Tech Info Library

Network Assistant: Interpreting Status Messages (8/96)

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TOPIC ---

This article describes what the Network Assistant, part of the Apple Network
Administrator Toolkit (ANAT) workstation status messages mean and how to respond
to them.

DISCUSSION --

The Workstation Status window shows you the name and the status of each
workstation in a list of workstations. Usually the status is the name of the
application program running on each workstation, but other messages may appear
in the Status column.

If a message appears in red, the last command you tried to execute on a
particular workstation failed. These messages remain in the Status column for
about 30 seconds, or until you perform another command on the workstation.

Access denied

The password for this workstation is no longer valid. If you know the new
password for the workstation, choose Workstations from the Setup menu and use
the Workstations dialog box to remove the workstation from the list then add it
to the list again, entering the new password when requested.

Applications are open

You tried to replace the System Folder or delete all of the other items on a
workstation's hard disk when an application was open on the workstation. You
must first quit all of the open applications on the workstation. Ask the user to
quit all of the applications, or choose Quit Applications from the Manage menu
to quit the applications. You can also choose Control from the Interact menu,
then quit any open applications.

Application not found

You tried to open an application or a document of an application that is not
installed on the workstation. Use the Copy Items command to copy the application
to the workstation. (Make sure that your licensing agreement allows you to copy
the application.)

AVP: Channel XX

The workstation is displaying TV channel XX using the Apple Video Player.

Command failed

The last command failed to execute on the workstation. This may be because of
the applications that are open on the workstation. Ask the user to quit all of
the applications, or choose Quit Applications from the Manage menu to quit the
applications. You can also choose Control from the Interact menu, then quit any
open applications. After you quit the applications, try the command again. If
the command still fails, try restarting the workstation.

Command not authorized

You do not have permission to perform the command you tried on the workstation.
Before you can use the command, either you or the user must change your access
privileges on the workstation using Network Assistant Security. You may have
permission to perform other commands on the workstation.

Communication error

Network Assistant was unable to send the last command to the workstation because
the workstation is not operating properly or there was a high level of network
activity. Create a Network Performance Report for this workstation and several
workstations near it to determine whether there are problems communicating with
this particular workstation. If the report indicates that all the workstations
are performing at the same level, try the command again. If the command
continues to fail, try restarting the workstation. If this problem occurs often,
there may be a problem with your network.

Copying Items

This message appears when items are being copied to a workstation using Network
Assistant. If the message is dimmed, the Copy Items or Copy Hard Disk command is
being executed from another administrator's workstation.

Deleting Items

This message appears when items are being deleted from a workstation using
Network Assistant. If the message is dimmed, the Delete Disk or Delete Selected
Items command is being executed from another administrator's workstation. The
workstation will not be available for other commands until it has finished
deleting the items.

Disk Full

You tried to copy items to the workstation, using the Copy Items or Copy Hard
Disk command, and it doesn't have enough free disk space for the new items. To
determine how much free disk space is available on the workstation, create a
System Information Report. If you want to delete items from the workstation, you
can create a Software Search Report and delete any unnecessary items. You can

also choose Control from the Interact menu, then delete items from the
workstation's hard disk.

File transfer error

An error prevented you from copying items to this workstation. Restart the
workstation and try the command again. If this problem continues, use the Disk
First Aid application (available on the Disk Tools disk or the system software
CD-ROM that came with your computer) to check the workstation's hard disk.

Generating Report

This message appears when Network Assistant is creating a report that includes
the workstation. If this message is dimmed, the report is being created from
another administrator's workstation. The workstation will not be available for
other commands until the report is complete.

Incompatible hardware

You tried to copy system software to a workstation that cannot support this
software. You can copy the System Folder from a 680XX workstation only to other
680XX workstations. You can copy the System Folder from a Power Macintosh only
to other Power Macintosh computers.

Incompatible printer

You tried to update printer settings on a workstation that has printing software
different from that on your workstation. You can update the printer settings
only on workstations that have the same printing software as your workstation.
For example, if your workstation has QuickDraw GX installed, the other
workstation must have QuickDraw GX installed.

Item exists

You tried to copy an item to a location on the workstation that has an item with
the same name. After you cancel the copy command, this message indicates which
workstations already have the item. Create a Software Search Report to find out
more information about the item. You can then delete or replace it.

Item not found

You tried to open or delete an item that could not be found on the workstation.
If you want to open the item on the workstation, choose Copy Items from the
Manage menu to copy the item to the workstation.

