

# **Global Knowledge European Remote Labs**

## **Web Front End User Guide v1.2**

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## 2. Web Front End Access

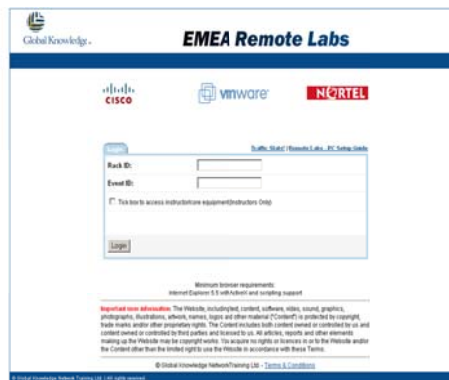
The main method of access into the Global Knowledge European Remote Labs environment is via a Web Access Front End.

The URL for this is:

**<http://rlabs.globalknowledge.net>**

From here, via a Login screen, access is enabled to all of the devices that comprise the equipment required for the course.

(Note: a preliminary authentication screen may be encountered prior to the main login page – details of which are provided in the next section).



There are 2 levels of login access granted:

### 1. Student Login

This login provides access to all of the Student level devices – typically arranged as series of ‘pods’ which closely align with the Vendor recommended course setups.

### 2. Instructor Login

This level of access will provide connections to the devices which comprise the ‘core’ of the lab setup which are not normally available to Students. Also found here will be the management tools and additional information required to manage the course devices. It is recommended that Students are NOT given access to the Instructor Web pages.

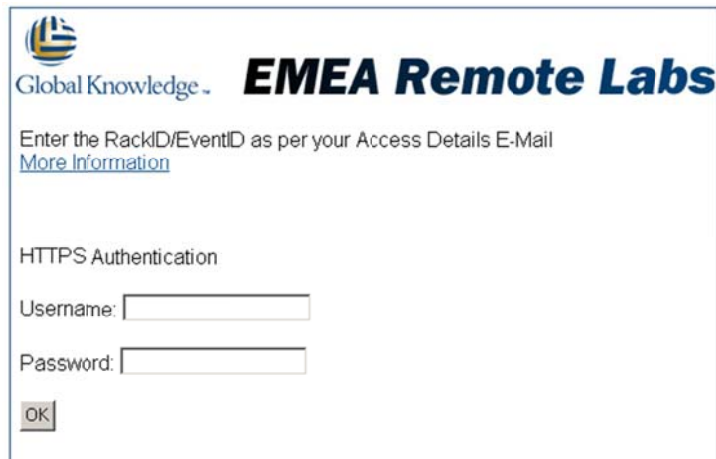
Full details of the access methods, tools etc are given in the following sections.

### 3. Preliminary Authentication

Depending on the location for the course delivery, it may be necessary to perform a preliminary authentication phase in order to enable access from the Training Site through the Remote Labs firewall.

In most cases, this will be an automatically presented Web page when the main site URL is entered into the local Web Browser.

The page will look as follows:



The credentials required will have previously been provided in an Access Details E-Mail.

The credentials are:

For the Username – use the Rack ID/Username provided

For the Password – use the Event ID/ Password provided.

For example a login for a Cisco ICND class on Rack 12 might be:

