

Connecting to the Cloud Labs directly using the MSTSC Client

Direct connections to the Cloud Labs training platform requires any local firewalls to permit the RDP protocol outbound to a specific Remote Desktop Host address. You must ensure that the site you plan to train from permits the following protocol through any on-site firewalls.

Port	Target	Description
TCP/3389	195.81.152.204 (cloud.labs.globalknowledge.net)	RDP

Once you have configured any on-site firewall please follow the steps below to continue the connectivity test.

Step 1: Authenticate your local network with the Remote Labs Firewalls

If you attempt to connect to the Cloud Labs Remote Desktop host above before you have authenticated through our Firewalls, you will see an RDP error message similar to the following screenshot:



RDP Protocol Error code 0x1104. This means our firewalls have blocked your connection!

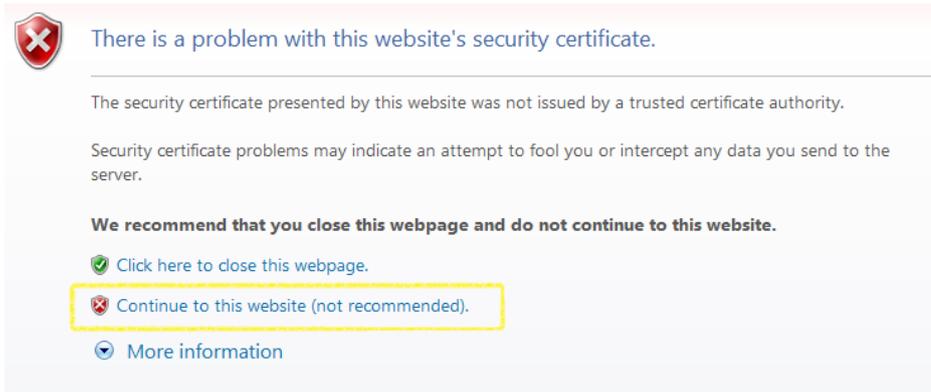
To authenticate, perform the following steps:

1. Open Internet Explorer and browse to <http://rlabs.globalknowledge.net/authenticate-me>
2. If your connection is not currently authorised, our firewalls will force you to authenticate and will display the form below in your web browser.

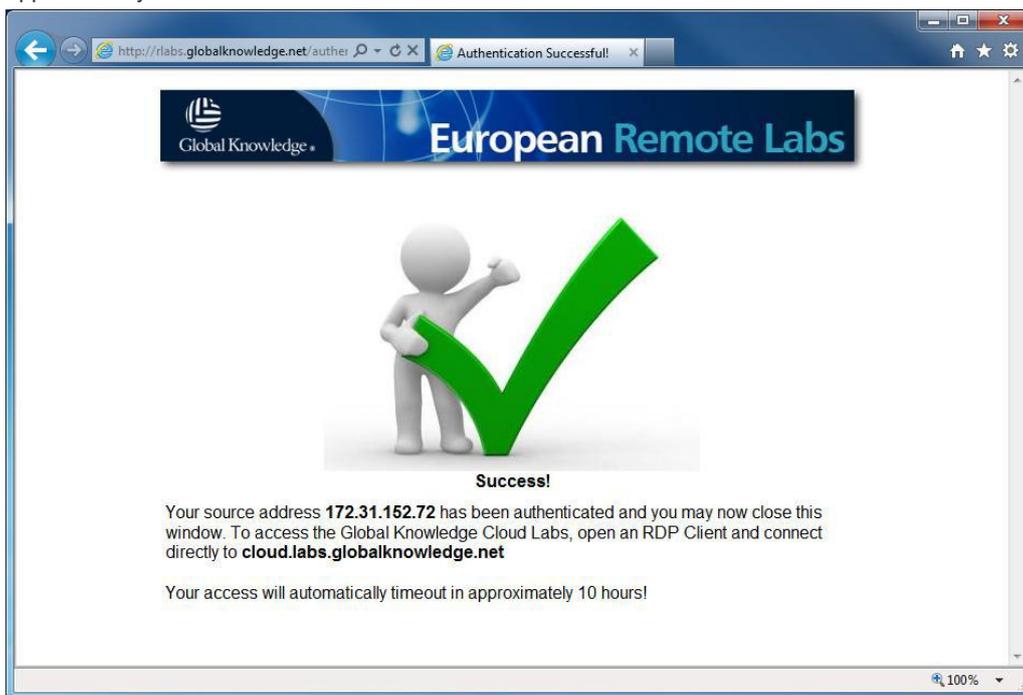
Enter the following credentials in the above authentication dialog and then press **OK** to continue.

Username: vmware
 Password: GKTraining

A popup screen will appear asking if you want to accept a certificate. Ensure that you select **Continue to this website (not recommended)** as shown in the screenshot below. Note that other browsers will display the certificate warning differently and may require extra steps!



3. After you click **Continue to this website (not recommended)** you should arrive at an authentication successful confirmation page (shown below). You have now authenticated and can use an RDP client to connect directly to the Cloud Labs platform. Your authenticated session will remain active for approximately 10 hours.



Step 2: Connect to the Cloud Labs Platform using a Remote Desktop Client

Note: The steps below were written using Windows and the version 7 RDP client. If you are not using Windows the steps will differ.

To connect to the Cloud Labs, perform the following steps.

1. Click **Start** and navigate to **All Programs -> Accessories -> Remote Desktop Connection**
2. In the **Computer** field, enter the Cloud Labs hostname: **cloud.labs.globalknowledge.net**, then press **Connect**
3. Login using the credentials your trainer has provided.