



Practice Labs

# **PRACTICE-LABS User Guide**

# System requirements

- Microsoft Windows XP SP2/Vista/7/8/2003/2008
- Linux Red Hat, Fedora, SUSE, Ubuntu
- Apple Mac OS X
- Minimum of 512Mb Ram (depending on OS)
- Minimum processor speed 1 GHz
- Internet connection minimum of 512Kbs
- Sun Java version 1.7+
- Http Access (Port 80)
- Https Access (Port 443)

## Browser support

### Java Client

- Opera 10 +
- Internet Explorer 7, 8, 9, 10 (desktop mode)
- Mozilla Firefox 3.x, 4.x
- Google Chrome 10 +
- Apple Safari 3.0 +

### HTML 5 Client

- Internet Explorer 10 > current release
- Chrome 15 > current release
- Opera 11.50 > current release
- Firefox 11 > current release
- Safari 5.0.3 > current release



# Navigating the website

Once you have been authenticated into the website portal, either via your training provider or manually logging in, you can navigate the around using tab-links on the left hand side of the page.

## Courses

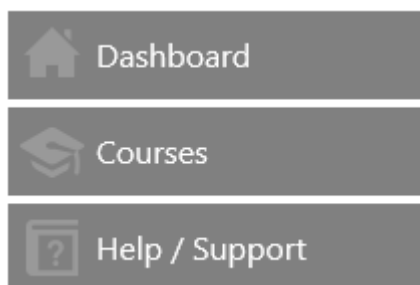


The screenshot shows a web portal interface. On the left is a vertical navigation menu with three items: 'Dashboard' (with a house icon), 'Courses' (with a graduation cap icon), and 'Help / Support' (with a question mark icon). The 'Courses' item is highlighted. To the right of the menu, under the heading 'Courses', there is a list of Microsoft courses. Each course entry starts with a small icon of a graduation cap followed by the course title. The courses listed are:

- 70-236 - Configuring Exchange Server 2007
- 70-238 - Deploying Messaging Solutions with Microsoft Exchange Server 2007
- 70-246 - Monitoring and Operating a Private Cloud with System Center 2012
- 70-247 - Configuring and Deploying a Private Cloud with System Center 2012
- 70-270 - Administering Microsoft Windows XP Professional
- 70-271 - Supporting Users and Troubleshooting Windows XP
- 70-272 - Supporting Users and Troubleshooting Desktop Applications in Windows XP
- 70-284 - Implementing and Managing Microsoft Exchange Server 2003
- 70-290 - Managing and Maintaining a Microsoft Windows Server 2003 Environment
- 70-291 - Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- 70-293 - Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure
- 70-294 - Maintaining Microsoft Windows Server 2003 Active Directory Infrastructure
- 70-299 - Implementing and Administering Security in a Microsoft Windows Server 2003 Network
- 70-331 - Core Solutions of SharePoint Server 2013
- 70-332 - Advanced Solutions of Microsoft SharePoint Server 2013
- 70-341 - Core Solutions of Microsoft Exchange Server 2013
- 70-342 - Advanced Solutions of Microsoft Exchange Server 2013
- 70-410 - Installing and Configuring Windows Server 2012

There are three main areas in the portal:

- Dashboard
- Courses
- Help /Support



A close-up view of the three navigation buttons: 'Dashboard' with a house icon, 'Courses' with a graduation cap icon, and 'Help / Support' with a question mark icon. The buttons are stacked vertically and have a dark grey background with white text and icons.

Each of these is described as follows.



## Dashboard

This option provides you details of the following:

- System notifications
- Your activity
- Open support calls

## Courses

Detailed information on courses.

## Help / Support

Use the help and support section of the site to access:

- Frequently asked questions (FAQs)
- Technical information
- Log support call

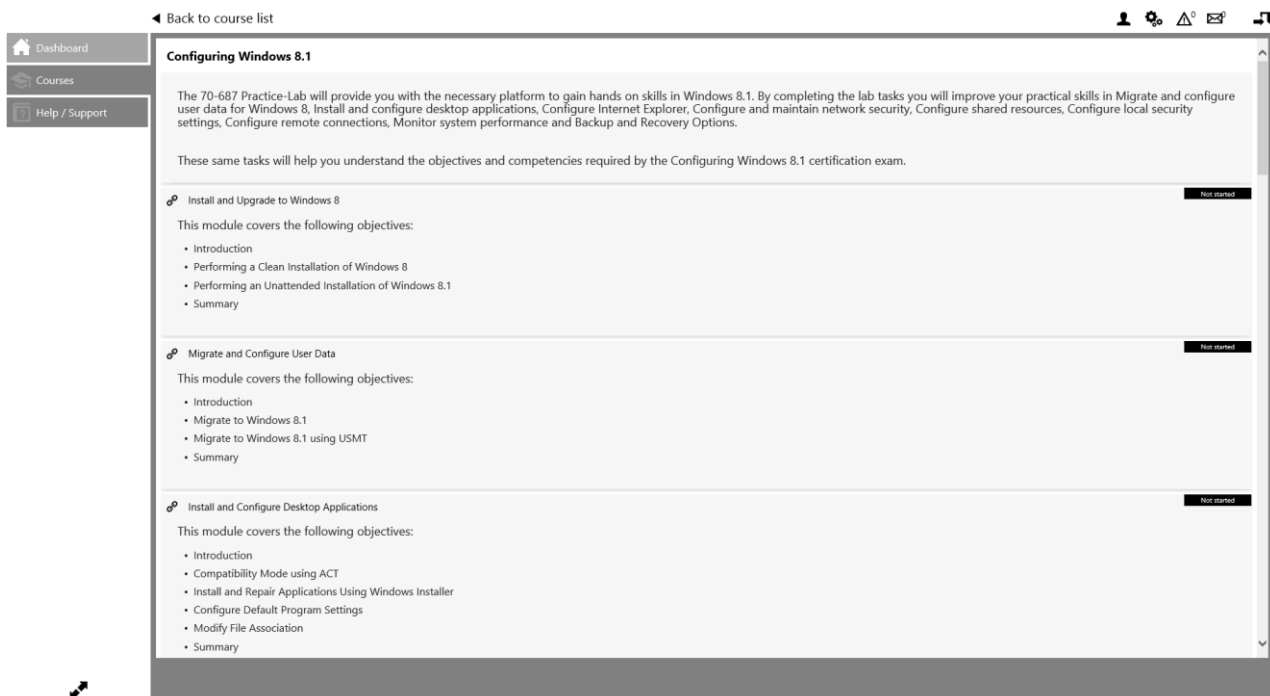


# Accessing your courses

When you select the **Courses** link you will be presented with the courses you have been allocated based on your subscription, some users will only see a single course although they have many, this is normal behaviour and is dictated by the configuration of the your training provider. Some users will see the entire course library.

Select the course you wish to access by clicking on the course title. A course tracking indicator will be displayed on the right hand side of the course, this indicates whether you have not started/in progress or completed the course.

Once you enter the course you will be presented with a list of available modules to complete for the selected course. In a similar format to the course selection, use the link to select the particular module. Again, you will see a tracking indicator in the top right of each module.



