

# Digital SNA Remote Job Entry for OpenVMS

---

## Problem Solving

Part Number: AA-GJ08D-TE

**January 1996**

This document provides the information you need to solve problems that you might encounter when you are using the Digital SNA Remote Job Entry for OpenVMS access routine.

**Revision/Update Information:** This is a revised manual.

**Operating System and Version:** OpenVMS VAX Version 6.1, 6.2, or 7.0  
OpenVMS Alpha Version 6.1, 6.2, or 7.0

**Software Version:** Digital SNA Remote Job Entry for  
OpenVMS, Version 1.5

---

**January 1996**

The information in this document is subject to change without notice and should not be construed as a commitment by Digital Equipment Corporation. Digital Equipment Corporation assumes no responsibility for any errors that may appear in this document.

The software described in this document is furnished under a license and may be used or copied only in accordance with the terms of such license.

No responsibility is assumed for the use or reliability of software on equipment that is not supplied by Digital Equipment Corporation or its affiliated companies.

Restricted Rights: Use, duplication, or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013.

Copyright © 1989, 1996 Digital Equipment Corporation  
All Rights Reserved.

The following are trademarks of Digital Equipment Corporation:

Alpha, DEC, DEC/CMS, DEC/MSS, DECnet, DECsystem-10, DECSYSTEM-20, DECUS, DECwriter, DIBOL, EduSystem, IAS, MASSBUS, OpenVMS, PDP, PDT, RSTS, RSX, UNIBUS, VAX, VAXcluster, VMS, VT, and the Digital logo.

IBM is a registered trademark of International Business Machines Corporation.

---

# Contents

<b>Preface</b> .....	v
<b>1 Problem Solving</b>	
1.1 You cannot activate RJE .....	1-3
1.2 Activating RJE causes error messages .....	1-4
1.3 SET WORKSTATION/GATEWAY command fails .....	1-5
1.4 SET WORKSTATION/SERVER command fails .....	1-7
1.5 SET WORKSTATION/STATE=ON command fails .....	1-8
1.6 SUBMIT/SNA command fails .....	1-11
1.7 .LOG file contains errors .....	1-13
1.8 Expected output does not return .....	1-14
1.9 Transmission error occurs .....	1-19
1.10 Reader stream cannot get to source files .....	1-20
1.11 Printer or punch stream cannot get to destination .....	1-21
1.12 Link between node and Gateway is lost .....	1-22
1.13 Output remains in JES queue .....	1-23
1.14 Card output problems occur .....	1-24
1.15 Console data problems occur .....	1-25
1.16 Multiple copies do not print .....	1-26
1.17 Access control failures occur .....	1-27
1.18 Stream failure occurs .....	1-28

## Index



---

# Preface

## Objective of this Manual

This manual provides the information you need to solve problems that you might encounter when you are using the Digital SNA Remote Job Entry (RJE) for OpenVMS access routine.

## Intended Audience

This manual assumes that you have user-level knowledge of the OpenVMS operating system.

## Structure of this Manual

This manual begins with a numbered list of problems you might encounter when you use the Digital SNA Remote Job Entry for OpenVMS access routine software. The manual then lists each problem on a separate page, and tells you how to solve it.

## Associated Documents

The following documents make up the manual set for RJE:

- *Digital SNA Remote Job Entry for OpenVMS Installation*
- *Digital SNA Remote Job Entry for OpenVMS Problem Solving*
- *Digital SNA Remote Job Entry for OpenVMS Use*

You should have the following Digital documents available for reference when you use the RJE:

- *Digital SNA Domain Gateway Guide to IBM Resource Definition*
- *Digital SNA Domain Gateway Installation*
- *Digital SNA Domain Gateway Management*

- *Digital SNA Gateway-CT Installation Guide*
- *Digital SNA Gateway Problem Determination Guide*
- *Digital SNA Gateway-CT Problem Solving (OpenVMS & ULTRIX)*
- *Digital SNA Gateway-CT Guide to IBM Parameters*
- *Digital SNA Gateway-CT Management (OpenVMS)*
- *Digital SNA Gateway-ST Installation Guide*
- *Digital SNA Gateway-ST Guide to IBM Parameters*
- *Digital SNA Gateway-ST Problem Solving (OpenVMS)*
- *Digital SNA OpenVMS Gateway Management Guide*
- *Digital SNA Peer Server Installation and Configuration*
- *Digital SNA Peer Server Management*
- *Digital SNA Peer Server Network Control Language Reference*
- *Digital SNA Peer Server Guide to IBM Resource Definition*
- *Digital SNA Printer Emulator for OpenVMS Installation*
- *Digital SNA Printer Emulator for OpenVMS Use*

## **Associated IBM Documents**

You should have the following IBM documents for reference.

