Internet Exchange Technical Support

Frequently Asked Questions

This document lists the most common technical support problems encountered, and how to solve them. Most problems are related to incorrect installation, so this is the first area to check.

Note to Novell users:

Users of Novell's LAN Workpace for DOS will need to download patches before installing Internet Exchange. These can be obtained by anonymous ftp from Novell's site ftp.novell.com in the directories pub/updates/UNIXCONN/LWDOS41 or pub/updates/UNIXCONN/LWDOS42. An alternate location is the Novell BBS at 408-649-3443 in the United States. Which patches are required depends upon the version of LAN Workplace which you are running. For further information, contact your Novell vendor. Please note that LAN Workgroup is NOT supported at this time.

After the Winsock patch has been applied, make sure that the ip_address entry in NET.CFG matches an entry in the host file for the local host. It should be the FQDN, not an alias.

How do I upgrade from an interim license to a permanent license?

Shutdown the gateway and run the License Update program. Select the permanent radio box and enter the License Key provided by your vendor. No expiration date is needed. Then hit the Update button. A message should appear indicating a successful update has been performed. If not, contact your vendor for further information.

How can I see what affect changing an addressing option has on the gateway?

Run the Address Tester program. This allows testing of address conversion from cc:Mail to Internet format, and from Internet to cc:Mail format. For more information, see the online help.

Admin displays the message: "Invalid License Key - check the support FAQ for further information."

Make sure that the License Update program has been successfully run. If not, rerun using the information provided by your vendor. Also, if you are planning to change the gateway hostname and domain, you will need to contact your vendor for new licensing information before you make the change. This is because the License Key is based upon this information. The vendor will provide new license information within two business days. Once you receive this, change the gateway hostname and/or domain via Setup, and rerun License Update to enter the new license information.

If the error message still persists, contact your vendor for further information.

Admin displays the message: "Invalid Expiration Date - check the support FAQ for further information."

See the above explanation.

Admin displays the message: "Invalid License - check the support FAQ for further information."

See the above explanation.

Admin displays the message: "License has Expired - check the support FAQ for further

information."
See the above explanation.

Message throughput is low when there are large numbers of messages in the queues.
This happens because the gateway spends a great deal of time regularly redrawing the message queues. For best performance when running Internet Exchange unattended, the *regular screen updates* option should be turned off.

When I startup the gateway, I get a message saying that WINSOCK.DLL cannot be found.
This is because Winsock has not been installed correctly on the system. Some stacks have a separate procedure to follow to install Winsock. Call your stack vendor for further information.

Another thing to check on is that WINSOCK.DLL is in the path. If not, the above message will appear. Add the TCP/IP stack directory to the path, preferably by editing \autoexec.bat.

Another way to test the local Winsock stack is to try a few public domain Winsock programs. These are available by anonymous ftp from various sites on the Internet. One example is ftp.cica.indiana.edu, in the directory pub/pc/win3/winsock. This directory contains a great many Winsock applications. Check the FAQ for alt.winsock for other locations. Please contact IMA support if you are unable to get hold of either the FAQ, or any of the programs. If these Winsock programs can't run correctly, then the Winsock installation is probably incorrect. If they run fine, then the problem is elsewhere.

SMTPD produces a General Protection Fault.
Follow the above instructions to make sure that Winsock is installed correctly. Also make sure that at least 500kb of low memory is available, as well as at least 4MB of RAM.

The SMTP daemon and/or client exit, logging a message "WSAAsyncSelect failed".
This can occur if Winsock hasn't been installed correctly. Read the answer to the first question to make sure that installation is complete.

Another cause of this error is lack of memory. Internet Exchange requires at least 500kb of low memory. If this is not available, the above message is sometimes displayed. The solution here is to load as much as possible into high memory at system startup. This should allow all programs to load correctly. If any other programs are running with the gateway, close them to free up more memory.

The gateway displays the message "NOVASYNC.EXE cannot be loaded".
This occurs with an incorrect installation running Novell LAN Workplace for DOS. Check that Winsock has been installed correctly. It should be noted that Winsock cannot be installed just by copying over WINSOCK.DLL. Follow the instructions given in the first question related to WINSOCK.DLL not being found to install Winsock for Novell LAN Workplace.

All imported messages from the Internet have a zeroed year in the date.
This is due to an old version of the VIM libraries. Internet Exchange requires at least VIM Version 2.05 to solve this problem. Download the latest version via anonymous FTP from ftp.ccmail.com in the directory pub/vim, or from the cc:Mail BBS at 415-691-0401. The current filename is vdlwin.exe. Install the new VIM libraries in the same directory as cc:Mail, and make sure that this directory is in the path. Otherwise, Windows will be unable to load these libraries at runtime.

