Novell
Client for Windows*

README

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Online Documentation: To access the online documentation for this and other Novell products, and to get updates, see www.novell.com/documentation.

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Contents

Novell Client Readme

This document includes information on known issues that have not been resolved for this release of Novell® Client™ for Windows* NT/2000/XPand Novell Client for Windows 95/98 software.

If you are using a previous version of Novell Client software, we recommend that you update it to the latest version (http://www.novell.com/download).

This document includes the following sections:

Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

Also, a trademark symbol ($^®$, ™, etc.) denotes a Novell trademark. An asterisk (*) denotes a third-party trademark.

1 **Novell Client for Windows 95/98**

These notes describe issues that have not been resolved for this release of the Novell® Client™ for Windows* 95/98 software.

The issues are divided into the following areas:

To access the installation and administration documentation for Novell Clients, see the Novell Client for Windows manual. To access instructions for completing common end user tasks on the network, see the Novell Client User Guide under the Red N on the workstation tool bar.

Installing

Windows Version Support

This release supports workstations running the following:

- Windows 95a
- Windows 95b
- Windows 95c
- Windows 98
- Windows 98 SE

This release does not support the original release of Windows 95.

Remote Management Does Note Automatically Upgrade

If you are upgrading from a previous version of Novell Client and you had Remote Management enabled for ZENworks for Desktops 2, this functionality is not automatically upgraded to ZENworks for Desktops 3 Remote Management when you upgrade Novell Client to version 3.32. Some customers may want to upgrade Novell Client software, but may not be ready to upgrade to ZENworks for Desktops 3.

If you want to upgrade Remote Management, you must do one of the following:

- If you are installing locally, select the Custom Install option and then select Remote Management.

- If you are installing across the network using ACU, elect Remote Management when you are setting up the installation options in the Novell Client Install Manager (NCIMAN) utility. See the online documentation for more information on installing using ACU and NCIMAN.

Unable to Find Help Files During Installation

If you are upgrading Novell Client on a workstation running Windows 95b, you might be prompted for help files during installation. This message occurs due to certain hardware configurations.

If you receive this message, you must abort the current installation and modify the NWSETUP.INI file. In the [AcuInstall] section, set FlushSetupXCache to YES.

```
FlushSetupXCache=YES
```

You can now install Novell Client.

Logging In

Associating Login Restrictions with Workstation Objects

Login restrictions can be associated with Workstation objects and OUs, but not with groups of Workstation objects. If a policy is associated with a group of Workstation objects, the policy is not effective.

Do not associate login restrictions with a group of Workstation objects. Associate login restrictions only with a single Workstation object or OU.

Printing

Printing to a Volume with Insufficient Space

When you print a large file to a volume with insufficient space, Novell Client returns an error that might hang the computer. This occurs because Novell Client cannot retry printing because the volume is out of disk space, and it will not delete the print job in order to make sure that important data will be lost. To resolve this problem, make sure that you have sufficient disk space before you start to print a large file.

Printing Using the Latest NDPS Client Libraries

The following error

```
Selected printer not listed. A compatible network
protocol could not be found, or the Print Server
Manager is not loaded
```

occurs because NWPMW32 does not list the printers associated with the latest client libraries. For more information, see the Novell Support Web site (http://support.novell.com/cgi-bin/search/searchtid.cgi?/10067459.htm).

Printer Driver Setup

Associating a printer driver with a printer or queue in the printer policy packages requires driver files to be copied to a server. The path that these files are copied to is displayed in the Path box in the Setup Printer Driver dialog box (which is displayed when you select New Driver in the Printer Policy dialog box). Users or workstations must have Read and File Scan rights to this

path (SYS:PUBLIC on the server where the queue resides) if the workstation or user package is to be able to download these drivers to the workstation. The printers associated with a package will not be installed if the drivers are not downloaded.

