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HUBwatch for Windows Installation Troubleshooting

Overview

Introduction

This appendix tells you what steps to take if HUBwatch for Windows will not start when you use the methods described in Starting HUBwatch for Windows in Chapter 1 or in Appendix B for running HUBwatch with SLIP.

If HUBwatch does not start, first check that your network is up and the hub or module to which you are trying to connect is in working order. If HUBwatch still does not start, check the HUBwatch installation.

In This Appendix

This appendix includes the following topics:

- Checking the network connection to the hub or module.
- Checking the HUBwatch installation.
- Checking the NDIS network installation.
- Checking the SLIP network installation.
- Checking the setup for a non-Digital network interface card.
- Checking the HP OpenView setup.

Checking the Network Connection to the Hub or Module

Steps

Complete the following steps if HUBwatch does not start.

Step	Action
1	Ensure that you have the correct IP address and community name of a DECagent 90, DEChub 900 MultiSwitch, or standalone module on the network. Check with your network administrator.
2	Attempt to start HUBwatch again, using a correct IP address and community name.
3	If HUBwatch still does not start, use the Ping command to test whether your network is up and the object you are trying to connect to is in working order.
4	Use the CD command to make your \HUBWATCH\IPSTACK directory the default directory. Example: c: <code>CD \hubwatch\ipstack</code>
5	Enter the following command at the DOS prompt: c: <code>ping ip-address</code> An <i>ip-address</i> is of the form <i>d.d.d.d</i> , where <i>d</i> is an integer from 0 to 255. Example: c: <code>ping 00.00.00.00</code>

Checking the Network Connection to the Hub or Module

Step	Action
6	<p data-bbox="394 667 1162 751">If the Ping command is successful, check that the HUBwatch installation procedure installed HUBwatch properly. See “Checking the HUBwatch Installation” in this chapter.</p> <p data-bbox="394 758 1162 842">If the network is not running, you receive a message that you were unable to connect to the object. If the network was installed by the HUBwatch installation procedure, check that the network was installed properly.</p> <ul data-bbox="394 848 1162 1104" style="list-style-type: none"><li data-bbox="394 848 1162 911">• See “Checking the NDIS Network Installation” in this chapter, if you installed an NDIS network.<li data-bbox="394 926 1162 989">• See “Checking the SLIP Network Installation” in this chapter, if you installed SLIP.<li data-bbox="394 1003 1162 1104">• See “Checking Other Network Interface Card Setup” in this chapter, if you are using a network interface card that is not in the list in Step 7 in the section “Installing HUBwatch for Windows” in Chapter 1. <p data-bbox="394 1119 1162 1234">If the network is running but the hub or module you specified in the Ping command is not operating properly, you receive a message that the object did not respond. In that case, see the hardware manual for the hub or module.</p>

Checking the HUBwatch Installation

Steps

Complete the following steps to check the HUBwatch installation.

Step	Action
1	<p>Ensure that the following files are in your top-level HUBwatch installation directory (the installation procedure places these in C:\HUBWATCH by default).</p> <ul style="list-style-type: none">• System files:<ul style="list-style-type: none">-hub_msg.msf-hubwatch.exe-HUBWATCH.INI-hubwatch.ico-HW_CONF.DAT-Hw_mib.dat-Question.txt-read_me.txt-HWAN3.DLL-HWTR.DLL-HWDOS.PIF

Checking the HUBwatch Installation

Step	Action
1 (cont)	<ul style="list-style-type: none">• Help files:<ul style="list-style-type: none">-about.hlp-agentwin.hlp-atmman.hlp-atmwin.hlp-bridman.hlp-bridwin.hlp-brutman.hlp-brutwin.hlp-cfg_list.hlp-conman.hlp-conwin.hlp-frontwin.hlp-gigawin.hlp-gigman.hlp-glossary.hlp-howto.hlp-lanman.hlp-menus.hlp-relinfo.hlp-reptman.hlp-reptwin.hlp-snmpman.hlp-switch.hlp-termman.hlp-termwin.hlp-menus.hlp-tok_man.hlp-tok_win.hlp-trbl_gig.hlp-trouble.hlp