If dates are still not working correctly, make sure there is only a single copy of the VIM

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libraries on the system. Windows will load the first one it finds, and it might find the old version before the new version. The easiest way to do this is to search for VIM.DLL by doing a 'DIR /S VIM.DLL' command from the root directory, or using File Seach from the File Manager.

The programs ccIn and/or ccOut fail with "VIMEnumerateMessage failed" message.
Sometimes this happens when cc:Mail gets out of sync internally. Shutdown the Post Office and run *chkstat* followed by *reclaim*. This usually solves the problem.

Even without problems, *chkstat* and *reclaim* should be run regularly to increase performance of both cc:Mail and the gateway.

Messages bounce around between the SMTP in and out queues, never going anywhere.
This can happen if the addressing options have been setup incorrectly. e.g. sometimes mail addressed to:

> user@domain.com

comes into the gateway system, but the 'use host name in addresses' option is turned on. This means that only messages addressed to

> user@host.domain.com

will be accepted. Thus, ccIn will reroute the message back out of the gateway, and it will probably be continually routed back in and out. There are several ways of solving this problem.

The first is to turn off the 'use host name in addresses' option. This will ensure that the above message can be delivered locally instead of rerouted out of the gateway again. Then add domain.com to the alternate host name/domain list under Configure Connection.

Another solution would be to keep this option on, and set the gateway hostname to be 'domain' and the domain to be 'com'. Although counterintuitive, it will result in the message being delivered.

Another option would be to make sure that all mail is addresses to the second format above.

Another cause for this problem to occur is when the mail relay host is the same as the local hostname. This is not very useful, and should be changed to point to a smart machine to which the gateway forwards mail as a last resort.

The SMTP daemon and/or client fails, logging "gethostname failed".
First, check the above to make sure that the TCP/IP stack has been configured with the correct local hostname. Also make sure that the local stack has the correct DNS servers configured.

Make sure that the local hostfile is configured into the gateway correctly, under Configure Connection. Make sure the local hostname is listed in the hostfile, with the fully qualified domain name (FQDN) listed first.

SMTPC cannot resolve the mail relay hostname.
This might happen if the mail relay hostname is misspelled, or does not exist. After checking this, make sure there is an entry in the hostfile for the mail relay host, including a FQDN.

Incoming uuencoded files aren't being decoded.
This sometimes happens when a message is imported. Often, the cause is that it's part of a MIME message, and the Content-Transfer-Encoding is set to something other than x-uuencode. In this case, it will NOT be decoded. The Content-Transfer-Encoding header must be set as above for automatic decoding.

Messages are going out ok, but none are coming into the gateway.
First, goto Configure Gateway to see if the gateway isn't in either send only or configure only mode. Make sure that the outside world knows to send messages on to the gateway. Either add an entry for the gateway machine to external host files, or update remote DNS servers so that they know about the gateway machine. Try to ping the local machine to check whether address lookup works.

If messages are stuck in the SMTP in queue, check to make sure ccIn is being run regularly. Check to see that the ccIn interval isn't too large. Turn on sync mode for ccIn for best effect. Check in Configure Post Office that the Internet Post Office name is set correctly. There needs to be an entry in the cc:Mail Post Office for the gateway, which matches the Internet Post Office name.

Messages are coming in ok, but none are going out of the gateway.
First, goto Configure Gateway to see if the gateway isn't in receive only or configure only mode. Check to see that the ccOut interval isn't too large. Set sync mode for ccOut for fastest message export. Try running the cc:Mail queue manually. Check the Internet Post Office name, as described above.

If messages are getting stuck in the SMTP out queue, check to make sure that host addresses are being resolved correctly. If Name Resolution in Configure Connection is set to host access only, make sure that all desired destination hosts are in the hostfile, and that the gateway points to the right place in Configure Connection. If using DNS, make sure that the DNS server addresses in Configure Routing are correct. Try using *wshost* and *ping* to see if the DNS servers are working. Also, make sure that there's an entry for the mail relay host in the hostfile, in case all other methods of address resolution fail.

Under Wollongong Pathway, the SMTP daemon sometimes goes to sleep.
This seems to be a problem with the stack. The short-term solution is to always maintain focus on the SMTP daemon when not using admin. This problem should be fixed in a later release of the Wollongong software.

Under Wollongong Pathway, a Winsock error of WSAENETDOWN (10050) is logged.
This usually happens if the TCP stack has not been correctly installed. It means that the network is down. i.e. WSOCKCB.EXE cannot be loaded. Reinstall the stack to fix this problem.

Under Wollongong Pathway, after having many simultaneous incoming SMTP sessions, the SMTP daemon goes to sleep.
The Wollongong stack seems to have a limit of 8 concurrent sessions. The maximum number of sessions should be set to 8 or less using the Configure Gateway screen.