When you select a driver to be associated with a printer, you might be asked to enter a path where a .INF file or driver is located. If you are setting up drivers for an NT package while running Windows 95/98, you are asked to enter the path where the NTPRINT.INF file is located. This file is located in the WINDOWS\INF directory (the WINDOWS directory is where NT 4.0 is installed). The easiest thing to do is to copy all of the files from the I386 directory of your NT installation CD to an area on a server or on the workstation and then to copy the NTPRINT file to that same directory.

Once you have given the path to the .INF file, a list of drivers displays. Select the driver that you want. You might then be asked where the driver files are located. (If the drivers and the .INF file are in the same directory, you might not be prompted for the location.) If the drivers are somewhere else (usually on the NT install CD if you have not copied them to a different path), then browse to the path or type it in. The files are then copied to the path on the server.

If you are setting up drivers for Windows 95/98 while running Windows NT, you are prompted to enter the path to the MSPRINT.INF file location. This file is located in the WINDOWS\INF directory (the WINDOWS directory is where Windows 95/98 is installed). The easiest thing to do is to copy all of the .CAB files from the WIN95 or WIN98 directory of your Windows installation CD to an area on a server or the workstation, and then copy the MSPRINT.INF, msprint2.inf, and LAYOUT.INF files to that same directory. If you are installing drivers for a Windows NT package on Windows NT or a Windows 95/98 package on Windows 95/98, you will not be asked for the .INF files. However, you must still point the install to where the drivers are located, usually the Windows installation CD.

If you attempt to copy drivers that are set as Read-Only, then the Microsoft API will copy the files as .TMP files. This will cause problems when users attempt to download the driver because the driver will not be found. Make sure the files in the area that you copy from are not Read-Only. This usually will not be a problem if you follow the above directions.

Caching

Windows 98 SE Required for Cluster Migration Processing

Windows 98 SE is required for proper cluster migration processing. If you use other versions of Windows 95 or 98, an "address in use error" occurs. Once this error occurs, it will continually happen on subsequent attempts to open a TCP connection. To fix this, you must upgrade to Windows 98 SE.

Handle Net Errors Must Be Set to OFF

Novell Client Advanced Setting Handle Net Errors must be set to OFF (the default). Once the client recognizes a cluster server connection, internal flags are set to control net error handling. If this parameter is set to ON, a problem occurs with the cluster auto reconnect.

To check Handle Net Errors, do the following:

1 Right-click the Red N in the System Tray.

2 Click Novell Client Properties > Advanced Settings.

3 In the Parameters list box, select Handle Net Errors.

The current setting is listed in the Settings box.

4 (Optional) To change the setting, select the Down arrow and then the new setting, and then click OK.

Name Cache Level Must Be Set to 0

Novell Client Advanced Setting Name Cache Level must be set to 0 (not the default). If Name Cache is enabled, the client attempts to connect to a cluster resource by name. That name is entered into a bad name cache that takes several minutes to time out

To check Name Cache Level, do the following:

1 Right-click the Red N in the System Tray.

2 Click Novell Client Properties > Advanced Settings.

3 In the Parameters list box, select Name Cache Level.

The current setting is listed in the Settings box.

4 (Optional) To change the setting, select the Down arrow and then the new setting, and then click OK.

WINSOCK2 Not Set Up Correctly on Windows 95 with Early Versions of DCOM'95

WINSOCK2 is not set up correctly if the client workstation has DCOM'95 installed and the version is not 812 or later. WS2SETUP.EXE closes but no feedback is given to the user about the problem.

The following information is from the Microsoft Web page.

http://www.microsoft.com/Windows95/downloads/contents/ WUAdminTools/S_WUNetworkingTools/W95Sockets2/ReleaseNotes/ ReleaseNotes.asp

WS2SETUP.EXE AND DCOM'95

WS2SETUP.EXE will only install on machines that have DCOM'95 build 812 or higher, or no version of DCOM'95 at all. If a version of DCOM'95 prior to build 812 is detected, WS2SETUP.EXE will abort without installing Winsock2 for Windows 95 and an error message will be written to WS2SETUP.LOG. To obtain an updated version of DCOM'95, see:

http://www.microsoft.com/com/dcom95/download-f.htm for availability, download instructions and release notes.