- *ACF for VTAM Version 2, Messages and Codes* (IBM Order No. SC27-0614)
- *IBM 3270 Information Display System and 3274 Control Unit Description and Programmer's Guide* (IBM Order No. GA23-0061)
- *IBM 3287 Printer Models 1 and 2 Component Description* (IBM Order No. GA27-3153)
- *MVS/TSO/VTAM Data Set Print Program Description/Operations Manual* (IBM Order No. SB21-2070)
- *IBM 3270 Information Display System*, Order No. GA23-0060
- *IBM 3270 Information Display System Data Stream Programmer's Reference*, Order No. GA23-0059
- *Systems Network Architecture—Introduction to Sessions Between Logical Units*, Order No. GC20-1869

- *Systems Network Architecture—Sessions Between Logical Units*, Order No. GC20-1868
- *IBM 3270 Information Display System: Operator's Guide*, Order No. GA27-2742

### Terminology

Interconnect System	Refers the Digital SNA Gateway-ST, the Digital SNA Gateway-CT, the Digital SNA Domain Gateway-CT, the Digital SNA Domain Gateway-ST, or OpenVMS/SNA (OpenVMS VAX Version 6.1 only.)
Interconnect Products	Refers to the Digital SNA Gateway-ST, the Digital SNA Gateway-CT, Digital SNA Peer Server, the Digital SNA Domain Gateway, the Digital SNA Remote Job Entry for OpenVMS, and OpenVMS/SNA (OpenVMS VAX Version 6.1 only.)
Interconnect Manager	Refers to the person responsible for the installation and management of an interconnect product.

### Acronyms

The following acronyms appear throughout this manual:

<b>DAP</b>	Data Access Protocol
<b>DCL</b>	Digital Command Language
<b>FAL</b>	File access listener
<b>JCL</b>	IBM's Job Control Language
<b>JES</b>	IBM's Job Entry Subsystem
<b>LU</b>	Logical unit
<b>NCP</b>	DECnet's Network Control Program
<b>PU</b>	Physical unit
<b>RJE</b>	Remote Job Entry
<b>RJS</b>	Remote Job Server
<b>RMS</b>	Record Management Services
<b>SNA</b>	IBM's Systems Network Architecture

<b>UAF</b>	User authorization file
<b>UIC</b>	User identification code
<b>VTAM</b>	IBM's Virtual Telecommunications Access Method

## Graphic Conventions

The following graphic conventions apply throughout this manual:

<b>Convention</b>	<b>Meaning</b>
\$	The dollar sign prompt precedes a command line for an OpenVMS system.
NCP>	A prompt ending in an angle bracket indicates the command language you should use.
monospaced type	Monospaced type indicates system input and output.
UPPERCASE	Uppercase letters indicate that the characters must be entered exactly as shown. Command keywords can be abbreviated to the first unique characters.
<i>lowercase italics</i>	Lowercase italic type indicates variables in command lines. These values are specified by the user.

All numbers are decimal unless otherwise noted.



# 1

---

## Problem Solving

This manual refers to the base communications software as the "Gateway." Unless otherwise stated, the term "Gateway" applies to any or all of the following:

- OpenVMS/SNA Version 6.1 (for OpenVMS VAX only)
- Digital SNA Gateway-CT
- Digital SNA Gateway-ST
- Digital SNA Domain Gateway-CT
- Digital SNA Domain Gateway-ST
- Digital SNA Peer Server

This manual discusses the problems you are most likely to encounter as you use the Digital SNA Remote Job Entry for OpenVMS access routine. Find your particular problem on the list below. See the appropriately numbered section of this manual for the possible cause(s) and solution(s).

