

Techo Tip #5



IDENTIFYING DUMB TERMINAL NUMBERS

It is important to note that this tip is only for standard terminal types, such as those connected via Stallion port e.g. wyse 60. We recommend the labelling of all terminals for quick reference in the event of any issues arising where you may be required to identify the *tty* number of a certain terminal, such as when a terminal becomes locked and requires resetting. To identify the *tty* numbers of your terminals, carry out the following process. **This process must be done for each terminal separately.**

1. You will need a number of stickers onto which the *tty* number can be written and then attached to the appropriate terminal for future quick reference.
2. For each terminal, log in as the 'root' user (you will need the root password) and at the '#' prompt type:

tty <enter>

You will then be given '/dev/tty1a03', for example. So here the terminal number would be '1a03'.

3. Record this information on the label and attach it to the terminal.

If you change any terminal or port connections, the terminal involved will change its terminal number, so you will need to follow the above procedure again and re-label the terminal.

Identifying a Locked Terminal



When a terminal becomes locked or hung, the *tty* number needs to be determined in order to correct the problem. We recommend that all terminals are labelled with their *tty* numbers, but where this has not been done, follow the procedure listed below.

1. Determine the program or function the locked terminal was running eg. *jobproc*.
2. Log in as the 'root' user (you will need the root password).
3. Ask all TRANSPAC users logged into that program/function to press <enter>.
4. At the '#' prompt type

w <enter>

1. You will be given a table with 7 columns. From this table you can determine the terminals that are logged into the same program/function as the locked terminal. This is done by examining the 'what' and 'tty' number columns.
2. Once you know which *tty* numbers are performing the same function or program, look at the 'idle' column. When the other users pressed <enter> in step 3 they would have reset the idle time to zero. On the locked screen the idle time will not have been reset to zero, therefore the locked terminal will have the highest idle time for the function or program used.
3. Once you have established the *tty* number of the locked terminal follow the procedure in Techo Tip #6 to unlock the screen.

Any questions? Get in touch with the TRANSPAC support desk any time at

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4. If the user is unsure about which function was running on the terminal prior to its locking the other alternative is to get all users to log out and log back in again and you will see the time change in the 'login' column, so the locked terminal will be the only one left with an old login time.

It is important to remember that if someone is away from their terminal for some time, but still logged in, and the <enter> key has not been hit or they did not log out, the above process will fail as the idle time will not decrease.

