



CHAPTER

48

Windows Platforms Error Messages

<i>Windows: APPC Access Method</i>	561
<i>SAS/CONNECT and SAS/SHARE</i>	561
<i>Windows 32s: CPIC Access Method</i>	562
<i>SAS/CONNECT and SAS/SHARE</i>	563
<i>Windows: DECnet Access Method</i>	565
<i>SAS/CONNECT</i>	565
<i>SAS/SHARE</i>	567
<i>Windows: EHLLAPI Access Method</i>	567
<i>SAS/CONNECT</i>	567
<i>Windows: NetBIOS Access Method</i>	568
<i>SAS/CONNECT</i>	568
<i>SAS/SHARE</i>	569
<i>Windows: SPX Access Method</i>	569
<i>SAS/CONNECT</i>	569
<i>Windows NT Considerations</i>	570
<i>SAS/SHARE</i>	570
<i>Windows: TCP/IP and TELNET Access Methods</i>	570
<i>SAS/CONNECT</i>	571
<i>SAS/SHARE</i>	572

Windows: APPC Access Method

SAS/CONNECT and SAS/SHARE

Until the configuration is properly specified, it can be difficult to establish communications within the SNA network, especially for a host subarea peripheral node. SAS/CONNECT and SAS/SHARE software passes error handling information to you to help you debug your configuration. This information includes operation codes, return codes, and sense data relating to the function that the software is performing. Although SAS/SHARE does not interpret the information, you can use the information to work with network systems and SAS support personnel at your site to resolve any problems.

Error reports for the APPC access method include the failing verb operation code (**opcode**), the primary return code (**prc**), and the secondary return code (**src**), and, in some cases, sense data. These codes and data are documented in the *Microsoft SNA Server APPC Programmer's Guide*.

```
APPC communication failure:
transaction program = SASRMT
opcode = 1400   prc = F004   src = 010000F0.
```

A TP_STARTED verb has failed because the server's communication subsystem is not loaded. Make sure that the server has been started along with its configured connections.

```
APPC communication failure:
transaction program = SASRMT
opcode = 0100 prc = 0001 src = 0000015B.
```

An ALLOCATE verb has failed because a value specified for a partner LU_ALIAS was invalid or undefined. Make sure that you have specified a valid partner LU_alias in the REMOTE= option or the SERVER= option in the remote LIBNAME or PROC OPERATE statement, as appropriate.

```
APPC communication failure:
transaction program = SASRMT
opcode = 1400 prc = 0001 src = 00000003.
```

The TP_START verb failed because the value that was specified for LU_ALIAS is invalid or undefined. Make sure that you specified a valid local LU_ALIAS in the APPC_LUNAME environment variable.

```
APPC communication failure:
transaction program = SASRMT
opcode = 0100 prc = 0003 src = 08570003.
```

An ALLOCATE verb has failed because the remote communications partner is not active. For example, the remote application does not have an active control session with VTAM (host APPL/ACB is not OPEN). In this case, the Microsoft secondary return code is replaced by sense data for a more problematic description. The reported sense data is 08570003.

```
APPC communication failure:
transaction program = SASRMT
opcode = 0B00 prc = 0003 src = 080F6051.
```

A RECEIVE_AND_WAIT verb has failed because the userid or the password that was specified in the allocation request was not accepted by the partner LU. Make sure that you have specified the correct userid and password in the APPC_SECURE environment variable.

```
APPC communication failure:
transaction program = SASRMT
opcode = 0100 prc = 0003 src = 57080300.
```

An ALLOCATE verb has failed because the remote communications partner is not active. For example, the remote application does not have an active control session with VTAM (host APPL/ACB is not OPEN). In this case, the secondary return code is replaced by sense data for a more problematic description. The reported sense data is 57080300.

Windows 32s: CPIC Access Method

CAUTION:

Version 6 Only Beginning with Version 7, the Windows 32s platform is not supported. However, information about Windows 32s is included here for Version 6 users. Δ

SAS/CONNECT and SAS/SHARE

Until the configuration is properly specified, it can be difficult to establish communications within an SNA network. The CPIC communication access method reflects failures as they are reported by the operating system components with which they interface. Often, this information is in the form of operation codes, return codes, and sense data. No attempt is made to interpret these failures. Because of the numerous possibilities for failure that are a function of your particular environment, it is expected that you will work with network systems and SAS support personnel at your site to determine the problem and find the solution.

