver:

- 1) Open the Printers control panel.
- 2) Click the Setup button.
- 3) In the dialog box that appears, click the Options button.

Select the "Print To: Encapsulated Postscript File" checkbox and then print.

- The DOS print screen command and redirected commands, such as TYPE file >

LPT1, do not work with printers to which you connected using AppleShare Client for Windows. DOS does not support printing to PostScript printers.

- DOS programs without PostScript drivers cannot print to printers to which you connected using AppleShare Client for Windows. DOS programs running under Windows can print documents to an AppleShare Client for Windows printer by printing to one of the network connected spool files (for example, C:\LW1.PRN) with an Apple LaserWriter or compatible PostScript printer driver. The user must be aware that a DOS program cannot print at the same time as a Windows application.
- AppleShare Client for Windows checks the disk at a minimum of once every 5 seconds for new spooled print files. Once detected, spooled files are renamed to unique file names. If a document is printed before a previous spool file could be detected and renamed, then the previous file will be replaced. AppleShare Client for Windows can be made to check every second to help avoid accidental loss of the waiting print file. One second is the smallest allowable interval. To change the interval time, edit the ASHARE.INI file in the Windows directory.

Add the following text:

```
[PrintRedir]
```

```
NewJobFileInterval=1
```

This will cause the spool file directory to be checked at least every second for new print jobs.

- The disk does not have enough space to store spool files. See the following troubleshooting item.

When printing a document, you receive the following message:

Insufficient Disk Space

- The disk does not have enough space to store spool files. AppleShare Client for Windows stores a PostScript version of the document in a file (known as a spool file) while the document is being printed. The amount of disk space usually required is roughly equal to the size of the document being printed, but for complex documents or very small documents the overhead for fonts and PostScript information can be as much as 10 times or more the original document size. Verify that enough space is available on the current disk or specify a different disk on which to save spool files. To specify a different disk or directory, open the WIN.INI file in the Windows directory using a program like NOTEPAD. Search for LW1.PRN in the file. You can change the path of the file to another disk (for example, from C:\LW1.PRN to D:\PRINT\LW1.PRN). Reassign the printer port in the Printers control panel. You must quit and restart Windows for the change to take affect. You cannot spool files to floppy disks and CD-ROM discs. You can spool to removable media and network drives, but the user must take care not to disconnect or remove the disks from the system while printing or prior to printing.

Note: Windows 3.1 has a problem clearing memory when a print job fails while it is spooling to disk. If you are using Windows 3.1 and you have run out of disk space you should exit Windows as soon as possible and delete the print file, as it is probably a partial print file. Then restart Windows and try printing again.

- The Print Manager is being used. There is little advantage to using the Print Manager with AppleShare Client for Windows. The Print Manager stores an additional copy of each document on the disk before passing the file to AppleShare Client for Windows.

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05 Nov 1996 - Made correction for technical accuracy.

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