

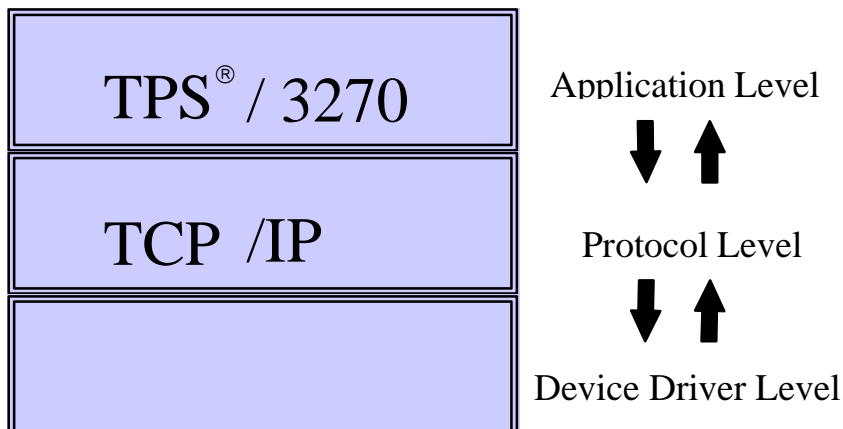
TPS®/TN3270 Client Troubleshooting Quickstart Guide

•About this Guide

Thank you for your interest in TPS®/TN3270 Client. To help you configure and/or troubleshoot any problems you might encounter, we have included this Troubleshooting Quickstart Guide. While most customers could completely configure/troubleshoot their connection with this Quickstart Guide, please do not overlook the *TPS®/3270 User's Guide*. While this guide tries to cover as much information as possible on configuring and troubleshooting for the majority of our customers, it might be necessary to consult the *TPS®/3270 User's Guide* for additional information. This Troubleshooting Quickstart Guide is a supplemental document to the *TPS®/3270 User's Guide*.

•What is TN3270 Client?

TPS®/TN3270 Client allows a user to run application programs on a host or mainframe. It does this by emulating a mainframe terminal or printer. TPS®/TN3270 Client runs at the application level and is dependent on the protocol level (TCP/IP) to make the actual physical connection with the Host.



This being such, a problem with TN3270 Client might be a problem with the protocol level instead. For this reason it is important that your connection with the Host is error free before troubleshooting any TN3270 Client problem. Make sure the lower levels are working correctly.

•Installing/Upgrading TPS®/TN3270 Client

Before beginning installation:

1. Change to root user and root (/) directory.
2. If you are upgrading, make sure the TPS®/TN3270 Client is not currently running.

**** AIX Installation ****

`installp -acd /<path>/<filename> all` (FTP Distribution)

to apply (-a) and commit (-c) and device (-d) the software (or use `smit`).

(NOTE: If this is an upgrade of an already existing copy the `-F` parameter may be needed.)

**** HP-UNIX Installation ****

`swinstall -s /<path>/<filename>` (FTP Distribution)

(NOTE: The FULL PATH name of the file is needed.)

**** SUN Installation ****

`pkgadd -d <filename> all` (FTP Distribution)

(NOTE: Answer 'Y' to all prompts during the installation procedure.)

**** SCO UnixWare 7 ****

`uncompress tpssna.pkg.Z`
`cat tpssna.pkg | pkgadd -d - tpssna` (FTP Distribution)

**** SCO OpenServer 5 ****

`uncompress tps3270c.pkg.Z`
`pkgadd -d ...full path.../tps3270c.pkg tps3270c` (FTP Distribution)

**** LINUX ****

`installp_<PRODUCT NAME> <filename>` (FTP Distribution)

(NOTE: Make sure the `installp` and the binary (`tar`) file is in the same directory.)

•Common Install Problems

To prevent problems when installing TPS®/TN3270 Client here are certain situations to watch out for.

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- **NOT** transferring the files from the ftp site in binary mode. Verify that the file size on the FTP server matches the file size on the target machine.
- Usage errors (i.e., not using all the parameters required for install).

** Make sure that the install result was applied and successful before continuing. **

•Security File

Each TPS[®] product contains a security file that was created and licensed for a specific machine ID. Attempting to run on any machine other than the machine it is licensed to will cause an “Unauthorized” error message.

