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://use.cloudshare.com/test.mvc

- Click the drop-down arrow in the *Data Center* menu. Then select the region closest to you.

- In the **Speed Test** section Click **Run** and wait for the test to finish. A successful result will have the following:

  1. **Canvas support**   = Green
  2. **WebSocket Connection** = Green
  3. **Speed Test**   = Green

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:

  o In the email subject line, have "On-demand Lab Request"

  o Your First and Last Name

  o Email address if different to the one being used to request the Lab

  o The Order# you received after registering and paying for the course

  o The on-demand Lab Title

  o 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 Lab environment is provided to you for:
    o 10 hours of overall practice time over a 14-day period for **On-Demand Lab**
    o 20 hours of overall practice time over a 30-day period for **On-Demand Classroom**
    o 20 hours of overall practice time over a 14-day period for **Self-Guided Exploration Lab**

Problems/Questions?

If you have any problems accessing the On-Demand Lab environment, contact RSA University using the form here:
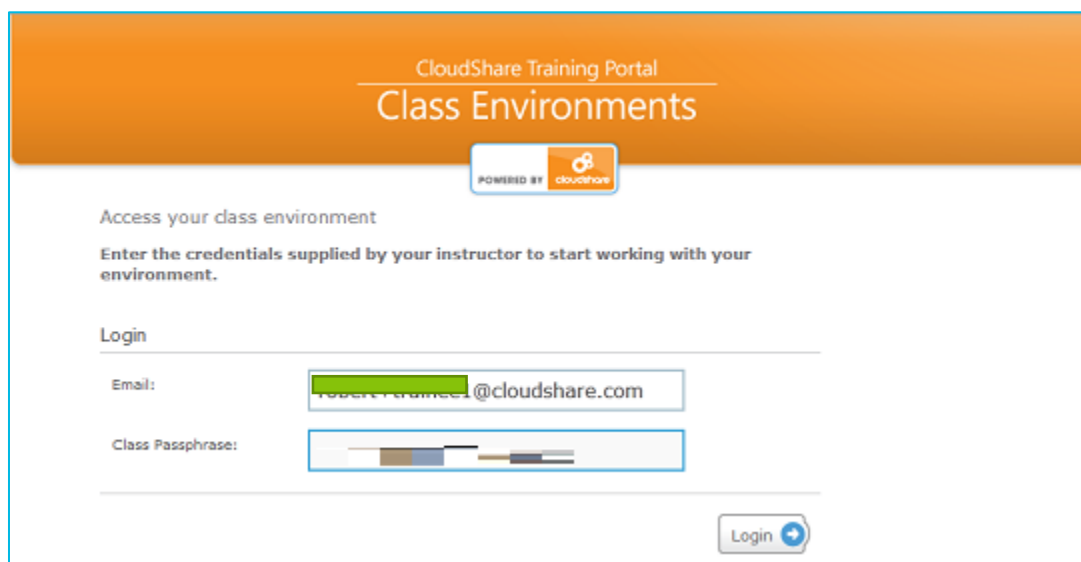
https://rsa.secure.force.com/contactrsauniversity/

