

Duke Office of Information Technology

Duke OIT - Lab FAQ

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How do I log on to a lab computer?

On a Windows computer:

1. Press CTRL-ALT-DELETE.
2. Enter your NetID and password at the prompt.
3. In the Log on to line, make sure ACPUB.DUKE.EDU (Kerberos Realm) is selected.
4. Click OK.

On an Apple computer:

1. Enter your NetID and password at the prompt.
2. Click OK. You will get a dialog box saying, "Welcome to OIT Computer Labs. Please remember to log out when you are finished working."
3. To get rid of this dialog box, press RETURN, or wait and the box will go away after a minute or so.

On a Linux computer:

1. Enter your NetID at the login prompt.
2. Press ENTER.
3. Enter your password at the password prompt.
4. Press ENTER.

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What if my password doesn't work?

Make sure you have entered your NetID and password correctly and that caps lock is off (your NetID and password are case-sensitive). If it still doesn't work, call the OIT Help Desk at (919) 684-2200.

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How do I log off?

Save your work to a memory stick or to your AFSDocs directory before you log off.

- ? To log off a Windows computer, double-click the Log Out icon on the computer desktop.
- ? To log off on an Apple, click on the Log Out button on the task bar at the bottom of the screen.
- ? To log off a Linux computer, click the Log Out icon on your panel, and click Yes when prompted "Are you sure you want to log out?"

To get the Log out icon:

1. Right-click on the panel and choose Add to Panel.
2. Choose Main Menu. The Main Menu is divided into Applications and Actions.
3. Log out is under the Actions menu.

To save items on the panel, check the Save current setup box before you click OK to the question, "Are you sure you want to logout?"

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What happens if I don't log off?

You will be automatically logged off after 20 minutes*. During that time, your academic accounts (e.g., email, AFS, ACES, and Web/SISS) will be available to anyone who uses the computer. For this reason, you should always save your work to a memory stick or to your AFSDocs directory and log off.

*This time is subject to change.

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Can I run a program from a CD on a lab computer?

No. Because of security concerns, lab computers are configured not to run programs from CDs.

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What programs now work for SSH or FTP on the lab computers?

PuTTY is the SSH program on the Windows lab computers, and WinSCP is the secure file transfer program. Fetch, Fugu, and X11 are the Apple programs.

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Can visitors use public OIT computer labs?

Guest logins with limited accessibility may be obtained by calling the OIT Help Desk at (919) 684-2200. Guest logins work only on PCs, not on Macs or Linux machines.

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I have received an error message on a lab Mac that says the disk quota is full. What do I do?

So the Mac you're using displays either a warning that says the quota has been reached or an error message that says a file cannot be saved or modified because the disk is either full or write-protected. But you know your files do not exceed the quota. Follow these steps to clear the Firefox temporary Internet files:

1. Open Finder and click Home (your NetID).
2. Open the Library folder, then the Application Support folder.
3. Drag the Firefox folder to the Trash.
4. Hold CTRL and click the Trash to empty it.

OR

1. Open Firefox.
2. From the Preferences menu, select Security.
3. Click the Clear button across from Cache.

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I cannot access Firefox in the Linux labs. What do I do?

Firefox claims it is already running, but is not responding. To open a new window, close the existing Firefox process or restart your system. To fix the error, run the following command from your home directory (type in pwd to guarantee you are in your home directory):

```
find .firefox -name \*lock | xargs rm
```

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How do I save a file if my memory stick is full?

Copy your files to your AFSDocs directory on the Andrew File System (AFS). For directions, see the information on [storing data with AFS](#).

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The Apple computer I'm using froze. What do I do?

Hold down OPTION-cmd key-P-R and press the lighted restart button on either the keyboard or the CPU tower. If this doesn't work on a CPU tower, press the small reset button below and to the left of the restart button. If the problem persists, report the problem to the OIT Help Desk at (919) 684-2200.

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Why did the files I saved to the D drive disappear when I left the lab computer?

After 20 minutes*, your computer automatically logs you out. When a new person logs on to the computer or the computer is rebooted, all files left on the D drive are routinely deleted. If the files have been deleted, you cannot recover them. Remember to save your work early and often to a memory stick or to your AFSDocs directory to avoid losing your work.

*This time is subject to change.

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