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RAS—Frequently Asked Questions



Index

1. Modem does not pick up.

   I dial in and the modem does not pick up. I get “There is no answer” on my end. What should I check?

2. RRAS, Is it installed correctly?

   How do I go about checking whether RRAS is installed correctly. I am dealing with this new install and I am not sure RRAS is installed properly (if at all). How do I go about checking this?

3. How Windows detects a Supra modem.

   I am just installing this server and I am sure my Supra modem is setup OK, it is powered up and plugged in but I can’t get it detected by Windows. I can’t get it to answer.

4. How do I test the modem?

   I just installed the modem and want to test it. It all looks good but there is no answer on the modem. Also, when I go to Device Manager and look at the properties, the applet tells me there is no conflict but when I go to troubleshooting and want to query the device it tells me it failed because the port is already open.

5. How to set up my PPP Log – Registry Changes.

   I heard that if I have PPP Log enabled it will show me the name of the machine I dialed into. How do I configure my machine to do this?

6. How to set my PPP Log – Easier way.

Is there any other way to do this? This stuff is too convoluted for me

7. Enable PPP Logging using the Command Prompt.

   I really don't like this registry stuff and I am not running W2K Server. Is there any chance for me?

8. A more verbose PPP log yet.

   I like what I see in the PPP log but I need more info. Can I get a more verbose PPP log somehow?

9. I can't seem to get RCTP to work.

   I dial in and authenticate on the network OK and I can map a drive but I can't get RCTP working.

10. This PPP Log is a mess – how do I interpret this stuff?

11. Still can't connect.

    I dialed in and all looks good. I have both TCP/IP and NetBEUI connection but I still can't connect my Terminal Service or PCAnywhere to the host's IP address. What's going on here?

12. I can't map to every workstation.

    I can dial in and map to the machine I dialed into but I can't map anything pass that.

13. I dial in but I can't map to a machine.

    I am sure I have the correct host name and am connected to the proper machine.

14. I dial up a site and there is no answer.

    I see two lights on my modem and RRAS seems to be installed and configured properly. When I try to dial in, the AA light flashes but nothing is happening. What can it be?

15. RCTP does not work, yet I can dial in and map a drive.

    I dialed in and mapped a drive but I can't get anything going and my RCTP does not work. How do I talk to my output device?

16. I try to dial in but I get a message saying the device is not available.

17. Error Message Reads 'Other Modems could not connect'.

    After I connect, I get a message saying the other modems couldn't connect.

18. Bad Phone Line.

    I think I've got a bad phone line. I keep getting disconnected.

19. I keep getting disconnected from RCMD.

    I keep getting disconnected from RCMD on the remote system, and get the following error: "The specified network name is no longer available." My modem line doesn't drop off, but I have to keep reconnecting to RCMD.

20. Error: "Could not perform inpage operation."

    I try to copy files from a customer's machine and keep getting message "Could not perform inpage operation."

21. Error 737 - Loopback detected.

    I dial in into a site and get refused from the remote network. The message I get is: Error 737 - Loopback detected...

    How do I get around this?

22. How do I enable the Optiplex to receive dialup connections?

23. Modem pools and SpartaCom set-up.

    How do I know whether my workstation is setup to use the different modem pools?

24. RCTP not working.

    I dial into this site and everything looks cool. The machine is an NT4 server and I am expecting RCTP to work. Well.. It doesn't quite work - it gives me the stats and the config reports but I can't get anything interactive to happen. Why?

25. RRAS fails to start.

    RRAS fails to start, and the error code 16389 is logged to the Event Viewer. Why?

26. Why can't RAS clients connect to Windows 2000 server?

    When I try to connect to a site where the modem host is a Windows 2000 based server using Remote Access Service (RAS) connections, I receive the following error message:

    ```
    Error 913: A Remote Access Client attempted to connect over a port that was reserved for Routers only.
    ```

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Question 1 - Modem does not pick up

Question	I dial in and the modem does not pick up. I get “There is no answer” on my end. What should I check?
Answer	Check the modem first. Check the obvious stuff – cables power and all the other good stuff. If all of it looks good, check the lights on the modem. If you are dealing with a USR modem, you should see two solid lights: CS and TR. On a Diamond Supra (that’s the new blue modem) you should see two lights as well – the TR and PWR. If this is not the case, it is likely that the RAS service or Dialup Access is not setup correctly and needs to be checked out and possibly reinstalled or reconfigured (see the appropriate OS sections).
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 2 - RRAS, Is it installed correctly?

Question I am dealing with this new install and I am not sure RRAS is installed properly (if at all). How do I go about checking this? Is RRAS enabled in the first place?

Answer Most of the new installs are on W2K. By default, Routing and Remote Access (RRAS) is installed but not enabled. It should be configured only after the server has been renamed with the shipping name. The procedure is somewhat convoluted but there is no magic. Here's what you should check and configure if it's missing:

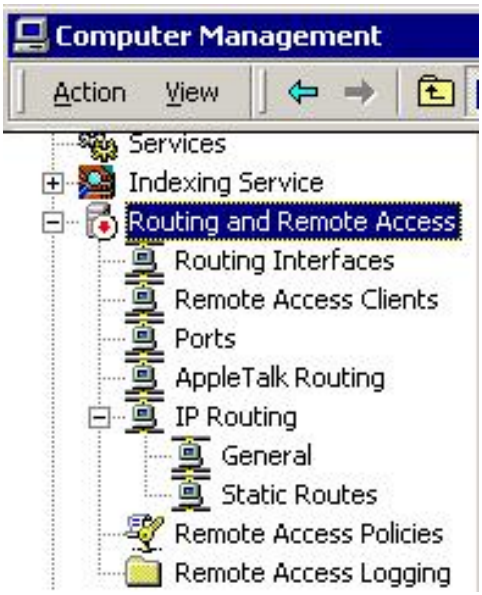


Figure 1 - My Computer - Right Click Manage Routing & Remote Access

To check if RRAS is enabled, go to Start -> Programs -> Administrative Tools. Once there, select Routing and Remote Access. Or, Right Click My Computer on the Desktop Choose Manage then navigate to Routing and Remote Access.

By default, the local computer is listed in the console tree. Right-click the server and then select Configure and Enable Routing and Remote Access. A wizard is displayed.

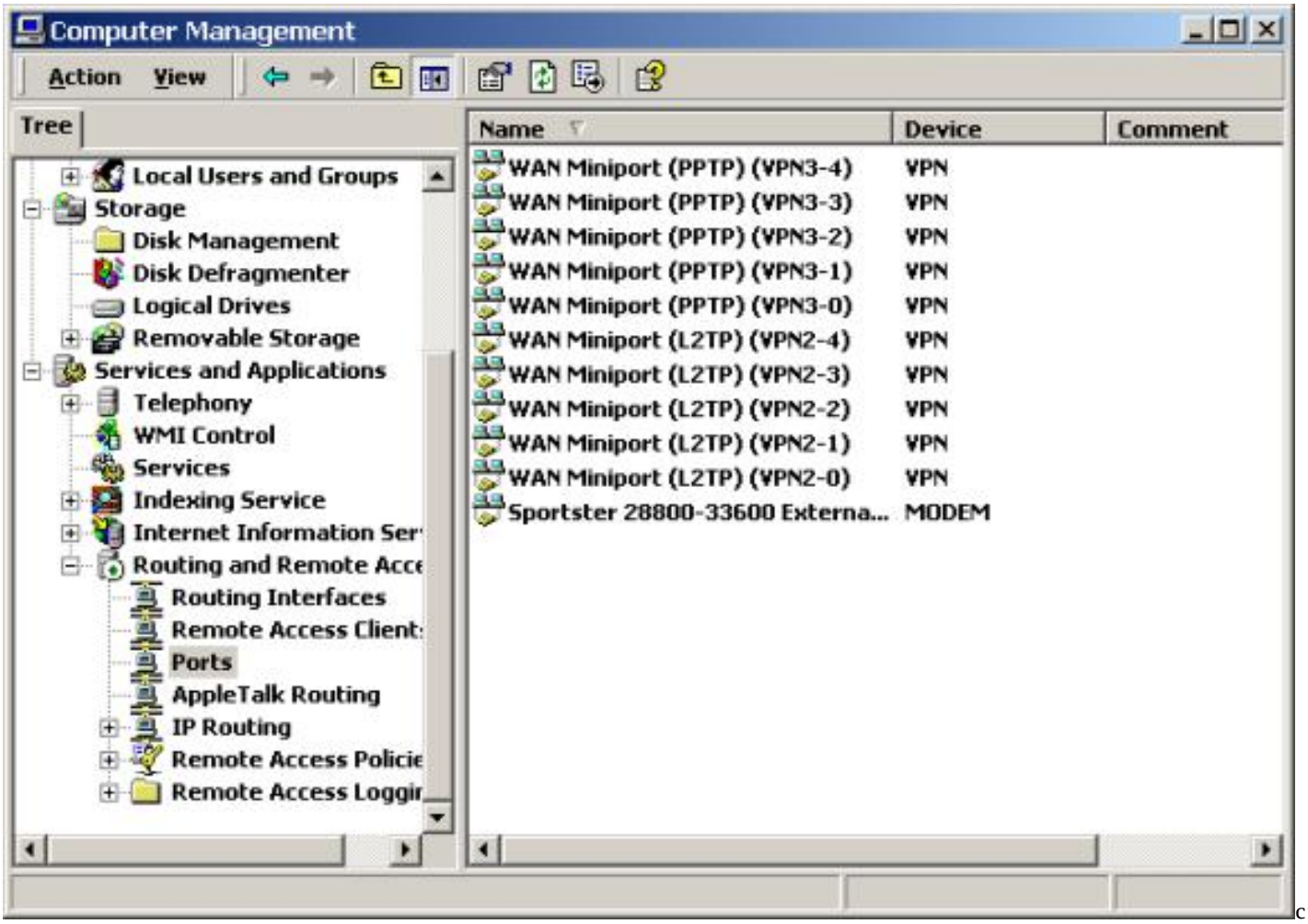
- Select Next.

