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A/UX: Can't Connect to the Toolbox, Can't Launch Macgetty (3/94)

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Security: Everyone

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TOPIC -----

I'm getting the error on the A/UX console stating:
"Can't Connect to the ToolBox environment - Can't launch macgetty-Launching
getty instead." Then the startup fails.

DISCUSSION -----

Here are some trouble-shooting steps you should try if you are getting this error:

- 1) `ls -l /etc/macgetty` should give you
`-rwxr-x---` root sys (for the permissions, owner, and group)
if they aren't set that way
`chmod 750 /etc/macgetty` will change the permissions
`chown root /etc/macgetty` will change the ownership
`chgrp sys /etc/macgetty` will change the group
- 2) If you notice in step 1. above that both owner and group are set to root, issue the command:
`ls -l /etc`

If you notice that every file is set with root ownership and root groupship, it is probably time to reinstall the core A/UX.

The only way to tell how many files and directories are messed up is to mount the installation cd and check all the files. This is often the vestige of someone having changed permissions on a folder from the file menu's "UNIX permissions ..." choice and having checked the "make all currently enclosed ..." option.

- 3) If the file permissions seem to be set correctly, try the command:
`su sys`

If that fails with an error like "can't execute /bin/sh",
issue the commands:

```
cd /
ls -la
make sure that the entries for "/etc" and ".." ( which is "/" itself)
are set to:
drwxrwxr-x   bin sys      for /etc
drwxr-xr-x   root root    for ..
as long as they are listed as "d" for directory  chmod 775 /etc ;
chown bin /etc; chgrp sys /etc will fix "/etc"
and
chmod 755 /;  chown root /; chgrp root /
will fix "/"
```

- 4) If the permissions seem OK on the files and directories, and the error specifically refers to the ToolBox, then the solution may be to replace the /mac/lib/Patches/Patch* files from the CD or from a working A/UX machine running the same version of A/UX (open a command shell and type `uname -a` to find A/UX version number). The easiest way to get these files would be to ftp them over from another machine.

Filenames are: Patch.0178 & Patch.067C

To get them from the CD-ROM, you must mount the CD as a Unix Filesystem using the mount command:

```
mount -o r /dev/dsk/c10xdos0 /mnt where the 'x' indicates the SCSI id
of the CD ROM drive, and the 'c1' on an Apple WorkGroup Server 95 could
be c1-4, depending to which SCSI bus the CD-ROM drive is attached. Once
mounted, you can copy the files using the cp command:
```

```
cp /mnt/mac/lib/Patches/Patch* /mac/lib/Patches/*
```

- 5) If none of the above troubleshooting tips help, then a complete reinstall of core A/UX is most likely in order. Remember to backup any system specific files (such as hosts, or NETADDRS, Users and Groups datafile, etc.) whenever doing a reinstall.

Article Change History:

29 Mar 1994 - Added trouble-shooting tips for problem. Combined can't launch toolbox and Macgetty into one. Added reinstall as final option.

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