



Linux Lab Issues & Solutions



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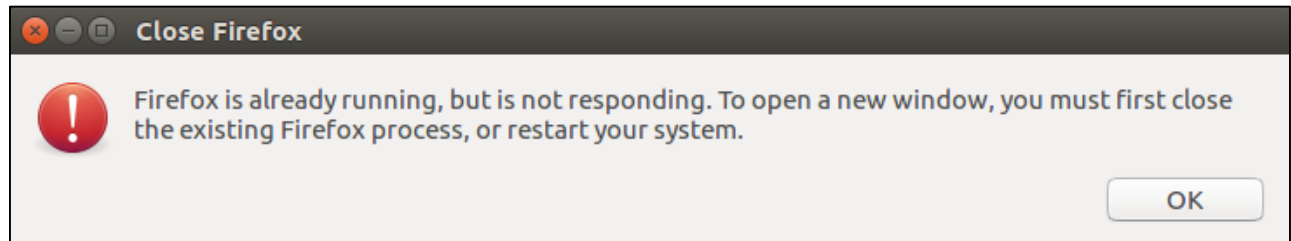
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Firefox won't Launch

Issue

When launching Firefox, you are presented with the following error:



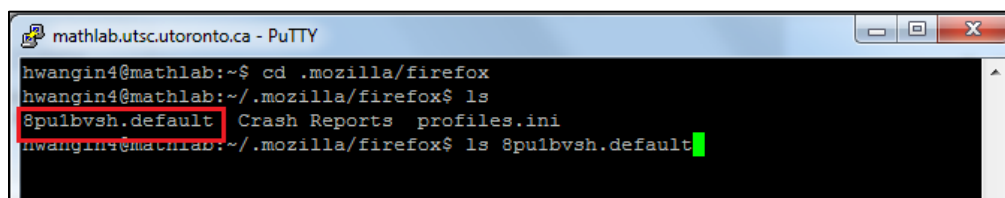
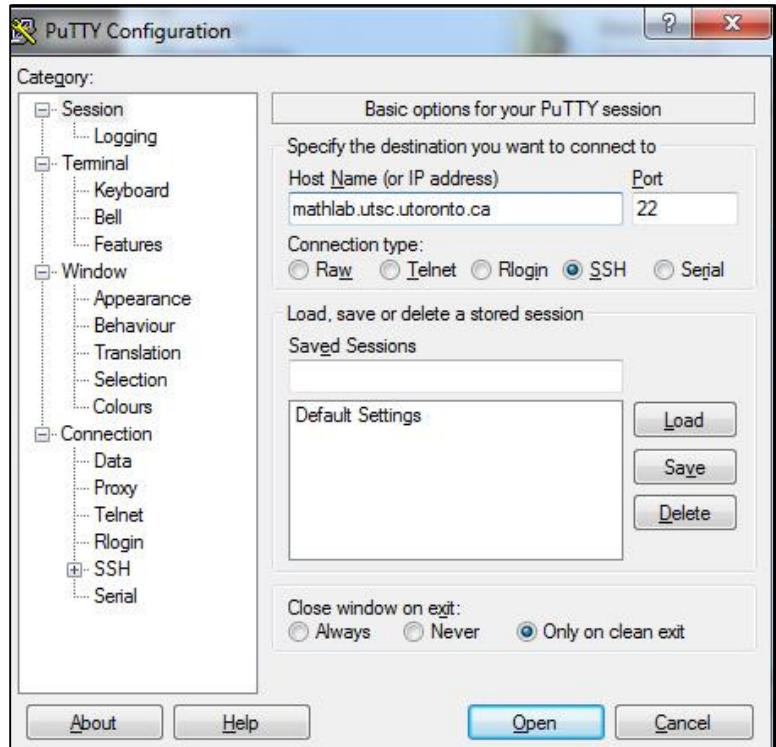
Solution #1

1. To perform this fix, you will have to log onto a Linux Lab machine
2. Launch **terminal**
3. In the terminal type `cd ./mozilla/firefox`
4. Type `ls`
5. Type `cd *.default` (prefix of .default is different for everyone)
6. Type `rm .parentlock`
7. Close Firefox and log off of your workstation next time to prevent a reoccurrence

Firefox won't Launch

Solution #2

1. Log onto a Windows Lab machine & launch PuTTY. It should be located under Start → All Programs → PuTTY
2. Enter `mathlab.utoronto.ca` as the hostname
3. Click **Open** and, at the prompt, enter your UTORid and password
4. Type `cd ./mozilla/firefox`
5. Type `ls`
6. Type `cd *.default` (prefix of `.default` is different for everyone)
7. Type `rm .parentlock`
8. Close Firefox and log off of your workstation next time to prevent a recurrence



Cannot Log into the Linux Lab Machines

Issue

When logging into a Linux Lab machine, you see a black screen and get immediately logged off. This means that you've reached your disk quota and have run out of space.

