TESTING REMOTE CONNECTIVITY TO
NOKIA LEARNING SERVICES LAB
Table of Contents
1.0 Login Procedure..................................................................................................................... 3
2.0 PC Requirements................................................................................................................. 14
3.0 Common Failure Cases ....................................................................................................... 15
Remote Access Verification To Learning Services Lab

This document contains instructions on verifying connectivity to the Nokia Learning Services Certification lab. The Nokia Learning Services lab is accessed via a remote access website that allows you to get authorized through an authorization server in order to access the lab equipment located in the Learning Services production lab. Please follow the steps outlined below to verify authorized access to the lab equipment and to verify connectivity to one of the devices in the Learning Services Certification lab.

Before accessing the remote access website, it is important that you ensure that the PC that will be used to remote login to the devices has administrative privileges. Administrative access on the PC will allow you to install the web plug-ins that needs to run in order to properly configure your PC for remote access. If you are unsure if you have administrative access on your PC, then please contact your local IT helpdesk to verify. Often, work PCs have administrative access disabled by default for security reasons.

1.0 Login Procedure

Please follow the steps below in order to test remote access connectivity to the Nokia Learning Services Certification Lab:

Step 1) Remote access web site access

Ensure that you can access the remote access website at

https://LearningServicesLabs.nokia.com

Once you are at the login screen type in student in the dialog box associated with the "Log in to:" prompt and click on Next.
Step 2) Logging in using student account

On the next screen, you will see another set of login/password boxes.

Type in the test Username and Password shown below:

<table>
<thead>
<tr>
<th>Username</th>
<th>Password</th>
<th>Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>tst001-379</td>
<td>HrzNa6LC</td>
<td>January 1, 2020</td>
</tr>
</tbody>
</table>

Use your student credentials to log in here to establish a secure connection to your course network resources.
1. If this is the first time that you are accessing the remote access website from a specific PC, then you will be asked to install the remote access software components as shown below:

![Remote Access Manager](image)

**Figure B-2: Remote Access Manager**

- **Note:** You will only be allowed to install the remote access client following successful authentication.

2. Click **Install**, and then click **Run** to run the application.

3. If a confirmation is required, click **Run** again.
4. The following components are then installed:
   a. Dell SMA OnDemand Proxy Agent
   b. Dell SMA Secure Endpoint Manager
   c. Dell SMA Webifiers

Once the installation is complete, there should be several remote access components listed in the Add/Remove Program Manager window. A sample screenshot of a PC running Windows after the install process is complete is shown below:
Step 5) Verification

5. Upon a successful login, you should see the words “Full Network Access” near the top right of the screen as shown below:

Figure B-5: Successful connection to remote access page
Now ping the test device with IP address of 192.168.189.228. In the Window command screen, type “ping 192.168.189.228” to test connectivity to this device as shown below:

![Ping Result]

This confirms that you can now get access to the test device in the lab.

Please log out of the remote access web site once the connectivity to the test router has been verified.
Windows 8 and Windows 10 OS

1.0.1) Follow the steps above in the previous section to log in to the Learning Services remote access site on your Windows 8 or Windows 10 PC. If you are unable to log in successfully and get Full Network Access, the following procedure should be executed:
1.0.3) Make sure you have administrative privileges on your PC.
1.0.4) To make sure you are using 32bit or 64bit OS, go to Control Panel -> Systems and Security -> System
1.0.5) Unzip the downloaded file and open the appropriate Aventail fix Win 10 folder for your OS version.
1.0.6) To uninstall any previously installed Dell SMA components and clear your browsing history, first run the ClientCleanup.exe file

Once this operation is complete, close the window by clicking the “Exit” button.
1.0.7) Next, run the ngsetup_en.exe or ngsetup64_en.exe file, depending on the version of your OS.

Once the Dell SMA Connect Tunnel has been successfully installed, you receive a Dell VPN Connection desktop icon, shown here:

1.0.8) Follow the steps in 1.0 Login Procedure to log in successfully, gain Full Network Access and verify connectivity to the Learning Services remote access lab.