Other

WINSOCK2 Not Set Up Correctly on Windows 95 with Early Versions of DCOM'95

WINSOCK2 is not set up correctly if the client workstation has DCOM'95 installed and the version is not 812 or later. WS2Setup.exe closes but no feedback is given to the user about the problem.

The following is from the Microsoft Web page:

http://www.microsoft.com/Windows95/downloads/contents/ WUAdminTools/S_WUNetworkingTools/W95Sockets2/ReleaseNotes/ ReleaseNotes.asp

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Winsock2 for Windows 95 and an error message will be written to WS2SETUP.LOG. To obtain an updated version of DCOM'95, see:

http://www.microsoft.com/com/dcom95/download-f.htm for availability, download instructions and release notes.

2 Novell Client for Windows NT/2000/XP

These notes describe issues that have not been resolved for this release of the Novell® Client™ for Windows NT/2000/XP software.

The issues are divided into the following areas:

To access the installation and administration documentation for Novell Clients, see the Novell Client for Windows manual. To access instructions for completing common end user tasks on the network, see the Novell Client User Guide under the Red N on the workstation tool bar.

Installing

Installation Requirements

Novell Client for Windows NT/2000/XP requires Windows NT 4.0 with Service Pack 3 or later (including SP 4, 5, and 6) with at least 24 MB of RAM or Windows 2000 or Windows XP.

Remote Management Does Not Automatically Upgrade on Windows NT or 2000

If you are upgrading from a previous version of Novell Client for Windows NT/2000 and you had Remote Management enabled for ZENworks for Desktops 2, this functionality is not automatically upgraded to ZENworks for Desktops 3 Remote Management when you upgrade Novell Client to version

4.83. Some customers may want to upgrade Novell Client software, but may not be ready to upgrade to ZENworks for Desktops 3.

If you want to upgrade Remote Management, you must do one of the following:

- If you are installing locally, select the Custom Install option and then select Remote Management.

- If you are installing across the network using ACU, elect Remote Management when you are setting up the installation options in the Novell Client Install Manager (NCIMAN) utility. See the online documentation for more information on installing using ACU and NCIMAN.

ZENWorks for Desktops 2 Remote Management Does Not Work After Upgrading to Novell Client for Windows NT/2000 Version 4.83

If you upgraded Novell Client software and chose to update Remote Management during installation, Remote Management will not function if you do not have ZENworks for Desktops 3. If you have inadvertently upgraded Remote Management and do not have ZENworks 3 for Desktops, do the following:

1 Uninstall Novell Client for Windows NT/2000 version 4.83.

2 Install a previous version (with the Remote Management option selected) of Novell Client for Windows NT/2000. This replaces the Remote Management functionality.

3 Install Novell Client for Windows NT/2000 version 4.83 without selecting Remote Management.

Installing ZENWorks for Desktops 2 Remote Management and Novell Client for Windows NT/2000 4.83 on a New Workstation

If you have new workstations that require ZENworks for Desktops 2 Remote Management and Novell Client for Windows NT/2000 version 4.83, do one of the following:

Install Remote Management Using an Application Object

1 Install Novell Client for Windows NT/2000 version 4.83 without selecting Remote Management.

2 Use the NAL Remote-OS Application Object to install Remote Management.

Install Remote Management Using a Previous Version of the Client

1 Install a previous version of Novell Client for Windows NT/2000. This installs the Remote Management functionality.

2 Install Novell Client for Windows NT/2000 version 4.83 without selecting Remote Management.

Printing

Printing Using the Latest NDPS Client Libraries

The following error

```
Selected printer not listed. A compatible network
protocol could not be found, or the Print Server
Manager is not loaded
```

occurs because NWPMW32 does not list the printers associated with the latest client libraries. For more information, see the Novell Support Web site (http://support.novell.com/cgi-bin/search/searchtid.cgi?/10067459.htm).