- Select Manually configured server, and then select Next.

- Select Finish. The Routing and Remote Access dialog box is displayed.

- Select Yes to start Remote Access.

What's going on with Remote Access Ports? A RAS port is a communication channel that supports a single point-to-point conne



ction.

By default Windows 2000 configures 10 ports for VPN. **Disable these ports because they are unnecessary**.

Figure 2 - Routing Ports Wan Miniport

- In the Routing and Remote Access MMC, right click on Ports and select Properties. The Ports Properties window appears.

- In the Devices window, double click on WAN Miniport (PPTP). The Configure Device – WAN Miniport (PPTP) window appears.

- Uncheck the following:

- Remote access connection (inbound only)

- Demand-dial routing connection (inbound and outbound)

- Select OK.

- Repeat the steps 2 – 4 on the WAN Miniport (L2TP) device.

- Repeat the steps 2 – 4 on the Direct Parallel device.

- Select OK.

What about the IP addresses, DHCP and all that stuff? By default the RAS server uses DHCP to lease IP addresses in blocks of 10 and stores them in the registry. The server leases additional addresses in blocks of 10 as needed. Since we will never use 10 addresses but only one, we modify the behavior by editing the registry. To do this:

- Open the Registry Editor by, from the Start menu, selecting Run. The Run window appears.

- In the Open box, type regedt32 and select OK. The Registry Editor window appears.

- In the HKEY_LOCAL_MACHINE window browse to

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RemoteAccess\Para meters\IP.

- In the Edit menu select Add Value. The Add Value window appears.

- In the Value Name field, type InitialAddressPoolSize.

- In the Data Type field, select REG_DWORD.

- Select OK. The DWORD editor is appears.

- In the Data field, type 1.

- In the Radix section, select Decimal.

- Select OK.

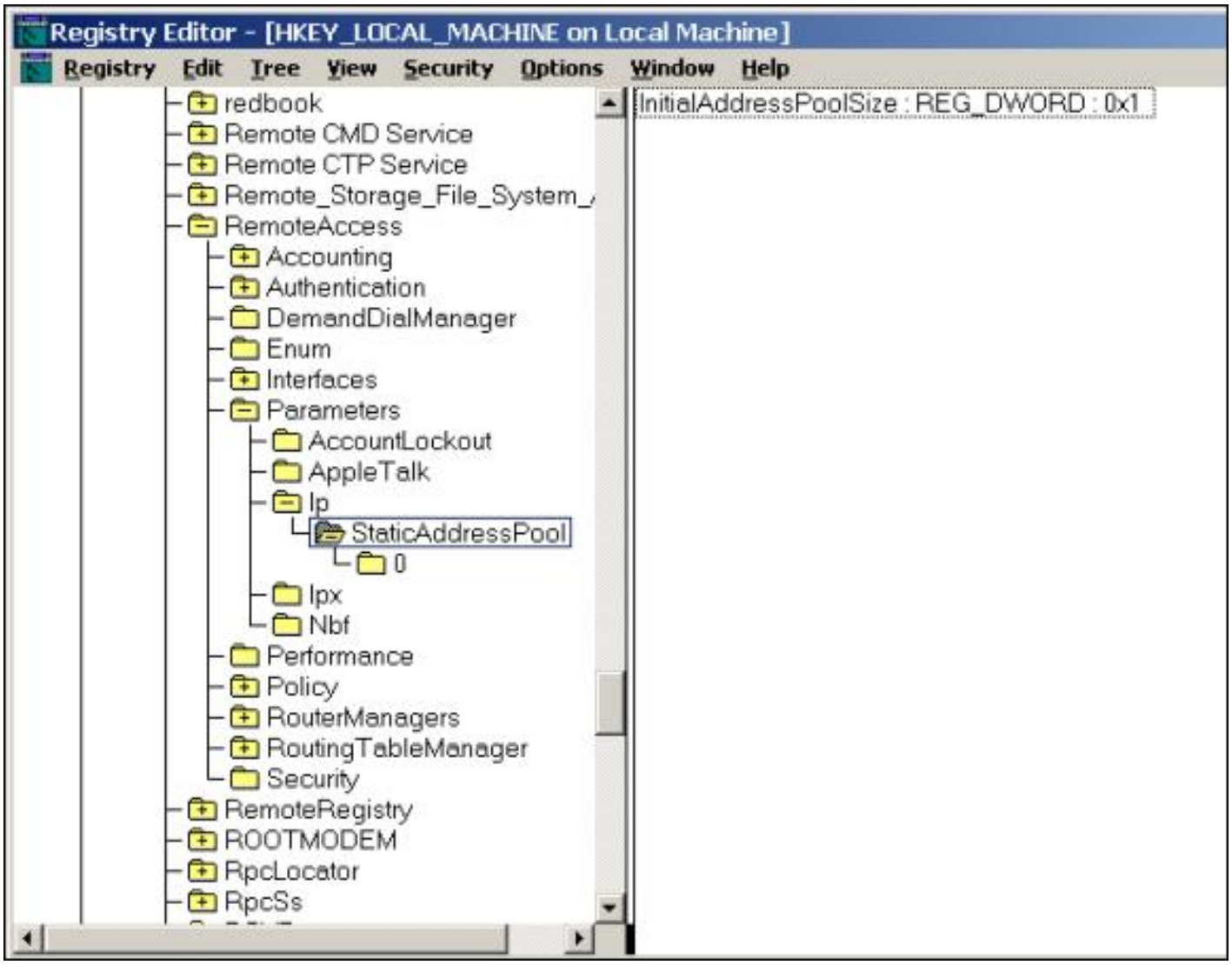


Figure 3 - Edit Menu and ADD InitialAddressPoolSize Registry Key

Is the DHCP relay agent disabled? The Dynamic Host Configuration Protocol (DHCP) relay agent relays DHCP messages between DHCP clients and DHCP servers on different IP networks. We will be using a static pool of addresses to assign to RAS clients and will not be using this feature. If this feature is enabled, RAS will automatically lease unnecessary addresses from the DHCP server.

- In the Routing and Remote Access MMC, expand IP routing and select DHCP Relay Agent.

- In the right window, in the Interface column, right click on Internal and select Properties. The Internal Properties window appears.

- Uncheck Relay DHCP packets.