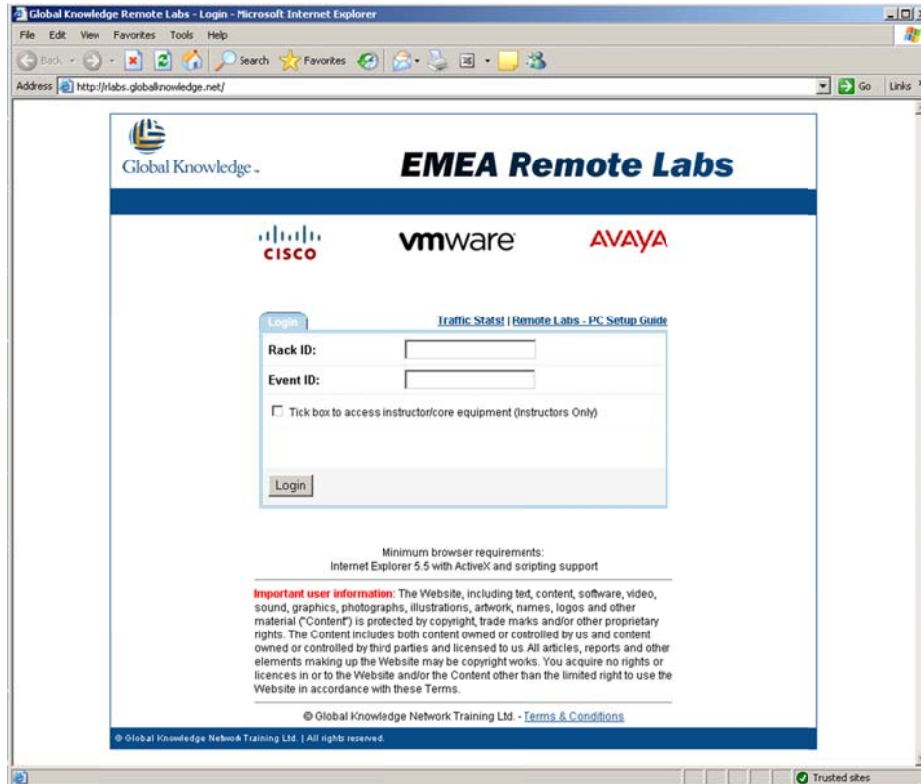
Rack ID/Username: ICND12

Event IDS/Password: 18942

During authentication, it will be necessary to accept the security certificate, following which you will be presented with the main Web Access Login page.

Please note that this authentication is per IP from the site and lasts for 24 hours – so will need to be performed once per day, per IP (most sites use a single IP via NAT, so only a single login per day is normally required).

## 4. The Student Login Screen



For Student login, from the Main Web Access login page (shown above), it is only necessary for them to provide the Rack ID and Event ID credentials that were supplied in the Access E-Mail.

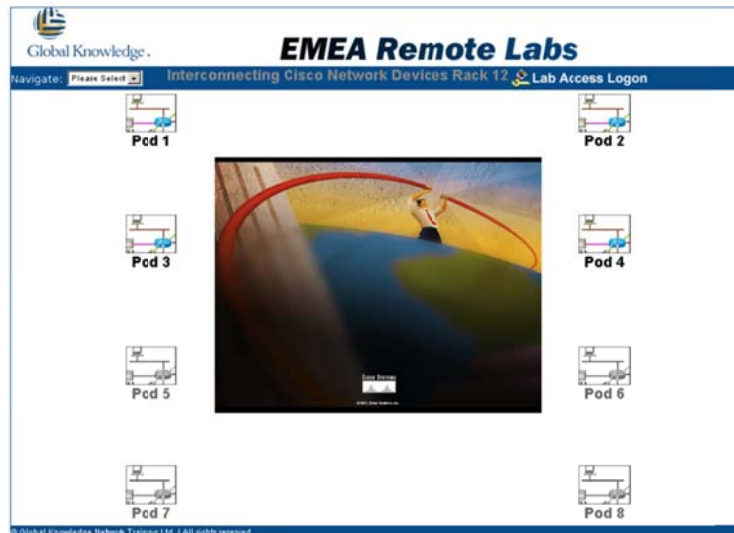
Using the details from earlier, as an example:

Rack ID: ICND12

Event ID: 18942

Then click the 'Login' button. The student will typically be taken to the Pod selection screen (actual screen varies depending on Vendor/Course/Rack size)