The screenshot shows the 'Configuring Windows 8.1' course page. On the left is a sidebar with 'Dashboard', 'Courses', and 'Help / Support' links. The main content area has a 'Back to course list' link at the top left. The course title 'Configuring Windows 8.1' is at the top right. Below the title is a description: 'The 70-687 Practice-Lab will provide you with the necessary platform to gain hands on skills in Windows 8.1. By completing the lab tasks you will improve your practical skills in Migrate and configure user data for Windows 8, Install and configure desktop applications, Configure Internet Explorer, Configure and maintain network security, Configure shared resources, Configure local security settings, Configure remote connections, Monitor system performance and Backup and Recovery Options.' Below this is a paragraph: 'These same tasks will help you understand the objectives and competencies required by the Configuring Windows 8.1 certification exam.' The main content area lists three modules, each with a 'Not started' indicator on the right:

- Install and Upgrade to Windows 8**  
This module covers the following objectives:
  - Introduction
  - Performing a Clean Installation of Windows 8
  - Performing an Unattended Installation of Windows 8.1
  - Summary
- Migrate and Configure User Data**  
This module covers the following objectives:
  - Introduction
  - Migrate to Windows 8.1
  - Migrate to Windows 8.1 using USMT
  - Summary
- Install and Configure Desktop Applications**  
This module covers the following objectives:
  - Introduction
  - Compatibility Mode using ACT
  - Install and Repair Applications Using Windows Installer
  - Configure Default Program Settings
  - Modify File Association
  - Summary

You will now be taken into the module and be presented with the content and lab devices required to complete required objectives.



# Navigating labs and content

Once you launch into the module, the web page will change to something similar to the screenshot below.

Primarily there are two major areas of control.

- Content window, showing the guide to the activities and exercise detail
- Lab devices

In the following screenshot, the content is shown in the centre of the page and the lab devices are placed as tab links on the left hand side underneath the site navigation tabs.

◀ Configuring Windows 8.1

Dashboard  
Courses  
Help / Support

Exercises  
PLABDC01  
PLABDM01  
PLABWIN801  
PLABWIN810  
PLABWIN701

Migrate and Configure User Data

**Introduction**

The **Migrate and configure user data** module provides you with the instruction and computer hardware to develop your hands on skills in the defined topics. This module includes the following exercises:

- 1) Migrate to Windows 8.1
- 2) Migrate to Windows 8.1 using USMT

**Lab Diagram**

During your session you will have access to the following lab configuration.

PLABDC01  
192.168.0.1/24

PLABDM01  
192.168.0.2/24

PLABWIN801  
192.168.0.3/24

PLABWIN810  
192.168.0.4/24

PLABWIN701  
192.168.0.5/24

**Connecting to your lab**

In this module you will be working on the following equipment to carry out the steps defined in each exercise.

download this module (pdf)  
back to module list



# Managing your content window

There is flexibility in how you access and view your lab content. Let's take a look at the content window in more depth.

**Migrate and Configure User** In progress

### Introduction

The **Migrate and configure user data** module provides you with the instruction and computer hardware to develop your hands on skills in the defined topics. This module includes the following exercises:

- 1) Migrate to Windows 8.1
- 2) Migrate to Windows 8.1 using USMT

### Lab Diagram

During your session you will have access to the following lab configuration.

**Connecting to your lab**

In this module you will be working on the following equipment to carry out the steps defined in each exercise.

- **PLABDC01**(Domain Controller)
- **PLABDM01** (Domain Member)
- **PLABWIN801** (Windows 8 Workstation)
- **PLABWIN701** (Windows 7 Workstation)
- **PLABWIN810** (Windows 8.1 Workstation)

Each exercise will detail which console you are required to work on to carry

[+][-] download this module (pdf) back to module list

i 1 2 s c

The main components of the window are broken down as:

- **Central panel** - This is where the introduction, exercise and summary details are displayed.
- **Bottom left** – Links to navigate between module content.
- **Bottom right** - Module download links (Adobe PDF format).
- **Top right** - Window management, use these icons to manage your content viewing preferences, these icons are detailed below.



## Content window icons

In the top right corner of the content window there are some icons which control the location and look of the exercises. These icons are described in the table below.



| This icon snaps the content window to the centre of the page.



| This icon snaps the content window to the right hand side of the page.



| This icon forces the content to launch in a new window.



This icon enables you to freely move and size the content window as you wish.



| This icon minimises the content window.



| This icon maximizes the content window.



Once you have configured your content view to your personal preference you will need to save your settings from the save settings item in the settings menu this will keep your settings between page changes and login/logouts.

## Accessing Devices

The devices required for each module are presented on the left hand side of the console. Each module or exercise may change the devices that you have access to.

For example, in the following screenshot the lab has 3 devices, **PLABDC01**, **PLABDM01**, **PLABWIN801**, **PLABWIN810** and **PLABWIN701**.



Simply click on a device to select it. Each exercise requires one or more device to be powered on. Some exercises require all of the devices and some exercise will automatically power on some of the devices

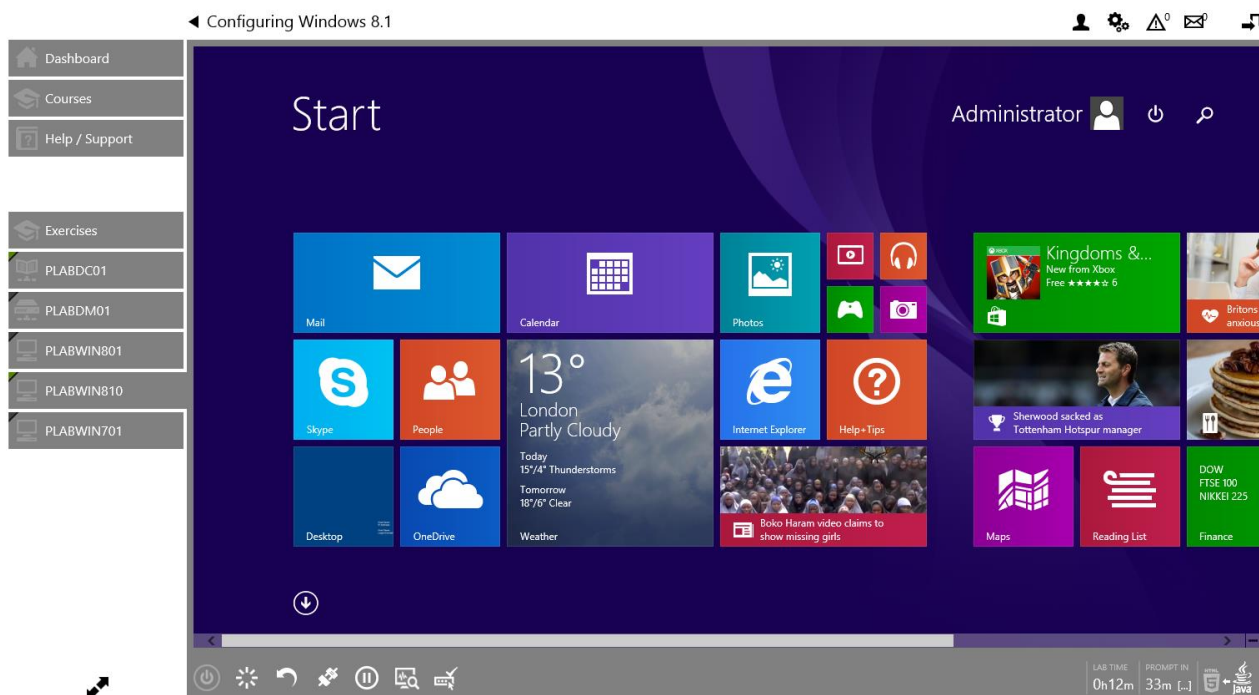




for you. The detail in the **Introduction** part of the content will inform you which devices should be powered on.