Checking the HUBwatch Installation

Step	Action
2	Ensure that the HUBwatch Agent file, HW_AGENT.DAT, is in the directory you selected for your user data file. The installation procedure places this file in directory \USERDATA, under your top-level HUBwatch directory, by default.
3	<p>Ensure that the following lines have been added to your AUTOEXEC.BAT file <i>before</i> the command, if any, that starts windows (the WIN command).</p> <pre>SET HUBWATCH_LIBRARY = drive:\path\user-data-directory SET HUBWATCH_HUBLOADER = drive:\hubload-directory-path SET WSAVERS=winsock.dll-version-number</pre> <p>Example:</p> <pre>set hubwatch_library = c:\nets\hubwatch\userdata set hubwatch_library = c:\nets\hubwatch\userdata set wsavers=1.1</pre>
4	<p>If you used the HUBwatch installation procedure to install your network, ensure that you have the directory \IPSTACK under your top-level HUBwatch directory. Enter the following command at the DOS prompt.</p> <pre>c: dir \path-to-hubwatch-directory\IPSTACK</pre>

Checking the NDIS Network Installation

Steps

Complete the following steps to check whether the network is properly installed if you used the HUBwatch installation procedure to install an NDIS network.

Step	Action
1	<p>Does the subdirectory \IPSTACK in your HUBwatch directory contain the following files?</p> <ul style="list-style-type: none">• PWTCP.INI• STRTNDIS.BAT• PROTOCOL.INI.• WINSOCK.DLL <p>If yes, go to step 2. If no, move the files from their current location to the subdirectory \IPSTACK.</p>

Checking the NDIS Network Installation

Step	Action
2	<p>Ensure that the contents of PWTCP.INI include the following lines, in the indicated sections.</p> <pre>[TCPGLOBAL] UserName = <i>user-name</i> HostName = <i>pc-name</i> NetFiles = <i>drive:\path\IPSTACK</i> [TCPIP] IPAddress = <i>pc-ip-address</i> SubnetMask = <i>subnet-mask</i> DefaultGW0 = <i>default-gateway-ip-address</i> NetworkType = <i>network-type-identifier</i> TCPMaxSock = 8 UDPMaxSock = 10 [DNR] NameServer0 = <i>first-name-server-to-query-ip-address</i> Domain = <i>local-domain-ip-name</i> Example: [TCPGLOBAL] UserName = d_dinant HostName = daves_pc NetFiles = c:\hubwatch\ipstack [TCPIP] IPAddress = 00.00.00.00 SubnetMask = 00.00.00.00 DefaultGW0 = 00.00.00.00 NetworkType = 0 [DNR] NameServer0 = 00.00.00.00 Domain = dod.xxx.com</pre>

Checking the NDIS Network Installation

Step	Action
3	<p>Ensure that the contents of STRTNDIS.BAT include the following lines. (The REM lines are not included in STRTNDIS.BAT. They appear here only, for explanatory purposes.)</p> <pre>hubwatch-drive: CD \path-to-hubwatch-directory\IPSTACK set PCSA = hubwatch-drive:path-to-hubwatch- directory\IPSTACK ld protman.dos /i:hubwatch-drive:path-to-hubwatch- directory\IPSTACK REM the next commands save the current path in IPSTACK\OLDPATH.BAT if %path% == "" goto no_path path > hubwatch-drive:\path-to-ipstack\OLDPATH.BAT go to path_done :no_path echo set path => hubwatch-drive\path-to- ipstack\OLDPATH.BAT :path_done SET PATH = %PCSA%,%PATH% REM end of commands for saving the current path ld ndis-network-card-driver dllndis netbind schk/NDIS tcpip REM the following two lines are required for TELNET tn bapi</pre> <p>When you change network cards: If you change the network card and use the installation program to modify your network parameters, check the STRTNDIS.BAT file to be sure that the line that loaded the previous driver begins with REM, as follows.</p> <pre>rem ld previous-network-card-driver</pre>

