

Practice Labs User Guide

Welcome to the Practice Labs User Guide.

To access practice labs, members will need premium membership. Lab portal access is for 1-Year; After one year, this access will expire, members can renew this access again manually from the portal.

Overview

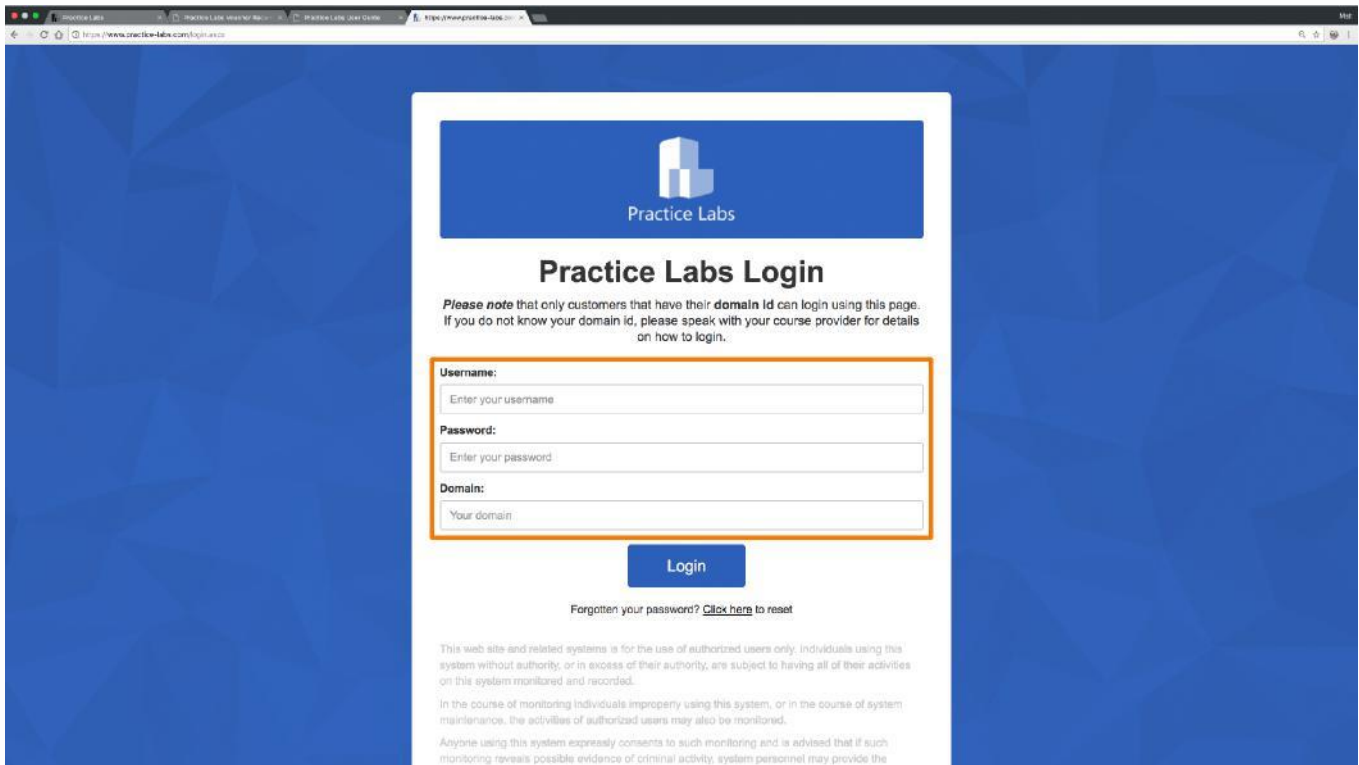
The Practice Labs platform offers an environment where you can access live IT systems in real time. We use real Cisco hardware and virtualized Windows, Linux and UNIX operating systems hosted on VMware and Hyper-V, all accessible via a web browser.

To access your lab account, login to **jobskillshare.org** website, click on the lab dashboard button from the community portal page. <https://www.jobskillshare.org/community-portal/>

We have also provided a video guide button on each community portal page.



Please watch the video on the lab portal page to learn basic navigation on practice labs portal



First Time Access

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.

Support Terms: Jobskillshare.org will not support lab issues other than basic login issues or access issues. For example, if you have problems with a specific task or encounter an error even after following guided steps, jobskillshare.org support will not provide support. Members will need to contact practice lab support from the practice lab portal. support@practice-labs.com.

Welcome to Practice Labs

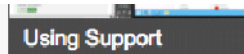
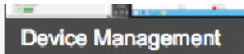
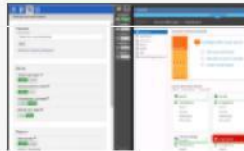
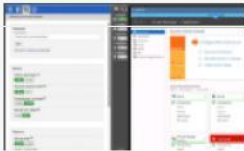
Thank you for choosing us as your online lab platform.

Getting started

Users new to the platform will benefit from viewing the video demos and reading the user guide below:

[Practice Labs user guide](#)

Videos



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

On Off

High contrast

On Off

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.

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Continue

Practice Labs Interface

The screenshot displays the Practice Labs interface with three main sections highlighted by colored arrows:

- Content Pane (Blue arrow):** Shows a list of available practice labs under the heading "Your available Practice Labs". It includes a search filter and a list of labs categorized by Cisco and CompTIA. The Cisco section lists various labs such as "100-101 - Interconnecting Cisco Networking Devices Part 1" and "640-802 - Cisco Certified Network Associate". The CompTIA section lists "220-902 - CompTIA A+" and "22-802 - A+ Support Skills".
- Lab Toolbar (Orange arrow):** Located at the bottom of the interface, it contains an "Auto logout" button and a "Practice Lab" icon.
- Device Pane (Green arrow):** Shows a "Select your Practice Lab" dialog box. It includes a search filter and a list of labs. The dialog box also contains instructions: "Within the left panel one or more Practice Labs will appear. Use the filter at the top of the panel to narrow your search. Click on the Practice Lab title you want to work in, alternatively you can tab through the list." The dialog box has a "Close" button and a "Don't show again" checkbox.

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.

Your available Practice Labs
Please select a Practice Lab

Use the links below to access a Practice Lab.

Filter this list

Show retired titles

Cisco

- 100-105 - Interconnecting Cisco Networking Devices (ICND1 v3.0)
- 200-105 - Interconnecting Cisco Networking Devices (ICND2 v3.0)
- 200-120 - Cisco Certified Network Associate
- 200-125 - Cisco Certified Network Associate (CCNA v3)
- 210-260 - Implementing Cisco IOS Network Security
- 300-101 - Implementing Cisco IP Routing (ROUTE)
- 300-115 - Implementing Cisco IP Switched Networks (SWITCH)
- 300-135 - Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
- 640-802 - Cisco Certified Network Associate
- 642-813 - Implementing Cisco IP Switched Networks (SWITCH)

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.

Navigate to the relevant course detail page using the course name links in the sections that follow.

Microsoft

- 70-243 - Administering and Deploying System Center 2012 Configuration Manager
- 70-246 - Monitoring and Operating a Private Cloud with System Center 2012
- 70-247 - Configuring and Deploying a Private Cloud with System Center 2012

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.

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

← Back to Practice Labs

Installing and Configuring Windows Server 2012
Please select a lab guide

The 70-410 Practice-Lab will provide you with the necessary platform to gain hands on skills in Windows Server 2012. By completing the lab tasks you will improve your practical skills in Configure local storage, Configure file and share access, Configure servers for remote management, Create and configure virtual machine settings, Create and configure virtual networks, Deploy and configure Dynamic Host Configuration Protocol (DHCP) service, Deploy and configure DNS service, Install domain controllers, Create and manage Active Directory users and computers, Create and manage Active Directory groups and organizational units (OUs) and Create & Manage Group Policy.

