



# Hewlett Packard Enterprise

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## HPE Education Services Poland Virtual Lab Access Test

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This document contains step-by-step instructions for preparing your computer to access HPE Education Services Poland Virtual Lab. We recommend that you go through these steps a few days before your event starts. It is critical that you setup and verify access using the same browser, computer, and network location you plan to use for your class

### Supported Requirements

HPE Education Poland applies the SonicWall SRA 8.0 security appliance to get access to remote equipment using the VL. There are some recommendations:

- The following Web browsers are supported: Microsoft Internet Explorer 9, 10, 11, Microsoft Edge, Mozilla Firefox, Google Chrome and Apple Safari.
- All the bookmarks are configured as Terminal Services (RDP - ActiveX). Because ActiveX plug-ins are supported by Internet Explorer only, it is recommended to use Internet Explorer.
- It is critical that you have administrator-level permissions to the system so client-side software can be installed, or other settings can be adjusted.
- If you use a browser other than Internet Explorer, the bookmarks should automatically launch as:
  - RDP – Java (additionally Oracle Java 1.6.0\_10 or higher is required)
  - RDP – HTML5 (if the browser does not support Java plug-ins, like Edge or Chrome)

### Testing Access to the Lab

Please follow the following steps:

**Step 1** – Open your browser and navigate to <https://h4100.wsw.edunet.hpe.com>

**Step 2** – Login with:

User name:	<b>hpeptest</b>
Password:	<b>hpvlpoland</b>
Domain:	<b>LocalDomain</b>

**Step 3** – Select the bookmark **h4020**

The first time that you open a lab test connection, the system may attempt to install add-ons or plug-ins to your computer. These are necessary for accessing the labs and should be allowed to install. In general, you must be logged on to your computer with an account that has administrative privileges to make these changes. These components may also generate various security warnings, depending on your settings.

Please adjust client-side software firewall, VPN, browser, or proxy settings if necessary.

**Step 4** – A test connection will open in a new popup window. You should see the logon sequence proceed normally for a Windows-based system. Once connected, the system will immediately initiate an automatic logout. You may see “reconnect” messages after the logout. These can be dismissed without impact.

If you received any error messages on your first attempt, please try the test link again or view the Troubleshooting Tips at the end of this document.

**Step 5** – On the Virtual Lab page, click Logout to exit the lab.

Your computer is now set up, tested, and ready for your training event.

### **TroubleshootingTips**

Tip 1 – Confirm that you have administrator-level access to your computer.

Tip 2 – If you use a VPN, confirm that it is turned off when accessing the lab.

Tip 3 – If you have a 64-bit system, be sure to use a 32-bit version of your browser.

Tip 4 – Try adding "<https://h4100.wsw.edunet.hpe.com>" to your Internet Explorer Trusted Sites list.

Tip 5 – Adjust IE Security for Trusted Sites to LOW. Disable Protected Mode.

Tip 6 – Reboot your computer. Then retry the installation/verification steps above.

Tip 7 – If you have a firewall or other security software installed, try temporarily disabling the software or adding an exception rule for the lab site.

Tip 8 – If you are using Internet Explorer and can install the software but can't access the lab with the test link, try using Firefox or Chrome instead.

Tip 9 – If you have access to another computer or VM, try using that machine for lab access.

Tip 10 – If you are having network issues at your location, try moving to a different location.

### **GettingAssistance**

If you need assistance, please contact the virtual lab Tech Support Team at [Education.Tech.Support.USCA@hpe.com](mailto:Education.Tech.Support.USCA@hpe.com)

Please include the following information in your message:

- What is your course ID and starting date?
- What is your computer's OS and what browser/version are you using?
- Are you are using a home or corporate network?