- **Select OK.**

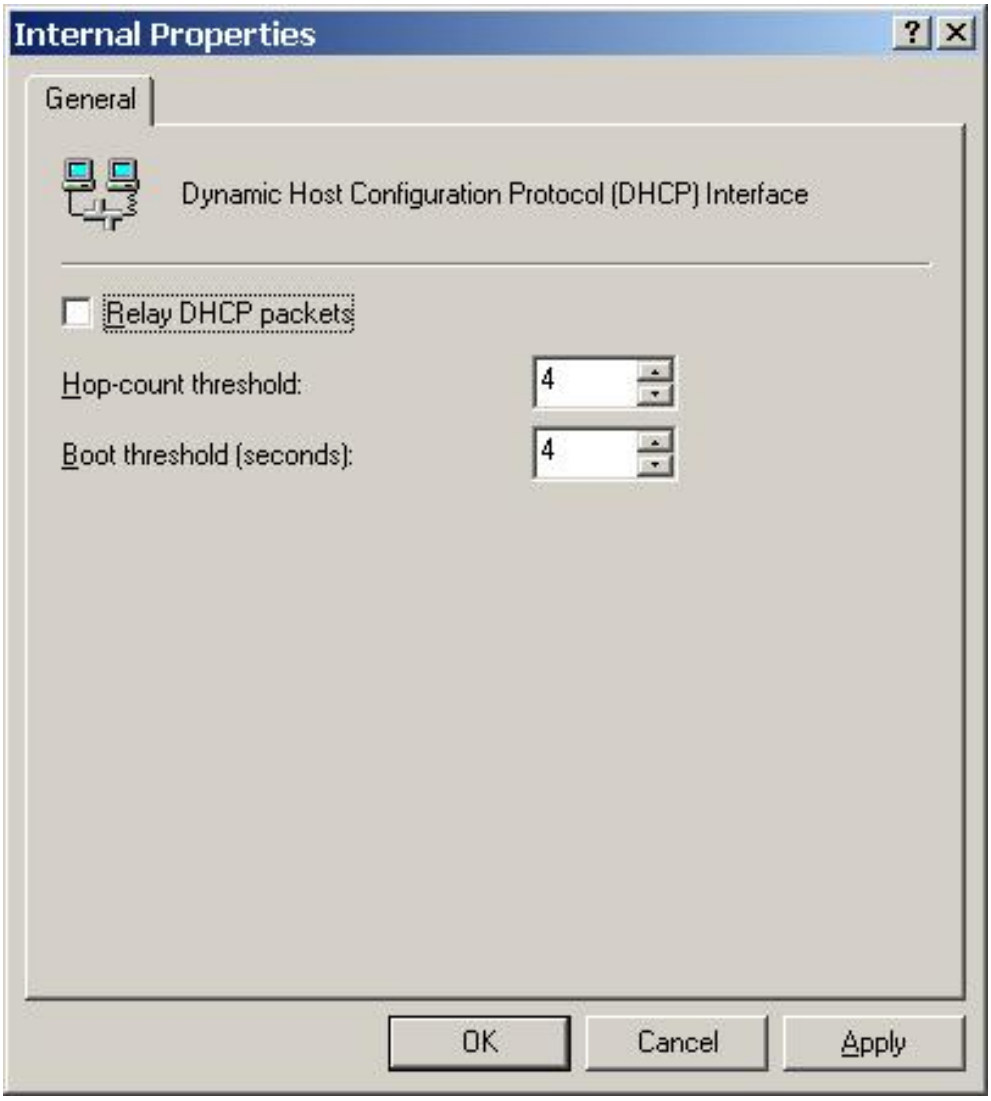


Figure 4 - Uncheck Relay DHCP Packets

Now that we got rid of the unwanted DHCP how do we assign the static IP addresses? What should they be?

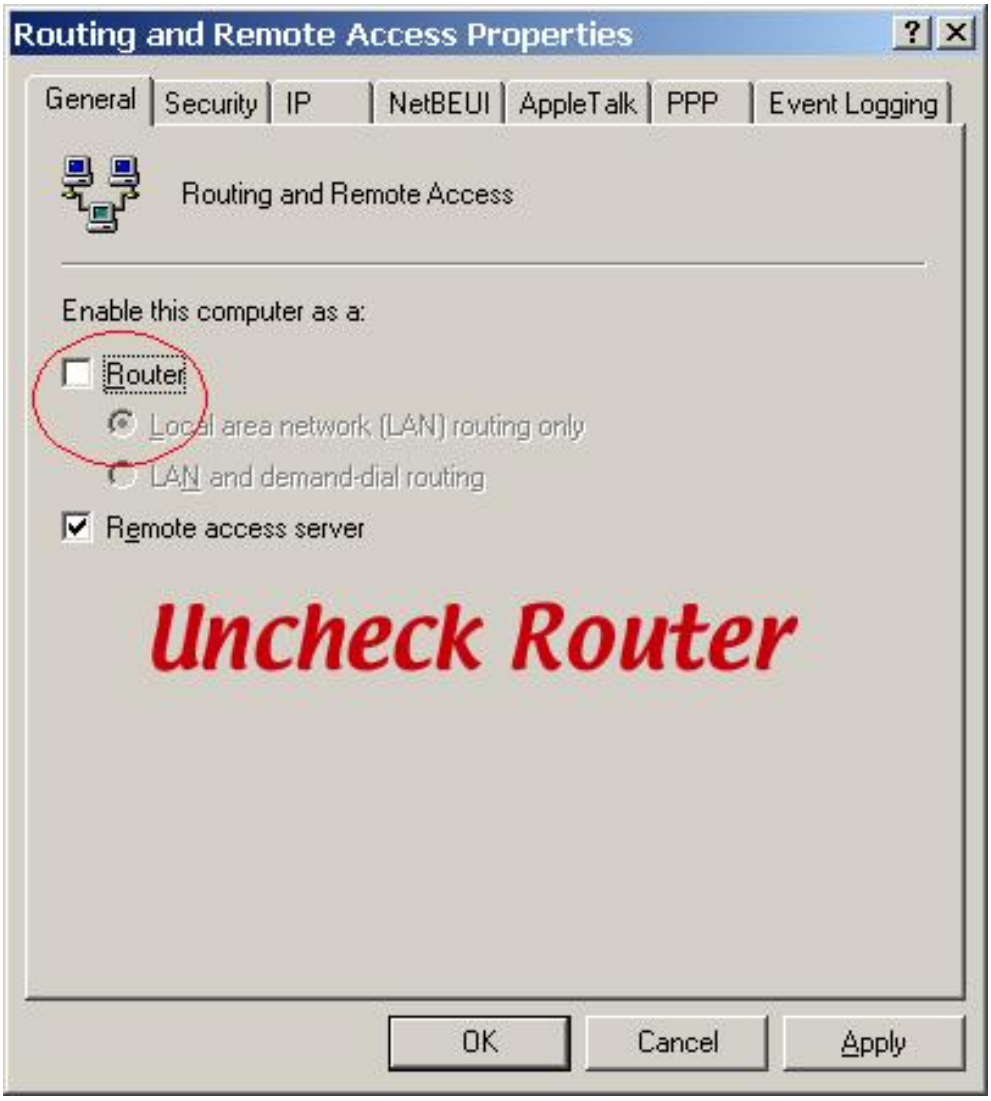


Figure 5 - Routing and Remote Access Uncheck Router

- In the Routing and Remote Access MMC, right click on the server name (local) and select Properties. The server name (local) properties appear.

- In the General tab, uncheck Router.

