

## How to Use This Card

You should perform the following Sanity Checks to make sure you have a problem before you try to fix anything.

1. Check your network cable at the network outlet and on your machine to make sure you are plugged in to the network.
  2. If you have an A/B switch on your computer, make sure it is set to "Network".
  3. Make sure you aren't trying to run your mail software and your terminal software at the same time. If you do, you'll have problems. The two most common errors are shown below.
- If you try to run Eudora and Connect at the same time, you'll see the following whenever Eudora tries to check your mail: *"Don't blame me, blame the CTB. The connection is not open."*
  - If you try to run Kiwi and Kermit at the same time, you'll get unpredictable results.

If you're sure you have a problem, continue with the steps listed on the next column.

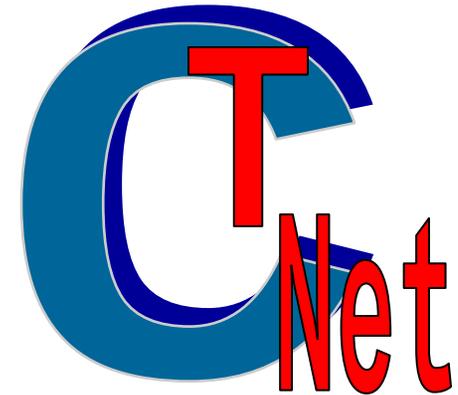
## Special Notes for Kiwi and Eudora

If you use Kiwi or Eudora for e-mail, you'll have to do the following after you change your administrative password. If you change your administrative password but don't do the following, you won't be able to retrieve your mail

- In Kiwi, Choose **Special | Configuration**. In the "Password" block, enter your current administrative password. Then click OK to keep that password.
- In Eudora, choose **Special | Forget Password**. This will make Eudora erase your password. The next time you check your mail, Eudora will prompt you for your new password.



INFORMATION  
TECHNOLOGY



## Reference Card 1.0



See inner flap for  
instructions.

# Sanity Checks

You should perform the following Sanity Checks to make sure you have a problem before you try to fix anything.

1. Check your network cable at the network outlet and on your machine to make sure you are plugged in to the network.
  2. If you have an A/B switch on your computer, make sure it is set to "Network".
  3. Make sure you aren't trying to run your mail software and your terminal software at the same time. If you do, you'll have problems. The two most common errors are shown below.
- If you try to run Eudora and Connect at the same time, you'll see the following whenever Eudora tries to check your mail: *"Don't blame me, blame the CTB. The connection is not open."*
  - If you try to run Kiwi and Kermit at the same time, you'll get unpredictable results.

If you're sure you have a problem, continue with the steps listed on the next column.

# General

After you perform the Sanity Checks, start here to fix your network problem.

1. Start the software that gets you into the campus network. That's usually Kermit or Connect.
2. Press **CTRL+Q**
3. Press **ENTER** a few times.
4. You may see a lot of garbage pass by on the screen; that's OK, as long as you see the network menu at the end. If you still don't see the network menu, find your machine in the following table, press the corresponding keystrokes, and then press **ENTER**.

Machine	Press the following
PC	ALT+B
Mac	Option+Dash or Apple+B
Terminal	ALT+Break or Break

If you still have problems, call Information Technology x123 for help!

# Changing Your Password

Starting in February, administrative passwords will be expired periodically for security reasons. You'll know this has happened when you get the message:

*"Your password has expired. Please choose a new one."*

during logon. You'll be prompted for your old password (to confirm you're really you!) and then for your new password. You won't see your new password as you type it in order to keep it secret. Finally, the system will ask you for your new password one more time to make sure you typed it correctly.

Keep in mind the following when you choose a new password:

- Your password must have a minimum of 4 letters and 2 numbers. Don't include a space, "@" or "#" in your password!
- Your password should be easy for you to remember but difficult for others to guess.
- Never, *never* write down your password!

Kiwi and Eudora users should see the back of this card for more instructions on updating your password.