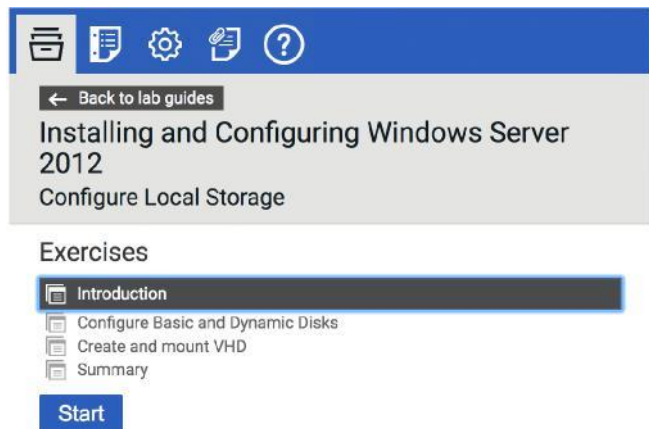
These same tasks will help you understand the objectives and competencies required by the 70-410 Installing and Configuring Windows Server 2012 certification exam.

Lab Guides

- Configure Local Storage
- Install and Configure Servers
- Configure Disk Pools
- Managing Failover Clustering

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.

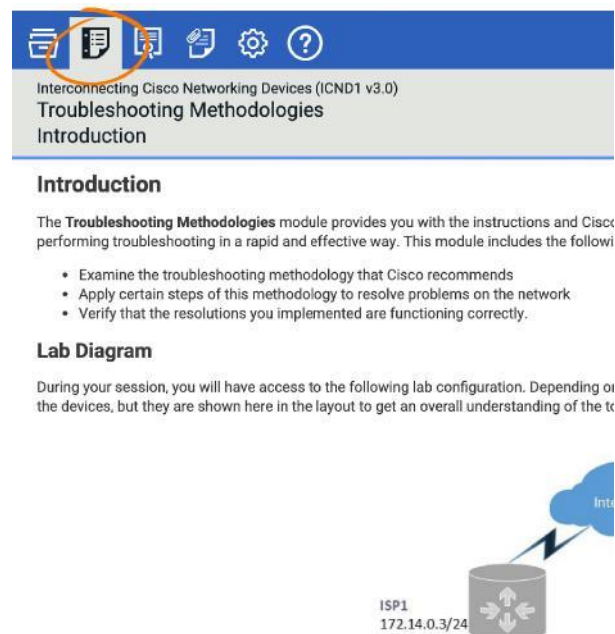
The Back to Practice Labs link will take you back to the Available Practice Labs view.



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

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:

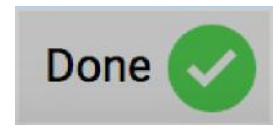
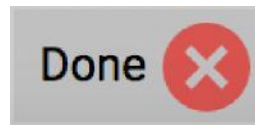
Navigation Buttons

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.



Completion Buttons

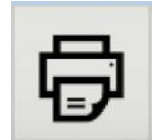
The Completion button allows you to mark the Lab Guide as completed.



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

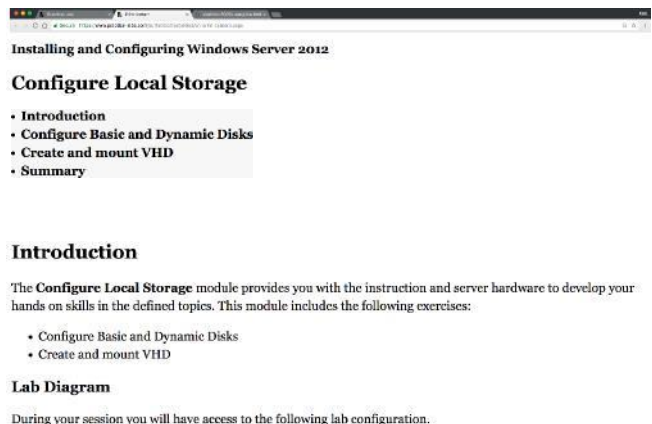
View Print Friendly Content Button

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

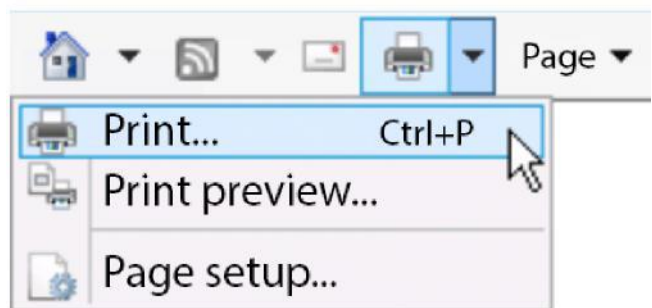


Print view

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.



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



From here, you can select your preferred printer. Then click the "Print" button and follow the default options for your chosen device.

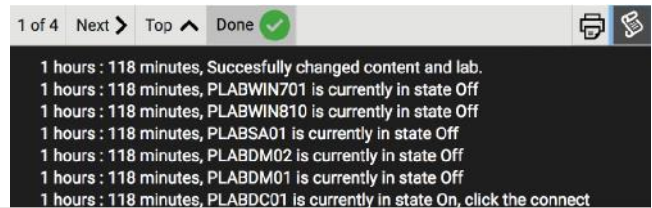
The Log Panel Button

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



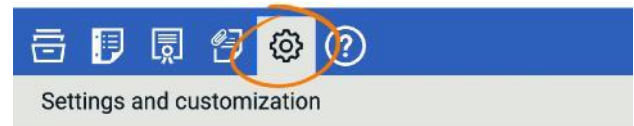
Log Panel

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



Settings & customization Tab

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



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.



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.

