



MinIT 6000 Problem Guide

This document contains solutions to problems that one might encounter when installing MinIT 6000. The latest version is build 4022.

To connect to the host, you must know the IP Address of your AS/400 and be on the same network as your AS/400.

The categories of problems are:

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CHECKLIST

- ✓ Light on the MinIT 6000 unit is green. (Page 2)
- ✓ There is an orange light at the network connector of the MinIT 6000.
- ✓ The MinIT 6000 IP Address is correct. (Page 3)
- ✓ The MinIT 6000 Host Configuration – IP Address is correct. (Page 5)
- ✓ You can ping the host. (Page 3)
- ✓ The host can ping the MinIT 6000 (Page 6)
- ✓ Your MinIT 6000 Setup – Name of Session is not invalid or duplicate. (Page 4, 9, 14)
- ✓ It is varied on at the AS/400 – WRKCFGSTS *DEV (*name of session*) (Page 4, 9, 13)
- ✓ The AS/400 Ethernet line is up – WRKLIND (Page 10)
- ✓ The AS/400 TCP/IP is started – NETSTAT (Page 11)
- ✓ The AS/400 Telnet Server is started – NETSTAT (Page 11)
- ✓ The number of virtual devices is sufficient – WRKSYSVAL QAUTOVRT (Page 9, 15)

MinIT 6000 CONFIGURATION PROBLEMS:

These are problems that can occur during the initial configuration.

PROBLEM:

The light on the MinIT 6000 is orange.

SOLUTION:

Push the light to turn the power on.

PROBLEM:

The MinIT 6000 is stuck in Kiosk mode, how do you get out of it?

SOLUTION:

- Ctl Alt Up takes you back to the Terminal Properties window.
- Double-click the Desktop Style icon.
- Select Desktop Shell Mode.
- Click OK (twice).

PROBLEM:

After restarting it goes to a blank screen. The light on the front is green. In the taskbar on the lower right, there is a red X through the network symbol.

CAUSE:

You do not have a network connection.

SOLUTION:

Check the network cables. There should be an orange light at the network connection of the MinIT 6000. Try plugging a known good device on to the same network cable. If it works, then you can be certain that the network cable is good and that the MinIT 6000 hardware is likely bad.

PROBLEM:

The light on the MinIT 6000 is green. The host session is black, with no cursor.

CAUSE:

This could happen if your IP address is wrong. You must be on the same virtual network or have a Gateway to the AS/400.

SOLUTION:

- Click on the Start button in the lower left and select Settings then Control Panel
- Double-click on the Network icon.
 - If you manually selecting an IP Address, verify the IP Address, Subnet Mask, and Default Gateway.
 - If you are using DHCP, click on Client IP Address to make certain this is functioning.

PROBLEM:

The light on the MinIT 6000 is green. The host session is black, with no cursor.

CAUSE:

This could happen if your IP address is wrong. You must be on the same virtual network or have a Gateway to the AS/400.

SOLUTION:

Make certain that you can ping the AS/400.

- Click on the Start button in the lower left
- Select Settings then Control Panel
- Click on the Network icon.
- Click on Ping IP Address.
- Enter the IP Address of the AS/400 and click Ping.

Make certain that your host and MinIT 6000 are on the same network. Make certain the AS/400 has TCP/IP up. Make certain that the network DHCP Server is up.

PROBLEM:

The display comes up to a gray screen but it never connects, the cursor goes to the upper left and then it reports, "The communications link with the Host has been lost."

CAUSE:

This could happen if you were using a space or another illegal character in the Device Name.

SOLUTION:

Do not use spaces, dashes, asterisks, question marks, apostrophes, and double quotation marks in the Device Name.

- Open the Connection Manager.
- Select the Configure tab.
- Double-click the session that does not come up.
- Correct the name that is wrong or duplicated.

PROBLEM:

I cannot select File/Configure in my ESce session.

CAUSE:

In ESce you must use the Connection Manager to configure and start your sessions.

SOLUTION:

- Open the Connection Manager.
- Select the Configure tab.
- Double-click the session that does not come up.

PROBLEM:

The light on the MinIT 6000 is green. The host session is black, with no cursor.

CAUSE:

This could happen if another device has the same name. If that device is inactive, and you wish for this device to take that device's name, then you must delete the device on the AS/400 using WRKCFGSTS *DEV first.

SOLUTION:

Do not use spaces, asterisks, question marks, apostrophes, and double quotation marks in the **Name of Session**.

- Open the Connection Manager.
- Select the Configure tab.
- Double-click the session that does not come up.
- Correct the name that is wrong or duplicated.