⏻ Once you have selected a device, if it is powered off you will see the **power on** icon at the bottom left hand corner of the Toolbar, this is the device controls area.

To power the device on, click the ⏻ icon. The icon will change to ⏻ which is animated while the device is busy. Once the device is powered and is connectable, your central console will automatically connect to the remote desktop console, or terminal depending on which the device is (Cisco, Microsoft etc), unless you have selected to open your devices in a new window. In this is the case you will need to click the **Connect** icon to connect.



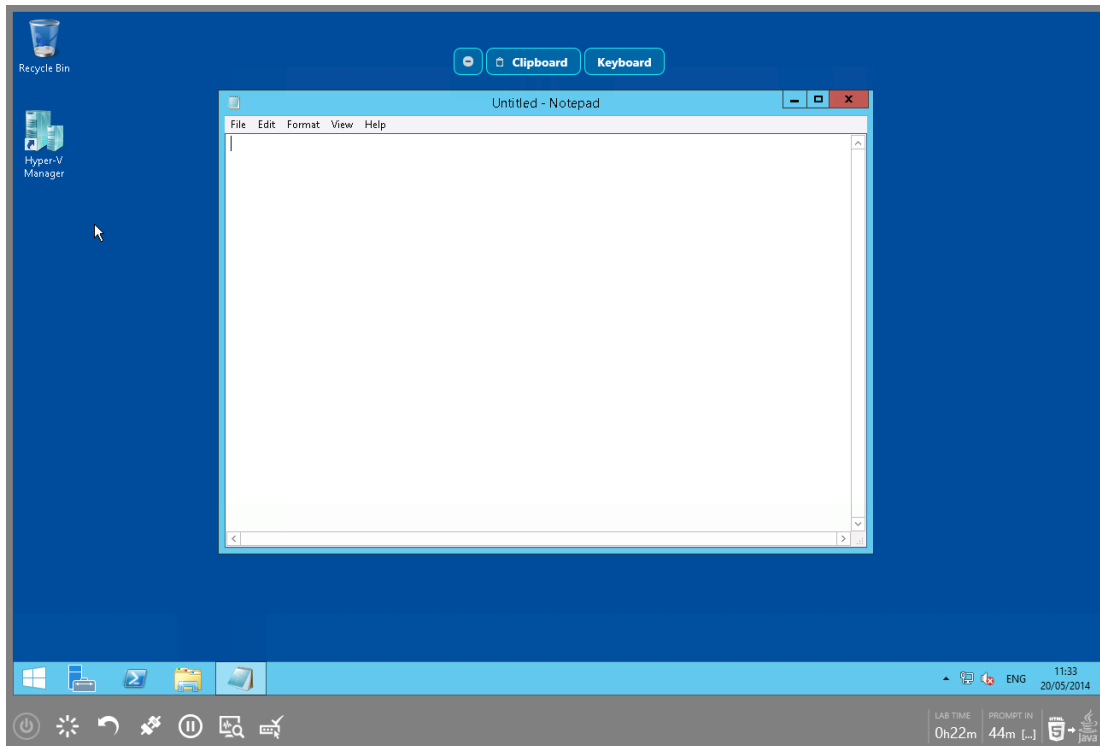
The same process is in place for both Microsoft Windows devices and Cisco networking equipment.

You will notice that when the device is powered on, the icons and information in the bottom device controls Toolbar will change, these icons and information are described in the next section.

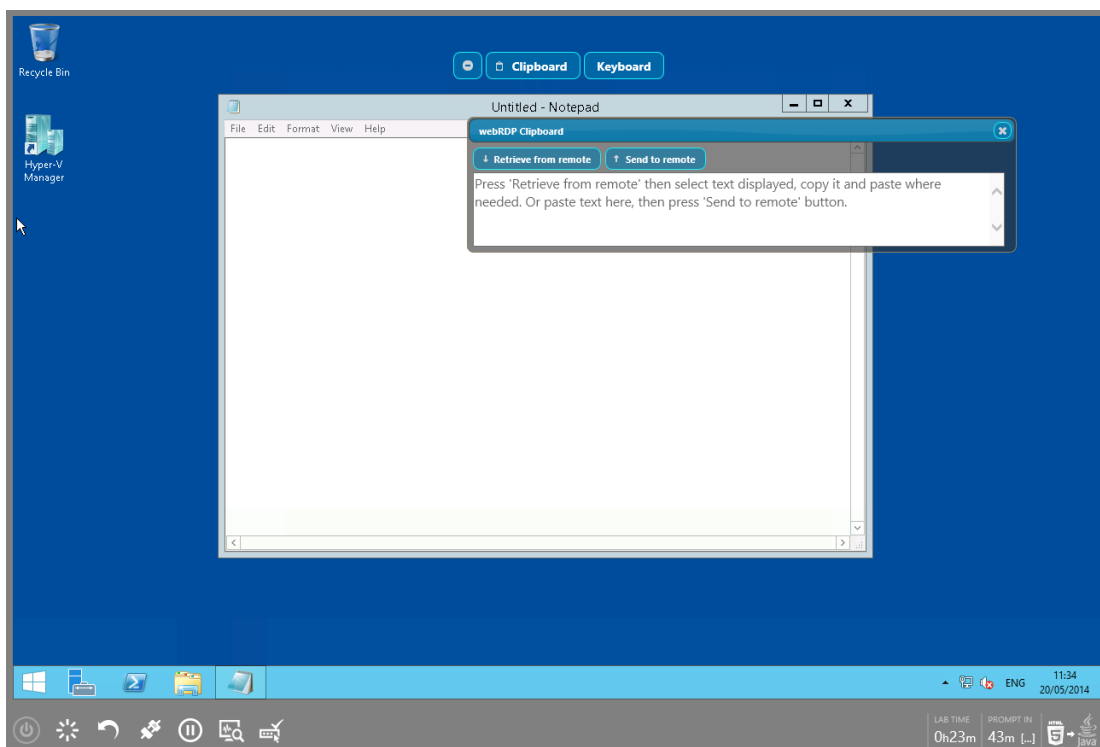
## Copying and Pasting

To copy and paste text between the console window of the device and your local computer is as simple as it is on your own computer when using the Java client. However when using the HTML5 client the process to copying and pasting is different. You must click on the '+' icon on the top of the console window of your device.





Then click on 'Clipboard' where you can send text and receive text to and from the console.



