

How to “Kill” a Terminal

Occasionally a user’s terminal will “lock up.” The screen may display, but it will appear that the terminal is not accepting keystrokes typed by the user. There are a variety of reasons why a terminal can “lock up,” such as the cable coming loose from the back of the terminal or from the concentrator box. The terminal may have lost power due to power fluctuations in the building. There may be a hardware problem with the terminal.

When a terminal locks up, check the terminal cable and power cord to be sure they are securely connected.

When a terminal locks up, you will likely need to ‘kill’ the terminal in order for the user to continue working. This procedure terminates the processes running on that terminal port. When a “kill” is successful, the “Login” prompt displays allowing the user to log back on the system.

You are required to know the “Terminal number” in order to kill a terminal. When a user first logs on to Tag-n-Trak, the terminal number displays in the upper right hand corner. However, this terminal number does not display when the user is working in a program (such as entering an order in Point-of-Sale). For this reason, many users place a printed label on each terminal. Also, the system administrator should keep a “map” of where each terminal is located and what the “terminal number” is for each terminal and for each Personal Computer that accesses Tag-n-Trak.

To “kill” a terminal, follow these steps.

1. Press **[F10]** from any Tag-n-Trak menu. The “Custom Menu” should display.
2. Select **“Kill a Terminal.”** A message similar to the following will display.

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This procedure will kill all processes running for a specific terminal.  
If the terminal is number 1 you will also be asked to specify the virtual  
terminal number or 'c' for console.
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Please enter terminal number to kill processes on or 'q' to quit
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3. If a terminal is successfully killed, the Login prompt should display. (Look carefully for the “Login” prompt. The screen usually does not “clear” the information currently displayed.)
4. When finished, press ‘q’ to quit at the “Please enter terminal number to kill...” message. Follow the screen messages to exit back to a Tag-n-Trak menu.
5. If there are no processes running on that terminal port, a message will display “No processes running for device xxxx.”