Lab Environment

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

1- You will receive an email with the class/Lab date and time, Click the class URL listed in the email
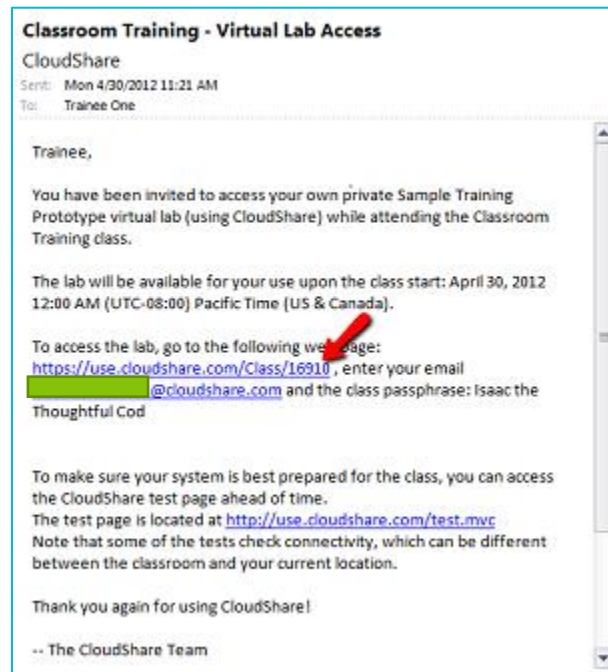
2- From the browser, log into the class using your email address and passphrase.
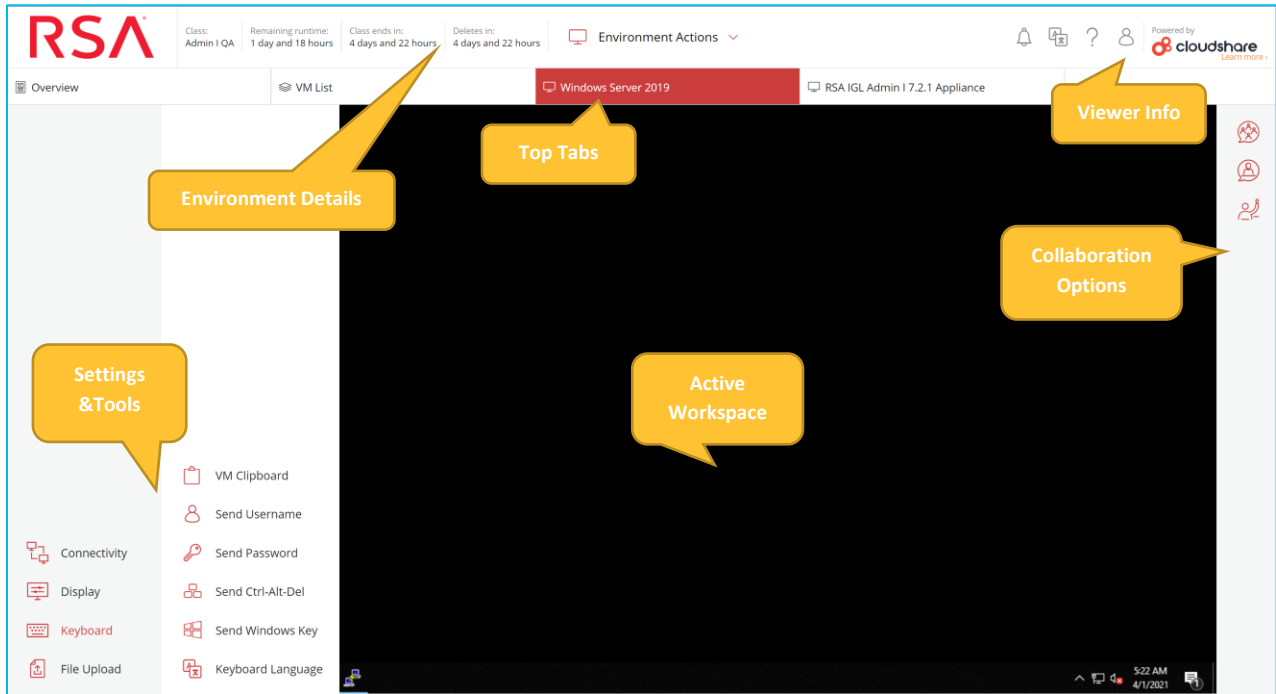

You'll be directed to your private environment which begins preparing in the environment viewer.

An example of the environment viewer is shown below. Most 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.

The environment viewer features the following items:

| Active Workspace	Here is where you work with the components that are available in your environment.
Top Tabs	The tabs above the workspace provide an instant view of all the VMs and other resources in the environment. Each resource is represented by a separate tab. Just click a tab to show its content in the workspace. The active tab is highlighted. If a VM fails to load, or has errors, a notification will appear in the active workspace.
Collaboration Options	You can easily communicate and work with the Instructor, as well chat with the whole class using the features at the upper right side of the Viewer. Options currently include: • Class Chat • Instructor Chat • An 'Assist Me' request to the Instructor Hovering over the icons on right will reveal the options. Just click an icon to use it. To temporarily close the chat window, click on its icon again.
Environment Details	At the upper left of the Viewer you can see key details about your current environment, like its name, remaining runtime and end time. You can also access the actions that are available to you for the environment, including: • **Revert** - Returns the session to its original state (the saved version of the environment). This effectively starts the entire session over, removing all of your work. • **Suspend** - Stops any activity, stores the environment in its current state and shuts down all of its resources.
Viewer Info	Provides access to recent Cloudshare notifications, the Viewer language selector, Help links, and your user account details.
Settings and Tools	CloudShare provides all the settings you need for full control over your Viewer experience. More details on each function are provided below.

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, you should be logged in the machine and seeing the desktop, if not, a logon screen appears instructing you to "Press CTRL + ALT + DEL to log on."

You can switch to other machines easily from the Navigation tabs list.