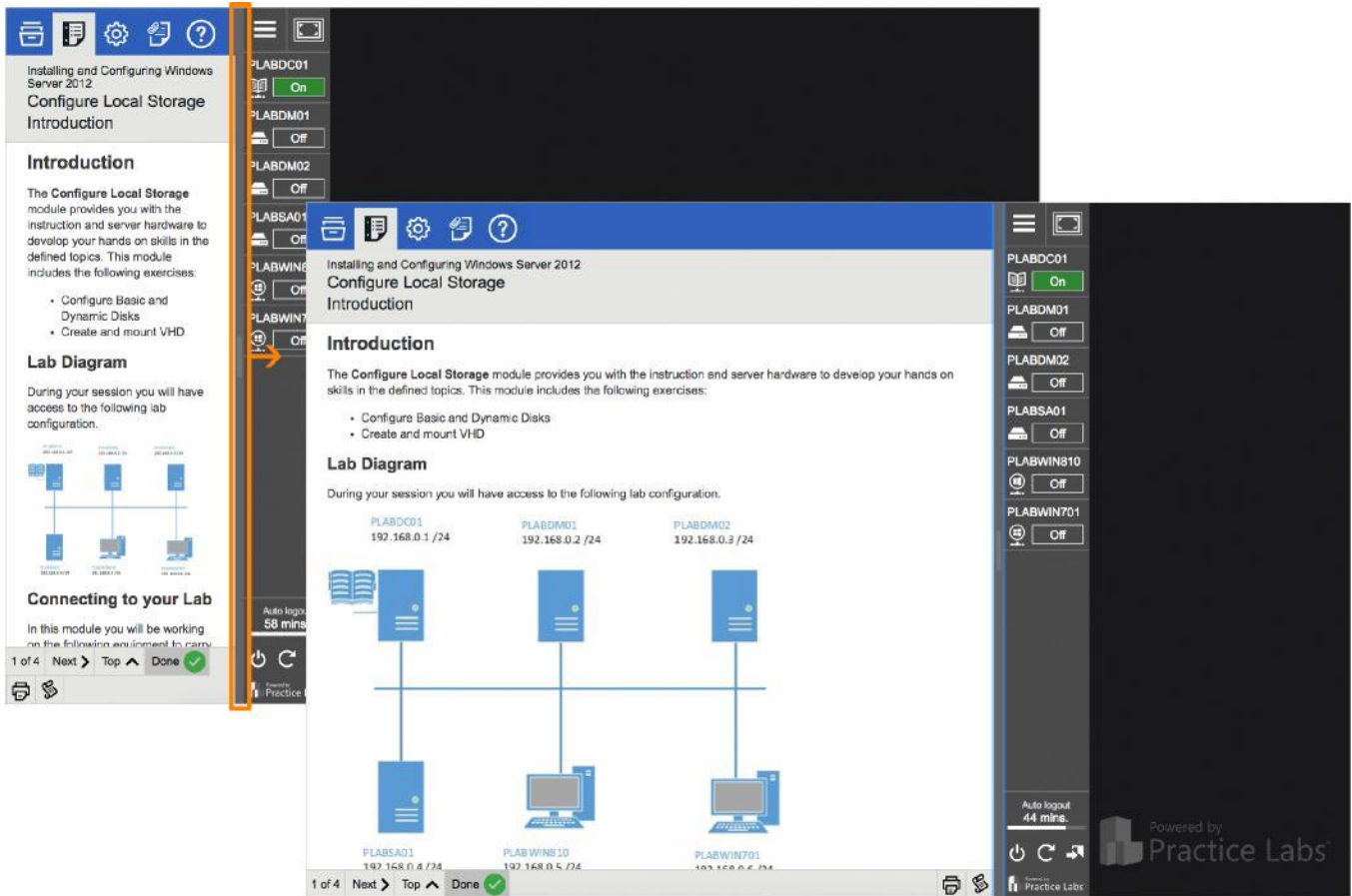


The Lab Toolbar

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

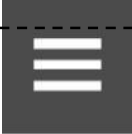


Resize Panes




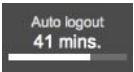
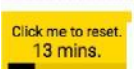
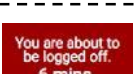

The left border of the Lab Toolbar is a clickable element that can be repositioned using click and drag. Dragging the bar to the right expands the visible content pane.



Buttons

The Lab Toolbar features the following buttons

Button	Name	Function
	Show/Hide Content Pane button (a.k.a Burger button)	Hides the Content Pane to maximize available screen space to display the device pane.
	Fit Device to Screen button	Recalibrate the device resolution to fit the available space in the device pane.
	Power On All Devices button	Power on all devices

Button	Name	Function
	Reset Active Devices button	Reset all devices that are currently powered on, this will lose any current progress made within the devices
	Logout button	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)
	Auto Logout button	The Auto Logout timer will begin countdown as soon as a Lab is launched for the first time.
	Auto Logout Reset button	Clicking the countdown area/button will reset the Lab time to 60 minutes.
	Logout Warning (15 Minutes)	Counter Showing 15 minutes or less until auto log out. The counter area will turn yellow
	Logout Warning (7 Minutes)	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.
	Out to Lunch counter	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 (Note this can only be used once within a login session)

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.

Icon	Device type

Icon

Device type



Domain Controller



Database Server



Mail Server



Web Server



Management Server



Member/Standalone Server



Windows Desktop



Firewall






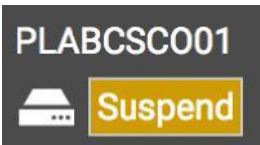
Router



Switch

Device State Indicator

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

Icon	State
	The device is currently turned off
	The device is busy. This state is shown when the device is starting up, shutting down or resetting, and is not available to connect.
	The device is powered on and is available to connect
	The device is suspended and must be resumed before

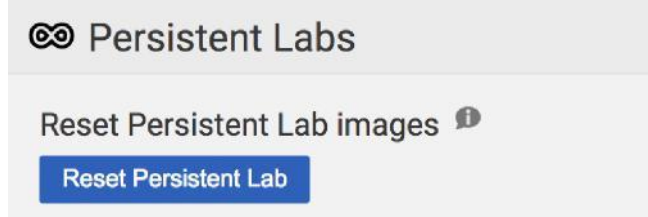
Note: Devices are powered off until a lab guide is loaded, at which point one or more devices may be automatically started.

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:



Enhanced

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



Standard

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

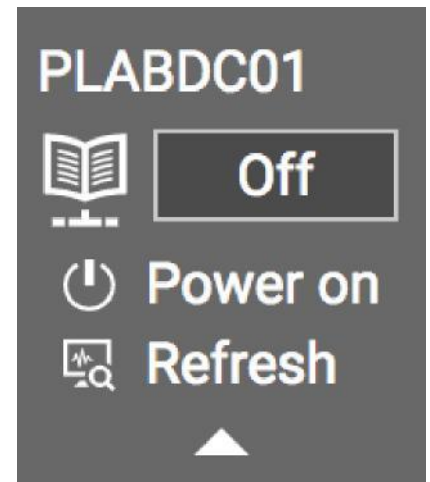


Device Controls

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:



Device type behaviour

Description	Standard	Enhanced	Enhanced Persistent
Device Icon	Sets focus to the device in the Device Pane window	Sets focus to the device in the Device Pane window	Sets focus to the device in the Device Pane window
Power off	Send a shutdown signal to the device (device progress is lost)	Send a shutdown signal to the device (device progress is saved whilst in the lab)	Send a shutdown signal to the device (device progress is saved regardless of logout or lab change)
Suspend	Sends the device into an effective Standby state (device progress saved only whilst in the lab)	Sends the device into an effective Standby state (device progress saved only whilst in the lab)	Sends the device into an effective Standby state (device progress is saved regardless of logout or lab change)
Reboot	Send a reboot signal to the device (device progress saved only whilst in the lab)	Send a reboot signal to the device (device progress saved only whilst in the lab)	Send a reboot signal to the device (device progress is saved regardless of logout or lab change)
Reset	Reset the device (device progress is lost)	Reset the device (device progress is lost)	Reset the device to the state at which you originally logged into the Lab (device progress made within the current login session is lost)

Description	Standard	Enhanced	Enhanced Persistent
Refresh	Refresh the connection and state of the device	Refresh the connection and state of the device	Refresh the connection and state of the device
Script	Email the Cisco configuration script to the configured user email address.	Email the Cisco configuration script to the configured user email address.	Email the Cisco configuration script to the configured user email address.

Reset Device



Resetting a Device

This will reset the device back to its original state and any changes made during this session will be lost.

Note: If this device is part of a Windows domain, it is likely that you will receive a domain membership issue and may need to reset all Domain members including the Domain Controller.

Resetting all Devices

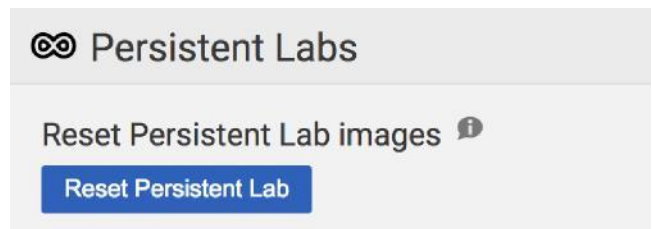
This will reset **all devices** back to their states prior to your login, losing any changes you made during this session.