For more information that may help you with CPIC troubleshooting, see “References” on page 364.

The following is a list of possible CPIC return codes and their values:

Table 48.1 CPIC Return Codes

Return Code	Value
CM_OK	0
CM_ALLOCATE_FAILURE_NO_RETRY	1
CM_ALLOCATE_FAILURE_RETRY	2
CM_CONVERSATION_TYPE_MISMATCH	3
CM_PIP_NOT_SPECIFIED_CORRECTLY	5
CM_SECURITY_NOT_VALID	6
CM_SYNC_LEVEL_NOT_SUPPORTED_LU	7
CM_SYNC_LEVEL_NOT_SUPPORTED_PGM	8
CM_TPN_NOT_RECOGNISED	9
CM_TP_NOT_AVAILABLE_NO_RETRY	10
CM_TP_NOT_AVAILABLE_RETRY	11
CM_DEALLOCATED_ABEND	17
CM_DEALLOCATED_NORMAL	18
CM_PARAMETER_ERROR	19
CM_PRODUCT_SPECIFIC_ERROR	20
CM_PROGRAM_ERROR_NO_TRUNC	21
CM_PROGRAM_ERROR_PURGING	22
CM_PROGRAM_ERROR_TRUNC	23
CM_PROGRAM_PARAMETER_CHECK	24
CM_PROGRAM_STATE_CHECK	25
CM_RESOURCE_FAILURE_NO_RETRY	26
CM_RESOURCE_FAILURE_RETRY	27
CM_UNSUCCESSFUL	28
CM_DEALLOCATED_ABEND_SVC	30
CM_DEALLOCATED_ABEND_TIMER	31

Return Code	Value
CM_SVC_ERROR_NO_TRUNC	32
CM_SVC_ERROR_PURGING	33
CM_SVC_ERROR_TRUNC	34
CM_OPERATION_INCOMPLETE	35
CM_SYSTEM_EVENT	36
CM_OPERATION_NOT_ACCEPTED	37

Each message follows this format:

```
ERROR: CPIC communication failure:
transaction program = program-name
opcode = operation-code oprc = CPIC rc
```

where

opcode
is the failing verb operation code.

oprc
is the CPIC return code.

Note: Most failures are caused by configuration or network setup errors, or they occur because the application that you are attempting to communicate with is not currently running, or it has rejected your connection request. Δ

```
ERROR: CPIC communication failure:
transaction program = SASRMT (or SASVQEL)
opcode = cminit oprc = 00000014.
```

This message signifies that an INITIALIZE_ CONVERSATION verb has failed due to a PRODUCT_ SPECIFIC_ ERROR. An operational problem has been detected by the underlying CPIC subsystem. A description of the error has been written to the CPIC product's error log. For example, with the Microsoft SNA Server, you should make sure that the Windows NT SNA Server is running and that WNAP is able to connect to it across the LAN.

```
ERROR: CPIC communication failure:
transaction program = SASRMT (or SASVQEL)
opcode = cmallc oprc = 00000014.
```

This message signifies that an ALLOCATE verb has failed due to a PRODUCT_ SPECIFIC_ ERROR. An operational problem has been detected by the underlying CPIC subsystem. A description of the error has been written to the CPIC product's error log. For example you should make sure that you have specified a valid partner LU_ alias and that a default local LU has been defined.

```
ERROR: CPIC communication failure:
transaction program = SASRMT (or SASVQEL)
opcode = cmallc oprc = 00000001.
```

This message signifies that an ALLOCATE verb has failed due to an ALLOCATION_ FAILURE. There are hundreds of reasons for this return code. For

example, the partner LU is not in the network or cannot be reached, the partner LU is in the network but is not active (VTAM APPL/ACB not active), the mode name that was requested for this session is not configured at both the local and remote sides, or there is no route through the network with the requested COS (class of service).

```
ERROR: CPIC communication failure:
transaction program = SASRMT (or SASVQEL)
opcode = cmrcv oprc = 00000009.
```

