

Accessing RSA University Virtual Labs

Before You Begin

This document describes how to access the virtual lab environment to be able to perform the lab exercises as directed in the Lab Guide for your course.

If you have not already done so, **please use the connectivity checker** to check your connectivity with the virtual lab environment as follows:

For All Labs (ILT/Virtual ILT/On-Demand Lab)

- Confirm supported browser. RSA recommends using Internet Explorer 11 or Google Chrome.

For Virtual ILT and On-Demand Labs Only

- Confirm ability to connect to the platform.
- Perform latency check—from the location where you will be consuming the training.

To run the Connectivity Checker:

- Navigate to:
<https://cloud.skytap.com/connectivity>
- Click the drop-down arrow in the **Select a Region** menu. Then select the region closest to you.
- Click **Start Connectivity Checker**. A successful result will have the following:

1. **Supported Browser** = Passed
2. **Client Connection** = Passed
3. **Latency** Green or Yellow

To request a Virtual Environment

- First, to register for courses, click here:
<https://community.rsa.com/community/training>
- Review the materials associated with the on-demand Lab.
- When you are ready to have your on-demand lab provisioned, contact RSA University using the form here:
<https://rsa.secure.force.com/contactrsauniversity/> and provide the following details:
 1. In the email subject line, have “On-demand Lab Request”
 2. Your First and Last Name
 3. Email address if different to the one being used to request the Lab
 4. The Order# you received after registering and paying for the course
 5. The on-demand Lab Title
 6. Your geographic region from this list:
 - Americas
 - Europe, Middle-East, Africa
 - Asia, Pacific, Japan
- You will receive an email from RSA University with a link to your provisioned lab environment. This email could take up to 24 hours to arrive. **Click the link in the email to access your on-demand lab.**

Note: Once provisioned your RSA University’s On-Demand Lab environment is provided to you for 10 hours of overall practice time over a 14-day period.

Problems/Questions?

If you have any problems accessing the On-Demand Lab environment, contact RSA University using the form here:

<https://rsa.secure.force.com/contactrsauniversity/>

Lab Environment

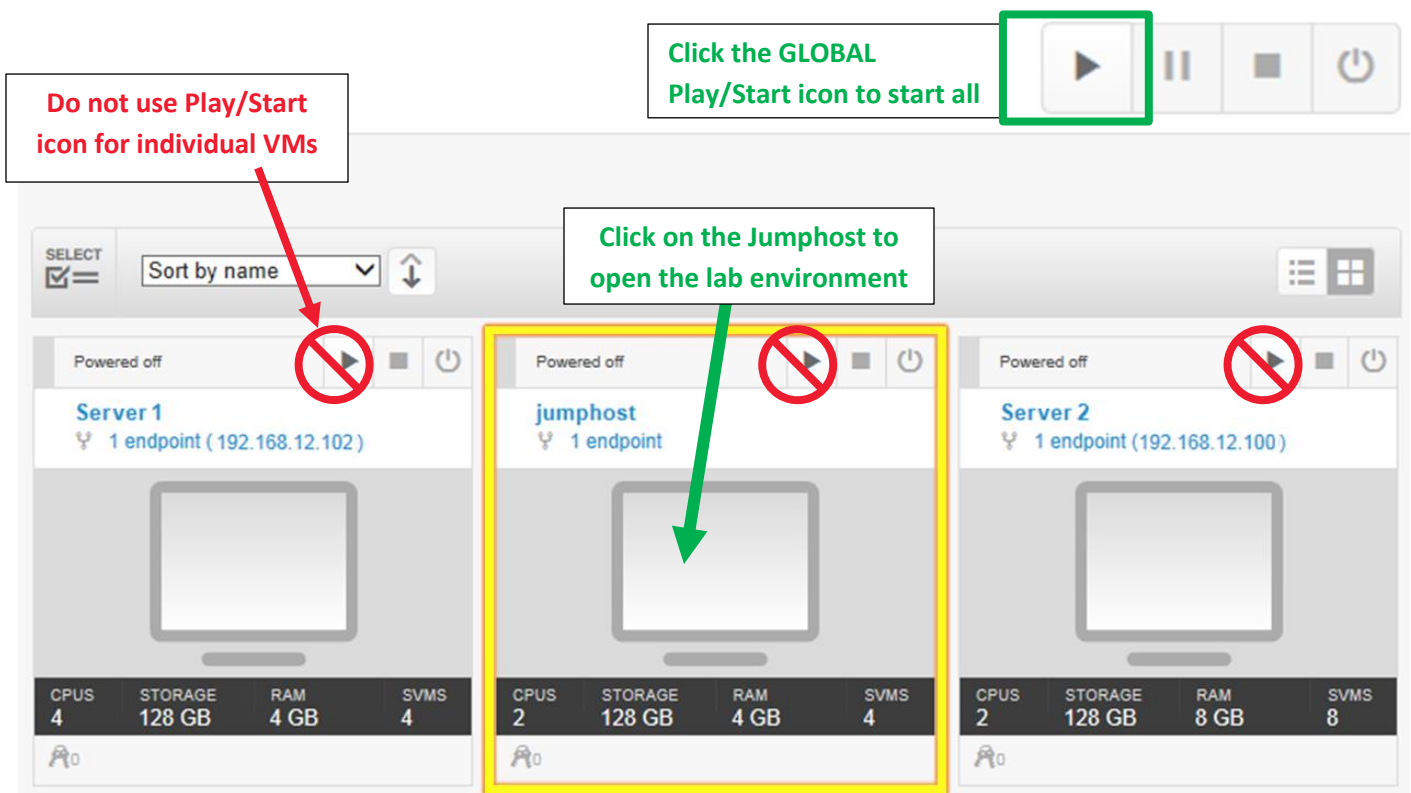
Lab exercises use a pre-configured virtual environment that is described in the *Lab Guide* for your course or eLearning.