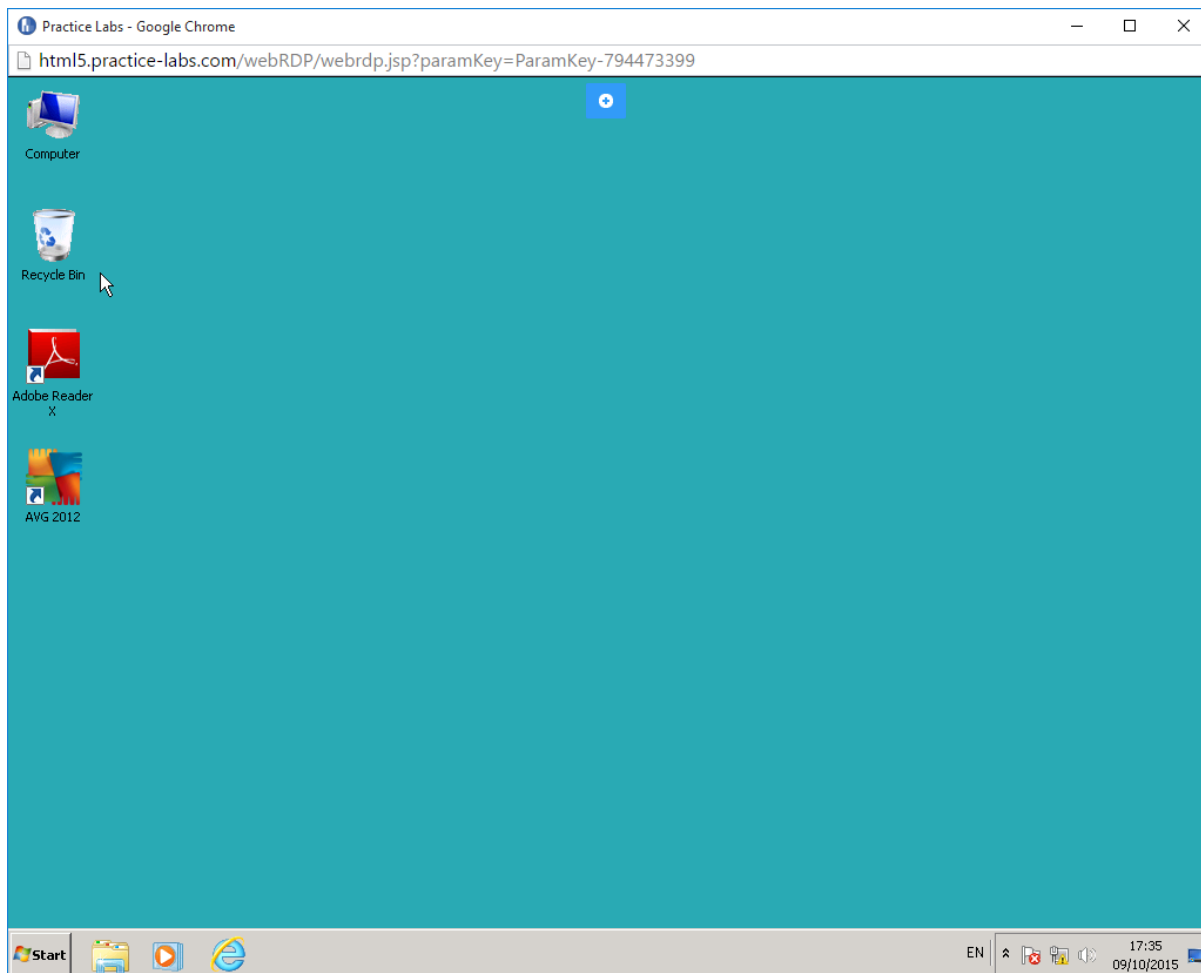
You can then either type in the text you want to copy into the device or paste it into the text box that has been prompted after clicking clipboard. You then press 'Send to remote' and you can then paste it using right click paste or CTRL + V within the console. Alternatively, you can do this the other way, you highlight the text you want in the console window and press 'Retrieve from remote' and the text will appear in the text box.



# Uploading a file to the Intranet

Uploading a file to the intranet is a simple process that allows you to transfer files across devices easier. It also allows you to save a file to be downloaded at a later date.

To start you will have to open internet explorer from the desktop.



Once you have opened internet explorer you will be directed to the Intranet, <http://intranet/> from here you will need to click the browse button in the top right hand corner.



Practice Labs - Google Chrome

html5.practice-labs.com/webRDP/webrdp.jsp?paramKey=ParamKey-794473399

Intranet - Windows Internet Explorer

http://intranet/Home.aspx?s=1

## Tools and resources

**Public files** **My files**

plabtest

Upload file

Space remaining 100Mb of 100Mb

**Note**

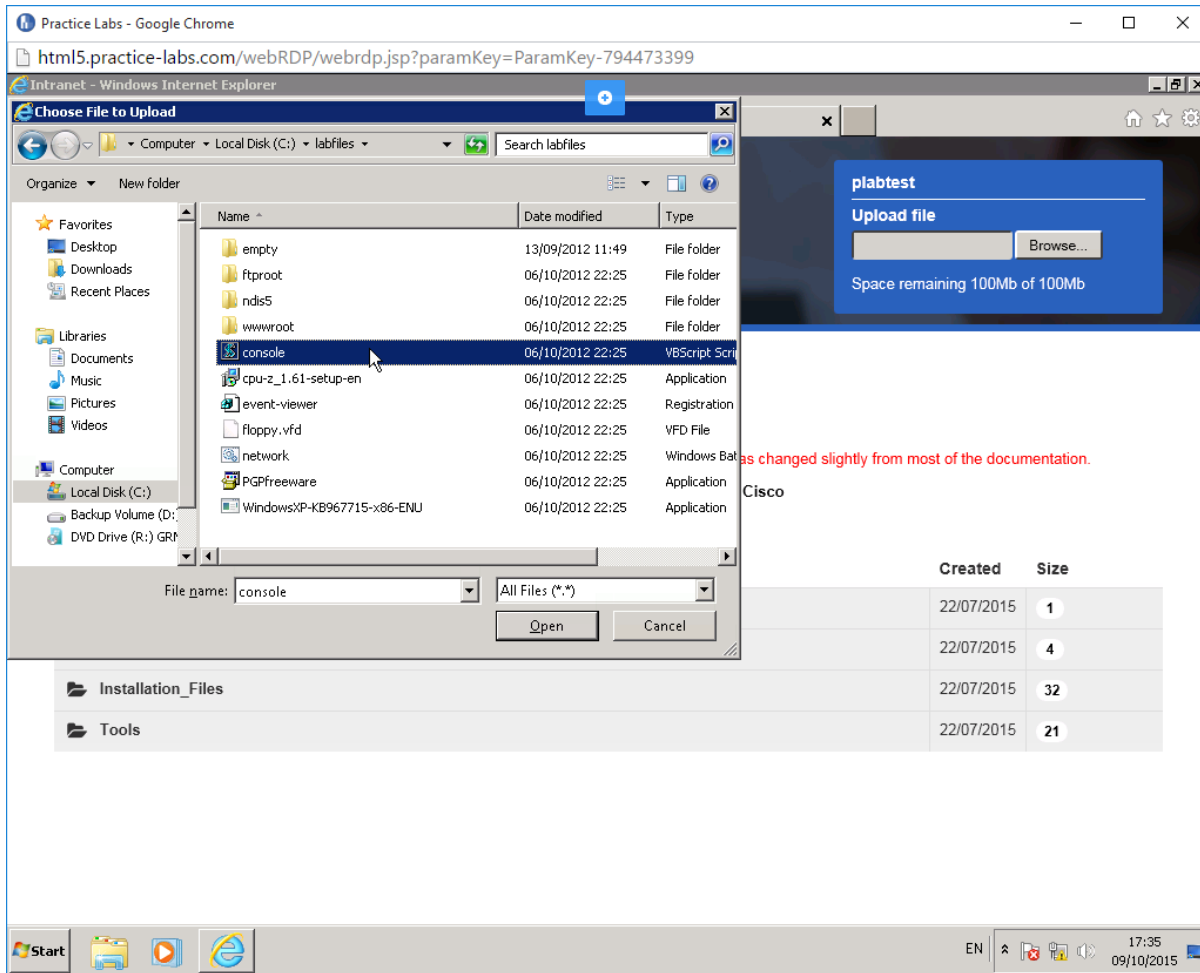
We have updated this website to start offering more services. As part of this, the location of the files has changed slightly from most of the documentation. For example, Tools and Resources > Installation\_Files > Cisco is now simply Installation\_Files > Cisco

