

## tn3270 Notes — Please Post!

### Unlocking the Keyboard

Under certain conditions the tn3270 keyboard may become locked and prevent further input. The causes can range from a program on the mainframe not functioning correctly, the entire mainframe not responding temporarily, or a network problem. There are a number of ways to try and recover from this:

- Make sure the status area at the bottom of the window is saying X-System or X-<clock> when the keyboard is locked. The message X-Session means no session exists, use `Open Connection` to start a new session. Other X messages indicate you are trying to type somewhere which is not allowed.
- As you are trying these steps watch the `A` in the lower left of the screen, tn3270 hides it everytime it sends out data, and turns it back on when it receives data. As long as it stays on the connection is working (at least a little).
- Select `Send "Are You There"` from the `Network` menu to test the network connection. If the network connection is working properly the `A` should flicker on and off and tn3270 should beep. If you get no response, press `Cmd-G` to reset the network connection and try it again. Success of this step verifies that the network connection and mainframe are operational.
- If the network connection seems to be working use `Cmd-R` to reset the keyboard and press `clear` or some other attention key. Repeat. Wait perhaps up to 30 seconds for a response, there has been a problem with occasional bad mainframe response time. If you are still getting no response retry this using `Cmd-G` instead of `Cmd-R`. If this is the first step to fail it is possible a program running in your account is keeping the keyboard locked or is not yet ready with a response.
- If you are still having no success try choosing `Close Connection` from the `File` menu and then using `Open Connection` to start over again. If you get the message that your account is already logged on, the telnet server will usually notice the connection has been lost and drop the session for you within 5 minutes.

### Disabling FTP

tn3270 comes with a built in FTP server which allows files to be transferred to and from your macintosh by a remote user. CIS strongly recommends that this server be disabled, since it can allow unauthorized users to store, modify or retrieve documents from your macintosh while tn3270 is running. Versions of tn3270 which were installed according to CIS instructions should already have the FTP server disabled by default.

To confirm that the server is disabled, check the `Network` menu of tn3270. ***If the FTP Enable item is checkmarked then the FTP server is enabled, and should be turned off.*** If the item is not checkmarked then the FTP server is not enabled, and there is no security risk.

The FTP server may be turned on or off temporarily through the tn3270 menus. If your FTP server is enabled contact your DNA for assistance in changing its normal state to off as soon as possible. You may also do so yourself by using Word (or some other editor) to update the `config.tel` file, the line near the top of the file that says `'ftp=yes'` should be changed to `'ftp=no'`. Be sure to verify the change by quitting and restarting tn3270, and once again checking the `Network` menu.

**Last Update 3/19/90 by jcm**

**Note:**

If you are using NCSA Telnet, basically the same warning applies. See the *NCSA Telnet User's Guide* for more information.