NOTE: Do NOT press CTRL + ALT + DEL – instead, use the "Ctrl-Alt-Del" button from the **Settings and Tools > Keyboard**. Enter the username and password provided to you in the **Lab Guide**
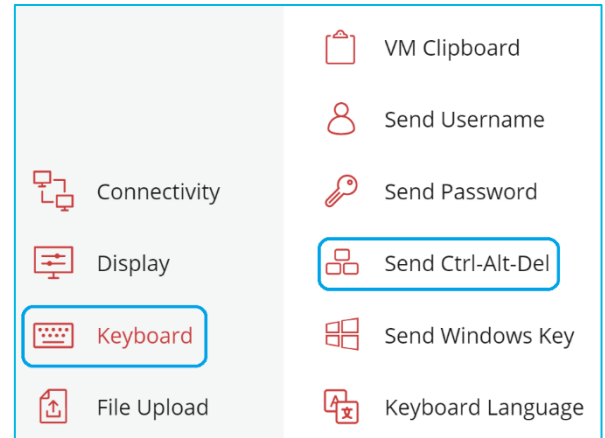

Lab Timer

The environment that has been provisioned for your environment is available for a finite amount of time.   When you open the environment viewer the time details will be available in the top of your viewer in the Environment Details Section.

NOTE: Always remember to suspend the environment if you are not using it from the Environment action section in the Action panel.
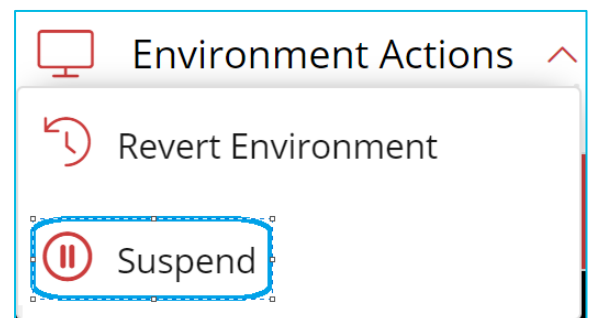
Accessing the Lab Guide

The directions for completing the Lab exercise are in the **Lab Guide**. You can download the *Lab Guide* from the **Course Material** Section in the **Course Introduction** Lesson in the eLearning player.
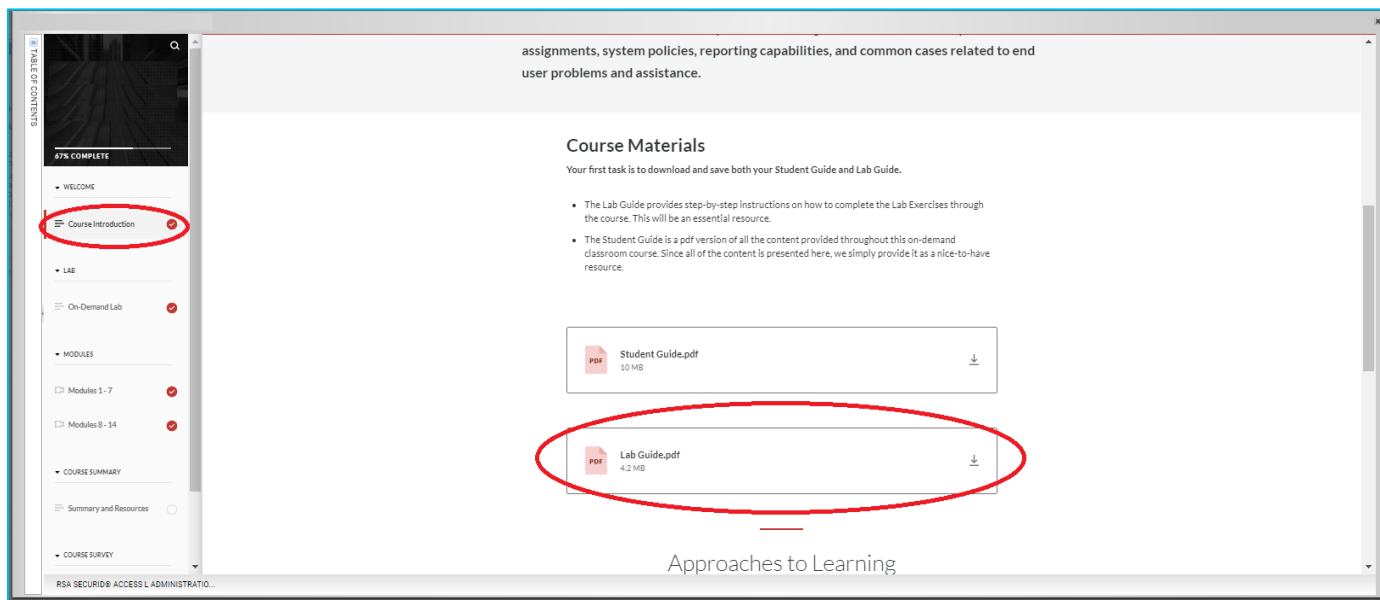
Tips, Tricks, and Things to Know

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 **OnDemand Labs** and **Self-Guided Labs** (but NOT for ILT) Cloudshare will auto-suspend the virtual machines within each environment after **30 minutes of inactivity**. Once you re-login into your labs the labs will auto resume.

2. Again, always remember to suspend the environment if you are not using it from the Environment Actions.