Checking the NDIS Network Installation

Step	Action
3 (cont.)	<pre>STRNDIS.BAT Example: c: cd \hubwatch\ipstack if %path% == "" goto no_path path >c:\hubwatch\ipstack\oldpath.bat goto path_done :no_path echo set path =>c:\hubwatch\ipstack\oldpath.bat :path_done set PCSA = c:\hubwatch\ipstack SET PATH=%PCSA%;%PATH% ld protman.dos /i:c:\hubstack\ipstack ld ewrk3.dos dllndis netbind schk/NDIS tcpip tn bapi</pre>
4	Ensure that the protocol file appropriate to your network card was copied into file <code>PROTOCOL.INI</code> . Depending on the network option you selected at installation, the installation procedure copies the contents of file <code>IPSTACK\network-card-selected.PRO</code> to <code>PROTOCOL.INI</code> .
5	Ensure that the file <code>SYSTEM.INI</code> in your <code>WINDOWS</code> directory is edited as follows: <ul style="list-style-type: none">• In the <code>[386Enh]</code> section, the <code>NETWORK = command</code> is as follows:<pre>network = *dosnet,*vnetbios,decpw.386</pre>• If HUBwatch Version 1.0 was installed on your PC, the <code>DEVICE VPKTDRVR.386</code> command, if present, will begin with a semicolon, to comment the line out, as follows:<pre>;device vpktdrvr.386</pre>

Checking the NDIS Network Installation

Step	Action
6	<p>Ensure that your AUTOEXEC.BAT file is edited as follows.</p> <ul style="list-style-type: none">• It includes the following line, <i>before</i> the command, if any, that starts WINDOWS (the WIN command). <code>set WSAVERS=1.1</code>• If you added a network startup command to AUTOEXEC.BAT after using the HUBwatch installation procedure to install the network, the following line must appear <i>before</i> the command, if any, that starts WINDOWS: <code>strtnDIS</code>• If HUBwatch Version 1.0 is installed on your PC and you are running a packet driver, the line loading EWRK3.DOS or DEPCA. DOS will begin with REM. <p>Example:</p> <pre>rem ld ewrk3.dos</pre> <p>Note: If the network driver used with HUBwatch Version 1.0 was not ewrk3.dos or depca.dos, the installation procedure cannot automatically add REM to the LD line for you. It will be necessary for you to add this yourself.</p>

Checking the NDIS Network Installation

Step	Action
7	<p>Ensure that your CONFIG.SYS file is edited as follows.</p> <ul style="list-style-type: none">• If HUBwatch Version 1.0 was installed on your PC and you are running a packet driver, the following DEVICE command will begin with REM. <code>rem device = netdev.sys</code>• If HUBwatch Version 1.0 was installed on your PC and you are running an NDIS network, the following DEVICE commands will begin with REM. <code>rem device = protman.sys</code> <code>rem device = dis_pkt.gup</code> <code>rem device = netdev.sys</code>• If HUBwatch Version 1.0 was installed on your PC and you are running an NDIS network, CONFIG.SYS will contain one of the following DEVICE commands beginning with REM: <code>rem device = ewrk3.dos</code> <code>rem device = depca.dos</code> Note: If the NDIS driver used with HUBwatch Version 1.0 was not <code>ewrk3.dos</code> or <code>depca.dos</code>, the installation procedure cannot automatically add REM to the DEVICE line for you. It will be necessary for you to add this.
8	<p>Ensure that you are not trying to run DECnet and HUBwatch at the same time, unless you are running PATHWORKS Version 5.0. If you are running PATHWORKS Version 4.0, enter the following commands at the DOS prompt before starting HUBwatch.</p> <pre>c:\pathworks-path\stopnet c:\hubwatch-path\strndis</pre>

Checking the SLIP Network Installation

Steps

Complete the following steps to check whether your Digital IP network is properly installed if you used the HUBwatch installation procedure to install your SLIP network.

Step	Action
1	Ensure that subdirectory \IPSTACK in your HUBwatch directory contains the following files: <ul style="list-style-type: none">• PWTCP.INI• STRTSLIP.BAT• WINSOCK.DLL
2	Ensure that your AUTOEXEC.BAT file includes the following line <i>before</i> the command, if any, that starts WINDOWS (the WIN command): <code>set WSAVERS=1.1</code>
3	Ensure that the contents of file STRTSLIP.BAT include the following lines: <code>hubwatch-drive: CD \path-to-hubwatch-directory\IPSTACK SET PCSA = hubwatch-drive:path-to-hubwatch-directory\IP- STACK SAVE SCHK.EXE /NDIS DLLASYNC.EXE TCPIP TN.EXE BAPI.EXE</code> Example: <code>c: cd \nets\hubwatch\ipstack set pcsa =c:\nets\hubwatch\ipstack save schk /ndis dllasync tcpip tn.exe bapi.exe</code>
4	Ensure that the [TCPIP] section of file PWTCP.INI includes the following line: <code>NetworkType = 2</code>