**Mac OS**

Since Apple Safari browsers no longer support Java from September 2018 onwards, please use the SeaMonkey V2.48 or FireFox V51.0 browsers instead of Safari. You can download these browsers via the following URLs:

SeaMonkey V2.48:  
https://www.seamonkey-project.org/releases/2.48

FireFox V51.0:  
https://ftp.mozilla.org/pub/firefox/releases/51.0/ (Please make sure you enable the Java plug-in, if you use FireFox.)
1.1. **Workplace Lite Login**

If you do not have administrative privileges on your PC and are unable to install the required Dell Sonicwall plugins then the clientless Workplace Lite login access should be used to login to the Learning Services remote access site.

Step for login using workplace lite are as follows:

1. Open Internet Explorer and go to learningserviceslabs.nokia.com. Do not use any other browser like Chrome or Firefox as workplace lite only support Internet Explorer.

2. Type in ‘training’ in the ‘Log in to’ box as shown below:
3. Type in your credential and check the WorkPlace Lite box.

4. After login, user will have ‘web’ access only but they can access the router and web interface through the web links that are displayed. Please note that the Course Configuration Loader Tool link is only meant to be used by the instructor.
Note: For Nuage courses – To access ‘VSD’

1. Click on VSD weblinks on aventail homepage after login.

2. Copy the URL and paste it in chrome or firefox browser as the Nuage VSD is not fully compatible with the IE browser.

3. It will ask you to login again. Login using same credentials.

4. You will be redirected to VSD portal after successful login.
2.0 PC Requirements
Remote access to the Learning Services Certification lab equipment is possible from any location via the Learning Services Remote Access Gateway site. Basic PC requirements are as follows:

- A Windows or MAC OS based PC with administrative privileges enabled. Administrative access on the PC is required to install plug-ins that need to run in order to properly configure the PC for remote access. The administrative privileges on the PCs can be disabled after the plug-ins have been installed on the PC after the first successful login.
- Internet connectivity with a minimum 1 Mbps end to end connection.
- A standard telnet utility to telnet to the routers.
- A Windows or MAC OS based PC with a web-based browser. The following operating systems and browser combinations are currently supported:

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Browser</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 10</td>
<td>IE11 (32 bit only)</td>
<td>Active X</td>
</tr>
<tr>
<td>Windows 8.1 x86/x64 Update</td>
<td>IE11 (32 bit only)</td>
<td>Java 1.8 update 71</td>
</tr>
<tr>
<td>Windows 7 x86/x64SP1</td>
<td>IE11(32 bit only)</td>
<td>Active X</td>
</tr>
<tr>
<td></td>
<td>IE10 (32 bit only)</td>
<td>Java 1.8 update 71</td>
</tr>
<tr>
<td></td>
<td>Firefox 44</td>
<td></td>
</tr>
<tr>
<td>Mac OSX 10.11.X</td>
<td>Safari v9.x</td>
<td>Java 1.8 update 71</td>
</tr>
<tr>
<td>Mac OSX 10.10.X</td>
<td>Safari v8.x</td>
<td></td>
</tr>
</tbody>
</table>
3.0 Common Failure Cases