Note: If you have changed some networking settings and have lost communication to the device, you may be able to access the devices console if it is an enhanced device.

Reset behaviour with Persistent Labs

If you have a Persistent Lab, the 'Reset' and 'Reset All' buttons shown above will behave differently. The device will be reset back to the state of your last login.

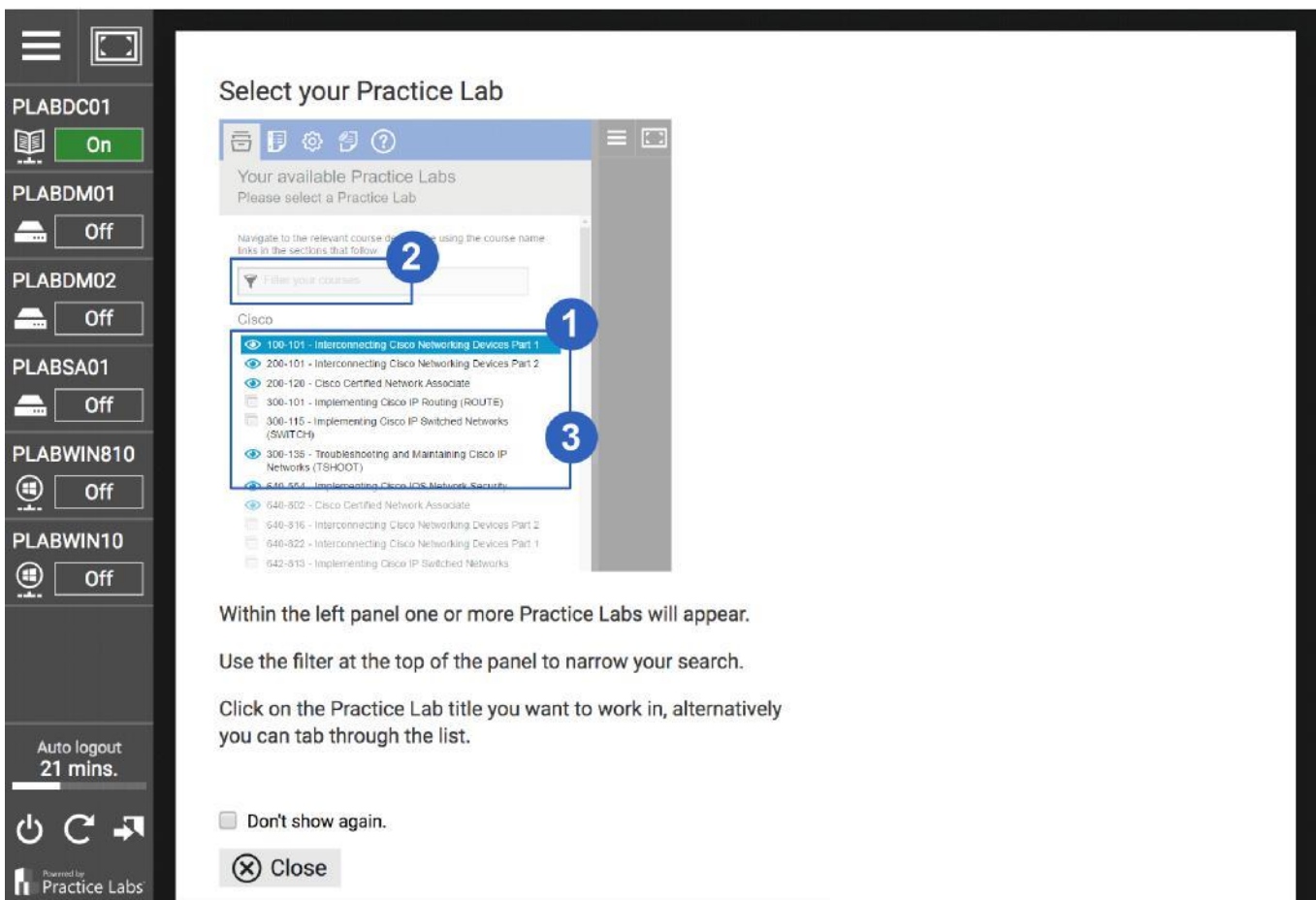


In order to reset the Lab back to the base configuration, please use the 'Reset Persistent Labs' feature in the Settings Tab.

Warning: When using 'Reset Persistent Lab' you will lose all Lab progress and will not be able to return to your previous persistent state.

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.



Select your Practice Lab

Your available Practice Labs.
Please select a Practice Lab.

Navigate to the relevant course details page using the course name links in the sections that follow.

Filter your courses

Cisco

- 100-101 - Interconnecting Cisco Networking Devices Part 1
- 200-101 - Interconnecting Cisco Networking Devices Part 2
- 200-120 - Cisco Certified Network Associate
- 300-101 - Implementing Cisco IP Routing (ROUTE)
- 300-115 - Implementing Cisco IP Switched Networks (SWITCH)
- 300-135 - Troubleshooting and Maintaining Cisco IP Networks (TSHOOT)
- 540-554 - Implementing Cisco IOS Network Security
- 640-802 - Cisco Certified Network Associate
- 640-916 - Interconnecting Cisco Networking Devices Part 2
- 640-922 - Interconnecting Cisco Networking Devices Part 1
- 642-913 - Implementing Cisco IP Switched Networks

Within the left panel one or more Practice Labs will appear.

Use the filter at the top of the panel to narrow your search.

Click on the Practice Lab title you want to work in, alternatively you can tab through the list.

Don't show again.

Auto logout 21 mins.

