

European Remote Labs - Site Connectivity Requirements

Welcome to the Global Knowledge European Remote Labs Training platform. Please take some time to read this document as it contains important information that will help you confirm that your training location can connect with the Remote Training platform and avoid any problems during the course.

Local Firewall Requirements

Please ensure that any local firewalls or filters are configured to allow access (outbound) to the following networks and ports.

Destination IP Address Ranges

195.81.152.0/24, 195.81.153.0/24, 195.81.154.0/24

TCP Ports

23	Telnet
2033 - 2096	Reverse Telnet
3389	Microsoft RDP

UDP Ports Only required for Cisco & Avaya Voice classes that require use of a VPN connection

500	Internet Key Exchange (IKE)
4500	NAT traversal

Local PC requirements

Windows XP/Vista/Windows 7 with the latest Service Pack (32 bit)
Remote Desktop Client 6.1 or above
Internet Explorer 6 or above with ActiveX enabled

Note: The use of Windows 2003, Windows 64-bit OS or any non-Microsoft browser is not recommended and can cause unexpected test results.

PC Setup Steps

Before you can test the environment you must follow the setup steps below to correctly configure your local PC. You will need access to an account with local administrative privileges on the PC you are testing from.

Install the Terminal Emulation Client

Download PuTTY from [here](#) (exe/472kb) - When asked, choose "Save As" and save the putty.exe file to your Desktop.

Add the Remote Labs Web Portal as a Trusted Site

In order to setup Internet Explorer to behave correctly, the remote labs website and IP address must be added to the Trusted Sites Internet Zone.

1. From Internet Explorer, click Tools > Internet Options
2. Click the Security Tab, and click the Trusted Sites Icon
3. Click the Sites... button
4. Uncheck the "require server verification (https)" option
5. Add the address "195.81.152.8" and host <http://rlabs.globalknowledge.net>
6. Click OK and return to the Security Settings Tab.
7. If using IE 11, go to 'Tools' -> 'Compatibility View Settings' and add 'globalknowledge.net' as a listed website.



Whilst in the Security Settings tab for Trusted Sites, click on the Custom Level button. Find the option "Initialise and script ActiveX controls not marked as safe" and change the value to "Enable"