ADTRAN

Troubleshooting Microsoft Dial Up Networking Errors with the Express XRT and Express 3000

If a Dial Up Networking connection is unable to connect various errors may be displayed by the Windows Operating System.   A list of specific errors along with their suggested solution is listed below, however, often the best approach to troubleshooting why the connection was not successful is to check the status buffer messages by completing the following steps:

1. Launch the ADTRAN Express Configuration software (ships with the unit) by selecting PROGRAMS > ADTRAN > ADTRAN EXPRESS CONFIGURATION. Select the DIAGNOSTICS menu (on the left side of the window). Click the STATUS BUFFER button (for the Local Unit) and a list of the status buffer displays. Clear this buffer by clicking the CLEAR BUFFER button. Close the buffer window by clicking the CLOSE button. Exit Express Configuration Software by clicking EXIT.

2. Attempt your outbound call again.

3. Launch the ADTRAN Express Configuration software and display the status buffer messages (see Step 1 above).

4. Review the status messages. The entries are in reverse order, with the most recent entry displayed on line 1. Telephone company messages are in upper case and have underscores between words (for example, NETWORK_BUSY, NO_ROUTE_TO_DEST, and INCOMPATIBLE_DEST). Refer to the Express 3000 manual for error message definitions.

NOTE: If there are no entries in the status buffer, the dialer you are using is not communicating with the Express 3000. Check the setup of your dialer and verify that it is configured to use the Express 3000.

Dial Up Networking Errors and Solutions

> **DUNS ERROR 602 - The port is already open.**
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> If the port is already open, another application has control over the modem. This can sometimes occur by applications not closing the port, or terminating abnormally. If this is the case, it may be necessary to re-boot the computer before the modem will be recognized.
> Also, check your **StartUp** group to see if there are any programs that run from boot-up that will capture the COM port. If so, you need to either change the configuration of that program, or remove it from the **StartUp** group. For more information check the Microsoft Knowledge Base Article Q158114 - Win 95/98.

DUNS ERROR 630 - The port was disconnected due to hardware failure.

The computer is not receiving a response from the modem. Check that the modem is plugged in, and if necessary, turn the modem off, and then turn it back on.

Windows 98 - can occur if "Support SerialKey devices" accessibility option is configured to use the same COM port as the modem. See Microsoft Knowledge Base Article Q227995.

Windows 98 - This error message can occur if the modem is using a new serial port assignment due to new devices installed by Windows 98 hardware detection. In these cases, change the properties of the Dial-Up Networking connection to use the new modem settings. Programs in the **StartUp** folder can also cause this error message. You may need to disable or remove programs from the **StartUp** folder. See Error 630 section of Microsoft Knowledge Base Article Q190554 - Troubleshooting Modem Problems in Windows 98.

DUNS ERROR 633 - The port is already in use or is not configured for Remote Access dial out.

This error can occur if the modem is actually in use - make sure you don't have other applications that are using the modem. Applications that can use the modem include fax software, terminal software like HyperTerminal, as well as voice software including software that can make your modem an answering machine or speaker phone. One way of seeing all running applications is to press **CTRL+ALT+DEL** and look at the task list. This will display the actual program names - it may be difficult to pinpoint which, if any, programs are accessing the modem. Terminating tasks are about the only way - however, if you terminate certain tasks, your system may crash or become unstable. Make sure the modem named in the DUNS entry matches the name of your installed modem - You can check the name of your modem in **Control Panel->Modems**.

DUNS ERROR 640 - A NetBIOS error has occurred.

Windows NT - This error can occur if the Dial-Up Networking settings for the connection you are attempting are not correct, or if the ISP's PPP server is not functioning properly. See Microsoft Knowledge Base Article Q161986.

Windows NT - Microsoft says this error can occur if the line is noisy. See Microsoft Knowledge Base Article Q162293.

DUNS ERROR 645 - Internal authentication error.

Windows 95/98 - This error can occur if the **Require encrypted password** option is enabled on the **Server Types** tab in the connection's properties, or an incorrect user name or password have been entered. See Microsoft Knowledge Base Article Q199780

MSN 2.5 - If you are using MSN 2.5, this error can occur if **Dial-Up Aadaptor** or components are missing. See Microsoft Knowledge Base Article Q173644

Windows 95/98 - This error can occur if the desktop PC is connected to a hand held PC in certain circumstances. See Microsoft Knowledge Base Article Q184227

Windows 95/98 - This error can occur if you are attempting to make a VPN (virtual private networking) connection, and VPN has not been installed correctly. See Microsoft Knowledge Base Article Q188141

All versions of Windows - This error can occur if you are attempting to connect to a Windows 2000 domain that has had a RRAS (Routing and Remote Access Services) server log on without administrative privileges. See Microsoft Knowledge Base Article 227747

DUNS ERROR 650 - The Remote Access server is not responding.

All versions of Windows - if connecting to a Windows NT server with PPTP. See Microsoft Knowledge Base Article Q162847

MSN 2.52 - 2.6 - Can occur if DUNS is installed after MSN 2.52. See Microsoft Knowledge Base Article Q192420

DUNS ERROR 651 - Your modem (or other connecting device) has reported an error.

All versions of Windows - This error can occur if there is an error in the INF file used to install the modem in Windows, or if the modem has been installed with the wrong INF file. If this is the case, re-install the modem with the correct INF file.

DUNS ERROR 652 - Unrecognized response from the device.

All versions of Windows - This error can occur if there is an error in the INF file used to install the modem in Windows, or if the modem has been installed with the wrong INF file. If this is the case, re-install the modem with the correct INF file.

DUNS ERROR 676 - The line is busy.

All versions of Windows - The line you are calling is busy. You may want to set your Dial-Up Networking connectoid to automatically re-dial. If the line really isn't busy it may be due to a number of modem installation problems.

Windows98 - Problem can occur when you are configured to go on-line automatically to check e-mail. See Microsoft Knowledge Base Article Q187215

Windows NT/SP4 - w/ Exchange server 4.0-5.5 using DRAS for mail transfer. See Microsoft Knowledge Base Article Q232389

Windows NT - Error 676 line busy is reported when you should receive a 'No Dial Tone' 680 error. This was first correct in SP6. See **Error! Hyperlink reference not valid.** Q239870

DUNS ERROR 691 - Access denied because user name and/or password is invalid on the domain.

With all Windows versions - This error can occur if you use a bad user name or password; remember in most instances the password is case-sensitive - you will not see the password, so if **Caps Lock** is not the way you expect it, you may have a problem with upper/lower-case.

With Windows 98 - if you setup CompuServe from the Online Services Folder - See Microsoft Knowledge Base Article Q239870

It can also be caused by a bad modem connection or a failure or incorrect configuration of your ISP's equipment.