## History of Changes

<table>
<thead>
<tr>
<th>Version</th>
<th>Changes</th>
<th>Approved by</th>
<th>Publish Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.0</td>
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<td>acracknell</td>
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</tr>
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<td>Updated Device Control graphics, Console Mode, Persistent Lab controls, Updated references to being able to save labs.</td>
<td>acracknell</td>
<td>19/09/2017</td>
</tr>
</tbody>
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<td>45</td>
</tr>
<tr>
<td>Browser</td>
<td>45</td>
</tr>
</tbody>
</table>
Introduction
Welcome to the Practice Labs User Guide.

Overview
The Practice Labs platform offers an environment where you can access live IT systems in real time. We use real Cisco hardware and virtualized Windows, Linux and UNIX operating systems hosted on VMware and Hyper-V, all accessible via a web browser.

Practice Labs makes it easy for you to put learning into practice in a safe environment that you can access anytime with a compatible PC, Browser and Internet connection.

Accessing Practice Labs
Getting started
If configured for your subscription, the first time you log on, you will have the opportunity to review our helpful training videos and optimize your experience by configuring accessibility options and to also review any appropriate terms and conditions and marketing preferences.
Welcome to Practice Labs
Thank you for choosing us as your online lab platform.

Getting started
Users new to the platform will benefit from viewing the video demos or user guides below.

Videos
Documents

Accessibility configuration
To ensure we cater to the needs of all our learners, we have introduced a range of new Accessibility features. Please configure the options you feel are most relevant to your personal needs.

Screen reader users will benefit from reading the Screen reader help page here

Advanced accessibility

High contrast

Font size
○ Extra small ○ Small ○ Default ○ Large ○ Extra large ○ Huge

Terms and Conditions
This web site and related systems is for the use of authorized users only. Individuals using this system without authority, or in excess of their authority, are subject to having all of their activities on this system monitored and recorded.

In the course of monitoring individuals improperly using this system, or in the course of system maintenance, the activities of authorized users may also be monitored.

Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such monitoring to law enforcement officials.

Accept terms and conditions ☐

Continue

Figure 1 – First Time Access Page

Note: You can edit these options later via the Settings tab if your preferences change
The Practice Labs Interface

The lab interface is made up of three key sections:

- **Content Pane**
- **Lab Toolbar**
- **Device Pane**

*Figure 2 - The Practice Labs interface*

These sections are covered in more detail later on in this guide.

**Tutorial Tips**

Every time you sign into Practice Labs, you will see a helpful tutorial pop up in the Device pane. Each tutorial can be prevented from future displays by selecting the **Don't show again** checkbox before clicking the **Close** button.
**Minimum Browser Requirements**

We offer two technology methods to interact with the windows devices displayed in the Device Pane; Java and HTML5. See the below table for the supported browsers.

<table>
<thead>
<tr>
<th></th>
<th>Java</th>
<th>HTML5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 10+</td>
<td>Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Firefox 52+</td>
<td>Not Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Chrome 29+</td>
<td>Not Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Edge 13+</td>
<td>Not Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Apple Safari 9.1+</td>
<td>Not Supported</td>
<td>Supported</td>
</tr>
</tbody>
</table>

For more information, please see [Appendix B – System Requirements](#).
The Content Pane

Lab Navigation Tab

The Content Pane displays the Lab Navigation tab by default when you log into Practice Labs. The tab features three views to help you locate and select the lab exercise you want to access.

1. Available Practice Labs view

This view displays a list of Practice Labs that are available to your account. This is the default view if you log in via a public login page like www.practice-labs.com.

![Available Labs view](image)

*Figure 3 - The Available Labs view of the Lab Navigation tab*

If the list of available labs to you is long, you can use the **Filter your courses** field, as shown in *Figure 4* below, to quickly locate the lab you need.

![Filtered List](image)

*Figure 4 - Filtered List in the Available Labs view*
2. Lab Guide List View
The Lab Guide List view is displayed when you select a Practice Lab from the Available Practice Labs view. This view displays the title of the Practice Lab, an introduction and a list of lab guides available in that lab.

![Figure 5 - The Lab Guide List view in the Content Pane](image)

The Back to Practice Labs link will take you back to the Available Practice Labs view.

3. Exercise List View
When you select a lab guide from the Lab Guide List view, the Content Pane will display the list of exercises that make up that Lab Guide. To proceed with the Lab Click the Start button.