Using FTP Software v2.2, v2.3 or v3.0, under heavy loads, the gateway either hangs, crashes Windows, or reboots.
This is a known problem with FTP Software stacks. We do not recommend use of any of these stacks.

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Under Sun PC-NFS 4.x, the SMTP daemon goes to sleep after receiving multiple connection requests.
This is a known problem with PC-NFS. We are investigating a more recent stack and will inform customers when we find a reliable version.

SMTPD or SMTPC fails, logging WSAEMFILE (10024)
This error message indicates too many open files. Close all other running applications to free up some file resources. Another option to try would be to adjust the FILES= paramater in the config.sys to allow more open files.

SMTPD or SMTPC fails, logging WSAEADDRINUSE (10048)
Address already in use. This can occur when another SMTP daemon is running. Close this other process and restart SMTPD. Another reason it might occur is if SMTPD has just crashed. In this case, the TCP stack needs to be unloaded and reloaded. This procedure varies depending upon which stack you are running. Check with the TCP/IP documentation for further information. If this does not work, then the machine must be rebooted.

SMTPD or SMTPC fails, logging WSAENETDOWN (10050)
This error indicates that the network is down. Usually this is due to an incorrect Winsock installation. It also may happen if a network connector has been removed.

SMTPD or SMTPC fails, logging WSAECONNABORTED (10053)
The connection was aborted remotely. This is usually due to an error condition at the other end, and requires no further action. The message will be retried later.

SMTPD or SMTPC fails, logging WSAECONNRESET (10054)
The connection was reset remotely. Nothing needs to be done in these cases.

SMTPD or SMTPC fails, logging WSAENOBUFS (10055)
This error message indicates that no buffer space is available. Reconfigure the TCP/IP stack to increase the number and size of buffers. The machine will need to be rebooted for the changes to take effect. Under Novell, the following values should be used in NET.CFG:

        link support
          buffers 15 1500
          mempool 32000

If running on a token ring, increase the number of tcp sockets and udp sockets configured.

SMTPC fails, logging WSAECONNREFUSED (10061)
The remote site refused to talk to SMTPC. This usually happens when the remote site has some sort of problem. Many nameserver machines refuse SMTP connections, which might be the problem. Try to contact the remote machine by telnetting to port 25, the SMTP port. This will probably be refused also. Contact the administrator of the remote site to find out why this is happening.

SMTPC fails, logging WSAEHOSTDOWN (10064)
The remote host is down. The message will be retried later by SMTPC.

The following VIM error is logged: VIMSTS_INSUFFICIENT_MEMORY

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The system has run out of memory. Make sure that there is at least 4MB of RAM available, as well as at least 500kb of low memory. Shutdown any unnecessary programs which are running. Try to free up some low memory using tools such as memmaker, QEMM, loading drivers high, etc.

The following VIM error is logged: VIMSTS_INVALID_CONFIGURATION
The cc:Mail system has not been setup correctly. Reinstall cc:Mail. Make sure the latest VIM libraries are loaded.

The following VIM error is logged: VIMSTS_INVALID_PASSWORD
The cc:Mail Post Office password is incorrect. Please enter the correct one using Configure Post Office.

The following VIM error is logged: VIMSTS_NAME_NOT_FOUND
A message was addressed to a cc:Mail recipient who doesn't exist. This may happen when an old user has been deleted. Be sure to delete any entries for that user from the alias file, via Configure Users.

The following VIM error is logged: VIMSTS_WRITE_FAILURE
A file could not be written on the system. This will usually happen if the gateway machine runs out of disk space. Delete some files to free up some disk space, and retry the operation.

The following VIM error is logged: VIMSTS_CONTAINER_CORRUPT
The local cc:Mail Post Office has become corrupted somehow. Run *chkstat* and then *reclaim* to restore the Post Office to a useable state. These programs should be run regularly to ensure that the cc:Mail database remains consistent. The required interval might be weekly, or as often as every day, depending upon message traffic.

Sometimes ccIn logs the following message: VIMSetMessageRecipient aux address failed.
This happens when importing a message with a large number of Internet recipients. There is a 4kb internal limit for cc:Mail headers, and this message will get logged if that limit is exceeded. To ensure all the addressees are saved, set the option to include rfc822 headers.

SMTPC logs that it can't find a hostname, even though it is listed in the host table
Make sure that the gateway is looking at the correct host table, i.e. check in Configure Connections. If this is ok, check the host table itself. Sometimes the last entry doesn't have a CRLF at the end of the line. In this case, SMTPC will not find that entry. If this is the case, just add a final CRLF at the end of the host table.

For more information, IMA Technical Support can be contacted by any of the following means:

International Customers
Email: *support@ima.com*
Fax: +852 2648-5913
Tel: +852 2649-0135

North American Customers
Email: *support@ima.com*

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Fax: +1 (209) 286-1931
Tel: +1 (209) 286-1345