

(sorted by function, or alphabetically)

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:

Remote Printing Errors

fct_rempmt

Access denied

Invalid network name in tree connect

Unable to get IP address for REMOTE_PC

User has no license for running this software

Causes & Solutions

Unable to get IP address for REMOTE_PC

Mar 26 14:40:55 unixbox fct_rempmt[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.

Access denied

Mar 26 14:46:39 unixbox fct_rempmt[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".

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.

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").

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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