---

<b>Problem Number</b>	<b>Symptom</b>
1	You cannot activate RJE.
2	You get error messages when you try to activate RJE.
3	The SET WORKSTATION/GATEWAY command fails.
4	The SET WORKSTATION/SERVER command fails.
5	The SET WORKSTATION/STATE=ON command fails.
6	You cannot successfully submit a file to IBM.
7	The .LOG file from your job submission contains errors.
8	You do not receive output you expect to receive.
9	A transmission error occurs.

<b>Problem Number</b>	<b>Symptom</b>
10	An error message at the workstation console and/or in the workstation .LOG file indicates that the reader stream cannot access its source files.
11	An error message at the workstation console and/or in the workstation .LOG file indicates that the printer or punch stream cannot reach its destination.
12	You receive a message at your workstation that indicates that the link between your node and the Gateway has gone down.
13	Your output remains in the IBM JES queue.
14	Unrecognizable characters appear at the beginning of a card output file.
14	Card output cannot print on a line printer.
15	You do not receive the type of console data you expect.
15	You receive unexpected console data.
16	You do not receive multiple copies when you specify them by means of an IBM JCL (Job Control Language) command on the DD SYSOUT statement or on the /*OUTPUT statement.
17	Access control failures occur when you try to submit or receive a job stream.
18	You get an error message indicating stream failure when you submit a reader stream or receive a printer or punch stream. You also see a secondary DAP error message.

## 1.1 You cannot activate RJE

### **Possible Cause:**

If you cannot activate RJE, the most likely explanation is that RJE has not been successfully installed on your host system.

### **Solution:**

Verify that the Digital SNA Remote Job Entry software is installed on your host system. If it is not, ask your system manager to install the software according to the instructions in *Digital SNA Remote Job Entry for OpenVMS Installation*.

## 1.2 Activating RJE causes error messages

### Possible Cause:

Most of the error messages you receive are self-explanatory. If the message indicates that log-in information is invalid at the remote node, then one of the following is true:

- The RJE multiplexer is not running as a detached process.
- The connection to the multiplexer has failed.

### Solution:

Correct the problem indicated by the error message.

If the error message indicates invalid log-in information, type `@SYSS$STARTUP:SNARJE$STARTUP` to restart the multiplexer and try to activate RJE again.

---

### Note

---

In order to run the `SNARJE$STARTUP.COM` procedure, you must have the following privileges:

- ACNT
- ALTPRI
- DETACH
- OPER
- SETPRV
- SYSPRV

See the *OpenVMS Networking Manual* for a description of the ACNT, DETACH, OPER, and SYSPRV privileges. See the *Guide to Setting Up an OpenVMS System* for a description of the ALTPRI and SETPRV privileges.

---

## 1.3 SET WORKSTATION/GATEWAY command fails

If this error message appears on your screen

SNARJE-E-GATCONE, error connecting to Gateway

your system cannot connect to the Gateway. The possible causes and solutions are as follows:

### **Possible Cause:**

The Gateway node might not be defined on your system.

### **Solution:**

Ask your system manager to verify that the Gateway node is defined on your system.

### **Possible Cause:**

If you get an additional message on your screen indicating that the remote node is unknown, then you might have specified an incorrect name for the Gateway node.

### **Solution:**

Verify the name of the Gateway node, and enter the command again. If the message that the remote node is unknown reappears, see the problem determination guide for your Gateway.

### **Possible Cause:**

If you get an additional message indicating that the Gateway is not currently reachable, then the DECnet or TCP/IP link to the Gateway might be down.

### **Solution:**

Ask your Digital SNA Gateway manager to check the DECnet or TCP/IP link to the Gateway. The following must be turned on:

- The DECnet and/or the TCP/IP software
- The line from your DECnet node or TCP/IP host to the Gateway

Ask the Digital SNA Gateway manager to check the status of the Gateway and to reboot it if necessary.

---

**IMPORTANT**

---

Give your system manager the file from the Gateway host system containing the up-line dump. The system manager can submit it to Digital Equipment Corp. with a Software Performance Report (SPR) if your company has purchased this service.

---

**Possible Cause:**

An additional message might indicate that the RJE software in your system is unable to connect to the RJE server software in the Gateway.

**Solution:**

Run SNAP to see if the RJS... task is running. If the RJS... task is not running, report the problem to your Digital SNA Gateway manager.

**Possible Cause:**

All the workstations defined to the Gateway are in use.