•How to Configure TPS[®]/TN3270 Client

Configuring TPS[®]/TN3270 Client requires several steps:

- Configuring the Host side
- Configuring the communication side of the connection (TCP/IP)
- Configuring TPS[®]/TN3270 Client

This manual will only cover the configuring the TPS[®]/TN3270 Client portion. For complete instructions on configuring the Host and communication side please refer to your documentation.

•Creating a Configuration File for a Terminal or Printer

Using a configuration for a terminal is completely optional. However, a configuration file is required for any 3270 printer.

Why should I use a configuration file?

- Allows option to turn on logging
- Specify what happens to print jobs
- Can define macros and keyboard assignments
- Other options like screen color, size, etc.

The number of configuration files does not limit you. Generally, people will use a separate configuration file for each terminal type (vt100, vt220, ibm3151, etc.) and for each printer. To edit or create a new configuration file, type:

```
e32conf
```

3270 Emulation Configuration Menu

```
Enter function code
1 = create new configuration file
2 = update general options
3 = update keyboard assignments
4 = update attribute assignments
5 = update printer options
6 = update macros

Configuration file name - /var/tps3270/data/e32conf.001
```

Enter = Perform Function

F3 = Exit

Once the program is loaded, you can either create a new configuration file or edit an already existing one. Move the cursor down to “Configuration file name” and type the full path and configuration file name.

Options:

1. Creates a new configuration file. First you must type the full path and filename under “Configuration file name.”
2. Update General options. See “General Options.”
3. Update Keyboard options. See “Keyboard Options.”
4. Update Attribute Assignments. See the *TPS®/3270 User's Guide* for listing/descriptions.
5. Update Printer Options. See “Printer Options.”
6. Update Macros. See “Macro Options.”

General Options:

```
Update/Display of general 3270 Emulation options

Convert keyboard input to upper case (0=no, 1=yes) - 1
Maximum/Alternate screen rows
(24-43 or 0 for default of 43) - 000
Maximum/Alternate screen columns
(80-255 or 0 for default of 132) - 000
Create line trace file (0=no,1=short,2=long,3=fast) - 0
NLS file name -

Enter = Display      F6 = Update      F3 = Exit
```

Maximum/Alternate screen rows & Maximum/Alternate screen columns - Specifies the number of rows that a 3270 screen or printer may contain. If the configuration file is for a terminal you might need to change the terminal settings in UNIX to adequately display the correct number of rows and columns.

Create line trace file - This option will turn on logging. Log files will be kept in /var/tps3270/logs and be named the profile name followed by a "." then the PID number. If you are trying to diagnose a problem, set this option to '2'. This will create a detailed log file. You will need to stop and restart the program using this configuration file in order for logging to start.

NLS file name - (National Language Support) If you are using any other language other than English or you want to use your own translation table, specify the name of the compiled NLS file here.

Keyboard Assignments:

```
Define the keyboard keys which will be used for all of the key functions.
For each function, press the actual keyboard key which will be used. Use the
following keys for special functions:

space = skip to next key      S = Save and exit      P = Print
N = no key assigned          X = Exit with no save

F1      F1      F2      F2      F3      F3      F4      F4
F5      F5      F6      F6      F7      F7      F8      F8
F9      F9      F10     F10     F11     F11     F12     F12
F13     F13     F14     F14     F15     F15     F16     F16
F17     F17     F18     F18     F19     F19     F20     F20
F21     F21     F22     F22     F23     F23     F24     F24
PA1     F25     PA2     F26     PA3     F27     CLEAR   ↑
ENTER   New Line  ENTER   Action  RESET   '       TAB     Tab
BACKTAB Back Tab   HOME    Home    U ARROW Up Arrow  D ARROW Down Arrow
R ARROW Right Arrow L ARROW Left Arrow L ARROW Backspace  NEWLINE \
ERASE F {      ERASE I }  DELETE  Delete   INSERT  Insert
DUP      F28     FLOMARK F29     PRINT   F30     TERM    ~
REFRESH  F31     INDFILE F32     ATTN    F33     SUSPEND F34
CURSEL   F35     SYSREQ  F36     PREFIX  none
```

For each 3270 function, the actual keyboard key to be used must be pressed to change the assignment. Make sure the configuration file is created using the terminal type on which it is used. A two-keystroke combination can be used to define keys. This is done by using the PREFIX key.