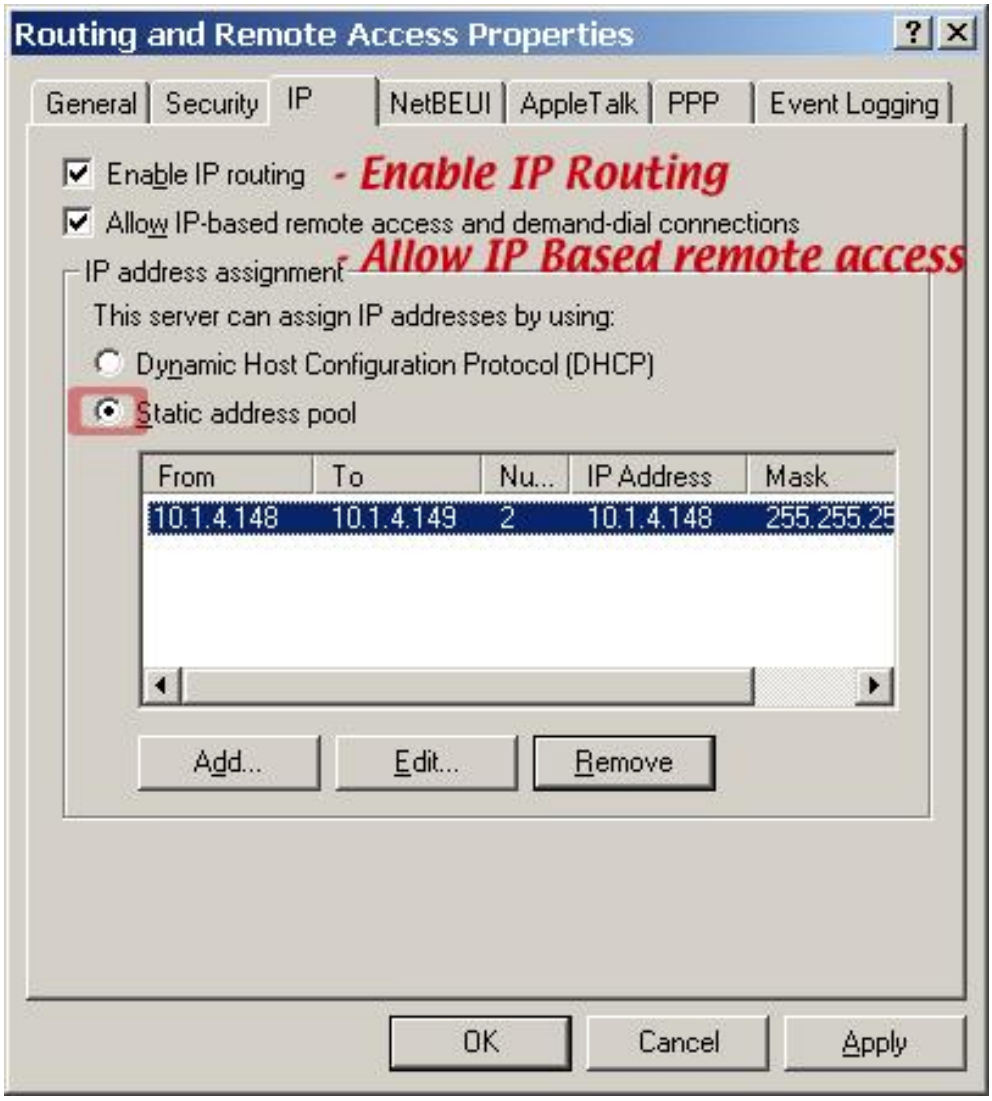


Figure 6 - Enable IP Routing & Allow IP Based Remote Access

- In the IP tab, check the following:

- Enable IP forwarding

- Allow IP-based remote access and demand dial connections.

- In the IP address assignment, select Static address pool and then select Add. The New Address Range window appears. You could use a range of addresses but normally a range of two consecutive addresses will do. Try to select a couple of addresses that belong to the same network segment (subnet). So for example, if the Creo system is in the 10.1.1.X subnet

- In the Start IP address field put in the lower address (i.e. 10.1.1.200)

- In the End IP address field put in the higher address (i.e. 10.1.1.201)

- **Select OK.**

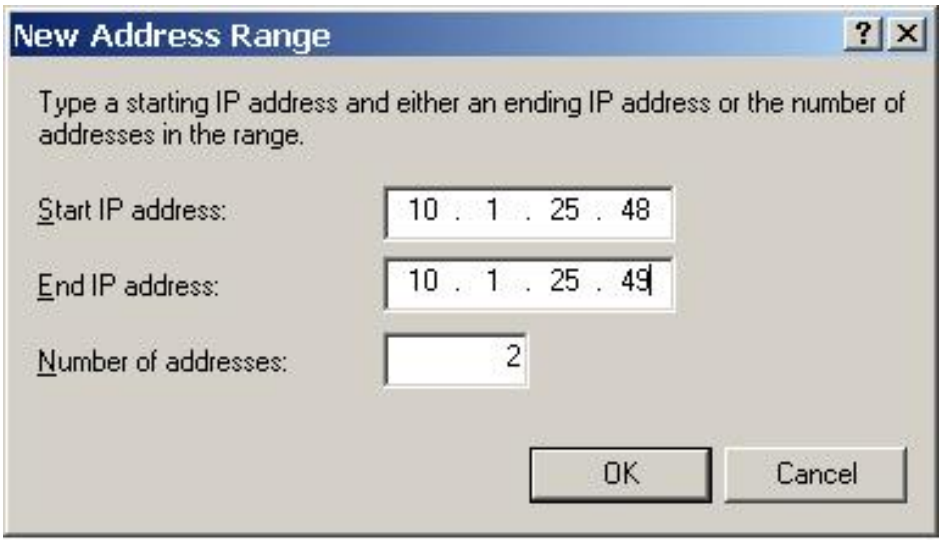


Figure 7 - Start and End IP Address Fields

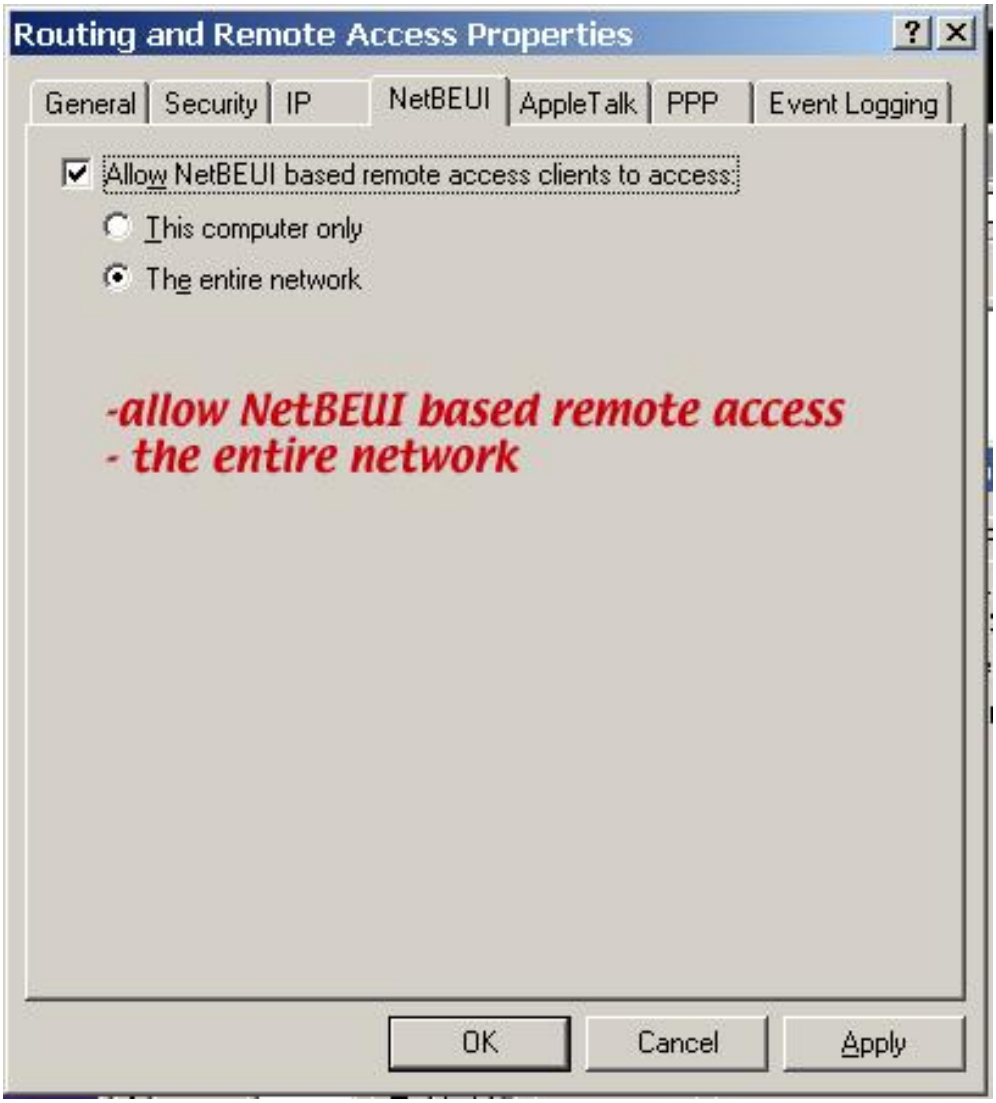


Figure 8 - Allow NetBEUI based remote access the entire network

- **In the NetBEUI tab, ensure Allow NetBEUI is enabled and that The entire network is selected.**