![Figure 6 - The Exercise List View in the Content Pane](image)
Exercise Content Tab

When you click **Start** from the Exercise List view, (see Figure 6), the Content Pane will automatically switch to the Exercise Content tab and display the content for that exercise.

---

**Figure 7 - The Exercise Content tab of the Content Pane**

**Note:** You can switch back to the Exercise List view while a lab is in progress, without losing the connection to the lab devices by clicking the Lab Navigation Tab as shown in Figure 3.
Exercise Content Buttons

The *Exercise Content* tab features the following:

**Navigation buttons**
The *Prev* and *Next* buttons navigate back and forward in the sequence of exercises in the Lab Guide. The *Top* button takes you back to the top of the current exercise.

![Figure 8 - Navigation buttons](image)

**Completion button**
The Completion button allows you to mark the Lab Guide as completed.

![Figure 9 – The Completion Button](image)

*Note: If the Completion button is clicked, you can click it again to toggle the completion status.*

**View Print Friendly Content button**
The Printer button opens a new browser tab (your browser may open a new window) with a printer-friendly rendering of the lab guide.

![Figure 10 – The Print button](image)
Print view
The printer-friendly content shows all exercises in the lab guide, as shown in Figure 11 below. This content can be saved as a web page or PDF file, or it can be printed if required.

![Printable exercise content](image1)

*Figure 11 - Printable exercise content*

As an example using Internet Explorer on Windows, you can Click on the printer icon and click “Print...” as shown below.

![Steps to bring up the Print dialogue box](image2)

*Figure 12 – Steps to bring up the Print dialogue box*
From here, you can select your preferred printer. Then click the “Print” button and follow the default options for your chosen device.

Figure 13 – Print dialogue box appears

**Log Panel button**
The Log Panel button will toggle the display of the log panel.

Figure 12 - Log Panel button

**Log panel**
The log panel displays information which may be useful to accessibility users and technical support.

Figure 13 - The Log Panel
**Settings and customization Tab**

The Settings and customization tab can be accessed at any time. It displays options for customizing your Practice Labs experience.

![Settings and customization tab](image)

*Figure 14 - The Settings tab in the Content Pane*

Please refer to the **Settings** section of this document for a detailed explanation of the options available on the Settings tab.

**Help & Support Tab**

The Help & Support tab is where you can access information to help resolve lab issues and to access support if the help information does not resolve the issue.

![Help & Support tab](image)

*Figure 15 - Help & Support tab in the Content Pane*

Please refer to the **Help & Support** section of this document for a detailed explanation of the options available on this tab.

**Additional Features Tab**

The Additional Features Page is currently used to view and download any files you have uploaded to the intranet whilst inside the labs.

![Additional features tab](image)

For a more detailed explanation of this feature please go to the **Transfer a File Between Devices** section of this document.
The Lab Toolbar

The Lab Toolbar separates the Content Pane from the Device Pane and hosts a variety of controls to help you manage your lab session.

Resize Panes

The left border of the Lab Toolbar is a clickable element that can be repositioned using click and drag. Dragging the bar to the right expands the visible content pane.

![Figure 16 - Content and Device Panes resized using the Lab Toolbar](image-url)
# Buttons

The Lab Toolbar features the following buttons:

