The Touch

Systems Administration DeCal
FINAL LECTURE!
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What The Touch is

- Simply put, those who have the Touch are *autodidactic.*

- This means you seek knowledge yourself.

- You can teach yourself what you need to know to solve any problem.

- Draws upon your existing skills to help you learn new things

The Touch in IT

- Cryptic error messages on parents' computer: you search for the error message and see what turns up. Identify and fix problem

- Recourse methods: Windows spyware = look for odd process names and remove, install certain software and look, etc.

The Touch in Unix

- Don't know what a command is? Use *man*

- Compilation error, program error? Google!

- Searching for software (Debian/Ubuntu): *apt-cache search*... etc., etc.

- Those who have the touch have *meta-learned* all about Unix, that is, they know all they need to know to be able to learn everything.

Sum of all Unix knowledge

What you've learned during DeCal
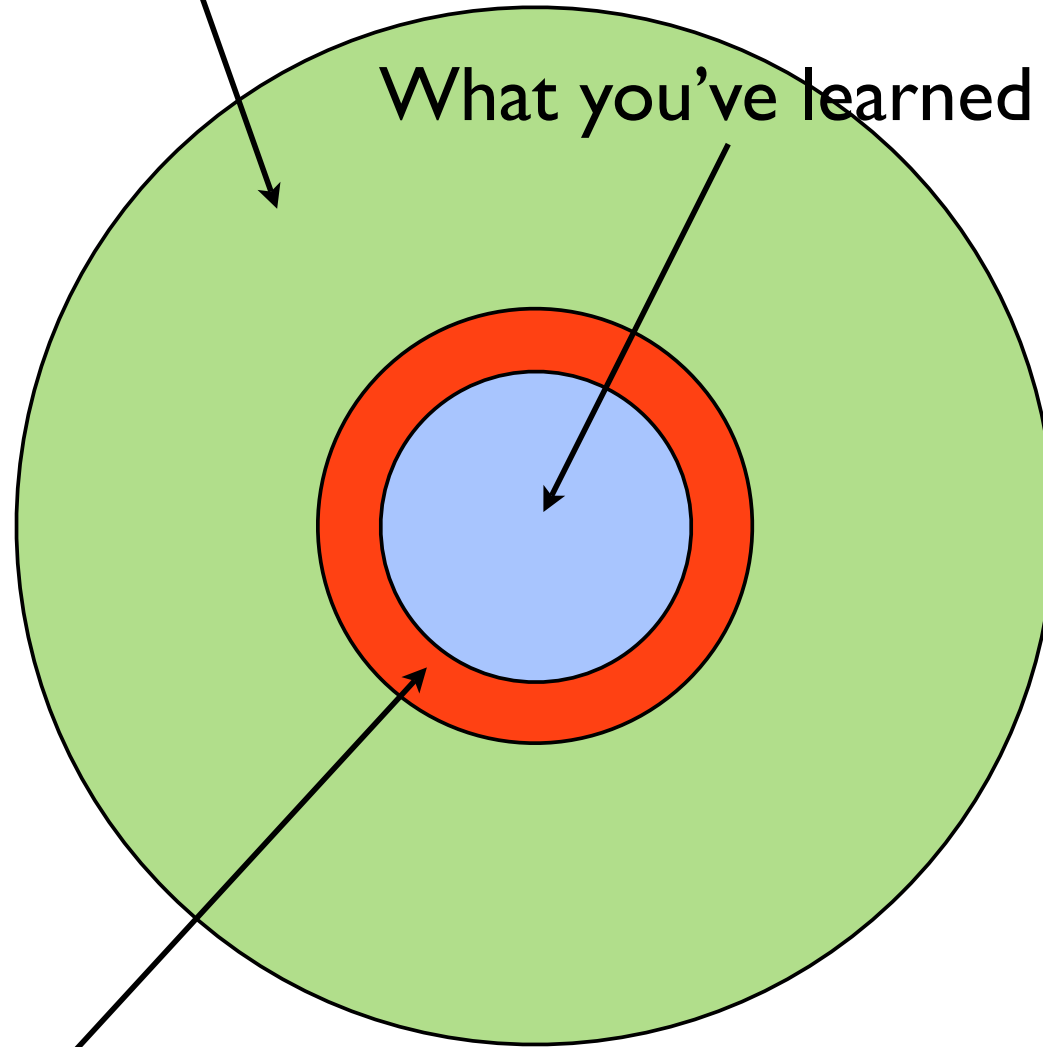
Autodidactic subset of
Unix knowledge

Problem Solving Tips

1. Learn about the problem
   If no direct solution (e.g. Google, previous knowledge):

2. Generalize
   Find solutions for the set of all such problems and try

3. Apply previous knowledge
   Perform familiar actions that may help with the problem (e.g. reboot, reinstall, etc...)

Learn

- Error messages, log files

- A narrative: someone tells you what is wrong

- Observations: your own take on what is wrong just by interacting with system

- The more concrete the description, the better

Generalize

- *Problem:* Your email server doesn't respond.

- General things to check for all server programs: Is the program running? Is the port open? Is your firewall blocking it?

- Even more general: What did you do before it broke? Can you revert back? etc.

Previous knowledge

- When all else fails, do what has worked for other (unrelated) things

- e.g. Reinstall, reboot, reinitialize services, check cables, replace hardware (extreme case...)

OK.. That's it!

- That's the last lecture I have in store for this semester, because now all that's left is projects!

Project Consulting

- I'm going to come around and see how everyone's doing on their project.

- Ask questions!

- Let me know if you need ports opened. I can do it right there and then.

- *Good luck and see you at presentations next week!*