**Solution:**

Wait until workstations defined to the Gateway become available.

## 1.4 SET WORKSTATION/SERVER command fails

If this error message appears on your screen  
SNARJE-E-GATCONE, error connecting to server  
your system cannot connect to the server.

**Possible Cause:**

The server node might not be defined on your system.

**Solution:**

Ask your system manager to verify that the server node is defined, and to define it if it is not.

**Possible Cause:**

If you get an additional message on your screen indicating that the remote node is unknown, then you might have specified an incorrect name for the server node.

**Solution:**

Verify the name of the server node, and enter the command again.

## 1.5 SET WORKSTATION/STATE=ON command fails

The errors that cause the SET WORKSTATION/STATE=ON command to fail most commonly fall into one of the following categories:

- Network reject errors
- User reject errors

If a message appears indicating a network reject, the possible causes and solutions are as follows:

### **Possible Cause:**

The Gateway is not initialized.

### **Solution:**

Check the Gateway console terminal or the host terminal for the event messages that indicate successful initialization of all lines and circuits. (See the *Digital SNA Gateway Installation Guide*.) If specific initialization messages fail to appear, refer to the problem determination guide for your Gateway.

### **Possible Cause:**

The SET WORKSTATION command did not execute successfully before you tried to set the workstation ON.

### **Solution:**

Verify that when you entered the SET WORKSTATION command, you correctly specified the following:

- The name of the Gateway node you are using.
- An access name, using the /ACCESS\_NAME qualifier and any other qualifiers you need. Supply any values that are not defined or are defined incorrectly by the access name.

If you specify an access name, the access name definition must contain correct values for each qualifier it defines. If you think a particular value defined by the access name is incorrect, override the definition with the proper qualifier and value, or ask the Digital SNA Gateway manager to redefine the access name.

### **Possible Cause:**

The lines to the IBM host from the Gateway are not on.

### **Solution:**



See the section on installation problems, or see the problem determination guide for your Gateway.

**Possible Cause:**

IBM's VTAM has not activated the line, the physical unit (PU), and the logical units (LUs).

**Solution:**

Ask your VTAM operator to check that your line, PU, and LUs are activated, and, if necessary, to activate them.

After receiving a network reject message, you must begin again by specifying the workstation characteristics as described in *Digital SNA Remote Job Entry for OpenVMS Use* for the product on your system.

If a message appears indicating a user reject, then the IBM host is not allowing you to start up. The error message you receive might indicate any of the following:

**Possible Causes:**

- The user data you supplied when you specified an access name or when you used the command line qualifier /DATA was invalid (refer to *Digital SNA Remote Job Entry for OpenVMS Use*).
- The application name you specified with the command line qualifier /APPLICATION\_NAME was invalid.
- JES is not initialized.
- The JES logons are not allowed.
- The JES lines are not started.
- All JES lines are in use.

- You exceeded the maximum number of allowable JES connections.
- You exceeded the maximum number of remote workstations.
- You are using an RJE workstation ID that was configured for another type of device (for example, for a 2780 or 3780).

**Solutions:**

Correct the problem indicated by the error message, and enter the command again.

## 1.6 SUBMIT/SNA command fails

If you cannot successfully submit a file to the IBM host, the following are the possible causes and solutions:

**Possible Cause:**

The source queue has not been created.

**Solution:**

Verify that the queue has been created. If it has not, ask your system manager to create a source queue.

**Possible Cause:**

Your system does not accept the /SNA qualifier, either because the RJE software is not properly installed or you do not have the correct version of your operating system installed.

**Solution:**

Ask your system manager to verify that the Digital SNA RJE for OpenVMS software is installed according to the procedure described in *Digital SNA Remote Job Entry for OpenVMS Installation* and that the proper version of your operating system is installed.

**Possible Cause:**

Your command line has syntax errors.

**Solution:**

Check the command line you entered for syntax errors. Then reenter the command correctly.

**Possible Cause:**

Your job is staying in the queue on your system.

**Solution:**

Enter the DCL command `SHOW QUEUE/BATCH` to determine whether your job is staying in your system queue. If your job is staying in the queue, check the following:

- Verify that the queue was started.
- Verify that the queue name used on the `RJE ASSIGN` command matches the system batch queue name. Ask the RJE operator to issue the `SHOW STATUS` command to verify that the workstation has been set ON. The queue does not transfer files if the workstation is inactive.