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Show/Hide Content Pane button" /></td>
<td>Show/Hide Content Pane button <em>(a.k.a Burger button)</em></td>
<td>Hides the Content Pane to maximize available screen space to display the device pane.</td>
</tr>
<tr>
<td><img src="image" alt="Fit Device to Screen button" /></td>
<td>Fit Device to Screen button</td>
<td>Recalibrate the device resolution to fit the available space in the device pane.</td>
</tr>
<tr>
<td><img src="image" alt="Power On All Devices button" /></td>
<td>Power On All Devices button</td>
<td>Power on all devices</td>
</tr>
<tr>
<td><img src="image" alt="Reset Active Devices button" /></td>
<td>Reset Active Devices button</td>
<td>Reset all devices that are currently powered on, this will lose any current progress made within the devices</td>
</tr>
<tr>
<td><img src="image" alt="Logout button" /></td>
<td>Logout button</td>
<td>Log out from the Practice Labs platform. This action will release and reset the devices within the Lab for re-use (or shutdown and save state of Persistent Labs)</td>
</tr>
<tr>
<td><img src="image" alt="Auto Logout Reset button" /></td>
<td>Auto Logout Reset button</td>
<td>Clicking the countdown area/button will reset the lab time to 60 minutes.</td>
</tr>
<tr>
<td><img src="image" alt="Logout Warning (15 Minutes)" /></td>
<td>Logout Warning (15 Minutes)</td>
<td>Counter Showing 15 minutes or less until auto log out. The counter area will turn yellow</td>
</tr>
<tr>
<td><img src="image" alt="Logout Warning (7 Minutes)" /></td>
<td>Logout Warning (7 Minutes)</td>
<td>A counter showing less than 7 minutes left until auto log out. The counter turns red and warns the user that they are about to be logged off.</td>
</tr>
<tr>
<td><img src="image" alt="Out to Lunch counter" /></td>
<td>Out to Lunch counter</td>
<td>Counter showing remaining time out to lunch. Clicking the counter reverts to default counter. The Out to Lunch feature is available in the Settings Tab <em>(Note this can only be used once within a login session)</em></td>
</tr>
</tbody>
</table>
Device Icons

When you access a lab guide, the Lab Toolbar will display icons for all the devices available in that lab. The icon indicates the name, type, and state of a device.

Device type

The device type is indicated by a graphic as shown in the table below. Note that not all devices can be directly accessed.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Domain Controller</th>
<th>Database Server</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Icon" /></td>
<td>Mail Server</td>
<td>Web Server</td>
</tr>
<tr>
<td><img src="image2" alt="Icon" /></td>
<td>Management Server</td>
<td>File Server</td>
</tr>
<tr>
<td><img src="image3" alt="Icon" /></td>
<td>Member/Standalone Server</td>
<td>Windows Desktop</td>
</tr>
<tr>
<td><img src="image4" alt="Icon" /></td>
<td>Firewall</td>
<td>Router</td>
</tr>
<tr>
<td><img src="image5" alt="Icon" /></td>
<td>Switch</td>
<td></td>
</tr>
</tbody>
</table>

Device state indicator

The device status is indicated by text and a graphic as shown in the table below.

<table>
<thead>
<tr>
<th>Icon</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image6" alt="Icon" /></td>
<td>The device is currently turned off</td>
</tr>
<tr>
<td><img src="image7" alt="Icon" /></td>
<td>The device is busy. This state is shown when the device is starting up, shutting down or resetting, and is not available to connect.</td>
</tr>
<tr>
<td><img src="image8" alt="Icon" /></td>
<td>The device is powered on and is available to connect</td>
</tr>
<tr>
<td><img src="image9" alt="Icon" /></td>
<td>The device is suspended and must be resumed before connecting</td>
</tr>
</tbody>
</table>

**Note:** Devices are powered off until a lab guide is loaded, at which point one or more devices may be automatically started.
Device Types
Practice Labs now have three different device types and the device controls (explained in the next section) have different results based on the type. The following characteristics of a Lab determine the device type.

Enhanced Persistent
Identified by reviewing the Settings Menu and the following menu option and icon will be present:

![Persistent Labs](image)

Enhanced
Identified by the ability to connect directly to console through the additional device pane control button option highlighted below in orange:

![Device Controls](image)

Standard
Identified by the following button options *(Note: right-hand graphic is for a Cisco device)*

![Device Controls](image)

Device Controls
The device icon on the Lab Toolbar allows you to interact with the lab device as follows:

Powered Off
When a device is in the powered off state, you can power on the device by clicking **Power On**. The **Refresh** option will check the state of the device and update the icon color if necessary. The Device control options appear when you hover over the device with your mouse.
**Powered On**

We have three different types of devices and for each device, the buttons can have different results. See the following table for an explanation of each button and their result in the different device types:

---

*Figure 17 - Controls for a powered off device*

---

---

*Figure 18 - Controls for a PC/Server (left) and Cisco Device (right) after powering on*
<table>
<thead>
<tr>
<th>Device Types</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Device Icon</strong></td>
</tr>
<tr>
<td>Sets focus to the device in the Device Pane window</td>
</tr>
<tr>
<td><strong>Power off</strong></td>
</tr>
<tr>
<td><strong>Suspend</strong></td>
</tr>
<tr>
<td><strong>Reboot</strong></td>
</tr>
<tr>
<td><strong>Reset</strong></td>
</tr>
<tr>
<td><strong>Refresh</strong></td>
</tr>
<tr>
<td><strong>Script</strong></td>
</tr>
</tbody>
</table>
The Device Pane

On first access to your Practice Lab, the device pane will present a series of helpful tutorials that you can choose to either Close and optionally never show again by clicking the tick box.

