

What to Do when TCS/Linux user cannot access Message Manager

This document will outline what to do in the case that an employee cannot access Message Manager thru a TCS workstation or a linux terminal in general.

The problem lies with the termcap file located in /etc. To remedy this situation it will be necessary to transfer a file from old support to the machine in question. It is a good idea to commandeer a technician who knows how to transfer files thru FTP and or MLINK. If the customer is a telnet customer it will be necessary to FTP the files over to the remote server. The first step in both types of transfers involves making a directory in the afflicted machine's work directory called "tcap". The command will be as follows:

```
/work
```

```
orphan# mkdir tcap (enter)
```

After making the tcap directory in work, it is necessary to transfer the file.

```
/work
```

```
orphan# transfer (enter)
```

```
choose S to send
```

```
local file is /work3/home/davea/termcap.entry
```

```
remote file is /work/tcap
```

After entering the remote and local file name press enter and then enter again to start the transfer.

After the file is transferred we will need to "cat" the file to the original in /etc. First we will make a backup of the original.

```
/
```

```
orphan#cd /etc (enter)
```

```
/etc
```

```
orphan#cp termcap termcap.bak (enter)
```

```
/etc
```

```
orphan#cat /work/tcap/termcap.entry >> /etc/termcap (enter)
```