PROBLEM:

The light on the MinIT 6000 is green. The host session is black, with no cursor ...and I have verified that I am using a legal name with less than 9 letters and numbers.

CAUSE:

This could happen if the IP address of the AS400 host is set wrong in the MinIT 6000.

ACTION:

A. Verify that the MinIT 6000's ESce - **Host Configuration – IP Address** setting is correct and matches the AS/400. To find this on the AS/400, you must sign on with QSECOFR privileges and use **CFGTCP**, then choose **1. Work with TCP/IP interfaces**.

If you are on the same physical network, verify that the subnet mask is the same as the AS/400's.

B. To change the setup in the MinIT 6000, start the **Connection Manager**, either by double-clicking the desktop icon or using Start/Programs/Connection Manager.

Click on the **Configure** tab.

Double-click the session that you are working on.

Click on the **TCP/IP** tab.

Make certain that the Host Configuration – IP Address is correct.

NETWORK PROBLEMS

This category of problems assumes that you have other users already using TN5250E connections to the AS/400. If not, go to the PROBLEMS AT THE HOST section.

You are having a problem connecting to the AS/400. The first thing to do is make certain that you can ping the AS/400 and that the AS/400 can ping your device. If you cannot, then you have a network problem that has nothing to do with our software. We cannot help you to troubleshoot all of your network problems, but this guide may help.

PROBLEM:

Tried to connect the MinIT 6000 and it does not connect.

When you try to ping (see page 3) it fails with a message: **"10 packets transmitted, 0 packets received, 100% packet loss – child process exited abnormally"**

CAUSE:

You may have a problem with your router(s), bridge(s), or hub(s).

ACTION:

Verify that the IP Address of the AS/400 is on the same subnet as the MinIT 6000. The Subnet Masks must be the same. Address bits that are not 0, need to be the same. Must be on the same physical network.

First, ping the MinIT 6000 from the AS/400:

a) Go to any command line, where it says:

```
Selection or command  
===>
```

b) Type **PING '###.###.###.###'** (where **###.###.###.###** is the IP address that you are trying to reach, enclosed in single quotes)

c) You will get a message: "Verifying connection to host system **###.###.###.###**"

d) Put your cursor on that message and ROLL UP (which is the Page Down key in some of the better emulation packages).

e) If it says: " PING reply 1 from **###.###.###.###** took 59 ms. 256 bytes. TTL 128"

f) Then roll up again to check the next five. At the end it should say: **"Connection verification statistics: 5 of 5 successful (100 %)."**

If it says "Unknown Host" or "No response from host within 1 seconds for connection verification 1." well obviously you have a network problem to resolve.

CAUSE:

Different subnet masks, different physical network. You may have a problem with your router(s), bridge(s), or hub(s).

SOLUTION:

If you can ping one way, but not the other, this is probably a router problem. If a router table believes that a device is not on the network, it may misroute packets.

If the MiniIT 6000 is at a remote site using a VPN connection to the host, make certain that the default gateway for the AS/400 is set that of the router providing the VPN connection.

Restart all routers and bridges.

If the IP address and subnet masks are logically on the same network, but you still cannot ping, then there may be a physical break in the networks. If the subnet for the AS/400 is not the same as the subnet for the MiniIT 6000 Workstation, then they are on different supernets and would need a router to connect.

Check your hubs. Try pinging other devices to see what devices you can reach, and what the AS/400 can reach, to get a clue where the problem is. Look at the *lights*.

PROBLEM:

Tried to connect the MiniIT 6000 and the host session is black, with no cursor. In the taskbar on the lower right, there is an X through the network symbol.

CAUSE:

The network connection is bad or disconnected.

ACTION:

Verify that the network cable is inserted properly. There is an orange light when it is connected properly.

Try swapping with a known good cable.

Make certain that any Hubs or Switches in the path to the Host are powered up.

Try another device in the TCP/IP connection.

PROBLEMS AT THE HOST

The first problems in this category are for when there are other users who have Telnet sessions working.

PROBLEM:

You do not know the IP Address of the AS/400.

SOLUTION:

You'll need access to the AS/400's command line. This may imply you have to get your AS/400 System Administrator involved. Ask him or her to provide you with the correct IP address for the AS/400 that you want to connect to. For those that don't know, or would like to know the AS/400 command is as follows:

After signing on to the AS/400 with the appropriate privileges, type "**CFGTCP**" and strike the **<Enter>** key at any command line.

