



Troubleshooting UCS Workstations

Getting Started

The information provided in this self-help guide is designed to assist you in troubleshooting various problems that may occur while you are working at a UCS workstation. Additional assistance is always available at the Computing Support Services Help Desk located in Stephens Hall, Room 201.

Difficulty Logging into a Workstation

Four reasons why you cannot login at a UCS workstation include:

1. **No UCS account:** Accounts are activated at the Help Desk, SMH 201. A current photo ID is required.
2. **Incorrect login:** The error message “Login Incorrect” is displayed. Enter the correct username and password. Passwords are case sensitive. Make sure that the caps lock key is not on. Do not press the space bar to display the workstation’s login screen (Pressing the space bar inserts an additional character before your username.)
3. **Over disk quota:** If the login screen returns each time you enter the correct CLID and password, you are over disk quota. Login in Command Line Mode (from the UCS login screen click **Options** and select **Command Line Login**. Press the <RETURN> key one time and enter your user name and password at the login and password prompts) and remove files. See the detailed section on Disk Quota below for instructions.
4. **Your account has been locked:** While attempting to login at a workstation, the error message “User shell not listed in /etc/shells. Login Incorrect.” is displayed. You will not be permitted to login until your account is unlocked. The Computing Support Services Help Desk will provide you with more information about your locked account.

Frozen Applications and Sessions

If a program has stopped responding to user input, it may have frozen. First, check for an error message in a window that is waiting to be dismissed. Press the **Front** key successively to see all windows. If this fails, you need to kill that application’s process ID. Open a Terminal window (right-click on the desktop, select **Tools**, and choose **Terminal**): type the following at the command prompt replacing **abc1234** with your CLID (user name).

Application	Command
dtMail	<code>ps -u abc1234 grep dtmail</code>
dtPad	<code>ps -u abc1234 grep dtpad</code>
File Manager	<code>ps -u abc1234 grep dtfile</code>

After typing the command, the process ID number for the application will be displayed in the first column. To kill the process type
kill -9 process_ID <RETURN>

Frozen Sessions

If the workstation freezes, login to another workstation in Command Line Mode. From the UCS login screen click **Options** and select **Command Line Login**. Press the <RETURN> key one time and enter your user name and password at the login and password prompts. Remote login to the frozen workstation by typing **rlogin d##.ucs.louisiana.edu**. Replace **##** with the number of the frozen workstation. To logout of the frozen workstation enter the following at the command prompt, replacing **abc1234** with your username:

ps -u abc1234 |grep Xsession <RETURN>

After entering the command, the process ID number will be displayed in the first column. To kill the process type:

kill -9 process_ID <RETURN>

Remember to logout from both logins by typing **logout** at the command prompt.

Disk Quota on UCS (For a complete guide, ask for the handout “Disk Quota on UCS”)

Each user is allotted 50 megabytes of storage space on UCS. The main symptom of over disk quota is the inability to login. Each time you login the login screen returns. To resolve the disk quota issue:

From the UCS login screen click **Options** and select **Command Line Login**. Press the **<RETURN>** key one time and enter your user name and password at the login and password prompts. To display your quota information type **quota -v** at the command prompt. Your disk usage is displayed in the second column. **All** numbers pertain to your account. To display files in your home directory: at the command prompt type **ls -al**. File sizes are listed in bytes. To remove large and unnecessary files type **rm filename**, replacing filename with the name of the file.

Large files may also be located in other directories within your home directory. To display disk usage in these directories type **du -k** at the command prompt. Change to the appropriate directory by typing **cd directory_name**.

Email Quota

Students are allotted 10 megabytes of disk space on the mail server for email. Once mail quota is exceeded, users may experience the following symptoms: (1) inability to open dtMail (Desktop Mailer) and (2) mail is returned to the sender as undeliverable.

To delete messages and reduce your mail quota, login at a UCS workstation and open a Terminal window (right-click on the desktop, select **Tools**, and choose **Terminal**). To open your mailbox from a command prompt type **elm**. A list of your messages will be displayed on the screen along with instructions on using **Elm** (Easy Little Mailer). If you are unable to login to a UCS workstation, login from the command line by clicking **Options** from the UCS login screen, selecting **Command Line Login**, and pressing the **<RETURN>** key one time. Enter your user name and password at the login and password prompts. Continue with the instructions listed above for Disk Quota on UCS.

Difficulties...
See the Help Desk
Stephens Hall, Room 201
Phone: 482-5516
Email: helpdesk@louisiana.edu