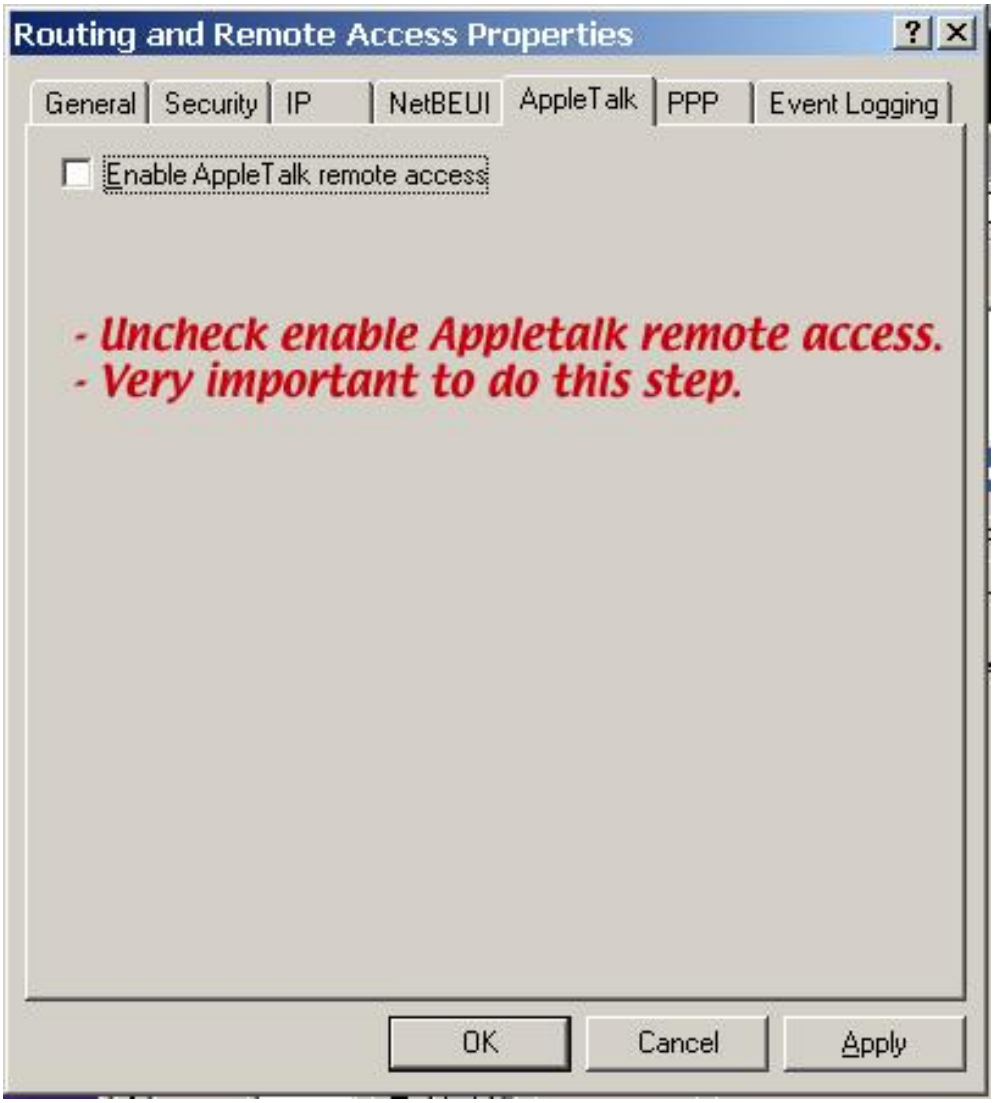


Figure 9 - Routing and Remote Access - Uncheck Enable Appletalk Remote Access

- In the AppleTalk tab, uncheck Enable AppleTalk remote access.

- Select OK and the Routing and Remote Access dialog box appears.

- Select Yes and Remote access will be stopped and restarted.

Technical Contact(s) Sinisa Nojkovic

Date 08 Mar 2002

Submitted

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Question 3 - How Windows detects a Supra modem

Question	I am just installing this server and I am sure my Supra modem is setup OK, it is powered up and plugged in but I can't get it detected by Windows. I can't get it to answer.
Answer	Check your UPS. See if you can connect to it. Does Windows detect it at COM2? If you start PowerChute software does it see the device? If not, swap the serial cables between the modem and the UPS. If the cable swap fixes the problem for both machines you obviously had the cables mixed. Even though they look exactly the same (black DB9-DB9 serial cable) the pinout on the APC UPS cable is different and the cable is useless for anything other than connecting to SmartUPS from a Windows platform.
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Question 4 - How do I test the modem?

Question	I just installed the modem and want to test it. It all looks good but there is no answer on the modem. Also, when I go to Device Manager and look at the properties, the applet tells me there is no conflict but when I go to troubleshooting and want to query the device it tells me it failed because the port is already open.
Answer	Check the PowerChute setup. Sometimes it happens that the UPS APC PowerChute Service is running missconfigured and is blocking the port. The easiest thing is to remove and then reinstall PowerChute with the UPS connected and let it detect the UPS. That will configure it properly and free up the modem port.
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Date Submitted	08 Mar 2002

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Question 5 - How to set up my PPP Log – Registry Changes

Question

I heard that if I have PPP Log enabled it will show me the name of the machine I dialed into. How do I configure my machine to do this?

Answer

To activate your PPP Logging in NT you need to go to the registry and do the following:

1. Run Registry Editor (Regedt32.exe).

2. From the HKEY_LOCAL_MACHINE subtree, go to the following key:

SYSTEM\CurrentControlSet\Services\RasMan\PPP

3. Select the Logging value.

4. From the Edit menu choose DWORD.

5. Press 1 and choose OK.



Figure 10 – Adding the Value Name in the Registry

NOTE: A data value of 1 is standard logging, but setting this value to 2 will enable PPP logging in verbose mode.

6. Reboot the Computer.

The logging info is then placed %SYSTEMROOT%\SYSTEM32\RAS\PPP.LOG. Make a shortcut to the desktop and every time you connect you can open the PPP Log in Notepad and check where you are.

If you are running W2K you need to perform a similar routine:

1. Open the registry editor using Regedt32.exe.

2. Go to the following key in the registry:

`HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Tracing`

The value EnableConsoleTracing (REG_DWORD) either permits or denies console tracing for all subkeys. 0 is off and 1 is on.

Console or File Tracing is then individually turned on or off for each of the 27 subkeys. So, find the PPP entry and enable it by turning the value from 0 to 1. These subkeys under the Tracing key each have a value for EnableConsoleTracing:REG_DWORD: and EnableFileTracing:REG_DWORD. File tracing will begin as soon as you edit the EnableFileTracing keys; however, to begin console tracing you will need to stop and restart the RRAS service.

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Date Submitted 08 Mar 2002

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Question 6 - How to set my PPP Log – Easier way

Question

Is there any other way to do this? This stuff is too convoluted for me

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Answer

It is possible to do it from the windows GUI but ONLY on W2K Server. To enable PPP logging on W2K Server by using the graphical user interface(GUI):

1. Start the Routing and Remote Access Services (RRAS) tool in Microsoft Management Console (MMC).

2. In the left pane, right-click the RRAS server for which you want to enable logging, and then click Properties.

3. Click the Event Logging tab.

Click to select the "Enable Point-to-Point Protocol (PPP) logging" check box.

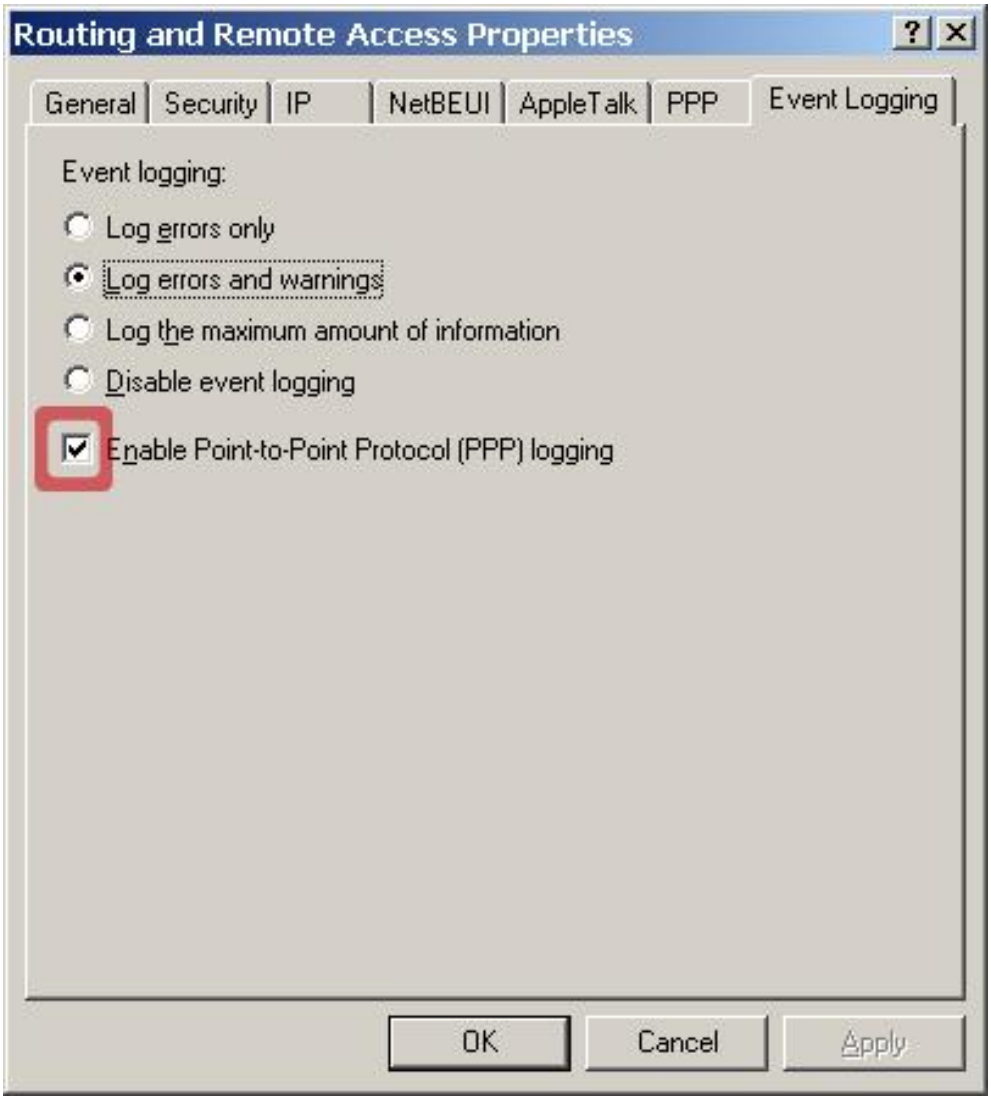


Figure 12 - Routing & Remote Access - Enable PPP Logging

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Date Submitted 08 Mar 2002

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Question 7 - Enable PPP Logging using the Command Prompt