Name	Created	Size
FTP	22/07/2015	1
Hotfix	22/07/2015	4
Installation_Files	22/07/2015	32
Tools	22/07/2015	21

Start

EN 17:35 09/10/2015

You will have to navigate to find the file that you want to upload.



Once the file has been uploaded it will be placed inside “My Files” where you will be able to access them (these will also be saved when you log out).

Practice Labs - Google Chrome

html5.practice-labs.com/webRDP/webrdp.jsp?paramKey=ParamKey-794473399

Intranet - Windows Internet Explorer

http://intranet/home.aspx?myfile=1



## Tools and resources

Public files My files

**plabtest**  
Upload file  
 Browse...  
Space remaining 100.00 of 100Mb

**Note**

We have updated this website to start offering more services. As part of this, the location of the files has changed slightly from most of the documentation. For example, Tools and Resources > Installation\_Files > Cisco is now simply Installation\_Files > Cisco

Name	Created	Size
 console.vbs	 09/10/2015	206 bytes

Start

EN 17:35 09/10/2015

Any time you would like to find a previously uploaded file simply open up internet explorer and click on the “My Files” tab, from here click on a file to download it.

Practice Labs - Google Chrome

html5.practice-labs.com/webRDP/webrdp.jsp?paramKey=ParamKey-794473399

Intranet - Windows Internet Explorer

http://intranet/Home.aspx?s=1

File Edit View Favorites Tools Help

# Tools and resources

Public files My files

plabtest

Upload file

Browse...

Space remaining 100.00 of 100Mb

**Note**

We have updated this website to start offering more services. As part of this, the location of the files has changed slightly from most of the documentation. For example, Tools and Resources > Installation\_Files > Cisco is now simply Installation\_Files > Cisco

Name	Created	Size
console.vbs	09/10/2015	206 bytes

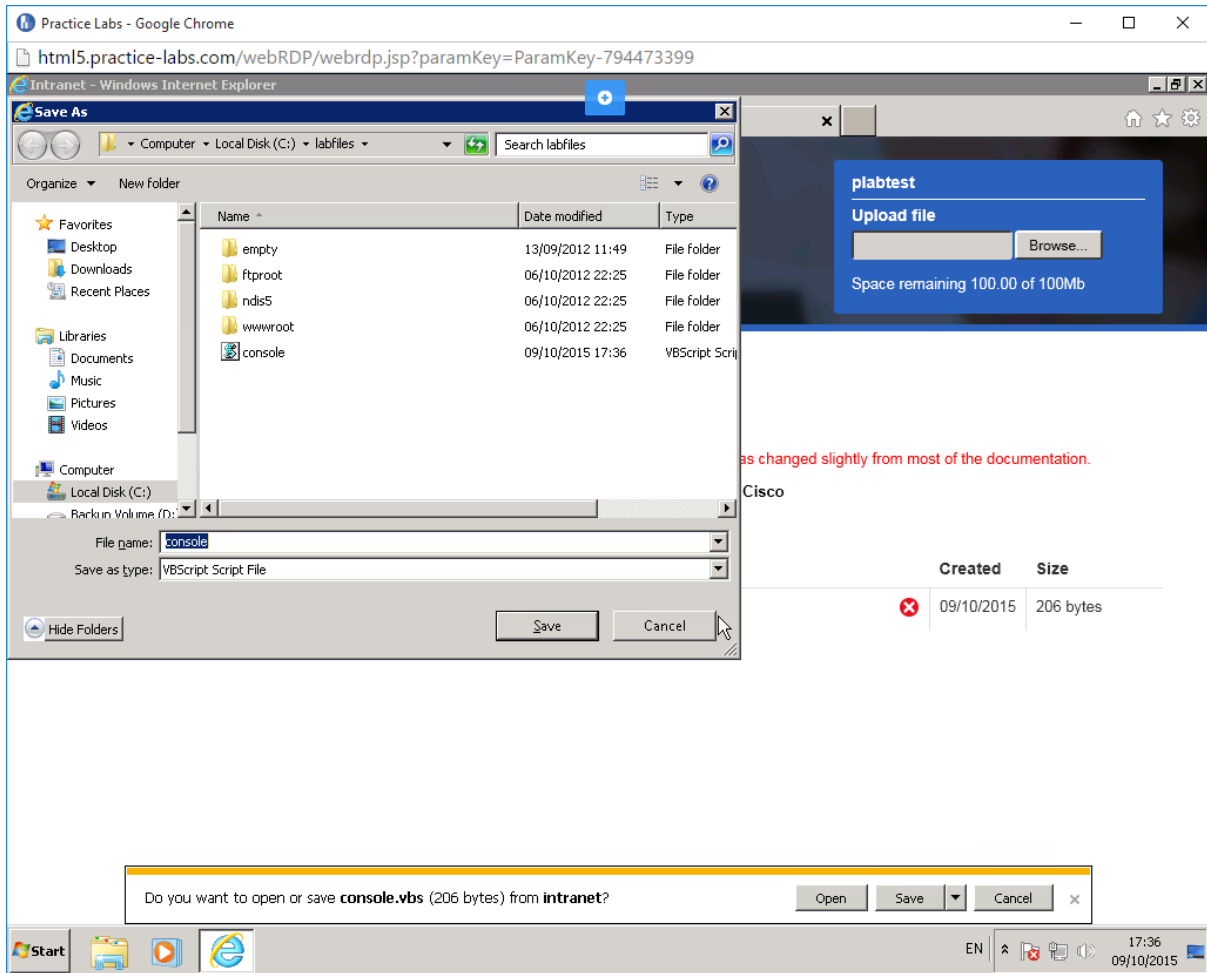
Do you want to open or save **console.vbs** (206 bytes) from **intranet**?