Troubleshooting:

Remember, not all keys will be available on each terminal type. You should refer to your terminfo book for instructions on how to update/modify UNIX terminfo. If you press a key and it beeps that means it is not defined in terminfo. If a strange escape sequence appears when a key is press that means that key is not defined correctly in terminfo. If you press a key and nothing happens then your terminal is not sending the key (escape sequence) to your UNIX box.

Printer Options:

```
Update/Display of 3270 printer options
Enter printer file option          - 0
 1=Write to print file
 2=Append to end of print file
 3=Increment print file name, bracket change
 4=Increment print file name, session change

Printer file name                  - /var/tps3270/print/prntfile.001
Printer top margin in lines (00-99) - 00
Add form feed character (0=no, 1=top, 2=bottom, 3=both) - 0
AIX command to be performed at end of each print file:
df
Enable multiple line writes with CR (0=no, 1=yes)      - 0

Enter = Display      F6 = Update      F3 = Exit
```

Enter printer file options - This will determine how each print job is managed.

1. Write to print file - Creates a new file and sends print data to that file. File will be overwritten if it already exists.
2. Append to end of print file - Appends print data to end of file.
3. Increment print file name, bracket change - Creates a new file and sends data to that file. If the file exists it will be overwritten. That the end of a SNA bracket change, the file will be closed. The file will be named "Print file name" and the suffix .001 and incremented each time.
4. Increment print file name, session change - As same as option 3, except the file will be closed only at the end of a session (UNBIND).
5. Increment print file name, LU1=chain, LU3=bracket - Same as option 3, except LU1 print files will be split at the end of a SNA chain.

Printer file name - This will be the name and path where the print file will be saved.

Printer top margin in lines - Allows a certain number of blank lines to be added at the top of each printed page. ** Make sure you have read and write access to this directory. **

Add form feed character - This option will add a form feed character to the beginning, end, or beginning and end of each print file.

Local system command to performed at end of each print file - At the end of each print file, you may specify a command to be executed. You can use this to send the data to a printer or pipe the data into a script. You can use multiple commands by using the “;” character between statements. The “#” can also be used to represent the current print file.

•TN3270 Client Commands:

Since there are numerous flavors of TPS[®]/3270 there is also numerous commands to start 3270 depending on which product you are using. Because of this reason, use the proper command to run based on your product:

To start a 3270 terminal:

```
e32tn [-c<config file> -n<nls_file> -e<term> -t<minutes> -u lu_name  
-L] server [port &]
```

To start a 3270 printer:

```
e32tnprt [-c<config file> -n<nls_file> -e<prt> -r<minutes> -u  
lu_name -a associated_lu -L] server [port &]
```

config file(optional parameter) - Used to define macros, keyboard assignments, printer options.

nls_file (optional parameter) - If you are using any other language other than English or you want to use your own translation table, specify the name of the compiled NLS file here.

term or **prt** (optional parameter) - Name of the terminal or printer to be emulated.

minutes (optional parameter) - Number of minutes to be used for a timeout value. If no session occurs within this time limit, the telnet session will be canceled.

lu_name (optional parameter) - Requested LU name. This optional can be specified if the product is used in combination with a server which recognizes it.

-L (optional parameter) - This option will turn on logging. Log files will be kept in /var/tps3270/logs and be named the host name followed by a “.” then the PID.

server - The host name or the IP Address of the Host.

port (optional parameter) - The port you are trying to connect to. By default it tries port 23.

To edit/create a configuration file:

e32conf

To convert your configuration file into ASCII:

e32txt <text_file> <config_file>

To convert your ASCII text file to binary:

e32bin <config_file> <text_file>

To use a translation table or another language other than the default (English):

e32xnls

•Turning on and using logging:

TPS[®]/TN3270 Client provides log file options which can be activated from the 3270 configuration file or the command line. To turn on logging from the command line:

```
terminals_e32tn [-c<config file> -n<nls_file> -e<term> -t<minutes>
-u lu_name -L] server [port &]__printers_e32tnprt [-c<config file>
-n<nls_file> -e<prt> -r<minutes> -u lu_name -a associated_lu -L]
server [port &]__
```

Logging can also be turned on in the configuration file. Start the *e32conf* program. ****Make sure you specify the right configuration file at the bottom.**** Select 'Update general options'. Set 'Create line trace file' to 'LONG'. Update the configuration file to save the changes. You will need to stop and restart the program using this configuration file in order for logging to start.

