WHAT TO DO IF YOUR PUTTY SESSION HANGS

There will always be cases when a TELNET session to Infinity may "hang". This is normally caused by loss of network connection. Remember that the editor DOES NOT autosave your work – you should be saving frequently regardless.

When you get "thrown off" the system, you should follow these steps:

1. Log back onto Infinity normally. You will be returned to the $ prompt.
2. Issue the "who" command. Review the presented list closely to see if your userid is on the list TWICE. If you are on the list only once, it is OK to proceed normally. If you are on the list TWICE, continue onto step #3.
3. Note on the "who" list the terminal number and times. The terminal number will be in the format pts/nn, where nn is your station identifier. The times are hh:mm. Look for the OLDEST time. For example, if you have the following two entries:

   ba123456 pts/2 09:08
   ba123456 pts/5 09:35

   The first entry, on pts/2, time 09:08, is the "older" entry. To continue normally, you must terminate that process.
4. To terminate the process, you must determine its' process ID number. To do this, issue the command (from the $ prompt):

   ps –ef | grep *userid*

   Where *userid* is your normal login. In the above example, it is ba123456.

5. View the display closely. This display shows all the processes being run for BOTH your userids. This display will look something like this:

   ba123456 32686 37540 13 09:35:08 pts/5 0:00 ps -ef
   ba123456 **37540** 33186 2 09:10:46 **pts/2** 0:00 –**ksh**
   ba123456 39300 36426 2 09:34:46 pts/5 0:00 -ksh
   ba123456 40880 37540 3 09:35:08 pts/5 0:00 grep ba123456

   Look for the entry that contains BOTH the pts/nn number from step #3, and the process name "-ksh" as the right hand entry. IN THIS CASE, it is the entry on line #2 of the display. Note or write down the process ID # on the left end of the display, in this case 37540. I have bolded the necessary entries above for clarity.

6. The terminate the running process, issue (from the $ prompt) the command:
   $ kill –9 *processid#*

   using the process id # from step #5. Periodically you will also have to kill the second ProcessId# as well – in this case 33186.

7. If you are disconnected from the system several times in a row, it is possible you will have to kill several processes. Once completed, you can continue normally. Also, if you try to use the editor and you get weird messages about files already being open then there are still processes to kill – look for ones with your filename in them.