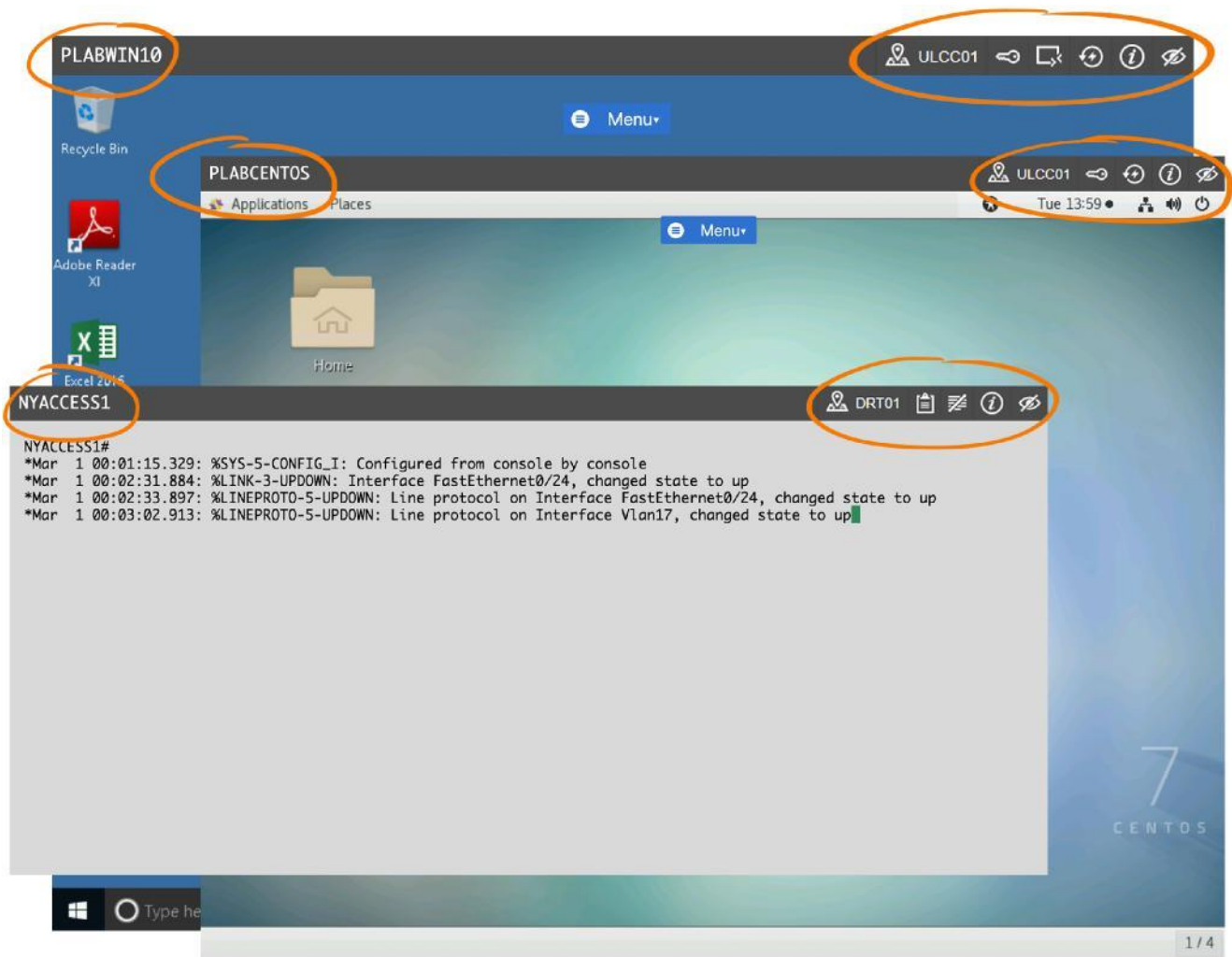
Powered by Practice Labs

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 Option Buttons

Based on the device type as described earlier in this document.

Button Name	Function
 Console Access	Connect directly to the Machine Console Id bypassing the Remote Desktop IP address.
 Reconnect	Re-establish a connection to the Device.

Button Name	Function
 Device Information	Show basic information about the Device.
 Hide Device	Hides the Device Viewer window for the Device.
 Cisco Clipboard	Access to Copy/Paste functions to/from the Cisco Terminals.
 Cisco Clear Terminal	Clears the terminal of text input (clear screen).
 Remote Desktop	Connect to Windows device over RDP (default connection method).
 Auto Login On	Auto login for this device is enabled and will bypass the login screen where available.
 Auto Login Off	Auto login for this device is disabled and the user will be prompted for credentials on a login screen.
 Data Center Indicator	

ULCC01, clicking this will not change anything.

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.

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.

Task 1- Examine the disk configuration of PLABDM01

To be able to create a storage pool, you must have more than one physical disk installed on a computer.

To verify the number of disks in [PLABDM01](#), follow these steps:

Step 1

Ensure you have powered on the required devices and connect to [PLABDM01](#).

Server Manager automatically opens.

Interacting with Devices

Auto Login

Most lab devices are set up to log on with a pre-configured administrator account. Lab exercises that require alternate credentials, or manual credential input will specify the username, password (and domain if required) when necessary.

To use alternate credentials, please disable the “Server auto login” setting, as described in the Settings section, before connecting to the device. Alternatively, please ensure the auto log in icon for the device, is set to off.

Copy and Paste

Please see below guides on how to copy / paste text data only between the remote virtual machine, and your host PC using both of our connection clients “HTML5” and “Connect”.

Please Note: It is NOT currently possible to copy or paste any data via Console connections due to current technology limitations. This connection method provides a reliable and simpler but less intelligent experience.

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:

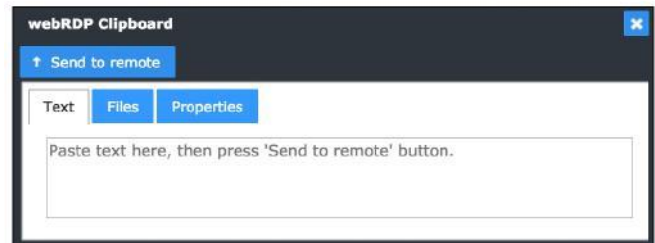
- Click on the '+' icon located in the top middle area of the device window.



Click on the Clipboard button.

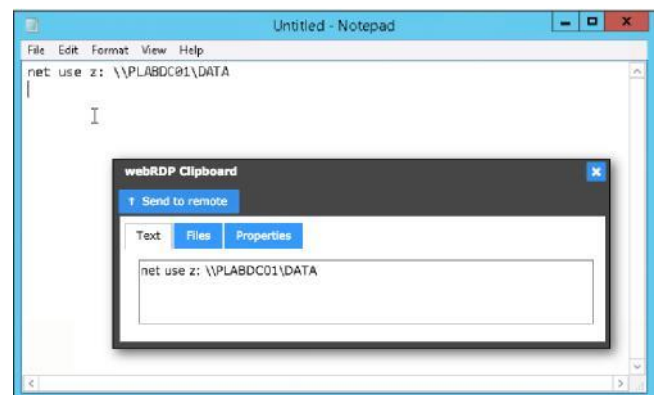


When the Clipboard dialog box is displayed you can copy and paste text from your local machine into the box provided



Click the Send to remote button on the Clipboard dialog box to transfer the text to the device's clipboard

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.



Using the "Connect" client

"Connect" supports pasting text data directly between your desktop and the lab device; however, it requires a "modern" browser such as Edge or Chrome to support the Beta Clipboard API functionality. After allowing the Clipboard access by selecting OK in the security popup you will have full rights to use your Clipboard as you normally would to transfer text data into the Virtual Machine only.

If you only have use of browsers such as Internet Explorer or Safari, then please follow the below steps in order to utilise Connect's on screen Clipboard to manually send text data to the remote machine's clipboard.

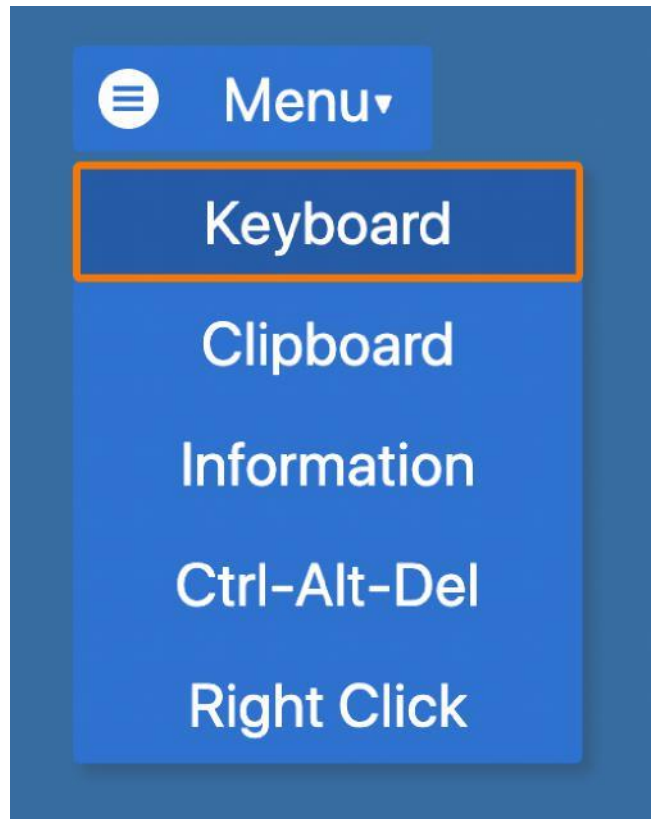
- Ensure the application that requires the text content to be pasted has focus and the cursor position is in the appropriate place.

- Click on the menu in the top middle area of the device window.

