Cloud Labs Student Access Guide

Welcome to the Global Knowledge Cloud Labs Training platform. Please take some time to read this document as it contains important information that will help you configure your client PC to enable connectivity with the Cloud Labs Training platform and avoid any problems at the start of your course.

The Global Knowledge Cloud Labs tunnel RDP over SSL using Remote Desktop Gateway. Therefore the location you have chosen to access the lab environment must have permitted the following:

Port	Target	Description
TCP/443	195.81.152.20 (gw1.labs.globalknowledge.net)	HTTPS

There are two methods you can use to access the cloud labs. Both methods achieve the same connectivity, however the simplest method (method 1) is limited to specific Windows Operating Systems.

Method 1 is only supported on Windows Desktop Operating Systems, such as XP SP3 and beyond. If you are not using a Windows Operating System, or you are using a Windows Server Operating System, you should consider using Method 2 instead.

Method 1: Access the Cloud Labs via the Remote Desktop Services Website

Note

The Remote Desktop Services Website requires the use of a Remote Desktop ActiveX control to be enabled. If you have problems enabling this control, try adding https://gw1.labs.globalknowledge.net to the Internet Explorer trusted sites list. If you still encounter difficulties, try Option 2 instead!

1. Open Internet Explorer and browse to https://gw1.labs.globalknowledge.net
2. At the Global Knowledge Cloud Labs login screen, enter the student user credentials your instructor has provided you, then press **Sign in**. You **must** enter the username using the format **gklabs\<username>** or **<username>@gklabs**!
3. The target server and connection options have been pre-configured for you. Press **Connect** to launch the Remote Desktop Connection.
4. A dialog should appear that matches the screenshot below. This is expected behaviour (a Microsoft bug!). Simply press **Connect** to continue
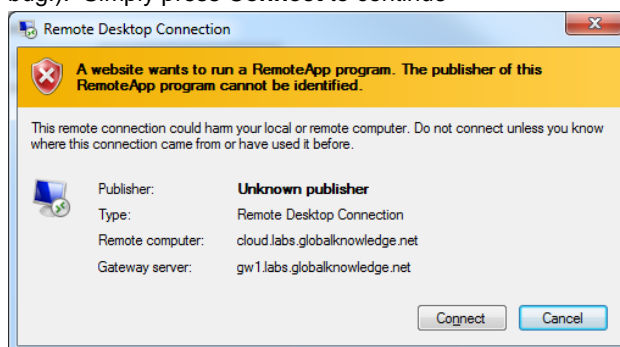
5. On the **Enter your credentials** screen, use the same user credentials that you used in Step 2!

Method 2: Access the Cloud Labs by manually configuring RD Gateway

Note

Only use this option if you have problems with Option 1!

The steps outlined in this option were written using Windows 7 Enterprise and the Version 7.0 RDP Client. If you are not using a Windows Desktop operating system, are using a version of Windows earlier than Vista, some of these steps may differ.

1. Navigate to **Start -> All Programs -> Accessories -> Remote Desktop Connection**. The RDP Client opens.
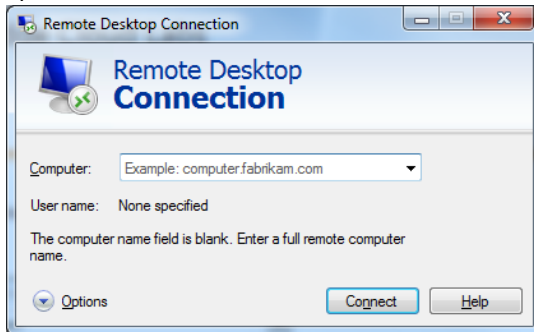
2. Expand **Options** then navigate to the **Advanced Tab**
3. In the **Connect from anywhere** section, click **Settings**, then configure the following options

Connection Settings	Select **Use these RD Gateway server settings**, then enter **gw1.labs.globalknowledge.net** in the **Server name** field.
Logon Method	Ensure that either **Allow me to select later** or **Ask for password (NTLM)** is selected
Bypass RD Gateway server for local addresses	Leave deselected
Use my RD Gateway credentials for the remote computer	Enable (select) this option

Click **OK**. A sample settings page:
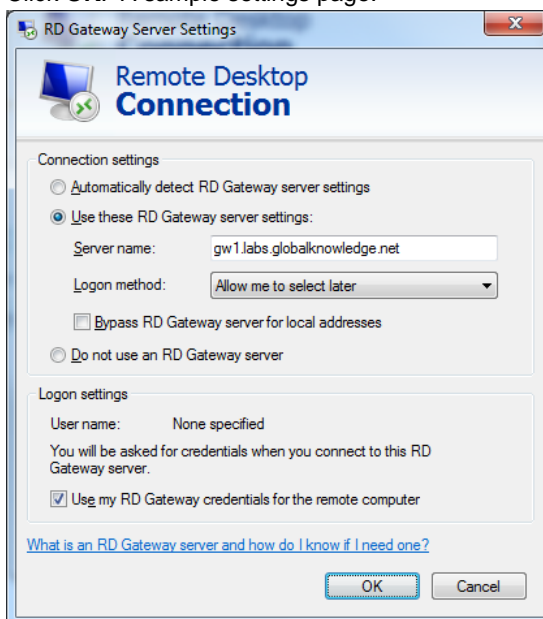
4. Return to the **General** tab. In the **Computer** field, enter the host **cloud.labs.globalknowledge.net**. Leave all other settings at their defaults and click **Connect**.
5. Enter the student user credentials your instructor has provided you, then press **OK**. You **must** enter the username using the format **gklabs\<username>** or **<username>@gklabs**!