

## White Paper

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# Vista TCPIP Connection Errors



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## TCP/IP connection errors for Vista

### Question:

What errors can occur when using TCP/IP connections with GENTRAN:Vista?

### Answer:

The following errors can occur for TCP/IP connections:

#### **ERROR #**

#### **ERROR MESSAGE**

#### **102**

The installed version of Winsock is unsupported.

Description: NewLook requires Winsock V1.1 or later.

Cause: This error indicates that the version of Winsock on this PC is version 1.0 or earlier.

Solution: Upgrade your WINSOCK.DLL (and your TCP/IP stack) to a newer version.

#### **107**

Can't set Telnet option for 5250 transmission.

Description: NewLook could not successfully negotiate the necessary telnet options to establish a 5250 session with the host.

Cause: This error is most often caused when NewLook is configured to connect to the wrong TCP/IP port on the host. The correct port number is usually 23 but can be changed by the AS/400 network administrator.

Solution: Contact the AS/400 network administrator to find out which port is used by the AS/400 telnet server and ensure that the connection defined in NewLook is using this port number. If this does not correct the problem then contact your NewLook distributor.

#### **110**

Unable to load the Winsock DLL.

Description: NewLook was unable to load the WINSOCK.DLL.

Cause: This error indicates that TCP/IP or WINSOCK.DLL has not been correctly installed.

Solution: Reinstall your TCP/IP stack and WINSOCK support.

#### **10047**

TCP/IP support is not loaded.

Description: The PC is not configured for TCP/IP support.

Cause: This error occurs when TCP/IP has not been loaded on the client machine.

Solution: Load TCP/IP support on the client machine.

#### **10049**

The specified address is not available.

Description: The TCP/IP address specified could not be reached.

Cause: This error occurs when the TCP/IP address specified in the connection properties cannot be contacted.

Solution: Verify the host TCP/IP address and make sure TCP/IP has been started.

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- 10053** The TCP/IP connection was aborted by the AS/400.  
Cause: This error occurs when the AS/400 aborts the connection.  
Solution: Check the joblog on the AS/400 for more information on why the connection was aborted.
- 10054** The TCP/IP connection was reset.  
Description: The TCP/IP connection was reset by the AS/400.  
Cause: This error occurs when the AS/400 resets the connection.  
Solution: Check the joblog on the AS/400 for more information.
- 10060** A TCP/IP timeout has occurred.  
Description: NewLook timeout occurred while trying to connect to the host.  
Cause: This error can be caused by specifying an incorrect TCP/IP address or by starting NewLook when TCP/IP has not been started on the client machine.  
Solution: Check the host TCP/IP address is correct and make sure TCP/IP has been started.
- 10061** The TCP/IP connection was refused.  
Description: The AS/400 refused to allow NewLook to create a session on the port specified in the connection parameters.  
Cause: This error is most often caused when NewLook is configured to connect to the wrong TCP/IP port on the host. The correct port number is usually 23 but the AS/400 network administrator can change it.  
Solution: Contact the AS/400 network administrator to find out which port is used by the AS/400 telnet server and ensures that the connection defined in NewLook is using this port number.
- 10063** The TCP/IP name is too long.  
Description: The TCP/IP address specified is too long.  
Cause: This error occurs when the TCP/IP address specified in the connection definition is incorrect.  
Solution: Check the TCP/IP address specified in the connection definition.
- 10064** The TCP/IP host is unavailable.  
Description: There is currently no TCP/IP path available to your AS/400.  
Cause: This error occurs when there is a break in the normal communications path to your AS/400.  
Solution: Check all machines and routers are functioning correctly.
- 10065** The TCP/IP host is unreachable.  
Description: There is no TCP/IP path available to your AS/400.

## **TCP/IP connection errors for Vista**

Cause: This error occurs when TCP/IP has not been started on the client or is not functioning correctly.

Solution: Start or restart TCP/IP on your PC.

**11001 - 11004** The TCP/IP host was not found.

Description: NewLook could not locate the address specified in the connection properties.

Cause: This error occurs when an incorrect host address or name is specified in the connection properties or the AS/400 has not started TCP/IP.

Solution: Check the host address in the connection properties and check that TCP/IP is running on the AS/400.

**10nnn** Winsock error nnn.

Description: NewLook received an error code from WINSOCK.DLL.

Cause: There are many possible causes.

Solution: Contact your Gentran Product distributor.