

# IPeXchange Internet Gateway Error Messages

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This appendix lists IPeXchange gateway and client error messages with explanations and recommended actions. The messages are arranged alphabetically.

**Error Message** Attempting to Connect to IPeXchange server...

**Explanation** The IPeXchange client software is not receiving SAP broadcasts from the IPeXchange gateway.

**Recommended Action** Check that the IPeXchange client and gateway are configured to use the same IPX frame type. Check that the SAP agent is installed and running on the gateway.

**Error Message** Call to Undefined Dynalink

**Explanation** When this message appears, the client system halts with a general protection fault. The problem is caused by incompatibility between the IPeXchange client executable file, ipexclnt.exe, and the winsock.dll file that it is trying to use. The IPeXchange client executable file interoperates only with the special winsock.dll file that is included with Cisco Internet Junction software.

**Recommended Action** To fix the problem automatically, reinstall the client software.

To fix the problem manually, follow these steps:

**Step 1** Open File Manager and use the Search option to look for a file named winsock.dll. There should be only one, the file supplied with IPeXchange.

**Step 2** Rename all other winsock.dll files.

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**Step 3** Make sure that the IPeXchange winsock.dll file is in the Windows directory. If necessary, copy it from the distribution floppy disk.

**Step 4** Restart the IPeXchange client.

**Error Message** Cannot Connect to IPeXchange Gateway

**Explanation** The client has received SAP messages from one or more IPeXchange gateways, but cannot establish a connection with one. When this message appears, gateway names are present on the Gateways menu of the Cisco Internet Junction window.

**Recommended Action** Make sure that the client and gateway are using the same Ethernet frame type. For information about finding the frame type specification, see Table B-1.

**Table B-1** Frame Type Specification on IPeXchange Client

Operating System	Location of Frame Type Specification
Windows 3.1	net.cfg file.
Windows for Workgroups	net.cfg and protocol.ini files. These files must specify the same frame type. See the chapter "Configure the IPeXchange Client Software" for information on frame type compatibility.
Windows 95	From the Control Panel, open the Network icon and display the advanced properties of the IPX/SPX-compatible protocol.

This message can also appear if there is a routing problem. Check that the router is operating properly.

**Error Message** Cannot Establish a Control Conversation: Check License

**Explanation** All available IPeXchange licenses are currently being used.

**Recommended Action** Retry later and consider purchasing additional licenses.

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**Error Message** Graceful Exit

**Explanation** The IPeXchange client and gateway versions do not match.

**Recommended Action** Make sure that the client and gateway programs have identical version numbers. To find the version number, check About under the Help menu when the program is running.

**Error Message** IPeXchange Client: Control Conversation Lost

**Explanation** The IPeXchange client is disconnected from the gateway.

**Recommended Action** Check that the IPeXchange gateway is running.

**Error Message** IPeXchange Client Terminating

**Explanation** The IPeXchange client is disconnected from the gateway.

**Recommended Action** Check that the IPeXchange gateway is running.

**Error Message** IPeXchange Gateway Not Found

**Explanation** The client is unable to locate an IPeXchange gateway.

**Recommended Action** Check that an IPeXchange gateway is installed and running. If there is a router between the client and gateway, check that the router is also running.

**Error Message** Main:CRInit Failed

**Explanation** The IPeXchange gateway's connection relay module could not be initialized.

**Recommended Action** Verify the TCP/IP configuration.

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**Error Message** WINSOCK.DLL Not Found

**Explanation** The IPeXchange client executable file was unable to find the winsock.dll file.

**Recommended Action** Make sure that the IPeXchange file winsock.dll is available in the Windows directory. If the file is missing, rerun the Setup program, following the instructions in the chapter “Configure the IPeXchange Client Software.”