Connecting to a Device

Please remember that Practice Labs devices are connecting to real equipment. There may be a short wait between powering on a device and being able to connect to it in the Device Pane.

Device Viewer

The desktop of the lab device is displayed in the Device Pane section. The top left corner of the device window shows the name of the connected device, and the top right corner hosts some additional device control option buttons.
### Device Viewer Options Buttons

Based on the device type as described earlier in this document, these

<table>
<thead>
<tr>
<th>Button</th>
<th>Name</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>![icon]</td>
<td>Console Access</td>
<td>Connect directly to the Machine Console Id bypassing the Remote Desktop IP address.</td>
</tr>
<tr>
<td>![icon]</td>
<td>Reconnect</td>
<td>Re-establish a connection to the Device.</td>
</tr>
<tr>
<td>![icon]</td>
<td>Device Information</td>
<td>Show basic information about the Device.</td>
</tr>
<tr>
<td>![icon]</td>
<td>Hide Device</td>
<td>Hides the Device Viewer window for the device.</td>
</tr>
<tr>
<td>![icon]</td>
<td>Cisco Clipboard</td>
<td>Access to Copy/Paste functions to/from the Cisco Terminals</td>
</tr>
<tr>
<td>![icon]</td>
<td>Cisco Clear Terminal</td>
<td>Clears the terminal of text input (clear screen)</td>
</tr>
<tr>
<td>![icon]</td>
<td>Remote Desktop</td>
<td>Connect to Windows device over RDP (default connection method)</td>
</tr>
</tbody>
</table>
Device Resolution
The device viewer will load with a default resolution of either 1280 x 1024 pixels or 1024 x 768 depending on the computer’s native screen resolution.

**Note:** In Console Mode the resolution is limited to 1024 x 768 and the screen size cannot be changed.

If you are working on a small screen, you could try using the **Fit Device to Screen** button to recalibrate the device resolution to better fit the available space in the device pane. Clicking the button again will reapply the default resolution. For larger screens, we do suggest not expanding the browser window beyond 1280 x 1024 to maintain performance.

**Note:** Changes to the screen sizes of devices will result in the need to re-connect to device.

Switching Between Devices

Scrolling
If there are multiple devices powered on at the same time and you have enabled **Scroll** in your **Device View Style**, you can scroll through your available devices using the mouse wheel or the browser’s scrollbar.

Toolbar link
You can also click on the name of the device on the Lab Toolbar (discussed in the previous section) to focus the device pane on the selected device.

Content link
The Settings tab contains a setting that will display each instance of the device name in the text as a hyperlink.
**Task 1: Configure Basic and Dynamic Disks**

To configure basic and dynamic disks, perform the following steps:

**Step 1**

Ensure you have powered on the required devices and connect to **PLABDM01**.

Start **Server Manager** if it is already not started.

In the upper right hand corner, click **Tools**, and then

---

*Figure 20 - Lab Guide with Linked Names enabled*

For example, in the text above the name of the device is shown as a clickable hyperlink, which makes it easier to switch to the correct device for the task.

Please refer to the **Settings** section of this document for instructions to enable this option.
Interacting with Devices

Auto Login
Devices running Microsoft Windows are set up to log on with a pre-configured administrator account. Lab exercises that require alternate credentials will specify the username and password when necessary.

To use alternate credentials, please disable the “Auto login Microsoft Windows devices” setting, as described in the Settings section, before connecting to the device.

Copy and Paste
Using the HTML5 client
The Practice Labs platform uses a HTML5-based connection by default. This technology does not support copying and pasting text directly between your desktop and the lab device; instead, it has a Clipboard application which works as follows:

1. Click on the ‘+’ icon located in the top middle area of the device window

2. Click on the Clipboard button

3. When the Clipboard dialog box is displayed you can copy and paste text from your local machine into the box provided
4. Click the **Send to remote** button on the Clipboard dialog box to transfer the text to the device’s clipboard.