Question

I really don't like this registry stuff and I am not running W2K Server. Is there any chance for me?

Answer

To enable PPP logging on a computer running W2K Professional try using Netsh.exe.

Here's how:

1. Open a command prompt window on the RRAS server for which you want to enable logging.

2. Type the following command, pressing ENTER after each command:

netsh

ras

set tracing PPP enable

NOTE: The Netsh.exe command-line utility is the only option to enable PPP logging in Windows 2000 Professional. After you enable logging, the computer logs all

PPP activity to the Ppp.log file in the %systemroot%\tracing\ folder.

PPP logging uses system resources and hard disk space. Turn off logging when you are finished troubleshooting.

To disable PPP logging:

1. Open a command prompt window on the RRAS server for which you want to disable logging.

2. Type the following command, pressing ENTER after each command:

netsh

ras

set tracing PPP disabled

The corresponding Registry Key is EnableConsoleTracing and EnableFileTracing (for Win2k Prof) under:

hklm\software\microsoft\tracing\PPP

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Date Submitted	08 Mar 2002

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Question 8 - A more verbose PPP log yet

Question	I like what I see in the PPP log but I need more info. Can I get a more verbose PPP log somehow?
Answer	If what you are seeing in there is not enough info for you try adjusting the verbosity level of the PPP Log engine. There is only one PPP logging level in Win2000 and NT4 RRAS, it's verbose. So, what you see in there is the best you can get. On NT4, however, there is normal and verbose mode, which can be set by changing the registry setting: "hklm\system\ccs\services\rasman\ppp". 0-disabled, 1-normal or standard mode, 2-verbose or detail mode.
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Date Submitted	08 Mar 2002

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Question 9 - I can’t seem to get RCTP to work

Question	I dial in and authenticate on the network OK and I can map a drive but I can’t get RCTP working.
Answer	It is well known that RCTP fails on W2K more often than not. You should be trying to open some sort of a terminal session (VNC, PC Anywhere or Terminal Service Session). To determine your options and decide how to connect try to RCMD into the machine and check the operating system version. As soon as you establish the RCMD session it will inform you that you are on a WinNT or W2K. If you are on W2K the only trick at this point is to figure out if you are on W2K Professional or a Server. To determine this, while in RCMD session, issue “net start” command. That will result in a list of services running currently on the server. If you see Terminal Services listed you are positively on the W2K server.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 10 - This PPP Log is a mess – how do I interpret this stuff?

Question

This PPP Log is a mess – how do I make anything useful out of it?

Answer

It is a mess but it's an organized mess. The most important info you can get from there is the name of the machine you just dialed into (the modem host). That will tell you where to map to if you don't know the name of the server. Scroll down to the bottom of the log and then slowly back up. Watch the right hand side of the text and pay close attention. You should be able to see the name of the server hidden in the general negotiation noise. It kinda looks like this:

<snip>

<PPP packet sent at 11/12/2001 16:37:59:414

<Protocol = NBFCP, Type = Configure-Ack, Length = 0x1a, Id = 0x4, Port = 8

<80 3F 02 04 00 18 03 05 00 05 01 02 0F 00 01 00 |.?.....|

<01 00 00 43 57 31 38 35 33 00 00 00 00 00 00 00 |...CW1853.....|

</snip>

The stuff before and after that is useless to us. And be careful – if you skip the current connection and go too far up you will end up in the part of the log covering the previous section and end up with a wrong server name. If you open up your Notepad window wide, it will be

easier to make sense of the clutter.