Checking the SLIP Network Installation

Step	Action
5	<p data-bbox="347 695 1117 747">Ensure that the [SLIP] section of file PWTCP.INI includes the following lines:</p> <pre data-bbox="347 758 591 835">CommPort = COMn Speed = <i>speed</i> ModemControl = no</pre> <ul data-bbox="347 852 1117 978" style="list-style-type: none"><li data-bbox="347 852 1117 905">• The <i>n</i> variable is the number of the COM port you are using for your SLIP connection. The default is COM1.<li data-bbox="347 919 1117 978">• The <i>speed</i> variable is the baud rate your SLIP connection is using. The default is 9600.

Checking Other Network Interface Card Setup

Introduction

If you used the HUBwatch installation procedure to install your network and chose Other as the network interface card type, check that your PC is properly set up for the network card.

Steps

Complete the following steps to check your network interface card setup.

Step	Action
1	Ensure that the file <i>hubwatch-path</i> \IPSTACK\STRTNDIS.BAT includes the following line: <pre>ld your-ndis-network-card-driver</pre> The name of the driver should be the name you supplied during the installation procedure when you selected Other as the card type. If you change the network card and use the installation program to modify your network parameters, check the STRTNDIS.BAT file to be sure that the line that loaded the previous driver begins with REM, as follows: <pre>rem ld previous-network-card-driver</pre>
2	Ensure that the protocol file appropriate to your network card was copied into file <i>hubwatch-path</i> \IPSTACK\PROTOCOL.NIC.
3	Before starting HUBwatch, start your network with the following command: <pre>c: strtndis</pre>

PROTOCOL.INI File Description

Your network card manufacturer supplies the network device driver and protocol file for your network card. The HUBwatch installation copies the contents of the protocol file into PROTOCOL.NIC. The HUBwatch installation includes a template file for the PROTOCOL.INI called PROTOCOL.TMP. Manually merge the PROTOCOL.NIC file into PROTOCOL.TMP, and save the file as PROTOCOL.INI.

PROTOCOL.INI File Guidelines

If you have trouble starting HUBwatch, check the PROTOCOL.INI file for the following:

- A [DATALINK] section exists. This section contains the settings for the network card. If you change any of these board settings, edit the protocol.ini file to reflect these changes.
- All BINDINGS statements contain the device driver name as it appears in the name of the device driver section (usually the name of the device driver's executable file).
- A section exists for the device driver. The name of the section, appearing in brackets ([]) is usually the name of the device driver's executable file.
- The DRIVERVERNAME line in the device driver section contains the name as specified in your network card documentation. This name is usually in uppercase and usually ends with a dollar sign (\$). This value is case sensitive; add it to the file exactly as specified in the documentation.
- The correct IRQ value is used. Some network cards do not automatically select an unused IRQ when installed. If you receive an IRQ error when trying to start HUBwatch, specify the correct IRQ in the file (see your network card documentation to determine how to specify the IRQ).

PROTOCOL.INI Example

This is an example of a PROTOCOL.INI file.

```
[protocol manager]
    DRIVERVERNAME = PROTMAN$
[DATALINK]
    DRIVERVERNAME = DLL$MAC
    LG_BUFFERS = 14
    SM_BUFFERS = 6
    OUTSTANDING = 32
    BINDINGS = EWRK3.DOS
    DECPARM = C:\HUBWATCH\
[EWRK3.DOS]
    DRIVERVERNAME = EWRK3$
    IOADDRESS = 0x300
    RAMADDRESS = 0xD000
    MEMORYMODE = 2
    INTERRUPT = 5
    DIAGNOSTIC = 0
```


Checking the HP OpenView Setup

HUBwatch Does Not Launch From HP OpenView

If you receive error messages when you try to start HUBwatch from HP OpenView, increase the UDPMaxSock value in the [TCPIP] section of the PWTCP.INI file.