On the next screen, type "**1**" (Work with TCP/IP Interfaces) and hit the **<Enter>** key. Locate the interface that you are going to connect to. (If you only see 127.0.0.1 this means TCP/IP has not been properly configured on your AS/400. DO NOT use 127.0.0.1. If you do so you will NEVER get a sign on from the AS/400. If TCP/IP is not configured on your AS/400 we recommend you follow the instructions from IBM. The name of the book is called "**Getting Your AS/400 Working for You**". Publication number is SC41-5161-00. You'll find helpful information on TCP/IP in Chapter 6.) Write down the IP address and enter that in the **MinIT 6000** configuration for this session's **Host Configuration – IP Address**.

PROBLEM:

It was working. The MinIT 6000 The host session is black, with no cursor.

POSSIBLE CAUSES:

You have lost your IP connection. You could have a cable break, hub, bridge, or router down. This means that you are not accessing a valid IP address, or the Ethernet line is not up or MinIT 6000 or the host configuration was changed.

ACTION:

Verify physical connection. Viewing lights is the usually the quickest way to do this. See if others users are working, if not check the AS400 configuration. Swap devices if possible to see if the problem follows the device in question.

PROBLEM:

It was working. The light on the MinIT 6000 is green. The host session is black, with no cursor.

CAUSE:

Disconnecting the session when you are not at a signon screen could cause this problem. This could also happen if you had a power outage and MinIT 6000 crashed and you had to re-boot. The AS/400 still has your session active, although in a crashed status.

SOLUTION(s):

If the last device using this station address crashed, the station address may be varied off. Ask the System Administrator to vary your device on. This may require varying off, then back on. You can do this from the same MinIT 6000 if you create a new session, using the same IP address, but a different name.

To restart the original device: On an AS/400 command line:

WRKCFGSTS *DEV *oldname*

WRKCFGSTS *DEV *yourdevice*

<Tab> to ***oldname***

Put the cursor on the line to the left of your device and take an option **2** to vary off

1 to vary back on.

If security is not a priority, then Work with System Values (WRKSYSVAL) parameter QDEVRCYACN (Device I/O error action) can be changed to allow auto-recovery.

The name cannot have any spaces between letters, get rid of the space.

Using the same name for the session as someone else uses. If the device that had that name is no longer using it, the AS/400 device must be deleted.

REAL PROBLEMS AT THE HOST

In this category of problems, none of the TN5250E sessions are connecting.

PROBLEM:

The MiniIT 6000 comes up the host session is black, with no cursor.

POSSIBLE CAUSES:

The AS/400 may not have the Ethernet line up.

ACTION:

CFGTCP, then take an option **1**. Select the Ethernet line, and take an option **9** to start it. If it is already started, it will report: "**interface not started. ###.###.###.### interface already active**" Verify the IP address, if it is correct, then verify that the AS400 Ethernet line is active.

WRKLIND The Ethernet line will have a Type ***ELAN**. Find it, and take an option **8=Work with status**, to make certain it is active.

PROBLEM:

Tried to connect the MiniIT 6000 and it The host session is black, with no cursor.

CAUSE:

The Telnet Server is not running. Telnet, or the Virtual Device Server may not be running.

SOLUTION:

On the AS/400 command line, do **CFGTCP**. Check the **Work with TCP/IP Interfaces**:

Internet Opt	Subnet Address	Subnet Mask	Line Description	Line Type
	127.0.0.1	255.0.0.0	*LOOPBACK	*NONE
	192.168.xxx.xxx	255.255.255.0	ENETLINE	*ELAN

And **20. Configure TCP/IP applications**: then **11. Configure TELNET**

PROBLEM:

Tried to connect the MiniIT 6000 and it The host session is black, with no cursor.

POSSIBLE CAUSE:

The Telnet server on the AS/400 is not running.

SOLUTION:

Make certain that the TELNET server on the AS/400 is running. The AS/400 administrator can check this by typing (on an AS/400's command line) "**NETSTAT**" followed by hitting the **<Enter>** key. Next, take option "**3**" (Work with TCP/IP connection status) and hit the **<Enter>** key. Under "**Local Port**" you should see "**telnet**" with a corresponding "**State**" of "**Listen**". If you don't see "**telnet**" then type "**STRTCPTELN**" on the AS/400's command line to start the Telnet server on the AS/400.

PROBLEM:

The AS/400 cannot ping the MiniIT 6000.

POSSIBLE CAUSE:

Your AS/400 may not be at the latest **PTF** level.

SOLUTION:

Make certain that the AS/400 is at the latest PTF level. What version is your AS400? **GO LICPGM**, option 10, then F11 to see AS/400 version. It will be under Installed Release. You must have security officer privileges to do this. Once you have this information, you must contact your IBM person for assistance.