This message signifies that a RECEIVE verb has failed due to the partner rejecting the incoming Attach because it did not recognize the specified TP name that was supplied to it. This error would commonly occur as a result of the partner not being properly configured.

```
ERROR: CPIC communication failure:
transaction program = SASRMT (or SASVQEL)
opcode = cmrcv oprc = 0000000A.
```

This message signifies that a RECEIVE verb has failed due to the partner rejecting the incoming Attach because it could not start the remote partner's transaction program. This error would commonly occur if the partner had a partially correct configuration, for example, if the TP name is configured but the intended executable program (SAS) does not exist.

```
ERROR: CPIC communication failure:
transaction program = SASRMT (or SASVQEL)
opcode = cmrcv oprcs = 00000006.
```

This message signifies that a RECEIVE verb has failed due to the partner rejecting the conversation because of invalid userid or password security that was specified in the allocation request. Make sure that you have specified the correct userid and password in the CPIC_SECURE environment variable or that the proper security is specified in CPIC side information.

If you cannot resolve your connectivity problem, call SAS Technical Support for assistance. You will likely be requested to generate traces to assist in documenting the problem, so ensure that you or your site support personnel are familiar with the tracing services available through the SNA component used and VTAM.

Windows: DECnet Access Method

SAS/CONNECT

Various errors may occur when you initially try to establish a connection over a network with the DECnet access method. Many of these problems are related to the network. SAS/CONNECT indicates when errors of this nature occur by presenting a general message with the specific return code for the error. The form of the message is

```
ERROR: Network request failed (rc 0xnn)
```

where *nn* is a nonzero return code that indicates the specific problem.

The following section explains the most common failures in establishing DECnet communications.

```
ERROR: Network request failed (rc 0x03)...
```

The SAS\$CONN file is not defined on the remote host. This file is necessary to invoke the remote SAS session. Ensure that the file exists and is properly defined to NCP or that it exists in the remote login directory.

```
ERROR: Network request failed (rc 0x10)...
```

The host name that you specified as the value for the REMOTE= option is invalid. Ask your systems personnel for valid names at your site.

```
ERROR: Network request failed (rc 0x13)...
```

Permission to access the remote host was denied. Verify that you specified a valid userid and password for the remote system.

```
ERROR: Network request failed (rc 0x50)...
```

```
ERROR: Network request failed (rc 0x51)...
```

Your network is down or cannot be reached. Contact your systems personnel.

```
ERROR: Network request failed (rc 0x64)...
```

```
ERROR: Network request failed (rc 0x65)...
```

Your remote host is down or cannot be reached. Contact your systems personnel.

```
ERROR: Network request failed (rc 0x24) -
```

```
no privilege for attempted operation.
```

Permission to perform the requested operation was denied. Verify that you have the access privileges assigned correctly on your system.

```
ERROR: Network request failed (rc 0xF4) -
```

```
network partner exited.
```

When trying to establish a session with a remote VMS system, this message appears if the remote SAS session cannot create a WORK directory.

To resolve this error, change the SET DEF DISK statement in the SAS\$CONN.COM file to a valid directory. This statement can be removed completely, and the remote SAS session will create a work directory under the directory it is being executed from. This statement should only be used if the user needs the work directory created in a different location.

```
ERROR: Network request failed.
```

```
ERROR: Remote SIGNON to nodename cancelled.
```

This error occurs if the remote node is busy or the login command files are long. In either case, the remote node does not respond in time, and the local node times out.

To increase the time that is needed before a connection request times out on the local node, increase the NCP parameter EXECUTOR OUTGOING TIMER. To increase the time needed before a connection request times out on the remote node, increase the NCP parameter EXECUTOR INCOMING TIMER.

The error message is

```
ERROR: Network request failed (rc 0x3C) -
```

```
Error number 0x3C00 occurred.
```

```
ERROR: Remote SIGNON to nodename cancelled.
```

If you cannot resolve a problem from the explanations given here, contact SAS Technical Support for assistance.

SAS/SHARE

These messages may be issued by the DECnet access method when you attempt to connect to a server with a PROC OPERATE statement or the REMOTE engine (with a LIBNAME statement).

```
Network request failed (rc 0x4D) - Error number 0x4D27 occurred
```

The server that was specified by the SERVER= option is not running on the specified node, or the remote node timed out.

```
Network request failed (rc 0x31) - Error number 0x3100 occurred.
```

A two-level server name was used and the node that was specified is not known to the user's node. Make sure the node name is spelled correctly and examine the DECnet database.