An example of a lab environment is shown below. The majority of your work will be through the “Jumphost” machine. Typically, the virtual environment includes:

- Jumphost – which simulates the desktop for the lab exercise.
- Several virtual machines (VM) running various applications required for the exercise.

Notice that the VMs are powered off. You will need to start them by using the Play icon in the small toolbar menu at the top right of the screen. It can take several minutes to start all the VMs.

NOTE: Do not click each VM’s play/start button individually because that method requires starting the VMs one at a time sequentially.

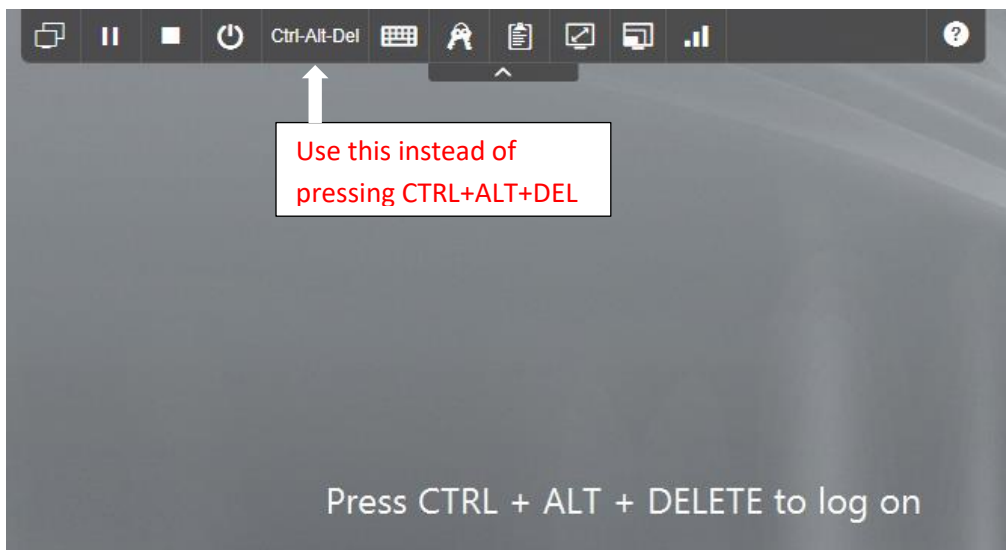


Jumphost

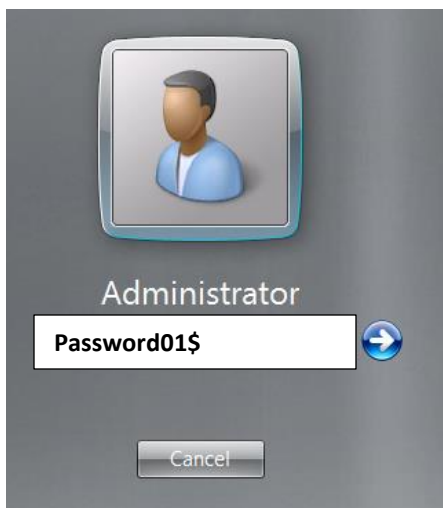
The Jumphost is the point of entry into the lab and is meant to simulate an administrator’s primary workstation within the deployment environment. This is the system where you connect to perform the steps of the lab exercise. The virtual environment for the Jumphost has been configured with the tools necessary for you to complete the lab exercise.

After you click on the Jumphost, a logon screen appears instructing you to “Press CTRL + ALT + DEL to log on.”

