

1. Cannot connect to gateway with the shown message of “Timeout”, “Network error”, “Broken Pipe” and etc.:

This should not be a problem anymore after we discussed with CSC. But if you still have the problem, first try to reconnect again; and if you still fail, try to connect to Cityu VPN first, and then connect to gateway server. The link for vpn: <https://www.cityu.edu.hk/its/services-facilities/virtual-private-network>.

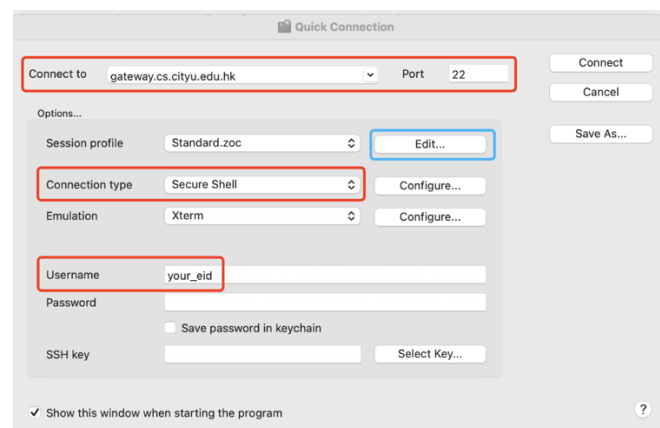
2. Cannot connect to Cityu VPN:

Contact CSC directly for help. The email and the phone number are listed in the above link.

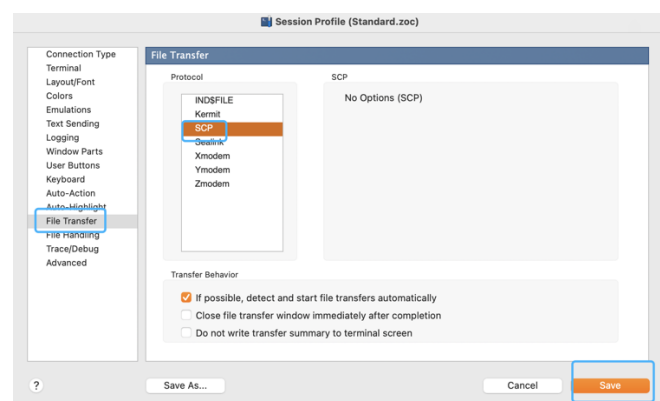
3. How to upload file to the linux server using zoc8 on mac?

Follow the following steps:

(1) Click “Quick Connection” in the top menu of zoc8, and fill the necessary information like the red boxes shown below, and then click on the blue box “Edit...” to edit the zoc8 configuration file:



(2) Choose “File Transfer” in the left menu, and select “SCP”, and then click “Save”;



(3) Click connect and login using your eid; After login, click “Upload” in the top menu to choose the file you want to upload to the linux server;

NOTE: you only need to upload the file to the gateway server if you are outside of campus; You can directly see your file in the server cs3103-01.cs.cityu.edu.hk and don't have to repeat the step again to upload the file from gateway server to cs3103-01 server;

4. How to connect to the linux server using Mac Terminal?

Try ssh command directly, but with your eid specified:

```
ssh your_eid@gateway.cs.cityu.edu.hk
```

and

```
ssh your_eid@cs3103-01.cs.cityu.edu.hk
```

5. How to upload file to the linux server using Mac Terminal?

Try scp command to transfer file from your Mac to linux server. The scp command works like this:

```
scp your_file_path your_eid@cs3103-01.cs.cityu.edu.hk:your_desired_file_path
```

For example, if I have my counter.cpp in my Downloads directory, then I can use the following command:

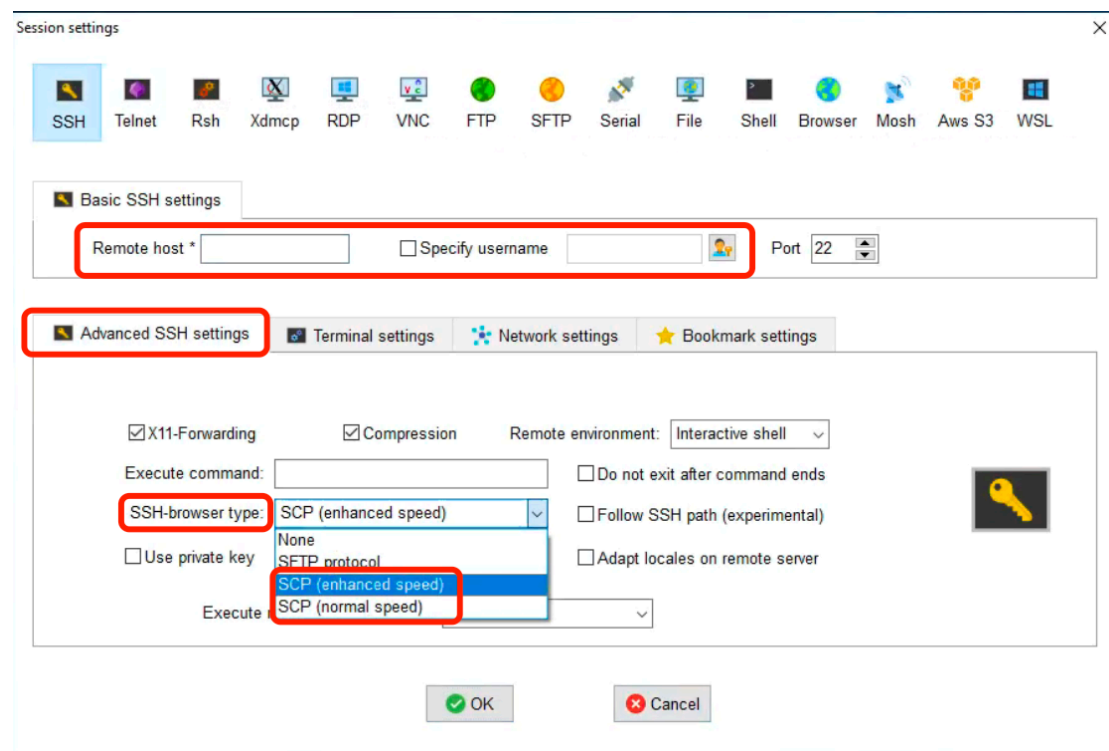
```
scp /home/myeid/Downloads/counter.cpp myeid@cs3103-01.cs.cityu.edu.hk:~/counter.cpp
```

Then you should be asked to input your eid password, and then **the file should be already uploaded if you get the following message:**

```
counter.cpp 100% 699 68.1KB/s 00:00
```

6. If you are using MobaXterm, and you get a SFTP error when you try to upload the file to the server:

End current connection first, and then Click on “Session”, choose “SSH”, and fill in the necessary information like the host address and your eid; And then, click “Advanced SSH settings”, choose SCP type for the “SSH-browser type”, and then connect to the server, after which you should be able to upload your files:



7. Where is the upload button of the MobaXterm?

In the top left menu, with a small arrow pointing up;