Open Save Cancel

Start

EN 17:36 09/10/2015

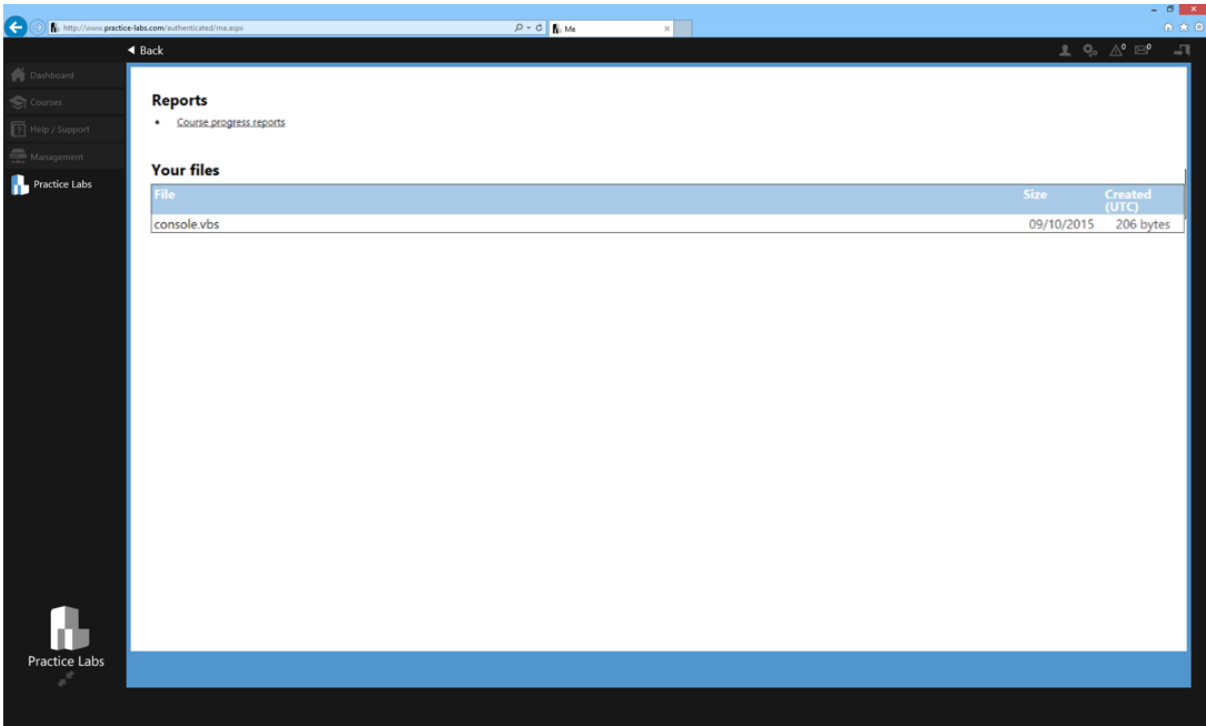
Select the Save As option, and save it in the correct location.



Once the file has been saved, you will have access to the file.



If you would like to see all the files that you have uploaded you can select “My Learning Icon” which is located at the top of the page.











## The Device Controls Toolbar

The icons and information available in the Toolbar give you the ability to manage your device connectivity and power management.

Device controls will differ depending on the type of device, for example Cisco devices have a copy and paste functionality in Microsoft Internet Explorer, but have no power off or suspend button. Microsoft devices on the other hand show power off and suspend buttons.




The icons in the left hand side of the toolbar under the device window show a combination of the following functions:

	This icon powers the devices on/off.
	This icon reboots the selected device, this does not erase your changes.
	This icon resets the selected device back to defaults.
	This icon suspends the selected device.
	This icon enables you to connect or re-connect to a device.
	When using a cisco device (currently only in Internet Explorer) you have the ability to copy the transcript of your configuration (all the text in the console window).
	When using a cisco device (currently only in Internet Explorer) you have the ability to paste your local machine's clipboard into the cisco device.
	When using a cisco device you have the ability to email yourself the transcript of the device.



## Additional Information

The following table describes the additional icons and information that is also available in the toolbar.

	This icon sends a request to the labs service to refresh the state of the device.
	This icon indicates whether the auto login feature is enabled/disabled
	These 2 icons indicate the technologies you have available to connect the labs, we recommend using the Java client although all modern browsers can use HTML5
<div><div>LAB TIME</div><div>0h43m</div></div> <div><div>PROMPT IN</div><div>44m [...]</div></div>	This icon indicated how long you've used the labs for, hover your mouse over the '['...']' icon will refresh the prompt in.



## Settings

This icon located at the top of the page is one of the most important icons on the page. When you click this icon it shows a list of menu options.

**Personal settings**

your display name

enter your email address

**Change password****Options**

Collapse/Expand left panel

Force connection **[Default]** [Https] [Http]

Microsoft client **[Java]** [HTML5]

Open Microsoft devices in a popup window **[Off]**

Resolution [Show] [Bigger] [Smaller] [Save]

Out to lunch!

Save my settings and screen layout

These are described as follows:

**Save my settings and screen layout** - This link saves your current configuration including lab device resolution, your name, and email address (see below), and the location (size and position) of your content.



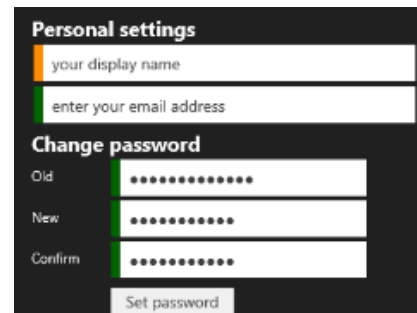
**The two white boxes** – These are where you can enter in a **display name** and **email address**.

**Out to lunch** - Clicking this link enables you to keep hold of your lab for 1h 30m, after which your lab will be recycled and returned to the pool. If you return before this time, there will be a link to click which will enable you to use your lab again.

**Open Microsoft devices in a popup window** - This link forces Microsoft desktop connections to be launched in a popup window.

**Screen resolution** - The screen resolution buttons, [Bigger] and [Smaller] adjust your console resolution to your preferred size, pressing [Save] will save your current setting. [Show] highlights your current resolution setting. Resolution range covered – 640x480 to 1920x1200

**Changing your password** - To change your password click on 'Change password', you will then be told to enter your existing password and your new password and a confirmation of the password. Then press 'Set password' and your account will be updated with your new login details. You will not use your lab during this process but you will need to enter your updated password next time you login to the labs.

A screenshot of a web form titled 'Personal settings' and 'Change password'. The 'Personal settings' section has two input fields: 'your display name' and 'enter your email address'. The 'Change password' section has three input fields: 'Old', 'New', and 'Confirm', each with a password mask (dots). A 'Set password' button is at the bottom.

Once you have changed any of these options you will need to click **Save my settings and screen layout**.

## Switching clients

There are two supported clients for access Microsoft Windows devices. These are Java and HTML5, to switch between the clients simply click on the relevant icon located in the Toolbar.