NOTE: Do NOT press CTRL + ALT + DEL – instead, use the “Ctrl-Alt-Del” option at the top of the screen.

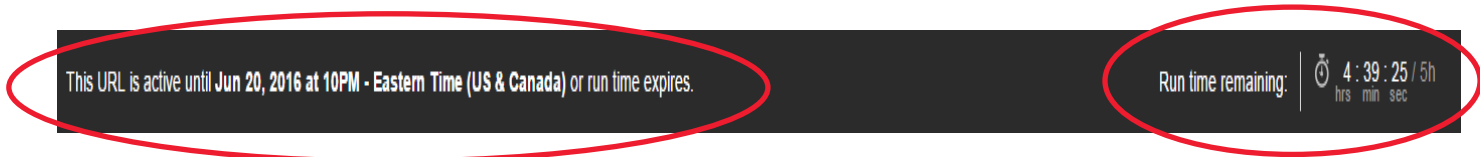


Logon using the password “**Password01\$**”



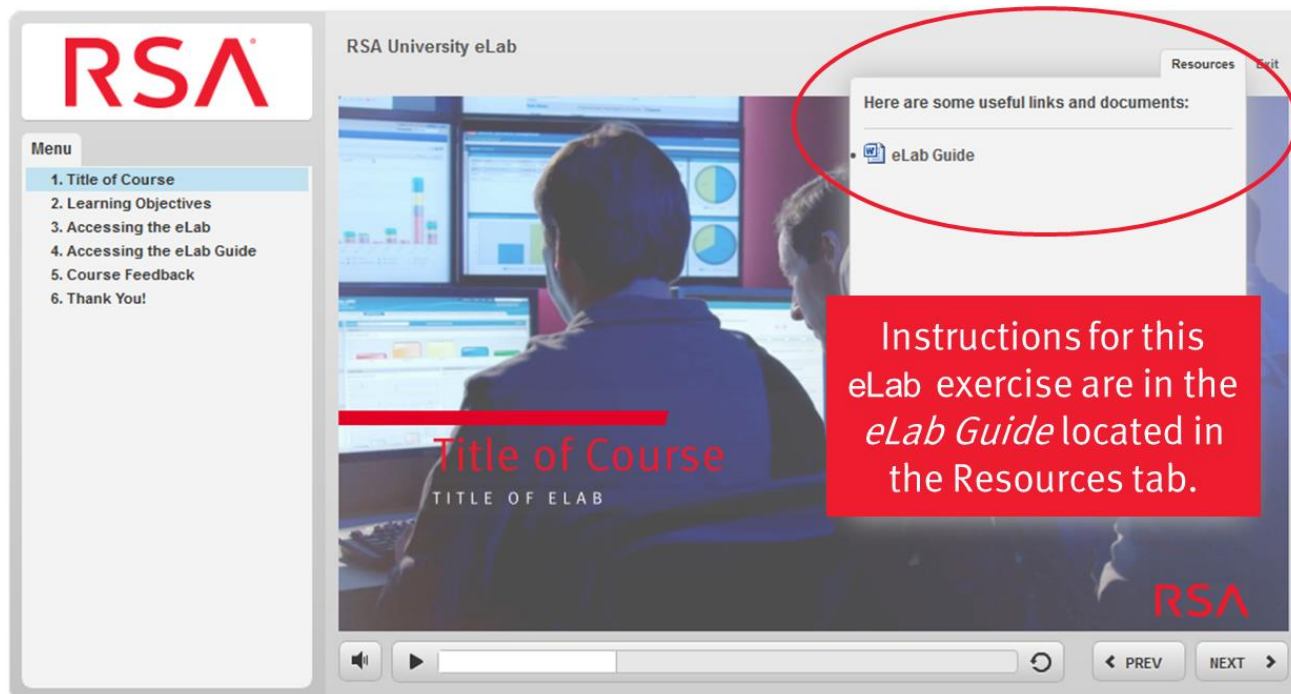
eLab Timer

The environment that has been provisioned for your eLab is available for a finite amount of time. When you log into the Jumphost, you will see a banner at the top of your screen indicating the end-time for your eLab as well as a counter showing the remaining time.



Accessing the eLab Guide

The directions for completing the eLab exercise are in the *eLab Guide*. You can download the *eLab Guide* from the **Resources** tab at the top right of the eLearning player.



Tips, Tricks, and Things to Know

There are a few things that you should be aware of, before entering the lab environment to help you distinguish between the lab environment and machine that will simulate the administrative workstation (known as the JumpHost).