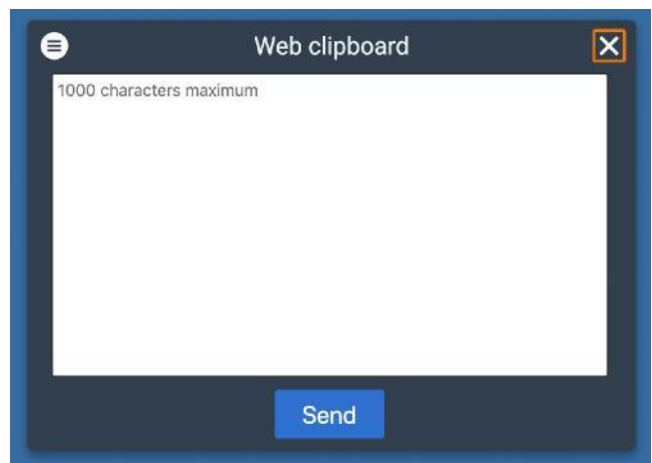


Menu ▾

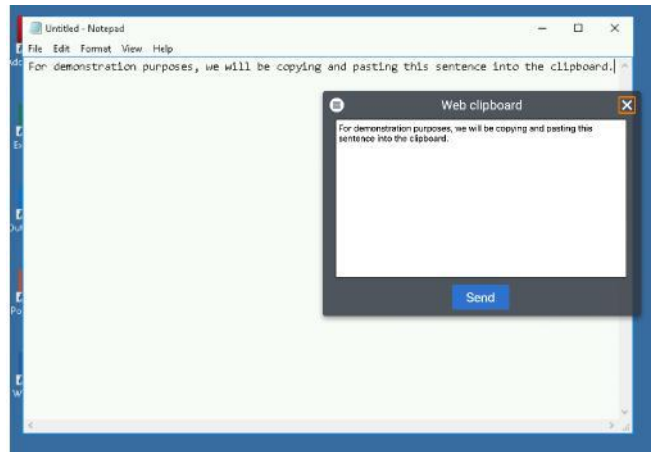
- Click on the Clipboard button.



- When the Clipboard dialog box is displayed you can copy and paste text from your local machine into the box provided.



- Click the Send button on the Clipboard dialog box to transfer the text to the device.



Transferring a File

If you need to share a file between devices in a lab, you can do this by uploading it to the Intranet.

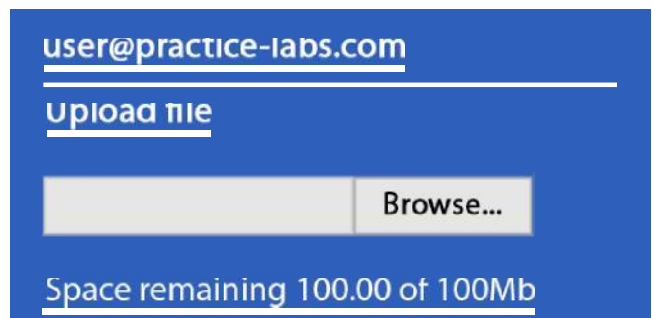
The Practice Labs Intranet

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.

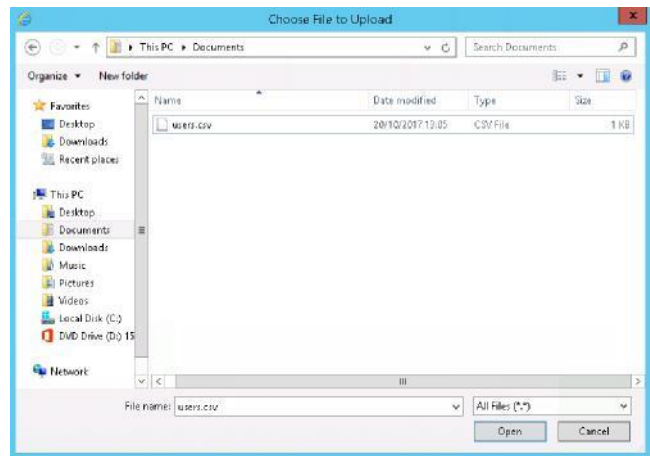
Upload a file

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

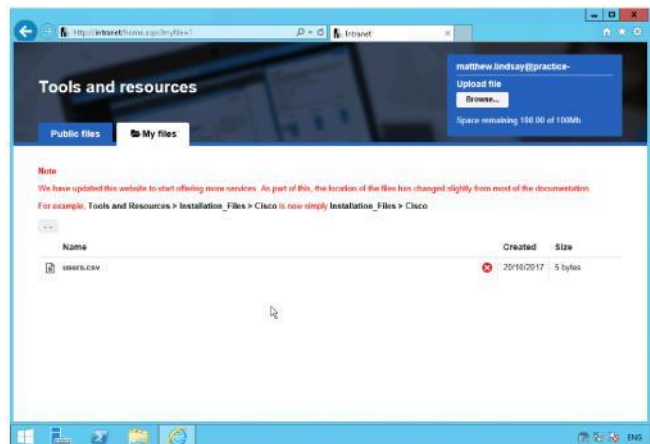


- In the Browse dialog box, navigate to the location where your file is stored within the Device

- Select the file and click **Open**



- 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:

- Log on to the lab device
- Open Internet Explorer to open the Intranet page
- 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>