5. Position the cursor where the text needs to be pasted on the device and use normal methods to paste from the device’s clipboard to the appropriate application.

---

**Copy and Paste when using the Java client**

Currently, it is not possible to Copy/Paste text to the Lab Device when using the Java Client. This is a known issue with no current estimated fix date.
Transfer a File Between Devices
If you need to share a file between devices in a lab, you can do this by uploading it to the Intranet.

The Practice Labs Intranet
The Practice Labs Intranet is a basic website used for storing files used in labs, but it also has a file upload feature.

Once a file has been uploaded to the Intranet it is stored in a private area that only you can access within the Devices in our Labs; you can then log on to any other device in that lab and access the file.

Upload a file
1. Open Internet Explorer in any lab device (defaults to http://intranet)
2. You should see your username in the blue box ensuring your private space is located.
3. Click the Browse button to open a File browser dialog for the device.

4. In the Browse dialog box, navigate to the location where your file is stored within the Device

5. Select the file and click Open
6. Confirm that your file has been uploaded and is shown in the My files view.

Access your files
To access your file from another device:

1. Log on to the lab device
2. Open Internet Explorer to open the Intranet page
3. Either click the My Files tab or alternatively position the cursor in the address bar and edit the URL so that it reads

   http://intranet/home.aspx?myfile=1

4. On the My files page, click on your file name
5. Use the Internet Explorer download dialog to open or save the file

Download files to a local PC
1. In order to download files to your local PC select the Additional Features icon.
2. Click on the **Take me to my files** link.

3. The **My Files** page will launch in a new tab in your browser with a list of all uploaded files.

4. Select a filename to begin the download.

**Note:** Depending on your operating system, these steps may vary. Selecting **Save** in this example would save the file to your default location but others may vary.
Completing Lab Guides and Labs

When you have completed all the exercises in a lab guide, you can mark that guide as completed using the Done button at the bottom of the Exercise Content tab.

Figure 21 - Completed Lab Guides

Once all the lab guides are marked as completed, the Practice Lab as a whole will show as completed in the Available Labs view.

Figure 22 - A completed Lab on the Available Labs list

Logout

When you have completed your lab, you can exit the lab environment by clicking the Logout button located at the bottom left of the Content Pane, as shown in Figure 23 below.

Figure 23 - The Logout button

When you click Logout, all connections to devices will be closed and the lab devices will be reset to their default state losing any progress made within the Labs. However, if your devices are persistent (savable) your progress will be saved and restored upon your next login.
Before logging out, please make sure you are at a natural break point, for example just before you start a new module.
Settings

Your lab environment can be controlled using controls found on the Settings tab. Click the Settings and Customization tab (highlighted below) to view the available controls in the Content Pane. These settings are user specific and are saved in our platform across all your Practice Labs.

Figure 24 - The Settings and Customization tab highlighted in grey

Personal

Email address

This field allows you to associate an email address with your lab login. This address will only be used in communications originating from the lab; for example, creating a support ticket.

Click the Edit button to modify the email address and click Done to Save.

Figure 25 - The Email address field
Change your password
To change your password, click on the link below the email address field. This will load the form where you confirm your old password and provide your new password.

Click the Update button to update your account with your new password.

You can continue with the lab, but you will need to enter your updated password next time you log in.

Persistent Lab
Reset Persistent Lab Images
This is a feature only available to configured persistent (savable) labs. Pressing the Reset Persistent Lab button will reset all Devices in the Lab to their initial state losing all progress made to date from initial creation. Please review the Device Controls section of this document for Device and session specific resetting.

Device
Server auto login
Automatically logs you into Microsoft lab devices with the default Administrator account credentials. This feature is enabled by default.

Click the toggle button to turn off the feature if required or instructed to do so in your lab content.
Remote desktop client

There are two client technologies available to connect your browser to Practice Labs devices, namely HTML5 and Java. HTML5 is enabled by default. Click the toggle button to enable the Java client. This option is not available in Chrome and Microsoft Edge.

The HTML5 client supports some of the newer features within the Platform and is our default client connection type.

Device popup mode

Devices are displayed in the Device Pane of the lab interface by default. If you have multiple monitors or other accessibility requirements, you may find it useful to launch each lab device in a separate browser window (Off is the default).