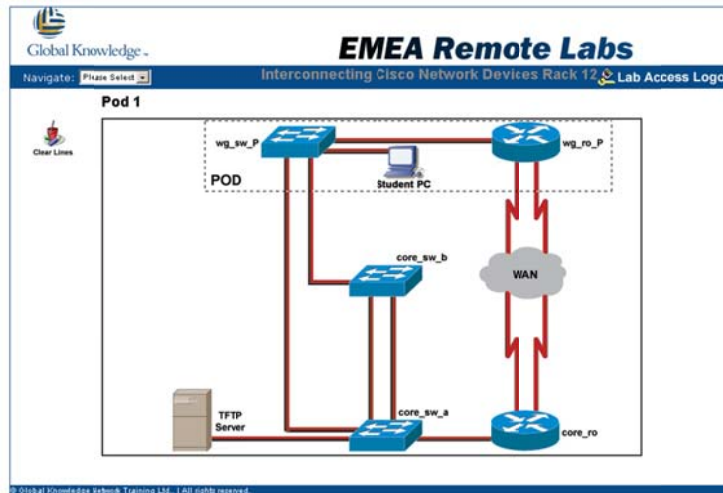
## 5. Student Pod Selection



The course Instructor should allocate students to pods according to the requirements of the class (typically 2 students to a pod, however this varies according to Vendor and Course).

Students then simply click on the Pod Icon that corresponds to their allocated pod number. They will then be taken to the Device Access Screen for the selected Pod Equipment.

## 6. Student Device Access Screen

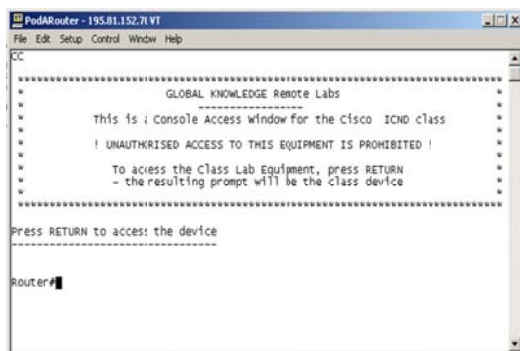


From this Device Access screen, all of the allocated devices that comprise the pod are accessible, simply by clicking on the icon for the required device.

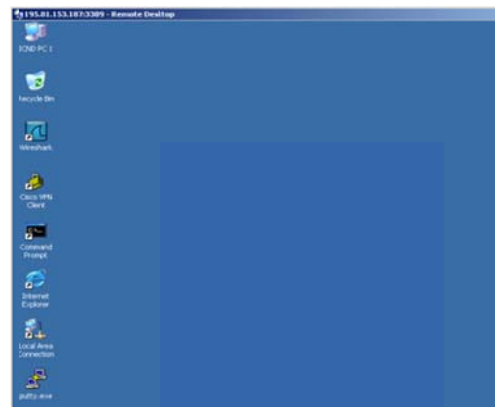
Each icon for an available device will have a normal 'web page hotspot'. Clicking on this 'hotspot' will launch whichever access tool is appropriate for the device.

Most commonly, the access methods are based on telnet for the consoles of items such as routers and switches and RDP for PC's.

Example Router Session:



Example PC Session:



### **Web Page Timeout**

When access has not been used for a period of time (typically during theory lectures), Device windows and the Web Access Login may time out.

Should this happen, the students Web page will drop back to the Login Screen – simply login again with the standard credentials to re-open access.

### **Device Access Conflict**

For most devices that are accessed via a 'console' session (routers, switches), only a single session is possible. This also applies to the majority of lab PC access (RDP 'console session').

If a session is already open, a student attempting to open another session will be refused – a refusal message may be displayed or the console telnet window will close automatically.

On a PC, however, the new session request will close any existing session.

The resolution is simply to either use the existing open session or to close that session down and re-connect.