- On the My files page, click on your file name

Use the Internet Explorer download dialog to open or save the file

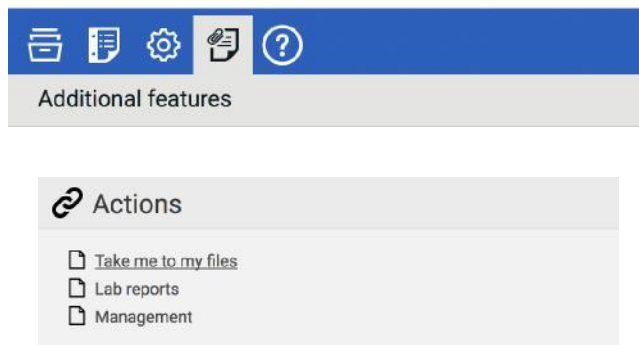


Download files to a local PC

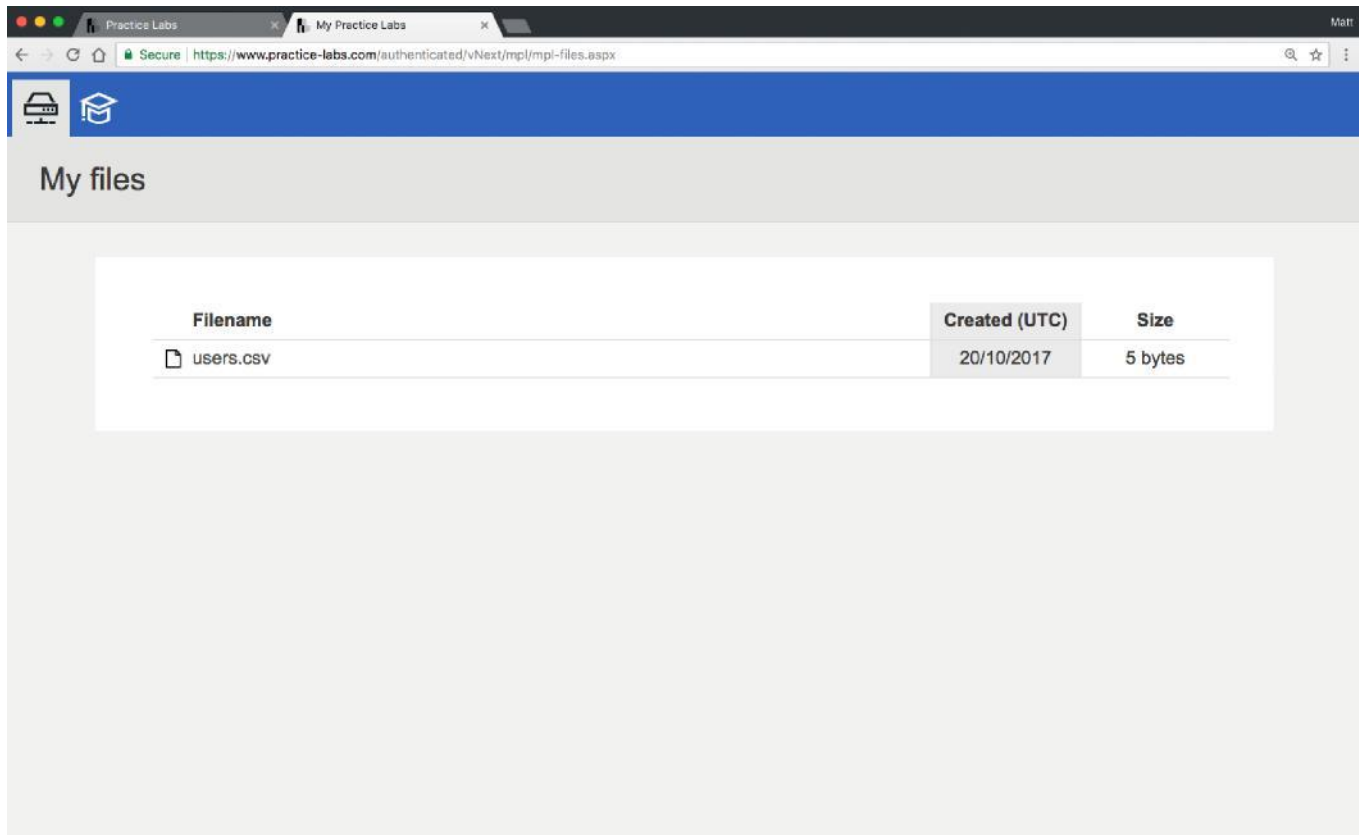
- In order to download files to your local PC select the Additional Features icon.



Click on Take me to my files link.



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



- 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

Mark exercise as Done

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.

Lab Guides

- ✓ Install and Configure Microsoft Exchange Server : Complete
- ✓ Configuring Recipients and Public Folders : Complete
- ✓ Configuring the Exchange Infrastructure : Complete
- ✓ Monitoring and Reporting : Complete
- ✓ Configuring Disaster Recovery : Complete

Done 

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

Microsoft

- ✓ 70-236 - Configuring Exchange Server 2007
- 👁 70-238 - Deploying Messaging Solutions with Microsoft Exchange Server 2007
- 👁 70-243 - Administering and Deploying System Center 2012 Configuration Manager

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



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

(saveable) 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.

Persistent Lab


Reset Persistent Lab Images

This is a feature only available to configured persistent (saveable) 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.

Persistent Labs

Reset Persistent Lab images 

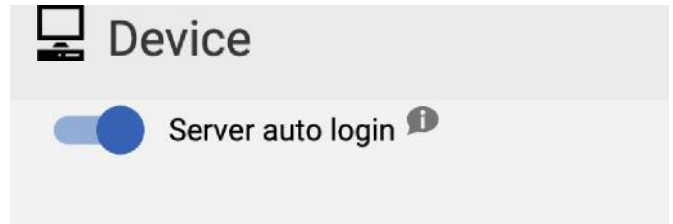
[Reset Persistent Lab](#)

Device

Server auto login

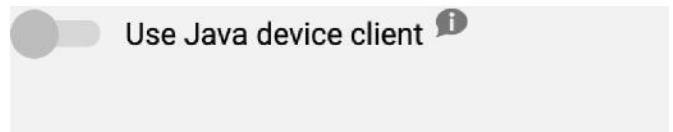
Automatically logs you into Microsoft lab devices with the default Administrator account credentials. This feature is enabled by default.

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



Remote desktop client

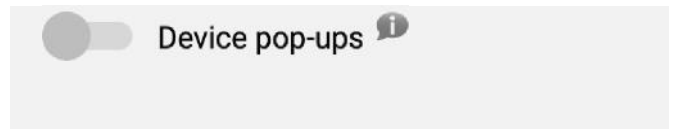
There are two client technologies available to connect your browser to Practice Labs devices, namely HTML5 and Java. HTML5 is enabled by default. Click the toggle button to enable the Java client. This option is not available in Chrome and Microsoft Edge.



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

Device pop-up mode

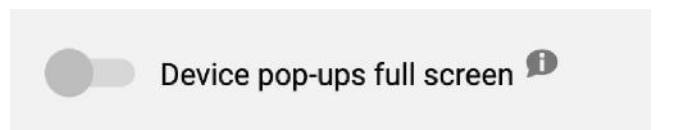
Devices are displayed in the Device Pane of the lab interface by default.



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.

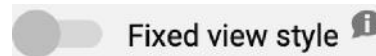


If you have multiple monitors or other accessibility requirements, you may find it useful to launch each lab device in a separate browser window at full screen (Off is the default).

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.

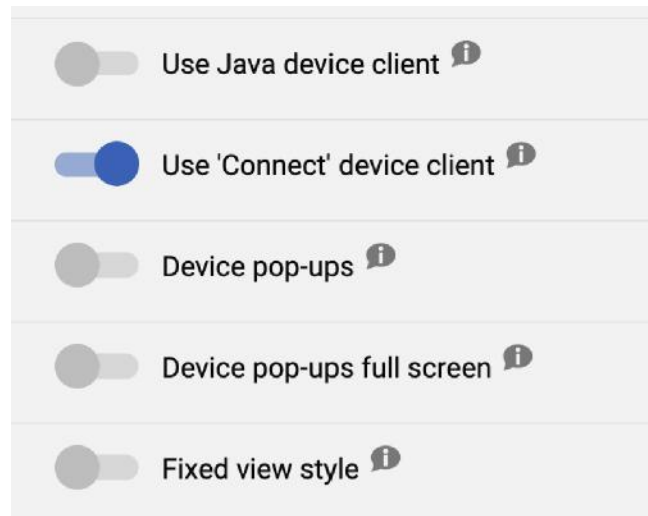


If you prefer not to scroll, you can disable the scrolling behavior by anchoring a single device at a time in the Device Pane with Fixed mode (Fixed mode is the default).

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

Toolbar. 'Connect' device client

To have your devices presented through Connect, ensure the toggle is set to On. If you wish to use the existing HTML5 client, disable Connect by setting the toggle to Off (On is the default).

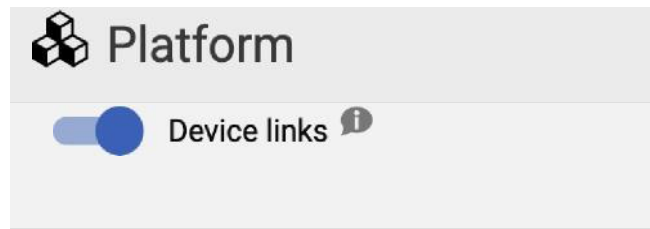


Platform

Device links

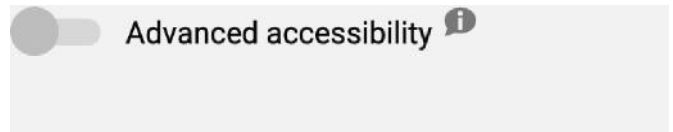
Apart from using the device icons on the Lab Toolbar, it may also be useful to switch to a device as and when the device name appears in lab guide instructions.