Device pop up in Full Screen

Similar to the pop-up mode, this feature will pop out the device into a full-screen window. If you have multiple monitors or other accessibility requirements, you may find it useful to launch each lab device in a separate browser window at full screen (Off is the default).
Device pop up in full screen

On  Off

Figure 30 - The **Device pop up in full-screen mode** toggle

**Note:** The above two features may already be enabled if you have chosen to enable Advanced Accessibility options at first login.

---

**Device view style**

If more than once lab device is powered on, Selecting Scroll mode will enable all the device viewers to display in the Device Pane, meaning that you can scroll between devices. If you prefer not to scroll, you can disable the scrolling behavior by anchoring a single device at a time in the Device Pane with Fixed mode (Fixed mode is the default).

You can then switch between devices by clicking the device name on the Lab Toolbar.

![Device view style](image)

Figure 31 - The **Device view style** toggle

**Platform**

**Device links**

Apart from using the device icons on the Lab Toolbar, it may also be useful to switch to a device as and when the device name appears in lab guide instructions. Enabling the **Device links** toggle will reformat the displayed content and replace device names that appear in the content as clickable hyperlinks.

![Device links](image)

Figure 32 - The **Device links** toggle

**HTTP / HTTPS**

Provides the flexibility to alter how the platform is accessed over the internet.
Advanced accessibility
All web pages in the Practice Labs platform are designed with accessibility in mind, however, users with screen readers will benefit from enabling Advanced accessibility which enables text-to-speech for Cisco console sessions and turns on Device pop up mode for Microsoft devices.

Figure 33 - The HTTP/HTTPS toggle

High contrast
This mode offers better ease of viewing by changing the style and colors of all elements on the platform.

Figure 34 – The Advanced accessibility toggle

Font size
The font size of all text used in the Practice Labs platform can be scaled up or down to suit your screen size and visual requirements.

Figure 35 – The High contrast toggle

Figure 36 – The Font size selector
**Miscellaneous**

**Out to lunch**
Clicking this toggle will reset your lab time and start an "out to lunch" timer that runs for 90 minutes.

![Out to lunch toggle](image)

*Figure 37 - The Out to lunch toggle*

At the end of this period you will be logged out of your lab. If you return before the timer expires, you can click on the timer on the Lab Toolbar to revert back to the 60-minute lab counter.

![Out to lunch counter](image)

*Figure 30 - Out to lunch counter*

*Note: The out to lunch button can only be used once per lab session.*
Help & Support

The Help & Support tab hosts resources designed to assist you in solving most lab issues you may encounter. In the event that the information in Help & Support does not resolve the issue, you can create a support ticket.

![Help & Support tab in the Content Pane](image)

Figure 39 - Help & Support tab in the Content Pane

Tutorials and Guides
This section contains the link to download this guide and our very helpful quick start video tutorials. We highly recommend browsing these videos to give you a head start in navigating through our labs.

System Requirements
This section contains recommended and minimum system requirements. The requirements are also documented in Appendix B - System Requirements for your reference.

Please verify that your system meets these requirements before logging a support ticket.

Support

Log a ticket
If you have a question that this guide has not been able to answer, or you are experiencing an issue with a Practice Lab, you can log a support ticket.

When you click the link, the request type menu will be displayed, as shown below.

![Support Tickets](image)

Figure 40 - Log a support ticket
Once you have chosen the request type you will be given pointers as to what to include in your ticket in order to provide our engineers with the necessary information. Select next to continue.

![Support Tickets]

*Note: Due to the large variety of Practice Labs courses available, we greatly appreciate as much detail as possible to help us attempt to re-create issues that may be experienced within a lab.*

Once you have selected next you will be prompted for your email address and problem description.

When both fields have been filled in the Submit Ticket button will become active, enabling you to create the ticket.
When the ticket is successfully created you will see a confirmation message with your ticket reference number, which will be used in all following email correspondence.

**Important links, cookies and terms**
To view the latest terms and policies, please refer to the links below:

- [Terms and conditions](#)
- [Fair use policy](#)
- [Privacy policy](#)
- [Cookie policy](#)

**Contact information**
Should you wish to contact us directly for any other inquiry; you can use the most up-to-date contact details in this section, or on our [website](#).
**Inline Help**

The Settings section has inline help pop-ups that will provide more detail on what each option does. Click the information icon’s as highlighted below to open a pop-up with the settings description.

