


## FacetWin Error Messages

(sorted by function, or [alphabetically](#))

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This technical note lists FacetWin error messages and includes a brief explanation of their causes and some ideas about dealing with them. Most error messages that FacetWin provides on the UNIX side are logged with the UNIX syslog facility. See [Enabling the UNIX Syslog](#), for notes on enabling the syslog. Syslog messages documented below are marked in **RED**. On screen UNIX messages are marked in **BLUE**. Windows error messages are tagged with: 

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### Remote Printing Errors

fct\_remprt

1. [Access denied](#)
  2. [Invalid network name in tree connect](#)
  3. [Unable to get IP address for REMOTE\\_PC](#)
  4. [User has no license for running this software](#)
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### Causes & Solutions

1. Unable to get IP address for REMOTE\_PC

```
Mar 26 14:40:55 unixbox fct_remprt[5224]: fct_printer:  
Unable to get IP address for REMOTE_PC
```

The UNIX system is not able to resolve the PC's IP address.

This can usually be fixed by having the PC register its names with the FacetWin WINS server (see TCP/IP Properties, WINS Configuration.) If using a static IP address on the PC, this could also be fixed by including

the PC's IP address and name in FacetWin's "lmhosts", or in the UNIX "/etc/hosts" file, or in the UNIX DNS database.

## 2. Access denied

```
Mar 26 14:46:39 unixbox fct_remprt[7575]: fct_printer:  
Session setup with server REMOTE_PC failed: Access denied
```

The PC is refusing access to its shares.

The username and/or password in the remote printer configuration file isn't recognized as valid by the PC. Usually this is the result of the PC using "User-level access control" (see Network Properties, Access Control tab) and the username is not in the PC's list of those allowed access. If the PC is using "Share-level access control" then the password probably doesn't match the printer share password. If changes are made to the remote printer configuration file restart the FacetWin servers to pick up the changes.

NOTE: By default Windows NT uses "User-level access control".

## 3. Invalid network name in tree connect

```
Mar 26 14:53:42 unixbox fct_remprt[12295]: fct_printer:  
Connection to share PC_PRINTER failed: Invalid network  
name in tree connect
```

The PC doesn't recognize the share name.

Sharenames are not case sensitive so this is usually a case of the sharename being misspelt in the remote printer configuration file. It's also possible that there are hidden spaces in or after the PC's "Shared As" name. Make the sharenames match and if changes are made to the remote printer configuration file restart the FacetWin servers to pick up the changes.

## 4. User has no license for running this software

```
Starting FACETWIN remote print services  
User has no license for running this software
```

There is not a valid FacetWin license available on the server.

This could be a case of an expired evaluation license, a Limited Mode license that has expired, an indicator of some other problem with the

FacetWin license, or just a matter of running out of user licenses on the server. Query the license daemon with the "fct\_licinfo" utility and check the FacetWin license from option #2 of the FacetWin UNIX Administration Menu ("fct\_adm").

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If you didn't find the error message you were looking for, or had some questions about one of them, please [contact FacetCorp technical support](#) with the details including the exact error message.

Thanks!

*FacetCorp Tech Support*

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