Let's have a look at each client in more detail to understand the differences:

### HTML5

<u>Pros</u>	<u>Cons</u>
<ul style="list-style-type: none"><li>• Cooperate proxy friendly</li></ul>	<ul style="list-style-type: none"><li>• Does not perform as well as Java client</li></ul>
<ul style="list-style-type: none"><li>• Does not require any additional downloads software</li></ul>	<b>Requires HTML5 compliant browser</b> <ul style="list-style-type: none"><li>• Internet Explorer 10 – latest version</li><li>• Chrome 15 - latest version</li><li>• Opera 11.50 - latest version</li><li>• Firefox 11 - latest version</li><li>• Safari 5.0.3 - latest version</li></ul>
<ul style="list-style-type: none"><li>• Smaller resource foot print required</li></ul>	<ul style="list-style-type: none"><li>• Not able to use copy and paste feature</li></ul>

### Java

For java you simply need to install java from

[www.java.com](http://www.java.com)

<u>Pros</u>	<u>Cons</u>
<ul style="list-style-type: none"><li>• Fast performance while using the labs</li></ul>	<ul style="list-style-type: none"><li>• Requires version of Java to be downloaded and installed</li></ul>
<ul style="list-style-type: none"><li>• Able to use copy and paste feature</li></ul>	<ul style="list-style-type: none"><li>• Occasionally blocked by security products</li></ul>

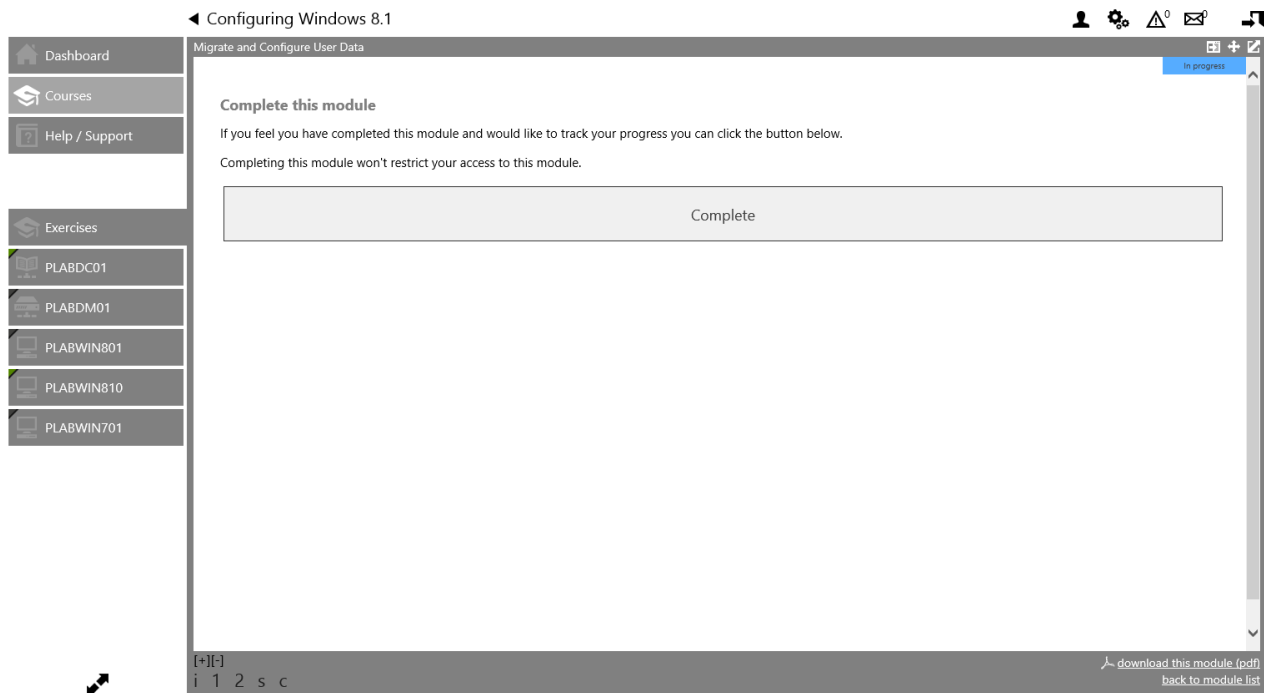
## Working in the lab

The Labs provide unrestricted access to real pieces of IT equipment along with exercise that teach and develop you skills in the relevant course that you have chosen. For example you can chose to learn how to configure a Domain Name System for Active Directory, once you have become confident in your skills to do this, you are able to either follow the course content or proceed on your own initiative to complete your own tasks.



# Complete feature and certificates

While you are using the labs you are able to complete modules of a course and eventually the entire course once you have been through each exercise and completed the required tasks, then at the end of the exercise there will be a C at the bottom of your screen where the exercise numbers are located. This will take you to the complete screen where you will be able to mark the module as completed.



Once you have completed a module it will say to the right 'Completed' highlighted in green, if you are still practicing the exercise within that module and have not completed it then it will say 'In Progress' highlighted in blue to the right. IF you have not access the module before then it will say 'Not started' and will be highlighted in black.

◀ Back to course list

Dashboard Courses Help / Support

### Configuring Windows 8.1

The 70-687 Practice-Lab will provide you with the necessary platform to gain hands on skills in Windows 8.1. By completing the lab tasks you will improve your practical skills in Migrate and configure user data for Windows 8, Install and configure desktop applications, Configure Internet Explorer, Configure and maintain network security, Configure shared resources, Configure local security settings, Configure remote connections, Monitor system performance and Backup and Recovery Options.

These same tasks will help you understand the objectives and competencies required by the Configuring Windows 8.1 certification exam.

- Install and Upgrade to Windows 8** (Not started)
  - This module covers the following objectives:
    - Introduction
    - Performing a Clean Installation of Windows 8
    - Performing an Unattended Installation of Windows 8.1
    - Summary
- Migrate and Configure User Data** (Complete)
  - This module covers the following objectives:
    - Introduction
    - Migrate to Windows 8.1
    - Migrate to Windows 8.1 using USMT
    - Summary
- Install and Configure Desktop Applications** (Not started)
  - This module covers the following objectives:
    - Introduction
    - Compatibility Mode using ACT
    - Install and Repair Applications Using Windows Installer
    - Configure Default Program Settings
    - Modify File Association
    - Summary

Now you are able to view all of the modules/courses that you have completed by clicking on the 'My learning' Icon (Image below) and then from there you will be able to see the courses which have modules completed and accessed.



Once you have completed all of the course and click on its title you will be presented with the following:

◀ Back

Dashboard Courses Help / Support

### Install and Upgrade to Windows 8

Migrate and Configure User Data

Install and Configure Desktop Applications

Configure Internet Explorer

Configure IP Settings

Configure and Maintain Network Security

Configure Network Management

Configure Shared Resources

Configure File and Folder Access

Configure Local Security Settings

Configure Authentication and Authorization

Configure Remote Connections

Configure Remote Desktop Connections

Configure Backup and System Recovery Options

Configure System Recovery Options

Configure Windows Updates

When you first access this page upon completing the course you will be asked to fill in the missing information (First name\Forename and Last name\Family Name) and a certificate will be generated once you have filled in the information. The date that you had completed the course and the number of times you had access the modules will appear as well as a link to your certificate.



Once you have completed all the modules in a course and you access 'My Learning', you will be presented with this:

Missing information

You have earned a certificate, but we are missing your first and last names to complete the certificate generation process.  
Please enter your details below:

Save

Install and Upgrade to Windows 8

2

Migrate and Configure User Data

2

Install and Configure Desktop Applications

2

Configure Internet Explorer

2

Configure IP Settings

2

Configure and Maintain Network Security

2

Configure Remote Management

2

Configure Shared Resources

2

Configure File and Folder Access

2

Enter your First name and Surname in the respective text boxes and click save.