Windows: EHLLAPI Access Method

SAS/CONNECT

If you encounter difficulties in establishing a session, SAS/CONNECT provides the following messages to help you troubleshoot the problem.

```
ERROR: No available HLLAPI session.
```

The wrong value for the REMOTE= option has been specified. The value for REMOTE= should match the remote host session name.

```
NOTE:      (11320k) badly formatted
SAS remote screen WARNING: - message received from Host
ERROR: user-requested abort encountered.
SASHOST ENDED DUE TO ERROR.
```

The **NOTE** and **WARNING** messages appear on the PC. The **ERROR** message appears on the remote host. These messages occur after the SIGNON statement if the 3174 controller does not set the *file-transfer-aid* byte correctly. Option 125 (file transfer aid) must have the digit 6 set to 1 to allow packets to be sent to complete the SIGNON. This problem also occurs with other controllers. Typically, the option is identified on other controllers by a name similar to *file-transfer-aid*.

```
Bad 3270 status. Please reset keyboard.
```

A problem exists in either the software that you are using (other than SAS/CONNECT) or in VTAM. Add a WAITFOR statement that waits at least 1 second before issuing the TYPE statement that caused the message to occur.

```
ERROR: Failed to load the HLLAPI DLL module.
```

During SIGNON with Windows, the module may not load because:

- The PATH of the emulator was not specified in the PATH statement in the AUTOEXEC.BAT file. Type the PATH command at a DOS prompt to determine if the emulator is listed. Only one 3270 emulation package should be listed in the PATH, and it should be listed first, if possible.
- The HLLAPI interface was not loaded with the emulation package. Look at the documentation for your package to see what steps are necessary to load the HLLAPI interface.

- The HLLAPI module name (.DLL) is not included in the default search order.

Windows: NetBIOS Access Method

SAS/CONNECT

Various errors may occur when you initially try to establish a connection over a network with the NetBIOS access method. Many of these problems are related to the network. SAS/CONNECT attempts to present an error message that indicates the cause of the error. The following section explains the most common problems in establishing NetBIOS communications.

```
ERROR: Network request failed rc=38.
Requested resource(s) not available.
```

There are not enough system resources available to satisfy either the VQMLINKS or the VQMCONVS request. This error can be caused by either of the following situations:

- The default value for either VQMLINKS or VQMCONVS requests more resources than are available. The default value for both options is 0, which implies 16 NetBIOS sessions and 16 commands with most implementations.
- You have specified a value for either VQMLINKS or VQMCONVS and there are not enough resources to satisfy the request.

To correct this error, specify a new value for either VQMLINKS or VQMCONVS on either the local or the remote session, as appropriate.

```
ERROR: Network request failed rc=22.
Too many commands outstanding.
```

The number of simultaneous sessions that are requested is greater than the allocated commands allow, and the request has failed. You are using too many resources.

To correct this problem, either increase the number of sessions that are allowed or decrease the number of simultaneous sessions. To increase the number of sessions that are allowed, increase the value of the VQMCONVS option on either the local or the remote session, as appropriate, provided sufficient system resources are available. In general, one session is required for each concurrent SAS/CONNECT session as well as each remote LIBNAME.

```
ERROR: Network request failed (rc 0x14) -
Cannot find name called.
```

The SAS/CONNECT spawner program cannot be found. Verify the following:

- you have the proper network selected
- you have specified the correct name for the spawner program
- the spawner program is started.

```
ERROR: Network request failed (rc 0xA7) -
Unknown NetBIOS return code.
```

NetBIOS is not set up to run in the Windows environment.

```
ERROR: File not found loading \sas\core\sasexe\sasvnnnet.dll;
File contributing to error: ACSNETB
ERROR: File not found loading \sas\core\sasexe\sasvnmne.dll;
```


File contributing to error: NETAPI

The NetBIOS access method was loaded but the supporting vendor software was not found.

ERROR: Network request failed (rc 0x05) -
Command timed out.