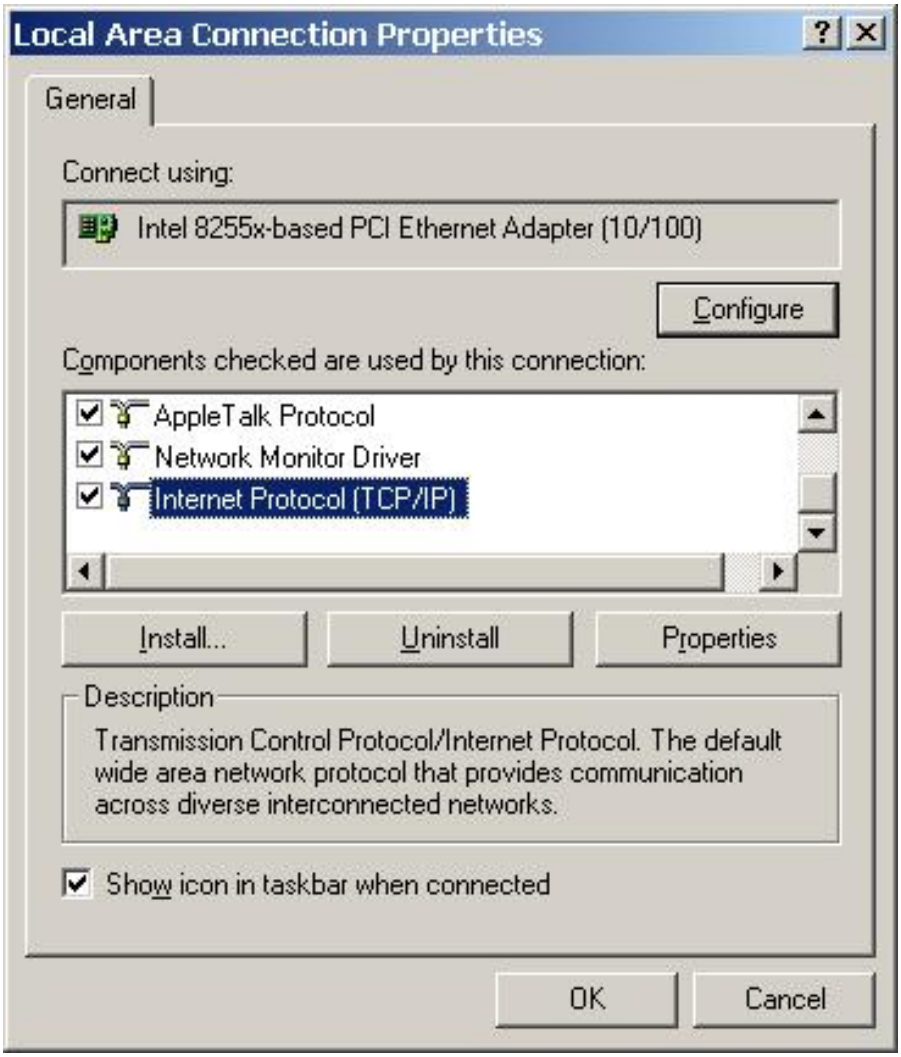


Figure 13 - Right click My Computer - Select Local Area Connection

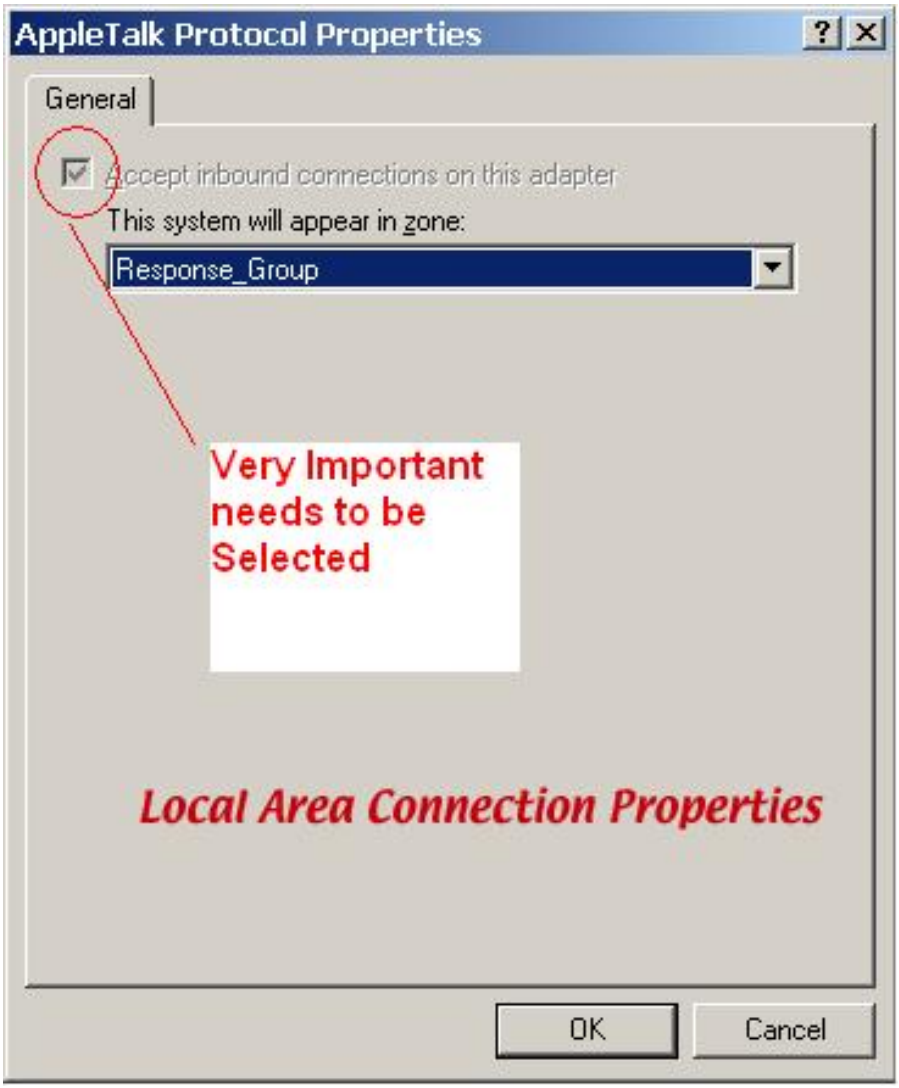


Figure 14 - Appletalk Protocol RAS Selection

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Date Submitted 08 Mar 2002

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Question 11 - Still can't connect

Question	I dialed in and all looks good. I have both TCP/IP and NetBEUI connection but I still can't connect my Terminal Service or PCAnywhere to the host's IP address. What's going on?
Answer	Did you check the subnets? Are they different? If they are, try connecting to the host's address from the PPP wan wrapper. But let me start from the beginning... When you connect to a remote site, your machine is issued an IP address by the modem host. This is what's known as a PPP adapter RAS Server address. The remote machine acts as a bridge and a router that connects your machine with the remote network (a.k.a. Ethernet adapter Local Area Connection). Now... The remote network has a subnet mask and the network comprised of the remote host and your machine has a subnet mask as well. They should be the same and they most typically are 255.255.255.0 (or something along those lines). If this is true, the next thing you check are the addresses. Check the address given to your machine and the address of the remote host. The first three octets (parts of the IP address separated by dots) should be the same. If they are not – that's your problem! If you issue ipconfig –all command you should get something like this: D:\Documents and Settings\Creoservice>ipconfig -all Windows 2000 IP Configuration

```
        Host Name . . . . . . . . . . . . : ycs714-343

        Primary DNS Suffix  . . . . . . . :

        Node Type . . . . . . . . . . . . : Hybrid

        IP Routing Enabled. . . . . . . . : Yes

        WINS Proxy Enabled. . . . . . . . : No

Ethernet adapter Local Area Connection:

        Connection-specific DNS Suffix  . :

        Description . . . . . . . . . . . : Intel 8255x-based PCI Ethernet Adapter (10/100)

        Physical Address. . . . . . . . . : 00-B0-D0-3E-B9-1D

        DHCP Enabled. . . . . . . . . . . : No

        IP Address. . . . . . . . . . . . : 192.9.100.136

        Subnet Mask . . . . . . . . . . . : 255.255.255.0

        Default Gateway . . . . . . . . . :

        DNS Servers . . . . . . . . . . . :

PPP adapter RAS Server (Dial In) Interface:

        Connection-specific DNS Suffix  . :

        Description . . . . . . . . . . . : WAN (PPP/SLIP) Interface

        Physical Address. . . . . . . . . : 00-53-45-00-00-00
```

DHCP Enabled. . . . . : No

IP Address. . . . . : 192.9.100.137

Subnet Mask . . . . . : 255.255.255.255

Default Gateway . . . . . :

DNS Servers . . . . . :

So, compare the Ethernet and PPP adapter config details and observe that the subnet masks are not exactly the same but the first three octets are the same (good enough for this purpose) and the actual addresses are from the same subnet (again, the first three octets are the same). This site should not pose any trouble to us connecting.

If this is not the case and if you see something like this:

D:\Documents and Settings\Creoservice>ipconfig -all

Windows 2000 IP Configuration

Host Name . . . . . : ycs714-343

Primary DNS Suffix . . . . . :

Node Type . . . . . : Hybrid

IP Routing Enabled. . . . . : Yes

WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

Connection-specific DNS Suffix . :

Description . . . . . : Intel 8255x-based PCI Ethernet Adapter (10/100)

Physical Address. . . . . : 00-B0-D0-3E-B9-1D

DHCP Enabled. . . . . : No

IP Address. . . . . : 192.9.100.136

Subnet Mask . . . . . : 255.255.255.0

Default Gateway . . . . . :

DNS Servers . . . . . :

PPP adapter RAS Server (Dial In) Interface:

Connection-specific DNS Suffix . :

Description . . . . . : WAN (PPP/SLIP) Interface

Physical Address. . . . . : 00-53-45-00-00-00

DHCP Enabled. . . . . : No

IP Address. . . . . : 10.0.0.1

Subnet Mask . . . . . : 255.255.255.255

Default Gateway . . . . . :

DNS Servers . . . . . :

Note the IP addresses difference. One is 192.9.100.136 and the other one is 10.0.0.1. You will NOT be able to connect to the Ethernet IP address of the host because they are on different

subnets. You should be able to connect to the PPP adapter RAS address and take it from there.

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Date Submitted	08 Mar 2002

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Question 12 - I can’t map to every workstation

Question	I can dial in and map to the machine I dialed into but I can’t map anything pass that.
Answer	Check the details of your connection. If it’s a TCP/IP only connection look into possible subnet issues. The machine you are trying to map could be on a different subnet from the modem host. If it is a NetBEUI connection as well, check the NetBEUI settings on the remote server. NetBEUI should be configured to allow access to the rest of the network. There is not much you can do here without reworking the network properties of the remote systems.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 13 - I dial in but I can’t map to a machine

Question	I dial in but I can’t map to a machine. I am sure I have the correct host name and am connected to the proper machine.
Answer	Check your connection details. If you only have TCP/IP connection, try mapping using the IP address instead of the server name. If this fails too, try finding out what the IP address of the host is and try running a Terminal Service session to it. It should run OK without a mapped drive. Use Hyperterminal from there.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 14 - I dial up a site and there is no answer

Question	I dial up a site and there is no answer. I see two lights on my modem and RRAS seems to be installed and configured properly. When I try to dial in, the AA light flashes but nothing is happening. What can it be?
Answer	Are you trying to connect to a W2K machine? If so, go to the Device Manager (right click on My Computer icon and then go to manage; from there pick Device Manager) and check the Modems entry. You will probably see two modem entries in there. The reason for this is that W2K will detect and show the new modem and still "remember" the modem from production. It will listen to the nonexistent modem from production though, and it will not pay any attention to the current modem even though they both show as active, sharing the same port and driver. To fix this, uninstall both modems (right click on them and chose uninstall) and then scan the machine for new hardware. The new modem will be detected, the driver is already in there and life is good. The only thing you need to do is to restart RRAS (or reboot the server) and it should work like it is supposed to.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 15 - RCTP does not work, yet I can dial in and map a drive

Question	I dialed in and mapped a drive but I can't get anything going and my RCTP does not work. How do I talk to my output device?
Answer	Check if you are connected to an Optiplex type workstation. If you are, your only option is to run PC Anywhere. Optiplex workstations are running W2K Professional and they do not have the Terminal Services running. Ask the client to start the PC Anywhere host session and use Hyperterminal from there. To read more about this topic click here RAS/RCTP Troubleshooting Checklist
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 16 - I try to dial in but I get a message saying the device is not available