Course statistics

You have accessed the modules in this course **38** times.  
You completed this course on:  
**20 May 2014**  
**Congratulations you have earned a certificate!**  
[Click here to print your certificate](#)

Install and Upgrade to Windows 8

2

Migrate and Configure User Data

2

Install and Configure Desktop Applications

2

Configure Internet Explorer

2

Configure IP Settings

2

Configure and Maintain Network Security

2

Configure Remote Management

2

Configure Shared Resources

2

Configure File and Folder Access

2

Configure Local Security Settings

2

Configure Authentication and Authorization

2

Configure Remote Connections

2

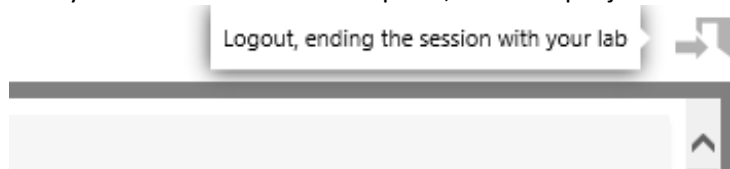
You then are given the option of printing your certificate. Click this and a new tab will open with your certificate.



# Logging off

When you have completed your lab exercises and are ready to logoff, you can simply click the Logoff link in the top left hand side of the main site window underneath the logo.

When you click logout, any lab device windows that were open will be closed and your lab will be re-cycled, this will mean that the devices will be restarted and put back to their original state, so before logging out please make sure you are at a natural break point, for example just before you start a new module.



# Practice-Lab Frequently Asked Questions (FAQ)

**Q: I login and I am unable to access my courses, it says error 4503 no account exists.**

**A:** Your account has not been created yet, please contact your course provider and make sure that your account has been created. If so and you are still receiving this message please tell us the name of your course provider and details of your account we shall contact them.

**Q: I don't have the correct courses, or I don't have any courses**

**A:** Please log a call with us and we will investigate what is wrong with your account.

**Q: I can't connect to the lab devices, I receive Terminal Server error: Received an error connecting to: xxx.xxx.xxx.xxx**

**A1:** Please try pressing the connect button, the device might not have powered up fully resulting in this error, if you still receive this error ensure you are running the latest version of Java which can be downloaded at [www.java.com](http://www.java.com). Alternatively you can try connecting using the HTML5 client.

**A2:** If A1 has not solved the issue you can try using SSL, this will use HTTPS instead of HTTP. You can change this by going into settings and changing Force Connection to HTTPS.

**Q: I am receiving a message saying there are no labs available or they are under maintenance.**

**A:** Occasionally all the labs of a particular course may be busy or being upgraded. You can enter your email address to be alerted when a lab is free, or you can come back at a later time and try again.

**Q: When I was in a lab, I received a message that said "This lab is being shut down due to no activity", why?**

**A:** If you are detected as inactive then you will be prompted to see if you still want to use the lab, you will have 5 minutes to respond to continue using the lab, if we do not get a response then you shall be logged out of the lab. If you are using the lab and will need to be absent from your computer, please use the 'Out to lunch' function, this will give you an hour and a half until you will be logged out of the lab.



**Q: What browsers are supported?**

**A:** We support the following browsers:

- Microsoft Internet Explorer 7 - 11
- Mozilla Firefox
- Apple Safari
- Opera
- Google Chrome
- Apple Safari (Tablet)
- Google Chrome (Android)

Due to the technical differences between these browsers some do have known issues, for example Chrome has some problems with SSL connections generating a **No data received, server sent no data** error which requires a work-around to access the labs. Please see our technical documentation for more information.

**Q: I can't carry out one of the tasks in the lab**

**A:** Please ensure you read each step very carefully when carrying out tasks; remember the devices are real so changes you make may impact another task later so by not completing one task you may not be able to complete the next as there is a dependency. You should also refer back to your course content to ensure you understand that task that you are carrying out. If you feel there is an error in the content please let us know and we will rectify the issue if something is not correct.

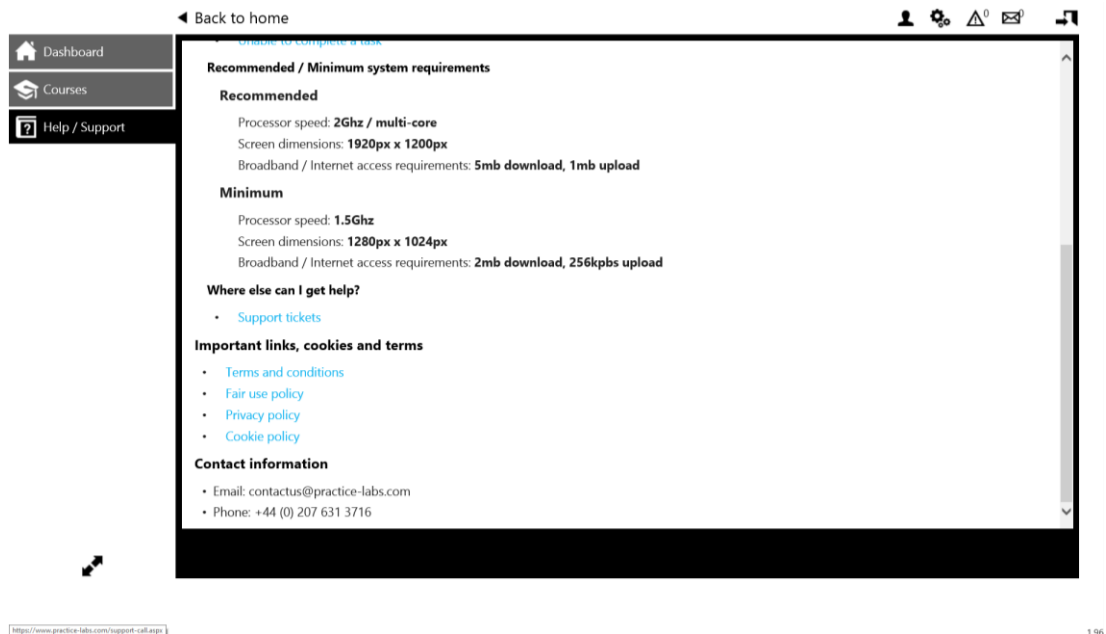
**Q: Can I save my work?**

**A:** Currently you are unable to save your work as each lab is designed to be autonomous from another therefore saving is normally unnecessary.



# Logging a Support Ticket

If you have been through both of these support pages and you have not found a resolution to the problem you are encountering, then you are able to log a support call with in the portal. Click on the **HELP / Support** icon.



Once there you will be able to see a section called **Request support** with two links, to create a new support ticket click **Create New Request**.

Once clicked the link will expand and you will be presented with the following image, Please fill in the support ticket with as much detail as possible as this will help speed up the process to resolving the problem you are encountering.

For the call title enter a short description of the problem. For example **Unable to type in 640-802: Implementing small routed network**.

Then enter as much detail about the problem as you can within the main body of the ticket. At the top right is the **correspondence address** please entering your current email which you use, as the replies from the support team will be sent to this email address.



Support Tickets

Dashboard

Courses

Help / Support

New Ticket

Please note: all ticket correspondence will be done using email and not through this website, we therefore require an email address for correspondence purposes.

Request type

Please select

Email address

Please Enter Email Address

Save this email address as my contact email ☒

Problem description

please enter your problem description here

Additional information

This information will be uploaded with the call to help us with your support query.

Browser:Internet Explorer.

Version:11.

Revision:0.

Platform:WinNT.

Submit Ticket

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Once the ticket has been submitted it will be reviewed and categorized based on the type, the resolution time will follow our standard SLA.



Practice Labs

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