During a NetBIOS SIGNON, SAS.EXE could not be executed from the directory that the spawner program is executing from. Ensure that SAS.EXE is located in either the OS/2 PATH variable or in the spawner's current directory.

SAS/SHARE

The NetBIOS access methods used by SAS/SHARE sometimes issue generalized messages to identify problems. The following are the most frequently encountered:

Network request failed (rc 0x30) -
name defined by another environment.

Another server that has the same name is already running on the network, or another NetBIOS application is using the name. Choose another name.

Network request failed (rc 0x38) -
requested resource(s) not available.

Insufficient resources specified. Either use the VQMLINKS and VQMCONVS variables to cause SAS to ask for less resources, or reconfigure NetBIOS so that there are more resources available to NetBIOS applications. Reconfiguring NetBIOS is system and vendor specific.

Network request failed (rc 0x14)
- cannot find name called.

The server that was specified by the SERVER= option cannot be located on the network.

Windows: SPX Access Method

CAUTION:

Version 6 Only Beginning with Version 7, the SPX access method is not supported. However, information about SPX is included here for Version 6 users. △

SAS/CONNECT

Various errors may occur when you initially try to establish a connection over a network with the SPX access method. Many of these problems are related to the network. The following messages are a few of the more common errors you may encounter:

ERROR: Network partner xxxx not found.

The network name that you specified as the value for the REMOTE= option is invalid. The partner application is not running, is on a different network, or is using a different packet type. Ask your system administrator for valid names at your site.

ERROR: Communication request rejected by partner:
security verification failure.

Permission to access the remote host was denied. Verify that you specified a valid userid and password for the remote system.

ERROR: Supporting access method initialization failure.

There is a configuration problem. Contact your systems personnel.

ERROR: Target application partner could not be located.

The remote SAS session could not be started by the spawner program. There is a configuration problem.

Besides network errors, you should also be aware of operating system-dependent considerations, which are described in the next two sections. If you cannot resolve a problem based on the information that is provided in the error message and this document, contact SAS Technical Support for assistance.

Windows NT Considerations

Under Windows NT, you must ensure that the IPX/SPX protocol is using the same packet type as the other machines that you want to communicate with. You must choose 802.2, 802.3, or similar packet types.

SAS/SHARE

SAS/SHARE users and administrators can use the Novell Sequenced Packet Exchange (SPX) access method to communicate with a server that is running on a Windows NT machine on the same network. Specify SPX as the value for the COMAMID=, the COMAUX1=, or the COMAUX2= option.

The SPX access method used by SAS/SHARE sometimes issues generalized messages to identify problems. Some of the most frequently encountered messages are described in this section.

Supporting access method initialization failure

There is a configuration problem. SPX is not installed, or it is not installed properly. Contact your systems administrator.

Network name *server-id* already in use

The server that was specified by the SERVERID= option is already being used by another application on your network.

Network partner *server-id* not found

The server that was specified in the SERVERID= option was not found. The server was not started, or it is on a different network, or it is using a different packet type.

Windows: TCP/IP and TELNET Access Methods

CAUTION:

Version 6 Only Beginning with Version 7, the TELNET access method is not supported. However, information about TELNET is included here for Version 6 users. Δ

SAS/CONNECT

For TELNET, the WAITFOR statement in the script looks for all possibilities. If no condition is met, the number of seconds that are specified to wait should be less than the amount of time that is allowed by the connection itself before it drops because there is no activity. If the WAITFOR statement is not set properly, the following message will appear during an asynchronous SIGNON:

```
ERROR: Read Error
```

For TELNET, if the SIGNON appears to hang during a SIGNON, change the EOPCHAR in the SIGNON script to LF. The default EOPCHAR is CR. CR is not recognized by some remote systems.

For TCP/IP, SAS/CONNECT may be unable to connect to the TCP/IP port. The following system message appears:

```
connection refused
```

The connection may fail at SIGNON for the following reasons:

- The remote side is not listening.
- The maximum number of connections has been reached.

A SIGNON from SAS for Windows, Release 6.08 may fail with the following message in a File Error dialog box:

```
Cannot find WSOCKETS.DLL
```

There are two reasons for this failure. The first and most common reason is that the DOS PATH statement does not contain the directory where the Microsoft LAN Manager V2.1+ TCP/IP product is installed.