Printer Driver Setup

Associating a printer driver with a printer or queue in the printer policy packages requires driver files to be copied to a server. The path that these files are copied to is displayed in the Path box in the Setup Printer Driver dialog box (which is displayed when you select New Driver in the Printer Policy dialog box). Users or workstations must have Read and File Scan rights to this path (SYS:PUBLIC on the server where the queue resides) if the workstation or user package is to be able to download these drivers to the workstation. The printers associated with a package will not be installed if the drivers are not downloaded.

When you select a driver to be associated with a printer, you might be asked to enter a path where a .INF file or driver is located. If you are setting up drivers for an NT package while running Windows 95/98, you are asked to enter the path where the NTPRINT.INF file is located. This file is located in the WINDOWS\INF directory (the WINDOWS directory is where NT 4.0 is installed). The easiest thing to do is to copy all of the files from the I386

directory of your NT installation CD to an area on a server or on the workstation and then to copy the NTPRINT file to that same directory.

Once you have given the path to the .INF file, a list of drivers displays. Select the driver that you want. You might then be asked where the driver files are located. (If the drivers and the .INF file are in the same directory, you might not be prompted for the location.) If the drivers are somewhere else (usually on the NT install CD if you have not copied them to a different path), then browse to the path or type it in. The files are then copied to the path on the server.

If you are setting up drivers for Windows 95/98 while running Windows NT, you are prompted to enter the path to the MSPRINT.INF file location. This file is located in the WINDOWS\INF directory (the WINDOWS directory is where Windows 95/98 is installed). The easiest thing to do is to copy all of the .CAB files from the WIN95 or WIN98 directory of your Windows installation CD to an area on a server or the workstation, and then copy the MSPRINT.INF, MSPRINT2.INF, and LAYOUT.INF files to that same directory. If you are installing drivers for a Windows NT package on Windows NT or a Windows 95/98 package on Windows 95/98, you will not be asked for the .INF files. However, you must still point the install to where the drivers are located, usually the Windows installation CD.

If you attempt to copy drivers that are set as Read-Only, then the Microsoft API will copy the files as .TMP files. This will cause problems when users attempt to download the driver because the driver will not be found. Make sure the files in the area that you copy from are not Read-Only. This usually will not be a problem if you follow the above directions.

Other

Configuration Using IPX Compatibility or Novell NetWare/IP Adapter on Windows 2000

If either IPX Compatibility or Novell NetWare/IP Adapter are installed, the Local Area Connection Properties page should not be accessed or used for configuration. Doing so will remove the bindings between IPX and all Clients, rendering the machine unusable. If this happens, Novell Client will try to restore the bindings to IPX after a reboot. If, the bindings are still invalid once you reboot the workstation, you will need to remove the components and then reinstall them.

NOTE: This issue will be fixed by Microsoft in Support Pack 1 for Windows 2000.

To remove IPX Compatibility Mode:

1 Run SETUPNW.EXE.

2 On the Protocol Selection page, select a different protocol.

3 Run SETUPNW.EXE again.

4 On the Protocol Selection page, select IPX Compatibility Mode.

To remove NetWare/IP:

1 Run NCIMAN.EXE.

2 Double-click the Installation Option.

3 Click the NetWare/IP tab, then click Install This Component and Remove This Component.

4 Click OK and save the unattended file in the install directory.

5 Reinstall Novell Client using this unattended file.

6 Run NCIMAN.EXE again.

7 Double-click the Installation Option.

8 Click the NetWare/IP tab, then click Install This Component.

9 Click OK and save the unattended file in the install directory.

10 Reinstall Novell Client using this unattended file.