PROBLEM:

Tried to connect the MiniIT 6000 and the host session is black, with no cursor.

Configure Telnet is not an option.

CAUSE:

Telnet is not started or PTF's are not installed.

ACTION:

Make certain that you have all of the PTFs for TN5250E:
<http://www.nlynx.com/html/tb-tm5250e.htm>

If **Configure TELNET** does not exist, then contact Big Blue.

PROBLEM:

You are still not getting a session from the AS/400.

POSSIBLE CAUSE:

The subsystem that runs your virtual devices is inactive.

SOLUTION:

Assuming you know the name of the subsystem you can easily check this by typing "**WRKACTJOB**" and hitting the **<Enter>** key. Look for the subsystem and page down, if necessary. If you don't see it, type "**STRSBS ZZZ**" (where **ZZZ** equals the name of your subsystem) and then hit the **<Enter>** key. Note: To start a subsystem, the user must have job control (*JOBCTL) special authority.

PROBLEM:

You cannot connect to the AS/400.

POSSIBLE CAUSE:

The route is not up.

SOLUTION:

Make certain that the route(s) is/are up and running. Typing "**CFGTCP**" on the command line and striking the **<Enter>** key can check this. Then, type "**1**" (Work with TCP/IP interfaces) and strike the **<Enter>** key. When the next screen appears hit the **F11** (Display Interface Status) key. Under the "Interface Status" column the appropriate interface (the one you'll be using) should read "Active". If it's "Inactive" use option "**9**" to "Start" it. If it reads "Starting" give it about a minute or so and then hit "**F5**" (Refresh). If anything else other than "Inactive" or "Starting" appears it's time to get the AS/400 administrator involved and if he or she is already involved then it's time to call IBM, or your AS/400 Consultant.

PROBLEM:

You cannot connect to AS/400.

POSSIBLE CAUSE:

Ethernet standard is not set to ***ALL** or the line speed setting is not correct.

SOLUTION:

If you're connecting the AS/400 via an Ethernet line there is a parameter which may prevent the MiniT 6000 from 'talking' to the AS/400. This can be checked by typing "**WRKCFGSTS *LIN**" and hitting the **<Enter>** key. Once you locate the line you're trying to connect to type an **"8"** (Work with Description) next to it and hit the **<Enter>** key. Then, type a **"5"** (Display) on the next screen and hit the **<Enter>** key. Make sure "Ethernet standard" is set to **"*ALL "** and that the correct "Line speed" is displayed. The line speed can be changed by hitting the **F12** (Cancel) key and typing **"2"** (Change) and then making the change. If you need to change "Ethernet standard" you'll have to type **"CRTLINETH"** and create a new line description. For help on this, consult IBM, your AS/400 Consultant, or the IBM book. The name of the book is called "Getting Your AS/400 Working for You". Publication number is SC41-5161-00. Related information is in Chapter 6.

PROBLEM:

When you try to connect to the AS/400, it does not connect. The AS/400 cannot ping the MiniT 6000. Your AS/400 is at the latest PTF and CUM level and can ping other devices. Your network administrator made certain the IP addresses are correct.

POSSIBLE CAUSE:

You have a network problem. This could be a bridge or router problem. It could be a problem with routing tables.

SOLUTION:

Recreate the Ethernet line. **Do not override** the MAC address.

Check the routers routing tables. Reset the routers.

PROBLEM:

The MinIT 6000 cannot successfully connect to the AS/400.

POSSIBLE CAUSE:

One of the networked devices or networked nodes is improperly configured.

SOLUTION:

The next step here is to see if the AS/400 can successfully ping the MinIT 6000. On an AS/400's command line, type "PING 'x.x.x.x'" where x = IP address of the MinIT 6000 in question. If the PING from the AS/400 to the MinIT 6000 is unsuccessful then try Pinging the network side of the router. If you can PING it but not the Ethernet side of the router then there's probably something wrong with the configuration of the router. If you cannot PING the network side of the router then there's probably something wrong with the TCP/IP configuration on the AS/400. Specifically, the route configuration or the subnet mask on the AS/400 could be wrong but it could be something else. It is recommended that you consult your AS/400 Administrator, your AS/400 Consultant, IBM, or the IBM book. The name of the book is called "Getting Your AS/400 Working for You". Publication number is SC41-5161-00. Related information is in Chapter 6.

PROBLEM:

The AS/400 can ping the MinIT 6000, but the session never starts. The light on the MinIT 6000 is green. The host session is black, with no cursor.