The second common reason for failure is that the WSOCKETS.DLL module is not in the C:\LANMAN.DOS\NETPROG subdirectory (assuming C:\LANMAN.DOS is the parent directory where the Microsoft LAN Manager V2.1+ is installed). This file must be present for the SIGNON to be successful.

A SIGNON from SAS for Windows, Release 6.10, 6.11, and 6.12 may fail with the following message in a File Error dialog box:

```
Cannot find WLIBSOCK.DLL
```

This failure often occurs if WLIBSOCK.DLL is not located in a subdirectory of the Novell LAN Workplace directory defined by the EXCELAN variable. For the Novell LAN Workplace for DOS, Release V4.0 the subdirectory is BIN40. For the Novell LAN Workplace for DOS, Release V4.1, the subdirectory is BIN.

With SAS for Windows, Release 6.08 and the Novell LAN Workplace for DOS, the following error is generated during a TCP SIGNON if the EXCELAN variable is not found:

```
Cannot find WSOCKETS.DLL
```

This variable EXCELAN should be set in the AUTOEXEC.BAT file. To verify that it has been set, type SET at your DOS prompt. EXCELAN should be one of the variables listed, and it should point to your XLN directory if you are running the Novell LAN Workplace for MS-DOS V4.0, or to the NET directory if you are running the Novell LAN Workplace for MS-DOS V4.1. XLN and NET are the default directory names and may have been changed during the installation of the software. An example of the SET statement is

```
SET EXCELAN=C:\NET
```

The variable EXCELAN is required by SAS/CONNECT to be set for all release levels of the Novell LAN Workplace for DOS.

SAS/SHARE

The TCP/IP access method used by SAS/SHARE sometimes issues generalized messages to identify problems. This section describes some of the most frequently encountered messages.

```
ERROR: Communication request rejected by partner:  
security verification failure
```

An unauthorized client tried to connect to a secure server.

```
No TCP service server-id on this host.
```

The service that was specified in the SERVERID= option is not one of the SAS/SHARE TCP/IP service names that are defined in the TCP/IP services file.

```
Cannot locate TCP host 'node'.
```

The TCP/IP software is probably not running on the server's node. The node that was specified in a two-level name is not known to the TCP/IP software, or the TCP/IP software is not running on the user's node.

```
Cannot bind TCP socket.  
System message is 'address already in use'.
```

Another server that has the same name is already running on this node, or another TCP/IP application is using the predefined port numbers that the TCP/IP access method is trying to use. If another server that has the same name is running, choose one of the other predefined server names. If there is no other server running that has the same name, there may be a conflict with another software package. Contact the SAS Software Representative at your site for assistance in resolving the problem.

```
Cannot connect to TCP socket.  
System message is 'connection refused'.
```

The server that was specified by the SERVER= option cannot be located on the specified node.

The correct bibliographic citation for this manual is as follows: SAS Institute Inc., *Communications Access Methods for SAS/CONNECT and SAS/SHARE Software, Version 8*, Cary, NC: SAS Institute Inc., 1999. pp. 643.

Communications Access Methods for SAS/CONNECT and SAS/SHARE Software, Version 8

Copyright © 1999 by SAS Institute Inc., Cary, NC, USA.

ISBN 1-58025-479-9

All rights reserved. Printed in the United States of America. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without the prior written permission of the publisher, SAS Institute Inc.

U.S. Government Restricted Rights Notice. Use, duplication, or disclosure of the software by the government is subject to restrictions as set forth in FAR 52.227-19 Commercial Computer Software-Restricted Rights (June 1987).

SAS Institute Inc., SAS Campus Drive, Cary, North Carolina 27513.

1st printing, September 1999

SAS[®] and all other SAS Institute Inc. product or service names are registered trademarks or trademarks of SAS Institute Inc. in the USA and other countries. [®] indicates USA registration.

IBM[®], ACF/VTAM[®], AIX[®], APPN[®], MVS/ESA[®], OS/2[®], OS/390[®], VM/ESA[®], and VTAM[®] are registered trademarks or trademarks of International Business Machines Corporation. [®] indicates USA registration.

Other brand and product names are registered trademarks or trademarks of their respective companies.

The Institute is a private company devoted to the support and further development of its software and related services.