Item in use

You tried to delete or replace an item on the workstation when the item is open
or in use by an application. Ask the user to close the item or quit the
application, or choose Quit Applications from the Manage menu to quit the
application. You can also choose Control from the Interact menu, then close the
item or quit the application. After you have closed the item or quit the
application, try the command again. If the command continues to fail, try

restarting the workstation.

Locked Screen

This message appears when a workstation's screen is locked using Network
Assistant. Choose Lock Screen to unlock the screen. If the message is dimmed,
the screen was locked from another administrator's workstation.

Modal dialog on screen

A dialog box appears on the workstation's screen and must be closed before the
command can be performed on the workstation. Ask the user to close the dialog
box. You can also choose Control from the Interact menu, then close the dialog
box. Once the dialog box is closed, try the command again.

Monitor setting invalid

You tried to change the monitor settings for a workstation (using the Change
System Settings command) to a number of colors that is not supported by that
workstation.

Network Assistant open

Certain commands, such as Restart, Control, and Share Screen, cannot be executed
on a workstation where Network Assistant is open. Ask the user to quit Network
Assistant.

Not enough memory

There is not enough free random-access memory (RAM) on the workstation to
execute the last command. Many of the commands you can perform on another
workstation using Network Assistant require some memory on the other
workstation. For example, sharing a screen can require several hundred kilobytes
of free memory. To free memory on the workstation, ask the user to quit all open
applications, or choose Quit Applications from the Manage menu to quit the
applications. You may be able to choose Control from the Interact menu, then
quit open applications. After you have quit the applications, try the command
again.

Old Assistant software

This message appears when a workstation has a version of the Network Assistant
workstation software that is older than the version of Network Assistant you are
using. You must install the new version of the workstation software on the
workstation before you can administer it.

Rebuilding Desktop

This message appears when the workstation's desktop database is being rebuilt
using Network Assistant. If the message is dimmed, the Rebuild Desktop command
was executed from another administrator's workstation. The workstation will not
be available for other commands until rebuilding the desktop database is
finished.

Screen: name

This message appears when the screen of workstation name is being displayed on
this workstation's screen. Choose Share Screen to stop sharing the screen on the
workstation. If the message is dimmed, the Share Screen command was executed
from another administrator's workstation.

Screen sharing active

Certain Network Assistant commands cannot be executed on a workstation that is
currently using screen sharing. Before you can use this command, you must choose
Share Screen from the Interact menu to stop screen sharing on the workstation.

Slow network connection

Your network connection does not support screen sharing, controlling, or
observing. To use these features of Network Assistant, the workstations must be
connected to Ethernet or another network of similar performance.

Sound hardware in use

You tried to talk to a workstation where an application is recording a sound
using the computer's sound input hardware. Ask the user to stop recording sound
on the workstation, then choose Talk from the Interact menu again.

Talk not supported

You tried to talk to a workstation that does not have a built-in microphone or
does not allow you to play a sound while it is recording a sound. You can still
use the announce feature of Network Assistant with the workstation.

Unable to delete item

The command to delete an item failed for an unknown reason. You may be able to
choose Control from the Interact menu, then delete the item. If this fails, use
the Disk First Aid application (available on the Disk Tools disk or the system
software CD-ROM that came with your computer) to check the workstation's hard
disk for problems.

Unavailable

This message appears when Network Assistant is unable to communicate with a
workstation; for example, if the workstation is turned off. The message also
appears in these cases:
• if the Network Assistant software has been removed from the workstation
• if there is a problem with the workstation's network connection
• if the workstation has moved to a different zone on the network
• if the workstation's Macintosh name has been changed

To fix these problems, perform the following procedures:

• Open Network Assistant Security on the workstation to determine whether the

Network Assistant software is installed correctly. If the software is not installed correctly, a message appears when you open the program telling you that there is a problem.

• Open the Chooser on the workstation to see if the workstation is connected to the network and to verify that the workstation is in the zone it was in when you added it to the workstation list. If the workstation is in a different zone, choose Workstations from the Setup menu and use the Workstations dialog box to remove the workstation from the list then add it to the list again.

• Open the Sharing Setup control panel on the workstation to verify that the Macintosh name has not changed since you added it to the workstation list. If the workstation's Macintosh name has changed, choose Workstations from the Setup menu and use the Workstations dialog box to remove the workstation from the list, then add it to the list again. If you cannot identify the problem or the workstation continues to be unavailable, try restarting the workstation.

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