Enabling the Device links toggle will reformat the displayed content and replace device names that appear in the content as clickable hyperlinks.



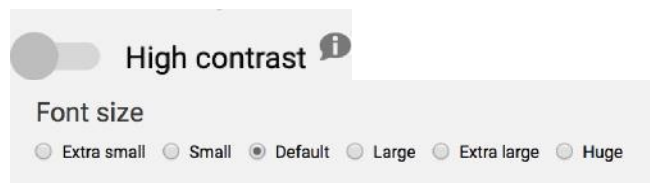
Advanced accessibility

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.



High contrast

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



Font size

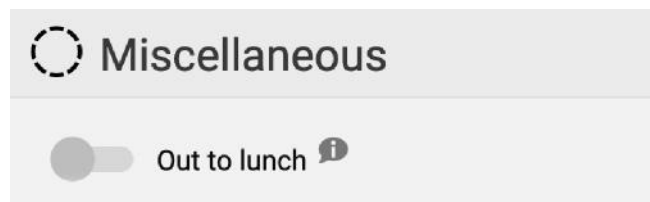
The font size of all text used in the Practice Labs platform can be scaled up or down to suit your screen size and visual requirements.

Miscellaneous

Out to lunch

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

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 "I'm Back!" button to return to the lab.



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.



System Requirements

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

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

Support Tickets

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.

A screenshot of the "Support Tickets" form. The title "Support Tickets" is at the top. Below it, the text "Please select form the support categories below:" is followed by a "Request type" dropdown menu. The dropdown menu is open, showing three options: "Please choose:", "General Query" (which is highlighted in blue), "Technical Problem", and "Courseware Problem".

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.

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.

Support Tickets

Please be as detailed as possible when logging a call. If your description is not detailed enough we will have to respond asking for more information. If appropriate, please provide us with:

- Any course information, for example if you are having an issue with any content, we will need to know about which course, module and exercise you are attempting.
- Before logging a support call with us, please look at our lab support guide.
- If you are having technical difficulties, please provide us with your Operating system information, browser vendor and version.
- You can email through screenshots where appropriate to support@practice-labs.com with the Support call reference of the ticket you have logged..

< Previous

Next >

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.

Support Tickets

Problem description

Please enter your problem description here

Supporting files

To improve resolution time please attach a screenshot(s) of your issue.

We are able to accept the following file types: **jpg, jpeg, bmp, gif, png and pdf**. Each file must be **under 4MB**.

1. Choose your files.

< Previous

Submit 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.

Successfully created support ticket

Your support request has been sent to our support team. Your reference is : GQUY

Create new ticket +

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.

Email: support@practice-labs.com

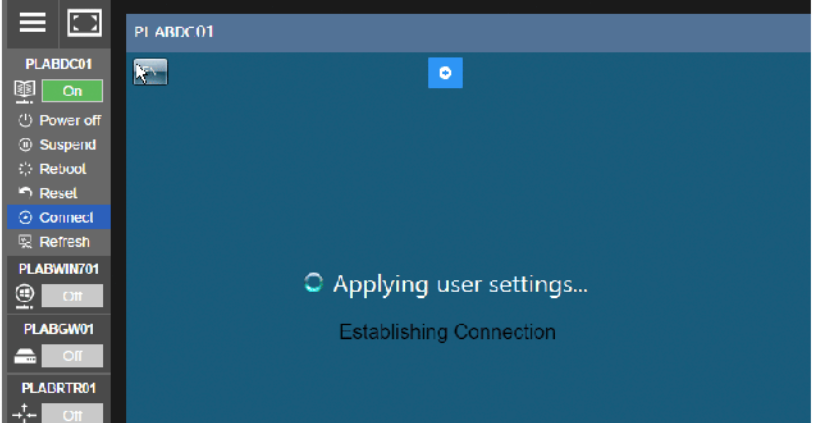
Inline Help

The Settings section has inline help pop-ups that will provide more detail on what each option does. Click

Auto login devices

Secure | <https://www.practica-labs.com/vn-more-info.aspx?item=auto-login&ls=14&hc=false&title=Auto%20login%20devices>


Server auto login



The auto login feature is enabled by default and automatically logs you into Microsoft lab devices with default Administrator account credentials.

Click the toggle button to enable the option.

Close

Server auto login 

On Off

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.

Browser	Java	HTML5
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Screen Reader Help

Screen reader use with Practice Labs falls into two main areas, the platform and remote devices. 'The Platform' comprises of the actual user interface as well as learning content and controls for our Practice Labs and Exam Preps. The 'Remote devices' are the remotely hosted devices and their respective operating systems that are served through the platform to the user's web browser, using bespoke software refer

Internet Explorer 10+	Supported	Supported
Firefox 52+	Not Supported	Supported
Chrome 29+	Not Supported	Supported
Edge 13+	Not Supported	Supported
Apple Safari 9.1+	Not Supported	Supported

Frequently Asked Questions

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

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?

A: 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.

A: 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. This is identifiable by certain characteristics in the lab as described in the Settings Tab section of this help guide. 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 may be able to use the Intranet My Files feature to upload documents for future access between logins though.

Q: I can't carry out one of the tasks in the lab or an exercise step is not working as per the content?

A: 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.

A: 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.

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

A: 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. Note that in

order to investigate such issues we will attempt to walk through the lab content to see if we can replicate the error reported. Often we are unable to do so, so please forgive us when we ask you to logout and repeat the lab to try again. It is not our intention to frustrate you when we ask you to do this.

Q: I don't have the correct courses, or I don't have any courses.

A: If you have just redeemed a voucher for a course, please ensure you logout of the platform and back in again to ensure your course list is refreshed.

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](#)"

A: Please try clicking on Connect again, the device might not have powered up fully on the first connection attempt.

Q: I login to the labs and power on a device, click connect but nothing happens.

A: Sometimes popup blockers can prevent lab devices from loading. If you have a popup blocker please ensure *.practice-labs.com is added to your popup blockers exceptions list. Often if popups are blocked, you will notice a message saying "This lab is being shut down due to no activity", this is due to a popup window not being open and communicating to the lab platform so please ensure popups are allowed. See your browsers documentation on how to enable popups.

Q: I enabled popups in my browser but it's still not working.

A: If you have a browser toolbar installed such as Google or Yahoo, or have an anti-virus solution installed that has popup blocker capabilities the popup blocker functionality will need to have an exception enabled to allow *.practice-labs.com to be able to open popup windows.

Q: When I connect to a Cisco router or Switch I get a grey screen but nothing happens.

A: When you connect to a Cisco device, if the device automatically powers on you will need to click in the grey area of the terminal and press the return or enter key to liven the terminal connection.

Q: I am getting a 668 error. How do I reconnect to the labs?

A: This error comes up when the lab environment is not able to connect with the lab device. This can happen when users make changes to the lab network, when the user's own local network has issues, when the device is not logged into for some time, when the device is inactive for some time, or other issues.

A: The 668 error can typically be fixed by pressing the device menu reconnect button or by switching to the console connect button. Users should first try the Reconnect button, wait a few moments, then try pressing it again. If that doesn't help, press the Console button and wait for it to connect. The user may be required to login again after entering console mode. If this is the case, click the Information button (next to the Reconnect button) to get the login credentials for the device. If none of the above actions work it is possible a more serious error has occurred and our recommendation at this point would be to logout of the labs, wait 2-3 minutes and log back in again. If the problem persists please do log a ticket with our support team.

Q: I've forgotten my password how do I reset it?

A: contact support@jobskillshare.org