## 7. The Instructor Login Screen

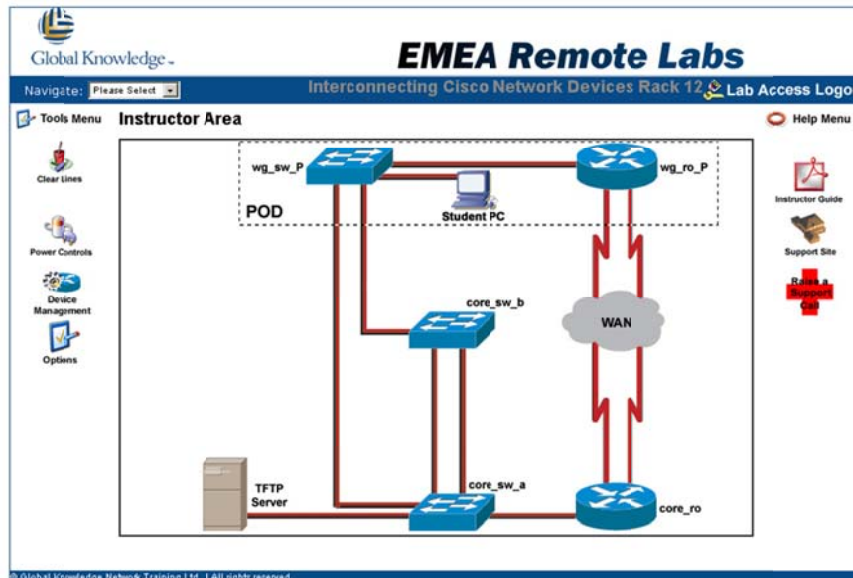
For Instructor login, from the Main Web Access login page (shown above), it is necessary to provide further credentials IN ADDITION to the Rack ID and Event ID credentials.

Check the tick box 'Tick Box to access instructor/core equipment (Instructors Only)

This will bring up the additional credential boxes. Enter the additional details as supplied in the Access E-Mail as 'Instructor Username' and 'Instructor Password' into the additional and click 'Login'

The Instructor Access Web page for the equipment set will now be displayed.

## 8. The Instructor Access Page



Following successful Instructor Login, a Web Access page similar to the above will be displayed. Typically access will only be supplied here for the Instructor accessible Core Devices.

For access to pod devices, select the appropriate pod from the Drop-Down list located at the top left of the screen, this will allow switching between the student pods for access and back to the Instructor screen, as required.

From here, there are also a number of course management and information tools available to provide such facilities as 'Power Cycle', 'Device Configuration Management' and access to Support tools such as Instructor Course Notes and Support Requests.

These tools are described in the following sections.

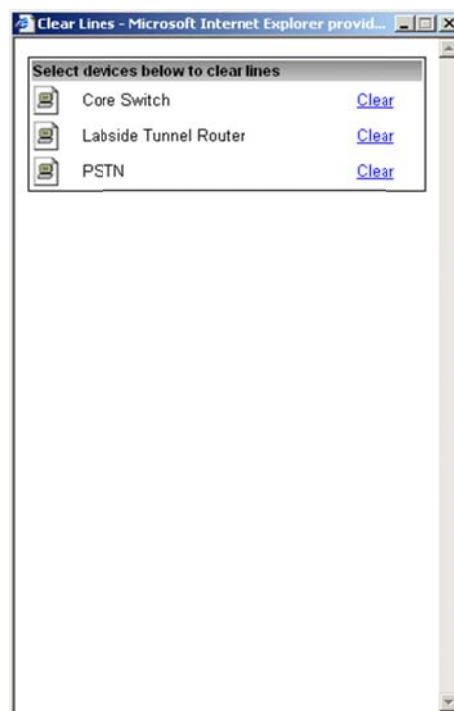
## 9. Instructor Tools

### Clear Lines (Available on most Racks)

Occasionally, a Console session to a device may be refused, despite no obvious existing open session, typically as a result of a 'frozen' local PC or intermittent Internet connection.