**Possible Cause:**

One or more of the following errors occurred in opening or closing the file you submitted:

- Incorrect or incomplete file specification (error messages show reasons)
- Invalid access information
- File protected against the specified access information
- Read error during transmission

**Solution:**

Check the job's `.LOG` file to see if an error occurred in opening or transmitting the file you submitted. Correct the error indicated.

## 1.7 .LOG file contains errors

The .LOG file from your job submission contains error messages.

**Possible Cause:**

The error message you receive indicates the cause of the problem.

**Solution:**

Correct the errors indicated by the messages in the file, and resubmit the job, or resubmit the job avoiding the problem areas.

## 1.8 Expected output does not return

If you do not receive output when you are expecting it, then either your job did not reach the IBM input queue, or output from the IBM queue cannot reach you.

### **Possible Cause:**

The IBM operator or the workstation operator purged the job.

### **Solution**

Resubmit the job.

### **Possible Cause:**

The job did not finish executing.

### **Solution**

Have the workstation operator issue the appropriate JES command(s) to finish executing the job.

### **Possible Cause:**

The job did not begin to execute.

### **Solution:**

Have the workstation operator issue the appropriate JES command(s) to execute the job.

### **Possible Cause:**

The job terminated because the workstation terminated while you were submitting the job.

### **Solution:**

Have the workstation operator configure a new RJE workstation, then resubmit the job.

### **Possible Cause:**

The job stayed on the queue and was never sent.

### **Solution:**

Have the workstation operator issue the appropriate JES command(s) to release the job from the queue.

**Possible Cause:**

The job is waiting to be printed.

**Solution:**

Check to make sure that the output is assigned to the proper print stream and that the output printer is working; then wait for the job to print.

**Possible Cause:**

The link to the Gateway has been lost.

**Solution:**

See the solutions to Problem 3 and Problem 11.

**Possible Cause:**

No output device is assigned for that class of output.

**Solution:**

Have the workstation operator or the JES operator issue a JES command to set the output device to the appropriate output class, as in the following JES2 example:

```
_$TPRn,Q=class
```

where

- *n* is the number for the printer stream.
- *class* is the class of the output device.

**Possible Cause:**

The output stream is halted or drained.

**Solution:**

Have the workstation operator use a JES console command or a workstation command to determine the exact error condition, and issue the appropriate console or workstation command to correct the problem.

**Possible Cause:**

A very large job is already using this output device.

**Solution:**

Have the workstation operator use an RJE console command to determine whether another job is active on this device. If so, wait for the job to complete, or have the workstation operator direct the output to another device.

**Possible Cause:**

Your reader stream specified autohold, or your JCL command specified "hold."

**Solution:**

Release the job.

**Possible Cause:**

The workstation was set OFF after you submitted the file.

**Solution:**



Have the workstation operator set the workstation ON.

**Possible Cause:**

The workstation was cleared after you submitted the file.

**Solution:**

Have the workstation operator configure a new RJE workstation, then resubmit the job.

**Possible Cause:**

The request (from the Gateway to the destination file) to open the destination file failed when you first attempted to transmit the file. To find out if the request to open the destination file failed, check for error codes in the workstation's .LOG file.

**Solution:**

Have the workstation operator use the appropriate RJE commands to reassign the destination so that the next open destination request will not fail.

**Possible Cause:**

The job name or the forms name contained leading nonalphanumeric characters.

**Solution:**

Remove the leading nonalphanumeric characters, and resubmit the file.

**Possible Cause:**

The SNARJE ASSIGN command failed.

**Solution:**

Correct the condition indicated by the error message, and reissue the ASSIGN command.

**Possible Cause:**

The workstation printer stream is assigned to some other destination node or account.

**Solution:**

Assign the printer stream to the correct destination.

**Possible Cause:**

You are using a workstation ID for a workstation that is defined with the parameter SETUPMSG.

**Solution:**

Find the output files in your destination directory with the name NOJOBNAME.PR*n* (*n* is the printer number).

## 1.9 Transmission error occurs

When a transmission error occurs, you have only a partial file at your destination, or you have two files in your area for the same output.

### **Possible Cause:**

There is a bad communications link in the network.

