

# Techo Tip #6



## UNLOCKING A LOCKED TERMINAL

A locked or hung screen is when a terminal will not respond (the previous work session could still be displayed). Please follow the steps below to unlock the terminal.

- 1 Wait 60 seconds to see if there is any response.
- 2 Press <CONTROL Q> to see if there is any response.
- 3 Check the power, keyboard and communication cables.
- 4 Determine the *tty* number of the locked terminal (if the terminal number is unknown, refer to Techo Tip #5).
- 5 Once the *tty* number is identified, log in to another terminal as the 'root' user (you will need the 'root' password for this).
- 6 At the '#' prompt type:

**ps -t(*tty number*)** <enter>

eg. if the terminal's *tty* number is 'tty1a03' type:

**ps -t1a03** <enter>

This will give you a table. From the table, you will be able to identify the *PID* number needed to kill the process. Once the number is determined, at the '#' prompt type:

**kill (*PID number*)** <enter>

eg. if the '*PID*' is '12345' then type:

**kill 12345** <enter>

This should give a '*login*' prompt on the locked terminal. If this is not successful, you may need to reboot the system.

### IF THIS IS NOT SUCCESSFUL...

- Re-check hardware settings by testing ports.
  - At the '#' prompt type:  
**disable (*tty number*)** <enter>  
eg. (as per our example) you would type:  
**disable tty1a03** <enter>
  - You will need to reconnect the port disconnected during the execution of the above step. To do this, at the '#' prompt type:  
**enable (*tty number*)** <enter>  
eg.: **enable tty1a03** <enter>
  - If the terminal is still not displaying a '*login*' prompt, there is definitely a hardware problem, so you will need to contact your hardware support. If the terminal is still locked, try resetting it, by typing, at the '#' prompt:  
**stty sane</dev/tty(*number*)** <enter>  
eg. (as per our example) you would type:  
**stty sane</dev/tty1a03** <enter>
- If after trying all of the above procedures the terminal is still not responding, please send a Support Request form to Software Integrators.

