

[OpenVMS/LAT] How To Get More Info About LAT Status Messages

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OP/SYS: DIGITAL OpenVMS VAX, All Versions
DIGITAL OpenVMS Alpha, All Versions

COMPONENT: LAT

SOURCE: Digital Equipment Corporation

SYMPTOM:

While attempting to troubleshoot a LAT connection problem, a LAT facility status is encountered. In some instances, there is no meaningful text associated or perhaps more information about what it means is needed.

DISCLAIMER

This article should be used as a tool to help discover more information about LAT error messages. It is not the intent of this article to cover various aspects involved when troubleshooting LAT connection problems.

SOLUTION:

The following illustrates a common occurrence that touches on both of the instances mentioned above. A print job may get aborted with the following information being associated with it:

```

=====
$ SHOW ENTRY 788

Entry  Jobname      Username      Blocks  Status
-----  -
  788  REPORT           JOE_USER          9  Retained on error
      %PSM-E-WRITEERR, error writing !AS
      -LAT-F-NOMSG, Message number 01769FCC
      On paused terminal queue LAT_QUEUE
      Completed 16-FEB-1994 13:56 on queue LAT_QUEUE
=====

```

In the example above, the LAT facility message does not provide enough information. In order to get some more meaningful information, perform the following steps:

=====

```
$ SET MESSAGE SYS$MESSAGE:NETWRKMSG
  or
$ SET MESSAGE SYS$MESSAGE:LATMSG
$ SHOW ENTRY 788
```

Entry	Jobname	Username	Blocks	Status
788	REPORT	JOE_USER	9	Retained on error

%PSM-E-WRITEERR, error writing !AS
-LAT-F-CONTIMEOUT, connection timed out, server not available,
or ...
On paused terminal queue LAT_QUEUE
Completed 16-FEB-1994 13:56 on queue LAT_QUEUE

=====

Now there is a little bit more information to go on, but still not quite enough to help figure out what to do next. Starting with the OpenVMS VAX release V6.0 and the OpenVMS AXP release V1.5, the HELP/MESSAGE utility was introduced. This utility and its associated data files can be installed on the system using the VMSTAILOR utility if it was not done at the time of the OpenVMS installation or upgrade.

The following illustrates how the HELP/MESSAGE utility can be used in order to gather more information about a status message:

=====

```
$ HELP/MESSAGE/FACILITY=LAT CONTIMEOUT
```

```
CONTIMEOUT, connection timed out, server not available, or incorrect
server name
```

```
Facility: LAT, LAT Facility
```

```
Explanation: A LAT connection attempt on a LAT device (LTAxxx:)
failed when the connection request timed out. Either the
remote node was not available, or the LTA device describing
the destination to receive the connection was set up
incorrectly.
```

```
User Action: Check the mapping for the LTA device from which the
connection was attempted, or check to see whether the remote
node described by the LTA device is available on the network.
```

=====

At this point, more information is available as to the circumstances under which the LAT status message might occur, as well as some suggestions as to what things might be done to resolve the situation.

ADDITIONAL INFORMATION:

This technique can be used in situations other than when working with a LAT print job issue. For example, if an application that is using any of the LAT specific \$QIO functions returns a specific status code, the HELP/MESSAGE utility can be used in the following manner to obtain more information using the status code from the above example:

```
=====
$ SET MESSAGE SYS$MESSAGE:NETWRKMSG1
$ EXIT %X01769FCC
%LAT-F-CONTIMEOUT, connection timed out, server not available, or ...
$ HELP/MESSAGE/FACILITY=LAT CONTIMEOUT
=====
```

¹NOTICE

In the case of OpenVMS AXP, the file name LATMSG is used instead of the NETWRKMSG filename.