### **Solutions:**

Use the DECnet NCP or the appropriate TCP/IP Manager command `SHOW CIRCUIT circuit-name COUNTERS` to look for errors and multiple tries. A bad communications link causes this type of error. If the link that caused the problem is still defective, isolate and repair the problem, and set your workstation back ON. When the link is repaired, the remainder of the first file goes to a new version of the same file. Some information at the start of the second file duplicates the end of the first file (this is a function of JES). If you require an intact transmission of the file, resubmit the job.

If the file is still active on the printer when the link is repaired, restart the workstation printer by using a JES command. JES restarts the printer and gives you an intact transmission of the job at your destination.

## 1.10 Reader stream cannot get to source files

An error message at the workstation console and/or in the .LOG file for the job indicates that the reader stream cannot get to its source files.

### **Possible Cause:**

This problem occurs when a part of the communications path in the network fails, making the source files unreachable.

Any of the following conditions can prevent the reader stream from reaching the source files:

- The command procedure specified by the logical name SYSSYLOGIN cannot be opened.
- No command procedure is specified by the LGICMD field of the user authorization file (UAF) record.
- The command procedure specified by the LGICMD field of the UAF record cannot be opened.

### **Solution:**

Wait until the node you want is reachable, and then resubmit the job.

## 1.11 Printer or punch stream cannot get to destination

An error message at the workstation console and/or in the .LOG file for the workstation indicates that the printer or punch stream cannot get to its destination.

### **Possible Causes:**

This message occurs when a part of the communications path in the network fails, making the destination unreachable.

Any of the following conditions can prevent a printer or punch stream from reaching its destination:

- The command procedure specified by the logical name SYSSYLOGIN cannot be opened.
- No command procedure is specified by the LGICMD field of the UAF record.
- The command procedure specified by the LGICMD field of the user authorization file (UAF) record cannot be opened.

### **Solution:**

Reroute the stream to a node that is still reachable (use the SNARJE ASSIGN command), or wait until the node you want is reachable. (See Problem 7.)

### **Possible Cause:**

The destination node name is not defined at the Gateway.

### **Solution:**

Use DECnet NCP or the appropriate TCP/IP Manager utility to define the node name.

## 1.12 Link between node and Gateway is lost

While using a workstation, you receive a message indicating that the link is lost between your node and the Gateway.

### **Possible Cause:**

If you lose the link to the Gateway while using the workstation, your workstation is no longer defined.

### **Solution:**

Start over by redefining the workstation. If you receive the same message when you try to start the workstation, see RJE Problem 3. After you have redefined the workstation, you can use JES commands to restart any output that was active.

## 1.13 Output remains in JES queue

Your output remains in the IBM JES queue.

### **Possible Cause:**

You directed printer output to a class defined by JES as punch, or you directed the punch output to a class defined by JES as printer.

### **Solution:**

Change the class definition by a JES command, or change your JCL. Also, see RJE Problem 7.

### **Possible Cause:**

You did not assign a stream to the class of the output queue.

### **Solution:**

Check the JES remote (RMT) class definitions. Assign a stream to the output class if necessary.

### **Possible Cause:**

The queue was stopped when your output was sent to it.

### **Solution:**

Issue the JES command to start the queue. If the problem persists, check with your JES system programmer; the JES printer might be configured so that it requires operator intervention.

## 1.14 Card output problems occur

This problem has two symptoms:

- Unrecognizable characters appear at the beginning of a card output file.
- Card output cannot be printed on a line printer.

### **Possible Cause:**

The punch device is defined in JES as having job separators (see *Digital SNA Remote Job Entry for OpenVMS Use* for the product on your system, and refer to the *Digital SNA Guide to IBM Parameters*).

### **Solution:**

Use a JES console command to set punch to produce no separators, as in the following JES2 example:

```
_$TPUn,S=N
```

where *n* is the number for the punch stream.

After you enter this command and receive the file from JES, you should be able to print the output file.

### **Possible Cause:**

The punch stream does not contain any carriage return characters, so the punch output prints on only one line.

### **Solution:**

You might still be able to display the entire file using an on-line editor. If you want to print the file, you must change the RMS record attributes of the file.



## 1.15 Console data problems occur

This problem has two symptoms:

- You are not receiving the type of console data you expect.
- You are receiving unexpected console data.