POSSIBLE CAUSE:

The MinIT 6000 supports 'Enhanced Telnet 5250' or TN5250E. The main feature that TN5250E provides is Persistent LU naming, which is where the name that you provide when you set each MinIT 6000 session up is the one that the AS/400 sees for your session.

Two possible problems that can occur:

- 1) Certain names are invalid. If another TCP/IP client uses a name it cannot be used.
- 2) The AS/400 will either have this enabled or not.

SOLUTION:

You cannot use a name that someone else is using.

Blanks are not allowed within the name.

You cannot use spaces or dashes or any other character than letters or numbers.

Case is ignored.

There is a maximum of nine characters.

Because most system-supplied objects on this system begin with Q, your names should not start with a Q.

PROBLEM:

You're still not getting a session from the AS/400.

POSSIBLE CAUSE:

Improper configuration of the subsystem used for the virtual devices.

SOLUTION:

Our product emulates different IBM terminals depending on the color and width selection. For 132 wide configurations, the MinIT 6000 emulates an IBM 3477 terminal. For monochrome 80 wide, it emulates a 5251. For 80 wide color configuration it emulates 3179. This means your subsystem (typically, QINTER) must allow a 3179. You can check this by typing **"WRKSBSD *ALL"**, locate the subsystem you're using for the virtual devices, take option **"5"** (Display), and hit **<Enter>**. On the next display, select option **"5"** (Workstation type entries) and hit the **<Enter>** key. On the next display, you should see a "Type" of **"*all"**, or a type of **"3179"**. If you do see a "Type" of **"*all"**, or a type of **"3179"** then take option **"5"** (Display workstation type details) and hit the **<Enter>** key. On the next display you should see an appropriate value for the "Maximum active jobs" parameter. You can make changes in one or both cases by typing **"CHGWSE"** (or **"ADDWSE"**), hitting the **<Enter>** key, and making the appropriate changes.

PROBLEM:

The AS/400 can ping the MinIT 6000, too. Your AS/400 is at the latest PTF and CUM level and can ping other devices. Your Network Administrator made certain the IP addresses are correct. You recreated the Ethernet line and restarted all routers. But it still will not bring a session up.

POSSIBLE CAUSE:

Your AS/400 is not set up for enough virtual devices.

SOLUTION:

WRKSYSVAL work with system values

QAUTOVRT (how many virtual devices) make certain that you allow enough virtual devices configured.

PRINTER PROBLEMS

When trying to establish a printer session with MinIT 6000 it reports these errors.

PROBLEM:

When you try to start the printer it says **“Device already in use”**, then **“The connection request has been rejected by the host”**.

POSSIBLE CAUSE:

Had a printer already configured with that name at the AS400.

SOLUTION:

You must delete the session at the MinIT 6000 and create with a different name or delete the other printer from the AS/400.

PROBLEM:

When you try to start a printer session, it pops up with a message: "**The connection request has been rejected by the host**".

POSSIBLE CAUSE:

Using Host Print Transform, the Host Print Transform Name is not valid.

SOLUTION:

The name must have the splat (asterisk) *, in front of it. You must use a manufacturer and Model that is supported by your AS/400.

- 1) On your AS400, Using the **CHGDEVPRT** command, the printer settings should be:

Host print transform *YES
Manufacturer type and model. . *SAME

- 2) Place the cursor on the **Manufacturer type and model. . *SAME** line.
- 3) Press **F4**, which will bring up the **Specify Value for Parameter MFRTYPMDL**. This is where you can see your choices for Manufacturer type and model. For example: *IBM3280, *HP11, *HP5SI, *EPDFX5000, *LEXOPTRA, *EPLQ860, *CANLIPS3, *OKI320IBM, *NECP2200, *PAN2624EP, *XR4235, or *WSCSTLETTER.
- 4) If you want more information on what one of these choices support, you can use **F1** on this screen. You do not have to find your exact model. For instance, if you have an HP printer it is likely that any of the lower level HP selections will work, like HP11 or HP111, because all HP printers support PCL, and the difference between them is in the options that are supported.
- 5) Once you have chosen a printer to try, you must type that in on the **Manufacturer type and model** field.

POSSIBLE CAUSE:

Using Host Print Transform & not selecting valid printer name.

Using *WSCST, but name or library not valid.

SOLUTION:

Make certain that you put an * in front of the

Change the IBMWSCSTNAME to QWPDEFAULT
Change the IBMWSCSTLIB to QGPL

You can contact Technical Support at
<http://www.nlynx.com/html/contacttechnicalsupport.htm>