Question	I try to dial in but I get a message saying the device is not available.
Answer	You're already dialed into another site with that modem. Edit your connection properties and make sure more than the first modem is checked.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 17 - Error Message Reads ‘Other Modems could not connect’

Question	After I connect, I get a message saying the other modems couldn’t connect.
Answer	Your system is trying to establish a multilink connection. You need to edit your connection properties, under Options, and under Multiple Devices, choose “Dial only first available device”
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 18 - Bad Phone Line

Question	I think I've got a bad phone line. I keep getting disconnected.
Answer	Try connecting at a lower baud rate. Before dialing in, edit the properties of your connection, and select a modem, click Configure, and set "Maximum Speed (bps)" to a lower number, for example, 38,400. Repeat this process for each modem that is checked.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 19 - I keep getting disconnected from RCMD

Question	I keep getting disconnected from RCMD on the remote system, and get the following error: “The specified network name is no longer available.” My modem line doesn’t drop off, but I have to keep reconnecting to RCMD.
Answer	Try connecting at a lower baud rate.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 20 - Error: “Could not perform inpage operation”

Question	I try to copy files from a customer’s machine and keep getting message “Could not perform inpage operation.”
Answer	You have a noisy line. Try redialing, or connecting at a lower baud rate.
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 21 - Error 737 - Loopback detected

Question

I dial in into a site and get refused from the remote network. The message I get is: Error 737 - Loopback detected... How do I get around this?

Answer

The message literally means that the local and remote computers involved in the PPP conversation are the same computer. This usually means a device (for example, a modem) on the link is echoing characters back. Try resetting the modem on the other end.



To find out more about the modem and dip switch settings click Modem Setup

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Technical Contact(s)

Sinisa Nojkovic

Date Submitted

08 Mar 2002

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Question 22 - How do I enable the Optiplex to receive dialup connections?

Question

How do I enable the Optiplex to receive dialup connections? This one's not cooperating!

Answer

If you are having trouble connecting to the Optiplex box it is easy enough to recreate the dialup connection and start fresh. To do that:

1. Select Start->Settings->Network and Dial-up Connections-> Incoming Connections option and wizard appears.

2. In the "General" tab, ensure that either the "SupraExpress 56e PRO" or the "Sportster 28800-33600 External" connection modem device is checked to enable the modem link to the Dial-up connection network.

3. In the "Users" tab, ensure that both "Administrator" and "CreoService (CreoService)" users are checked to grant access right to the above 2 users.

4. In the "Networking" tab, ensure that the "Internet Protocol (TCP/IP)", "Files and Printer Sharing for Microsoft Networks" and the "Clients for Microsoft Networks" options are checked. The "NetBEUI Protocol" option is not checked by default if the protocol is installed but DISABLED; or it won't appear at all if the protocol is not installed.

5. Click <OK > to complete and save the settings to complete configuring Remote Dial-up connection setup. The system should ready for remote users to dial-in for remote access.

Question 22 - How do I enable the Optiplex to receive dialup connections?

Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 23 - Modem pools and SpartaCom set-up

Question	How can I make sure my Spartacom Client is setup correctly in order to access the modem pools?
Answer	If you think you're having problems with this then this link should help. Spartacom Setup Procedure
Technical Contact(s)	Sinisa Nojkovic
Date Submitted	08 Mar 2002

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Question 24 - RCTP not working

Question

I dial into this site and everything looks cool. The machine is an NT4 server and I am expecting RCTP to work. Well.. It doesn't quite work - it gives me the stats and the config reports but I can't get anything interactive to happen. Why?

Symptoms and Cause

Have you checked the type of your connection in the connection details? Some sites, even though the modem host is an NT4 server, have only a TCP/IP connection configured in the RAS control panel. If that is the case, that could be your problem right there. Even if the NetBIOS is enabled to go over TCP/IP, it won't work. You need to have the NetBEUI protocol enabled in the RAS settings for RCTP to be able to return the content back to your display.

For example, here is s a real life example of what you may expect to see in such case. Having only a TCP-IP connection, you connect, map a drive using the TCP/IP address (and you can do this because NetBIOS is enabled over TCP/IP). You then try RCTP as follows:

```
C:>rctp \\xx.xx.xx.xx -comm z
comm done
```

Looks good, right? Let's see then if this works:

```
C:>rctp \\xx.xx.xx.xx -status

 Current state of the server "Remote CTP Service":
 Comm: 3
 Baud: 9600
 Logfile: none
 MaxLogSize: 102400
 MaxBackupLogs: 3
 status done.
```

All right! This is cool too. And how about doing some real work, like this:

```
C:>rctp \\xx.xx.xx.xx
>>_
```

And that's all you get at this point. It never returns any content and if you ask the client to check the device using HyperTerminal everything works like a charm so you know the Diag port and cable are OK. This is when you realize how badly you NEED a NetBEUI connection in order to use RCTP.

Solution

To correct this, have the customer open up the control panel and double-click the Network control panel icon. When it opens, click on the services tab, scroll down to Remote Access Service, highlight it and click on the properties button. When the RAS configuration applet comes up click on the Network button on the right and see if NetBEUI is selected. If it is not, select it, and then click on Configure button to the right (making sure that Entire Network is selected). OK out of all of that and reboot the server.

If, after all of this is done, you still cannot get a NetBEUI protocol to work over RAS (it happens sometimes in NT4, especially on Alpha machines for some weird binding reasons) feel free to give up and try dialing into another machine. The alternative is essentially reloading WinNT.

Technical Contact(s)	Sinisa Nojkovic
Submitted by	Daniel Ortegon
Date Submitted	18 Mar 2002

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Question 25 - Routing and Remote Access Service (RRAS) fails to start.

Question	RRAS fails to start, and the error code 16389 is logged to the Event Viewer. Why?
Platform	Dell, DG, IBM, Compaq (DEC), , x86
Operating system	Windows 2000
Component	Networking, RAS, IIS
Symptoms	If IIS is installed, there is a dependancy between RRAS and Internet Information Server (IIS). If IIS cannot start properly, then RRAS will log the above error and terminate with no further hints as to what is wrong.
Solution	Find out if IIS is installed. If it is, make sure IIS and its components can start properly. Troubleshoot as necessary. Once IIS is working, RRAS will start working as well. If IIS is not needed on that particular server/workstation, remove it. How to remove IIS is described in: Removing or Disabling IIS on Prinergy Servers (147 KB) Whether or not IIS is installed, make SURE that there is a folder called E:\inetpub.
Technical contact(s)	Robyn Lundstrom
Submitted by	Richard_Simms
Date submitted	02 Apr 2002

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Question 26 - Why Can't RAS Clients Connect to a Windows 2000 Server?

Question Why Can't RAS Clients Connect to Windows 2000 Server?

Platform Dell, DG, IBM, Compaq (DEC), , x86

Operating system Windows 2000

Component Networking, RAS, IIS

Symptoms When I try to connect to a site where the modem host is a Windows 2000 based server using Remote Access Service (RAS) connections, I receive the following error message:

```
Error 913: A Remote Access Client attempted to connect over a port that was reserved for Routers only.
```

If I try the same from a Win NT4.0 workstation I get one of the following two error messages:

```
Error 629: The data link was terminated by the remote machine.
```

```
Error 645: Dial-Up Networking could not complete the connection to the
        server. Check your configuration and try the connection again.
```

In addition, if I get the people on the remote site to look in the System Events Log of the RAS server, they notice that the following error event is generated:

```
Event ID: 20188
        Source: RemoteAccess
        Description: The user username , attempting to connect on port , was disconnected
        because of the following reason:
        A Remote Access Client attempted to connect over a port that was reserved
```

```
for Routers only.
```

Where *username* is the user name of the connecting user, and port is the RAS port number of the connection port.

Cause

Technically, this behavior occurs because the server's RAS port is not configured to accept remote access connections through the modem. But really, it just means that the server was never configured to accept RAS calls. If it were configured properly this condition should not exist.

Solution

In most cases this will require a site visit from Creo to configure RAS on the server (for steps on configuring the RAS server see: RRAS, Is it installed correctly?). In odd cases, where the port is actually corrupt, try the following:

1. Start the Routing and Remote Access administrative tool.
2. Expand the options under your RAS server's name.
3. Click Ports , and then click Properties on the Action menu.
4. Click the Modem Port and then click Configure.
5. Click to select the Remote access connections (inbound only) check box, and then click OK
6. Click Apply , and then click OK .

Technical contact(s) Sinisa Nojkovic

Submitted by Richard_Simms

Date submitted 22 May 2002

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