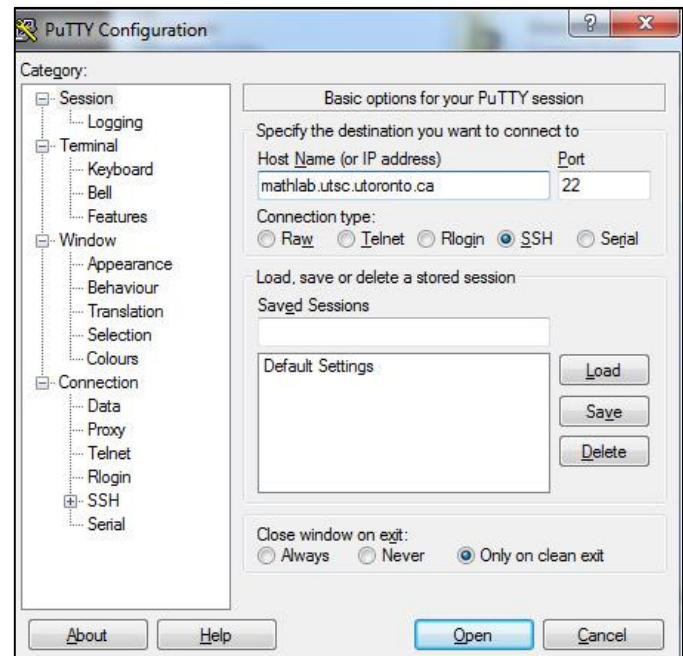
Solution #1

1. Launch **Terminal** from the Login Screen by pressing **Ctrl+Alt+F6**
2. Enter your **UTORid**
3. Enter your **password**
4. Type **du -s -h** to check your disk usage. If your disk usage is $\geq 950\text{MB}$ then clear some space
5. Clear your cache
 - a. Type **cd .cache**
 - b. Type **ls** to see what you have here
 - c. Use the **rm** command to delete unnecessary files (type **rm --help** for a list of commands)
Type **rm -rf <file/folder name>** to delete a file/folder
Place quotation marks around the name of the file/folder if it contains spaces.
Example1: **rm -rf file1.txt**; Example2: **rm -rf "Assignment 1.c"**
 - d. Once you're done, check your disk usage again using **du -s -h**
 - e. If your disk usage is $<950\text{MB}$ then you should now be able to log in!
6. If clearing the cache wasn't enough, use the **cd** command to go to directories where you have saved your files
7. Use the **rm** command to delete unnecessary files
8. Once you're done, type **du -s -h** again to check your disk usage. If your disk usage is $<950\text{MB}$ then you should now be able to log in!
9. Once deletion is complete, press **Ctrl+Alt+F7** to return to the login screen

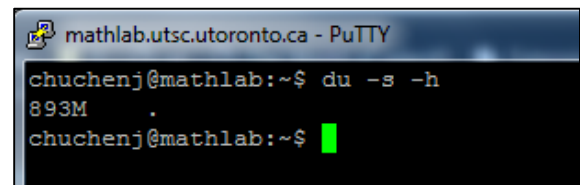
Cannot Log into the Linux Lab Machines

Solution #2

1. Log onto a Windows Lab machine & launch PuTTY. It should be located under Start → All Programs → PuTTY
2. Enter `mathlab.utsc.utoronto.ca` as the hostname
3. Click **Open** and, at the prompt, enter your UTORid and password
4. Type `du -s -h` to check your disk usage. If your disk usage is $\geq 950\text{MB}$ then you must clear some space



5. Clear your cache
 - a. Type `cd .cache`
 - b. Type `ls` to see what you have here
 - c. Use the `rm` command to delete unnecessary files (type `rm --help` for a list of commands)
Type `rm -rf <file/folder name>` to delete a file/folder
Place quotation marks around the name of the file/folder if it contains spaces.
Example1: `rm -rf file1.txt`; Example2: `rm -rf "Assignment 1.c"`
 - d. Once you're done, check your disk usage again using `du -s -h`
 - e. If your disk usage is $< 950\text{MB}$ then you should now be able to log in!