The log file will be kept in */var/tps3270/logs* and be named the host name followed by a "." then the PID.

•Common Problems:

When diagnosing TPS[®]/TN3270 Client it is sometimes required to turn on logging. Errors will be noted in the log file or the command line. *Errno* values are OS generated errors. Return codes are specific values given from within the TPS[®] software; they are TPS[®] generated errors. Since troubleshooting a TN3270 Client problem can be tricky, please email TPS[®] Technical Support the log file and a description of your problem. For a full description of all *errno* and return code values please refer to your *TPS[®]/3270 User's Guide*.

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Problem:

Data is only printing on a `x columns` or `x rows`. Screen is only displaying `x columns` to `x rows`.

Solution:

Using a configuration file, make sure under 'General options' the rows and columns are assigned to your liking. It might not be possible to overwrite this setting if the Host is setting the output. Remember `stty` settings should be changed on the OS level to allow the extended screen size.

Problem:

I am trying to print screen or use `e32tnprt` but it is either not printing or I am getting an error message trying to print.

Solution:

Load your configuration file; under Printer Options make sure you are specifying a printer file name (that the directory exists and it has correct permissions). Also check your 'Local system command to be performed at the end of each print file;' this has to be a proven AIX correct command. Make sure you can type this at the command prompt without getting an error message.

Problem:

My `x` key does not work from within the TPS[®]/TN3270 Client application.

Solution:

First, make sure that it is defined correctly in the configuration file. Make sure that you can press the key from within keyboard assignments and actually get that key back. Remember there are some limitations of certain terminal types (Ex: VT100 can only support 6 Function keys). If you press a key and nothing is displayed then the terminal is not sending the key to the UNIX box. Any keys that return escape characters are not defined correctly in `terminfo`. Refer to AIX for defining `terminfo` keys.

Problem:

I am unable to get a HOST connection.

Solution:

This is probably because of protocol problems (TCP/IP). Make sure you are able to ping the IP Address of the HOST. Turn on logging if you receive a response back from the host.

•Common Questions:

How do I start/stop logging? The `/var` file system is filling up what is happening?

To stop logging: Start the `e32conf` program. ****Make sure you specify the right configuration file at the bottom.**** Select 'Update general options'. Set 'Create line trace file' to 'NO'. Update the configuration file to save the changes. You will need to stop and restart the program using this configuration file in order for logging to start.

To start logging: Start the `e32conf` program. ****Make sure you specify the right configuration file at the bottom.**** Select 'Update general options'. Set 'Create line trace file' to 'LONG'. Update the configuration file to save the changes. You will need to stop and restart the program using this configuration file in order for logging to start.

I am upgrading the OS software; do I need to upgrade?

For the most part, the only software that we sell that is OS dependent is our device drivers (ARTIC, ARTIC960, Portmaster, etc.) however; it is always a good idea to keep your software current. Customers that continue maintenance can request upgrades at no additional cost and receive continual technical support. Be safe, purchase annual maintenance.

What version of TPS®/TN3270 Client am I using?

Run `e32tn -ver` - this will display the serial number, machine ID it is registered to, and the software version.

When I try to start any TPS®/TN3270 program I get a message about it "not found".

Go into `/usr/lpp/tps3270r/bin` and link every file to `/usr/bin`. Make sure that everything in `/usr/lpp/tps3270r/lib` is linked to `/usr/lib`.

I am going to install several TPS® products. Do I need to install them in any order?

There is no specific order you need to install the products in. Just make sure you install all the software packages before configuring them.

•Contacting TPS® Technical Support:

Should it become necessary to contact us, the best way is to submit an email to us with a log file attachment. This allows us time to look over the problem and determine what is happening in the log. The email should be sent to support@tps.com and contain the following information:

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1. The TN3270 log file created by turning on logging.
2. A full description of the problem and if this was working before or if this is a new install.
3. Which software you are using and the output of the following command:
`e32tn -ver`
4. Any changes that have taken place recently (such as OS upgrade, replacing the communication card, changing how you connect to your host).
5. Any kind of software that you may be using in conjunction with ours.
6. If this is a screen problem, list the some text on the screen so we know what to look for in the logs.