### **Possible Cause:**

The data you receive when you set a workstation ON might have been in an IBM JES queue waiting for your workstation to be activated.

### **Possible Cause:**

You might be receiving data sent from another workstation to your workstation or routed to your workstation by another IBM user.

### **Possible Cause:**

You have two workstations sending IBM the same user data.

### **Solutions:**

- Check to be sure that no two workstations use the same user data in the /DATA qualifier on the command line or in the access name.
- Check to be sure that no two users use the same access name (if user data is specified in the access name).
- Check to be sure that no RJE workstation specifies the same user data as an IBM workstation.

## 1.16 Multiple copies do not print

You do not receive multiple copies although you specified them by using an IBM JCL (Job Control Language) command on the DD SYSOUT statement or on the /\*OUTPUT statement.

### **Possible Cause:**

When you use an IBM JCL (Job Control Language) command on the DD SYSOUT statement or on the /\*OUTPUT statement the Digital SNA RJE software causes JES to transmit the files multiple times into the same output file if possible.

### **Solution:**

To get multiple copies of a file, use the DCL PRINT/COPIES=*n* command after the file arrives at its destination.

## 1.17 Access control failures occur

Access control failures occur when you try to submit or receive a job stream.

### **Possible Cause:**

Access control information has not been specified.

### **Solution:**

Specify access control (account, password) with a remote node name by using either the SUBMIT/SNA command or the SNARJE ASSIGN command.

### **Possible Cause:**

No default account exists on the remote node.

### **Solution:**

Create a default account on the remote node by assigning a user ID and password to FAL (network object number 17). Issue the following NCP command:

```
NCP> SET OBJECT 17 USER user-id PASSWORD password
```

The default account (*user-id*) must be a DECnet account as defined in the *Guide to OpenVMS System Security* belonging to a unique user identification code (UIC) group. By following this method, you can prevent unauthorized access to other users' files.

## 1.18 Stream failure occurs

You get an error message indicating stream failure when you submit data to a reader stream or receive data from a printer or punch stream. You also see the following secondary Data Access Protocol (DAP) error message:

```
-SNARJE, DAP error code (macro:macro) = %0'xx':%0'yyyy'
```

### **Possible Cause:**

For an explanation of the DAP error message, refer to the *DECnet for OpenVMS Programmer's Reference Manual*.

### **Solution:**

Correct the condition indicated by the error message.

---

# Index

---

## A

Access names, 1-8  
Activating RJE  
    error messages, 1-1  
    problem, 1-3  
Application name, 1-9

---

## E

Error messages, 1-1  
    Gateway crashed, 1-5  
    Gateway unreachable, 1-5  
    network reject, 1-8  
    remote node unknown, 1-5, 1-7  
    user reject, 1-9

---

## G

Gateway node name, 1-5, 1-8

---

## H

Hardware problems  
    faulty link, 1-19

---

## J

JES2, 1-9  
JES3, 1-9  
JES output class, 1-16

---

## L

LOG files, 1-12, 1-17

---

## O

Output class, 1-23  
Output stream, 1-16

---

## P

Problems  
    activating RJE, 1-3

---

## R

RJE problems  
    cannot activate RJE, 1-3  
    cannot set workstation, 1-5, 1-7  
    cannot set workstation ON, 1-8  
    card output problems, 1-24  
    DAP error message, 1-28  
    error messages, 1-4  
    Gateway unreachable, 1-5, 1-22  
    invalid log-in information, 1-4, 1-27  
    JES output class, 1-16  
    LOG file with errors, 1-13  
    multiple copies do not print, 1-26  
    output class problems, 1-23  
    output not received, 1-14  
    output remains in IBM queue, 1-23  
    queuing problems, 1-12  
    reader stream cannot reach source files,  
        1-20

RJE problems (cont'd)

- Server unreachable, 1-7
- stream cannot reach destination, 1-21
- SUBMIT/SNA command fails, 1-11
- transmission errors occur, 1-19
- unexpected output, 1-25

**S**

---

- Server node name, 1-7
- SNA configuration file,
  - file protection, 1-12
- SNAP utility, 1-6

**U**

---

- Up-line dump file, 1-6
- User data, 1-9, 1-25

**V**

---

- VTAM
  - activate lines, 1-9
  - activate LUs, 1-9
  - activate PUs, 1-9