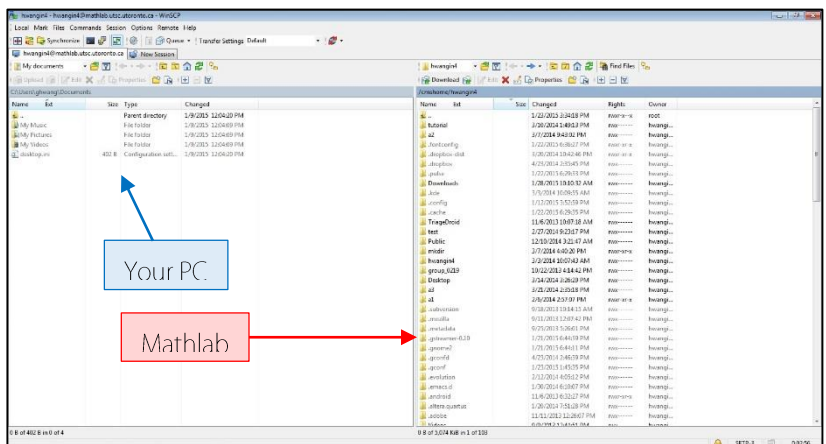
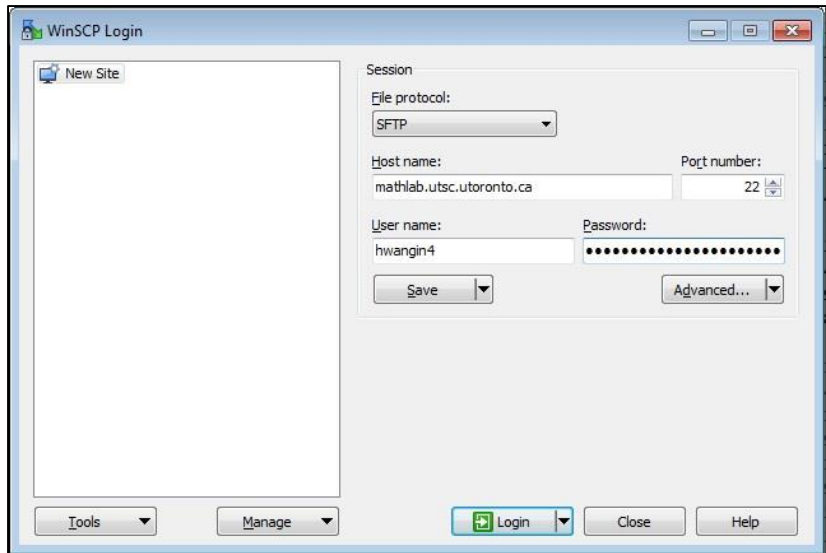


6. If clearing the cache wasn't enough, use the `cd` command to go to directories where you have saved your files
7. Use the `rm` command to delete unnecessary files
8. Once you're done, type `du -s -h` again to check your disk usage. If your disk usage is $< 950\text{MB}$ then you should now be able to log in!

Cannot Log into the Linux Lab Machines

Solution #3

- 1.) Log onto a Windows Lab machine & launch WinSCP. It should be located under
Start → All Programs → WinSCP
- 2.) Enter `mathlab.utoronto.ca` as the hostname
- 3.) Enter your **UTORid** as the username and your **password** & click Login
- 4.) You should now be able to see your directories/files along the **right hand side**
- 5.) Identify large folders by right-clicking on the folder and clicking **Calculate**. If the folder size $\geq 950\text{MB}$ delete or move it off of Matlab
- 6.) If you choose to move the file/folder off of Matlab and you intend to keep it, remember to save it to a USB before logging off of the Windows Lab machine
- 7.) Once you are done moving/deleting files and folders, exit WinSCP and try logging into a Linux Lab machine again



Cannot Log into the Linux Lab Machines

Issue

You receive an error message when logging in that you've entered that your username or password is invalid.

Solution

1. Check to make sure you belong in that lab. Students enrolled in CSC **B-level** courses and higher are permitted to use the Linux Lab machines in **BV473**. Students enrolled in CSC **C-level** courses and higher are also permitted to use the Linux Lab machines in **IC406**.
2. Test your login credentials on a non-Linux Lab machine. You can try logging onto a Windows Lab machine in a non-restricted lab (eg. **BV490**, **BV498**, **IC35**, **Library Commons**).
 - a. If you **successfully log in**, proceed to **Step 4**
 - b. If you **cannot log in**, proceed to **Step 3**
3. Confirm whether or not you are a UTSC student
 - a. If you're a **UTSC student**, you can perform a password reset here:
<https://www.utorid.utoronto.ca/>
Once you've completed the password reset, please verify your credentials here:
<https://www.utorid.utoronto.ca/cgi-bin/utorid/verify.pl>
Once you've verified your credentials, proceed to **Step 4**
 - b. If you are **not a UTSC student**, please enter your credentials here:
<https://www.uts.utoronto.ca/~accounts/labvisitor.cgi>
If your credentials are accepted, please enter your credentials here as well:
<https://intranet.uts.utoronto.ca/home.php?login=1>
If they are not accepted, try **Step 3a** first, and then try again
 - c. Reattempt **Step 2** and confirm that you are able to login to a Windows Lab machine. If you are unable to complete Step 3 for any reason, please contact the **Student Helpdesk** here:
<http://www.uts.utoronto.ca/iits/contact>
4. Once you've confirmed your enrolment in the appropriate course(s) for the lab you're trying to use and that your credentials work, please contact the **Student Helpdesk** if you still can't log in.