*Figure 44 - Inline help descriptions*
Appendix A - Frequently Asked Questions

Q: I can log in, but I am unable to access my courses; it says “Error 4503 no account exists”.
A1: Your account has not been created yet, please contact your course provider and make sure that your account has been created.
A2: If you have already done this, and are still receiving this message, please Log a ticket and tell us the name of your course provider and details of your account so that we can resolve the issue.

Q: I don’t have the correct courses, or I don’t have any courses.
A: Please Log a ticket with your provider and they will investigate your account.

Q: I can’t connect to the lab devices; I receive “Terminal Server error: Received an error connecting to xxx.xxx.xxx.xxx”
A1: Please try clicking on Connect again, the device might not have powered up fully on the first connection attempt.
A2: If you receive this error when using the Java client, please verify that you are running the latest version of Java by visiting the Verify Java Version page on the official Java website.
A3: Try switching back to the HTML5 client via the Remote desktop client toggle.

Q: I am receiving a message saying there are no labs available or they are under maintenance.
A: Occasionally all the labs of a particular course may be in use or under maintenance. You can enter your email address to be alerted when a lab becomes available, or you can try again later. If the issue persists please Log a ticket.

Q: I was logged out after an hour while using the lab, why?
A1: Our Labs have a default time out of 60 minutes. If you need more time to complete a lab, please click on the Auto Logout Reset button on the Lab Toolbar. This will reset the timer to give you another 60 minutes of lab time. There is no limit to pressing this button. The purpose of this feature is to detect users who fail to logout of the lab platform correctly which enables us to free up the lab resources for other users.
A2: If you need to be absent from your computer for more than an hour, please use the Out to lunch toggle under the Settings tab; this will set a 90-minute lab timer.
Q: Can I save my work?
A: Only if your lab is defined as Persistent (savable). This is identifiable by certain characteristics in the lab as described earlier in this document. Unless designated as a Persistent Lab, you are unable to save your work from one Lab Guide to another, or when you log out. Each Lab Guide is modular and autonomous, making saving unnecessary by design. You can use the Intranet file upload feature to store files for future usage. This feature will be coming soon.

Q: What browsers are supported?
A: Please refer to the Browser section of Appendix B - System Requirements for the list of supported browsers.

Q: I can’t carry out one of the tasks in the lab
A1: Please ensure you follow each step carefully when carrying out tasks, refer back to your course content to ensure you understand that task that you are carrying out and have not missed a step.

A2: Remember the devices are real so changes you make may impact another task later in the Lab Guide. Not completing one task correctly can cause errors in later tasks.

A3: If you feel there is an error in the content, please Log a ticket so that we can rectify the fault.

A4: Most experienced users of IT will tell you they learn the most when things don’t go exactly as planned. We make every effort to ensure our content and labs are perfect but sometimes problems can occur. Please let us know if raising a ticket any details of your attempts to fix the problem as can save us some valuable time and get a fix to the issue more quickly if replicated.

Q: I don’t know my domain id for login
A: Please contact your course provider in the first instance if possible, else please do log a ticket with our support team for assistance. You can email our support team directly at support@practice-labs.com
Appendix B - System Requirements

Hardware

Recommended
- Screen dimensions: 1920px x 1080px or higher (full HD or higher)
- Processor speed: 2Ghz / multi-core
- Broadband / Internet access requirements: 5mb download, 1mb upload

Minimum
- Screen dimensions: 1280px x 1024px
- Processor speed: 1.5Ghz
- Broadband / Internet access requirements: 2mb download, 256kpbs upload

Operating System
- Microsoft Windows XP with SP2/Vista/7/8/8.1/10
- Linux Red Hat, Fedora, SUSE, Ubuntu
- Apple Mac OS X

Networking
- Internet connection minimum of 512Kbs
- HTTPS Access (Port 443)
- HTTP Access (Port 80)

Software
- Oracle Java version 1.7+ (If using our Java client)

Browser

HTML 5 Client
- Microsoft Edge 13 or later
- Microsoft Internet Explorer 10 or later
- Chrome 29 or later
- Firefox 45 or later
- Apple Safari 9.1 or later

Java Client
- Internet Explorer 10 or later

Note: For both client technologies, if you have a Pop up blocker enabled on your computer you will need to allow popups from *.practice-labs.com as an exception.