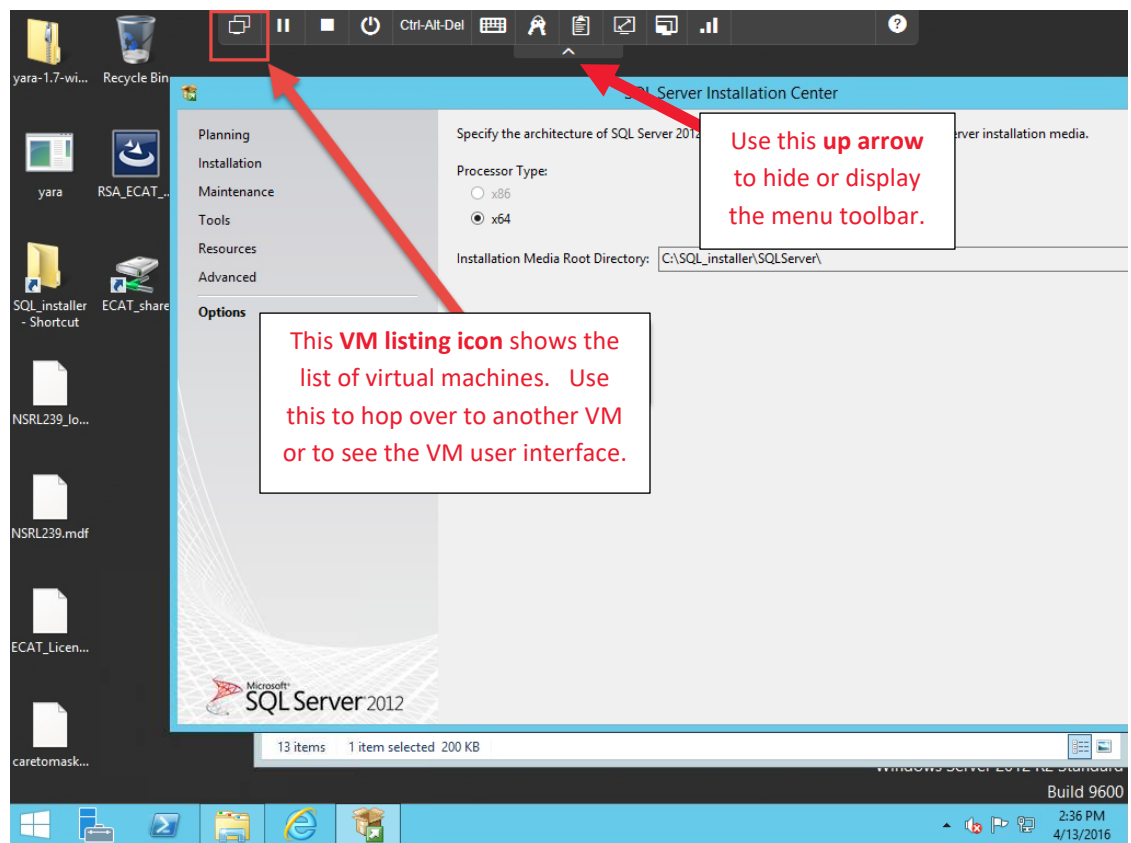
Auto-Suspend

1. For eLabs (but NOT for ILT) Skytap will auto-suspend the virtual machines within each environment after **30 minutes of inactivity**. If your environment auto-suspends:
 - a. On the small black toolbar menu at the top of your screen, click the VM icon (see below – the icon on the left of that toolbar menu) and **display all VMs**.
 - b. This brings to you to the user interface showing all the VMs in your environment such as the JumpHost. Remember – do **not** click each VM's play/start button individually because that method requires starting the VMs one at a time sequentially.
 - c. Instead, click the GLOBAL Play button at the top of the screen, wait a couple minutes, and proceed with your lab.
 - d. **For NetWitness environments only**, the auto-suspend feature may affect how NTP works within the environment and may impact timestamps of events and filtering by time. To avoid this, if your environment has auto-suspended, the simplest thing to do is restart each of the virtual machines, this will ensure that each virtual machine resyncs its' time to the NTP server appropriately.

- 2. If your environment involves navigating to other machines besides the JumpHost via RDP, for example, be aware that the Skytap's small black toolbar menu at the top of your screen BLOCKS the Minimize button. Therefore, you may have to click the Up Arrow icon to reveal the Minimize button of a given machine.

Switching to other VMs

You might decide that you don't want to RDP to another VM. Instead you can use the VM listing icon in the menu bar at the top of the Jumphost machine.



Logging Out From Prior Lab Session

If you switch machines, to work on a lab exercise you will need to log out and then back in. For example, perhaps you started a lab exercise at your work office on one machine, and then decide to finish the exercise from your home system. You must log out of the prior session and then log back in.