•Appendix A: Return codes

TPS™/TN3270 Client message numbers:

01	LU link went down
02	LU open not done
03	SSCP-LU session not active
04	Open error on LU connection
05	Close error on LU connection
06	Read error on LU connection
07	Write error on LU connection
08	Open error on log file
09	Close error on log file
10	Allocate error on SSCP-LU session
11	Deallocate error on SSCP-LU session
12	Allocate error on LU-LU session
13	Get status error on LU connection
14	Invalid default screen size on bind
15	Invalid alternate screen size on bind
16	Invalid lu type on bind
17	Open error on configuration file
18	Read error on configuration file
19	Write error on configuration file
20	Invalid configuration file header
21	Invalid configuration file name
22	Open error on print file
23	Write error on print file
24	Close error on print file
25	Invalid printer file name
26	Maximum select handle exceeded
27	Select error
28	Message queue allocate error
29	Message queue get error
30	Message queue send error
31	Message queue delete error
32	Fork keyboard process error
33	Shared memory allocate error
34	Shared memory attach error
35	Shared memory detach error
36	Shared memory remove error
37	Error establishing session
38	Error executing printer spool cmd
39	Semaphore allocate error
40	Semaphore control error
41	Semaphore operation error
42	Session ended by terminate key
43	Open error on NLS file
44	Read error on NLS file
45	Invalid NLS file
46	Ftok error
47	Error getting shared memory

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48 Error allocating memory
49 Error getting user information
50 No connection profile name was entered
51 LU pooling is not active
52 The LU is already in use
53 No matches were found in LU pool list
54 Entry not authorized for current user Id
55 Entry not authorized for this terminal
56 No room available for inserts
57 LU pooling table overflow
58 Multiple LU pool entries apply
59 LU session ended
60 Beginning of list
61 End of list
62 Invalid entry selected
63 Invalid key entered
64 E32STRT already executed
65 E32ACT already executed
66 Invalid short name
67 Short name already used
68 Session limit reached
69 LU pooling version mismatch
70 Waiting for host connection
71 Open error on input file
72 Read error on input file
73 Invalid input data format
74 Error locating DBCS table
75 Open error on remote connection
76 Close error on remote connection
77 Read error on remote connection
78 Write error on remote connection
79 Sequence number error on remote connection
80 Invalid host name or port number
81 Invalid server name
82 Invalid terminal type
83 Connection ended
84 Maximum buffer length exceeded
85 Invalid LU name
86 Invalid associated LU name
87 Unknown LU name
88 LU name incompatible with LU type
89 Unsupported LU name or terminal type
90 Printers are not supported
91 Invalid parameter

AIX return codes (errno values):

1	Not super-user
2	No such file or directory
3	No such process
4	interrupted system call
5	I/O error
6	No such device or address
7	Arg list too long
8	Exec format error
9	Bad file number
10	No children
11	Resources not available
12	Not enough core
13	Permission denied
14	Bad address
15	Block device required
16	Mount device busy
17	File exists
18	Cross-device link
19	No such device
20	Not a directory
21	Is a directory
22	Invalid argument
23	File table overflow
24	Too many open files
25	Not a typewriter
26	Text file busy
27	File too large
28	No space left on device
29	Illegal seek
30	Read only file system
31	Too many links
32	Broken pipe
33	Math arg out of domain of func
34	Math result not representable
35	No message of desired type
36	Identifier removed
37	Channel number out of range
38	Level 2 not synchronized
39	Level 3 halted
40	Level 3 reset
41	Link number out of range
42	Protocol driver not attached
43	No CSI structure available
44	Level 2 halted
45	Record locking deadlock
46	Device not ready
47	Write-protected media
48	Unformatted media
49	No locks
50	no connection
51	connection has gone down

52 no filesystem
53 requests blocked
54 Operation would block
55 Operation now in progress
56 Operation already in progress
57 Socket operation on non-socket
58 Destination address required
59 Message too long
60 Protocol wrong type for socket
61 Protocol not available
62 Protocol not supported
63 Socket type not supported
64 Operation not supported on socket
65 Protocol family not supported
66 Address family not supported by protocol family
67 Address already in use
68 Can't assign requested address
69 Network is down
70 Network is unreachable
71 Network dropped connection on reset
72 Software caused connection abort
73 Connection reset by peer
74 No buffer space available
75 Socket is already connected
76 Socket is not connected
77 Can't send after socket shutdown
78 Connection timed out
79 Connection refused
80 Host is down
81 No route to host
85 Too many levels of symbolic links
86 File name too long
87 Directory not empty
88 Disc quota exceeded
93 Too many levels of remote in path