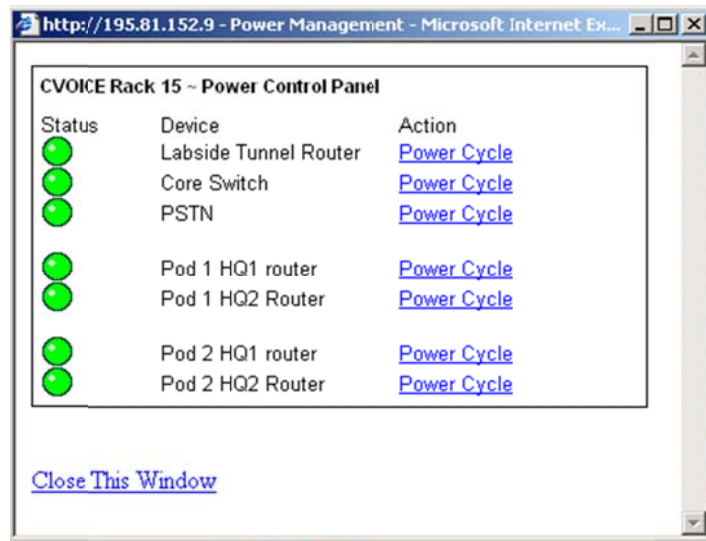
In these circumstances the 'Clear Lines' option allows the instructor to clear the locked session, allowing re-connection.

This option may not always be present, dependant on Vendor/Course/Equipment variations. In these cases, it is either not required or not possible and it may be necessary to request a Support intervention.



## Power Control

The Power Control option allows the instructor to power cycle the devices used in the course.



This process is independent of any console session to the device, so it is possible to monitor the power cycle process exactly as if the device was 'local' and a console cable directly attached.

This allows the possibility to observe the boot process of the device and to break in at any point, for configuration, password recovery etc. purposes.

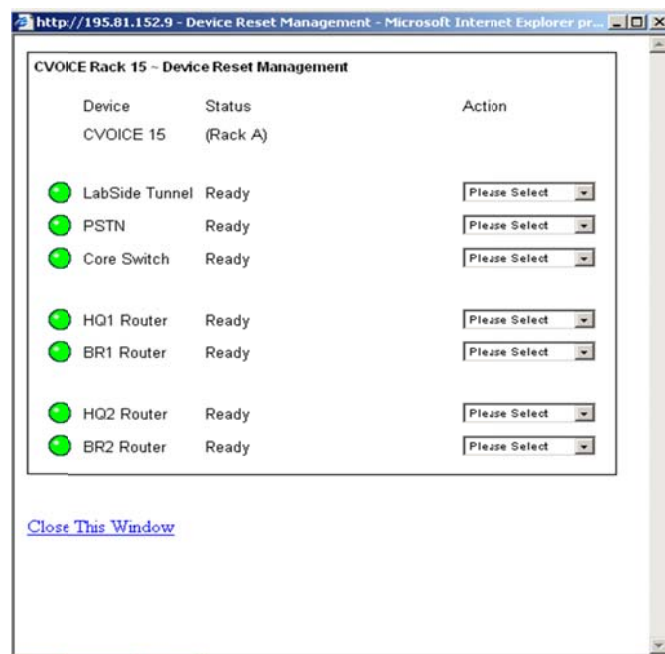
### Device Management Tool (Available on most Racks)

The Device Management Tool allows the instructor, through a remote scripted tool to automatically configure course device with specific configurations.

This allows the Instructor the possibility to:

- Load initial configurations to course devices prior to course start.
- Load specific configurations onto both Core and Pod devices for specific lab exercises throughout the course.
- Reset devices following incorrect configuration or assist students in bringing devices up to a required configuration standard.
- Erase or reset devices on completion of the course.

Each device has a drop-down menu. The options available will be dependent on device and lab/course requirements.

