Problems

Technical Support

Should you have technical questions or problems, you can contact 3k Associates' technical support or your local distributor - all distributors for 3k Associates products provide technical assistance to customers in their regions. Technical support offices can be reached by phone, fax, or electronic mail message over the Internet. Contact information for 3k Associates technical support are as follows:

North and South America:
(and any others not listed)

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Recovery from System Interrupts

System failures will not usually affect NetMail/3000. There are no message files to recover, and transactions are automatically recovered so there should not be any special recovery procedures -- merely restart the mailman job. Don't forget to start your network services up first though (if you have them on your system).

The DeskLink gateway, however, does involve several message files, so in the event of a system crash, it might be necessary to recover one or more of the files (NETMAIL.NET-MAIL.HPOFFICE, AREFIPC.MAILDB.HPOFFICE, ERRAREF.MAILDB.HPOFFICE). All but the NETMAIL.NETMAIL.HPOFFICE file are part of the standard HPDesk distribution, so you should follow HP's procedures for recovering those files.

Any messages in transit when the system crashes will be re-transmitted later without loss of data.

Communications Line Failures

NS/3000 communications line failures will not affect NetMail/3000 or DeskLink, except that mail delivery will (obviously) be delayed until the link is brought back up. NetMail/3000 and DeskLink automatically retry mail transmissions until successful. The mail delivery protocol that NetMail/3000 (and DeskLink) uses (SMTP) minimizes incomplete mail messages, even in the event of physical link drops during mail transmission.

When Mail Can't Be Delivered

Chances are, if you have more than one machine in your network with electronic mail, one of the first things you'll try after installing NetMail/3000 or DeskLink is to try and send a message to another system. This is in fact a good test, and in most cases easy to do. To do this, you need to take care of the following items though:

1) Know the name of the computer you want to send mail to.
2) Know the name of the mailbox on the computer which you want to send mail to.
3) Know that the other system has an SMTP compatible mail system, or at least has an SMTP gateway.
4) Be sure your NetMail/3000 (or DeskLink) background job is running.

Once armed with this information, you need merely RUN NETMAIL.SYS.THREEK, and enter the SEND command, or for DeskLink users, go into HPDesk and create and mail a message.

In the event that a mail message truly cannot be delivered -- after NetMail reaches the host and discovers that the recipient is not valid -- then the undeliverable message is returned to the original sender of the message. In some cases, undeliverable messages with invalid return addresses may get delivered to the mail system administrator.

On a system where the DeskLink HPDesk FSC gateway is running, any incoming mail for users (mailboxes) not known to DeskLink's local database will either be passed on into HPDesk for resolution or "bounced" (returned to their sender automatically) depending on the configuration. In cases where the DeskLink gateway is not configured to verify addresses itself, mail which actually turns out to be undeliverable will get routed to the default user defined in HPDesk. Be sure and check for mail in that mailbox regularly.

For DeskLink users, <u>by far the most common reason for mail not flowing between systems is that for some reason HPDesk's FSCAREF truck is not running</u>. Do a :MAILSTATUS command and verify that FSCAREF is running. If not, you may need to issue a :MAILFSCAREFON command. Remember that whenever HPDesk's background jobs are stopped and restarted that the FSCAREF truck needs to be restarted also; make sure to include the appropriate commands in your HPDesk start-up (or restart) procedures.

On occasion, you may encounter other odd problems. If you send a mail message to another system and it doesn't arrive within a few minutes, there are a few things you should check.

An important thing to check first is whether your system can communicate with the other system at all. The easiest way to do this on an MPE/iX system is to use the PING program in the NET.SYS group. Try to PING the other system from your HP3000. Likewise, on the other end, try to PING the HP3000. If this doesn't succeed then you should check the following:

• Are the machines physically connected via a LAN? Any broken connections? Hardware failures? Is the other system up?

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• Make sure that the other machine actually supports "SMTP" mail. (Unix' sendmail does if configured correctly.)

• Is the mailer alive on the other system? If it's a Unix system, is the sendmail daemon active "awaiting connections"? Sendmail will talk SMTP, but it may need to be configured, and it may need to be "launched" as a background process (usually this is done automatically in the system's start-up script, but may not be if SMTP has never been used before).

• Is your HP3000 configured to enable "ethernet" in NMMGR? Some systems use "pure" ethernet framing on network packets, while the HP3000 by default uses strictly "802.3" format packets; the two are not compatible, but the HP3000 can simultaneously process both types if you set the "enable ethernet" flag in NMMGR.