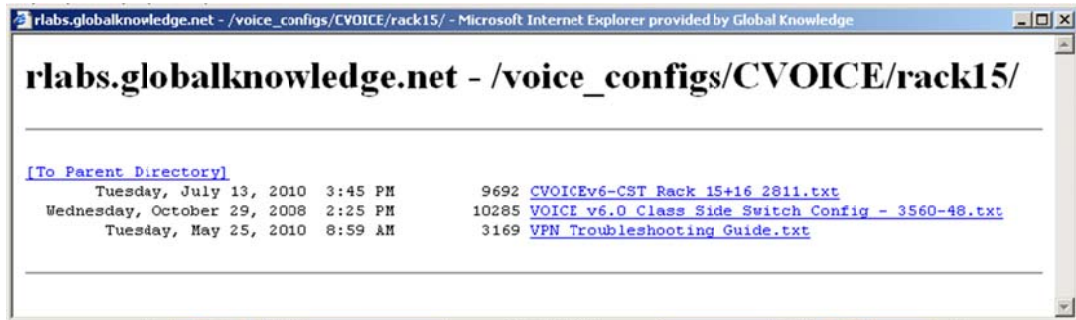


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### Config Manager (Available on all VPN-based Racks – Cisco and Avaya VOICE)

Contains .txt versions of classroom switch and router configurations when a VPN connection from the classroom is required



## Options

From the 'Options' menu it is possible to tailor the rack connection tools to allow for specific client software installed on the classroom PC's to be used to provide the device connections.

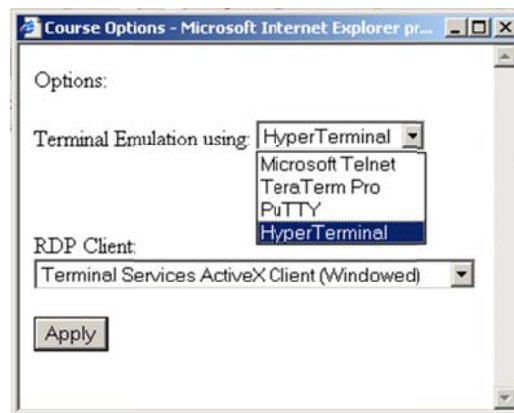
For example, to provide Console Session connections, the available options are:

PuTTY (our recommended option)  
TeraTermPro  
Microsoft Telnet  
Hyperterminal

(Note: MS Telnet is, by default, NOT installed in Windows Vista or Windows 7 and above)

RDP Client Software:

Terminal Services ActiveX Client (Windowed or Full Screen)  
Remote Desktop Connection Client (mstsc) (Windows or Full Screen)



After clicking 'Apply' followed by 'OK', it is necessary to refresh the Web page by pressing F5 to 'enable' the new selection.

Please note that the above options are configured on a complete rack basis – i.e. it is NOT currently possible for individual pods / students to be using alternate tools.

However, in cases where more than one rack is in use in a classroom (e.g. 2 VOICE racks, each of 4 students), it is possible for students using one rack to have a set of options that differ from the students in the second rack.

## 10. Requesting Help

### E-Mail (Primary Support Request method)

The Support Team E-Mail address is: [rls@globalknowledge.net](mailto:rls@globalknowledge.net)

Our SLA for all support requests is to respond within 15 minutes.\*\*

\*\* Within normal supported course hours. Very occasionally, your e-mail may be delayed in transit, therefore, if you have not had a response after 30 minutes, please send a follow-up e-mail and consider contacting us by telephone.

### Telephone

Support Direct Telephone Line: **+44 (0)118 989 7735**

### Other Contact Methods

We do not normally encourage contact methods (e.g. Skype, IM, MSN etc.), other than the above, as these other methods often do not easily provide a means to record and track support information. Such information is important to allow us to ensure that we provide the best support service possible to you.