• On some machines, TCP/IP checksums may be required. The default setting on the HP3000 is to disable checksums. Check the other items first though, as this is relatively rare. If you need to change it, the flag is in NMMGR in the NETXPORT.GPROT.TCP screen.

• If there is a router or bridge physically between the two machines you're working with, be sure that it will allow TCP/IP traffic between the two hosts. Check for a "security firewall" where traffic may be restricted; be sure that at least TCP/IP traffic on port (or service number) "25" (twenty-five decimal) is allowed. This is the reserved port number for SMTP services.

• If there is a router and the machine you are trying to communicate with isn't on the same logical subnet your HP3000 is, then you need to be sure you have a "gateway" configured in NMMGR on your HP3000 that tells the HP3000 how to "reach" that other subnet. In most cases, you will either define a simple gateway in NMMGR that defines the IP address of the router and the list of reachable network addresses on the "other side" of the router. If the router connects you to the Internet, or any very large and dynamic network, then you probably want to define a "default gateway" in NMMGR which designates that router as the route to take for ANY network your HP3000 doesn't otherwise know how to get to. On MPE/iX systems running MPE/iX 4.0 or later, this is done by merely entering a value of "@" in the reachable networks field on the gateway screen. For MPE/iX versions before 4.0 and MPE/V systems, there is a "default gateway" kludge you can get from HP's response center or from 3k tech support that will give you the same functionality.

• If you have telnet available on the other system, a simple means of testing that both your HP3000 is reachable and that the NetMail/3000 or DeskLink software is responding correctly is to telnet to port 25 on the HP3000. You should receive a NetMail/3000 banner line (merely type QUIT to close the link). If you can't reach the host then you may have a network problem. If you get a message that the connection was "refused" (as opposed to unable to connect to host) then you either do not have the background job running (do a :SHOWJOB JOB=@J to make sure it's running) or the network software on your HP3000 is not set up correctly.

• Did you fully qualify the name of the other system? You should be aware that when the HP3000 tries to "find" another machine by name, it automatically assumes that it's domain and

organization names match those of the HP3000 (as configured in NMMGR) if not specified. For instance, if you try to send mail to "user@systemx", and your HP3000's node name is "hp.admin.corp" then the HP3000 will automatically assume that "systemx" is actually "systemx.admin.corp". If this is NOT the case, then you need to either fully qualify the system name when you send it mail, or you need to enter an "alias" for that machine in either NMMGR's network directory or in the known host screen in the NetMaint program.

• Another problem area might be nameservers. If the machine you send mail to is not an HP3000 or HP9000 (or if it's out on the "Internet" instead of on your local area network) then it may not support HP's "PROBE" protocol; this is the protocol HP uses to attempt to find a machine by name on your local network. If the machine doesn't support "PROBE", then the HP3000 needs to be able to look up the machine's name and get it's IP address in another way. There are three other ways to accomplish this, and you must have set up at least one of these in order for NetMail/3000 or DeskLink to be able to deliver mail to it. We'll list the alternatives here in order of flexibility/preference:

1) Configure your HP3000 to query a nameserver (if you have one available of course).
2) Enter the name and IP address of the system in NMMGR's network directory.
3) Enter the name and IP address of the system in NetMail/3000's known-hosts screen.

Each of these is discussed elsewhere in this manual if you need details. What you will see if the HP3000 can't figure out the address for a given machine are that mailbox addresses either won't be accepted to be sent, or messages will be returned as undeliverable after a short delay. Verify that the HP3000 can find the other system by using the GET or TCPACCESS programs provided with NetMail/3000 or DeskLink. An "unknown host" error indicates this problem.

If you do have a problem delivering mail to some (or all?) external systems, you can verify the message(s) that are having difficulty via the Netmaint program. Run the program and select the database information option - from there you have screens which will show you overall status on the messages which are queued for outbound delivery, and can even select the detailed information screen to zero in on a particular message. This screen will show you who the message was from, who it is intended for, when it was submitted, how large it is, how many times the mail system has tried to deliver it, and when the last time it tried to deliver the message was. You can use these values to help you investigate the mail troubles, and if all else fails, if you determine that the message is not going to be deliverable you can use the "RETURN TO SENDER" function key in that screen to automatically return the message to whoever sent it.