1. What do I do if the remote access client software will not install on my Windows PC?
   a. Ensure you have administrative privileges on your PC which allow you to install software.
   b. Add https://LearningServicesLabs.nokia.com as a trusted site in the Internet Options control panel (Security tab).
   c. Temporarily stop/disable any anti-virus software. You can re-enable the anti-virus software after you have logged into the remote access site.
   d. Temporarily disable any extra IE add-ons (e.g. Google, Yahoo toolbars etc.) by accessing the Internet Options control panel, "Programs" tab, "Manage add-ons" button.
   e. In Internet Explorer 9 or higher, set Compatibility View when accessing the remote access site. This can be accessed via:
      Tools -> Compatibility View Settings -> Add the following site to the list:
      https://LearningServicesLabs.nokia.com
   f. Clear your browser cookies and cache.
   g. Clear your Java cache. You can clear the temporary cache files via the Java control panel.
   h. Close all open browser windows and start a new browser session when logging into the remote access site.
   i. Try a different browser such as Firefox or a different version of Internet Explorer.
   j. Uninstall any existing remote access software components and reboot your PC and try to login again using your login credentials.
   k. If you are using Firefox browser, then ensure that you have the latest java plug-in installed and the latest operating system patches. Please see entry below titled “Why am I unable to log into remote access using Firefox after I updated my Java plug-in?” for more information on the Java security setting.
   l. Stop/Disable any VPN client software that may be running on your PC.


   The newer version of the Java plug-in has added restrictions to some of its components which requires users to modify some of its settings in order to login to the remote access site.
The following settings should be applied to the Java Control Panel to login to the remote access site using the Firefox browser when using Java version 7.51 or later release:

I) Go to the Windows control panel and click on Programs and then click on the Java icon.

II) Check that you are running Java version 7.51 or later by clicking on the General tab-> About.

III) Make the following changes in the Security tab of the Java Control Panel
    Edit Site List -> Add the following sites to the exception site list:
    https://LearningServicesLabs.nokia.com
    https://*.nokia.com

IV) Click on the Advance tab  -> Default java for browsers: Mozilla family
    Advance tab  -> Java Plug-in: Enable
    a. General tab  -> Network Settings - enter your proxy setting if you are loggin in to the remote access site from work.

3. Why am I unable to login to the remote access site after I updated my Internet Explorer to release 11.0 or higher?

The following settings should be applied to the Internet Explorer network settings in order to access the remote access site using Internet Explorer 11.0 or higher release:

I) Tools->Internet Options
   Security tab
   Trusted sites  -> Add the following sites to the list:
   https://LearningServicesLabs.nokia.com
   https://*.nokia.com' to the Trusted sites list
   Security Level -> Custom level:
   Enable Active scripting
   Enable all ActiveX controls and plug-ins
   Enable Scripting of Java applets
II) Tools -> Compatibility View Settings -> Add the following site to the list: https://LearningServicesLabs.nokia.com to the list

4. Why does the remote access site only show "Web Access" after installation on my Windows 10 PC?

If you are having issues logging in to the remote access site on a Windows 10 system, then it is often possible to login to the site by using an IE tab in the Firefox or Chrome browser.

You can get the IE tab for Firefox from this site:


You can get the IE tab for Chrome here:

https://www.ietab.net/

You may have to restart your browser and login 2-3 times before you get “Full Network Access”.

5. What causes remote access manager to fail with error message "epiMsiBootstraper.exe could not be executed"?

This error message is seen on a Windows Operating Systems if the Windows Updates are not applied. It is recommended to have all Microsoft Updates applied including Microsoft.NET Framework.

6. How do I access the lab routers after I have successfully logged into the remote access site?

You can use any standard telnet utility such as PuTTY, CRT or hyperterm to telnet to the routers.

Alternatively, you can also type telnet <device_IP_address> in the Windows command terminal if the telnet client service is enabled on your PC. Example: telnet 192.168.189.228

7. I closed the remote access browser window by mistake and can no longer access the routers and the scenario documents. What should I do to access these features again?
Simply open a new browser window and log in to the remote access site again, using the username and password that were emailed to you for the current session.

8. Why can I not telnet to the routers even though I have logged in to the remote access site successfully with “Full Network Access” displayed on the top of the screen?

You have not disabled your VPN connection before logging into the remote access site from home. Disconnect your VPN connection and log into the site using your Internet connection when connecting from home.

9. Why am I unable to login to the remote access site using the Firefox browser on an Apple MAC?

The following settings should be applied to the Java Control Panel in order to access the remote access site using the Firefox browser when using Java version 7.51 or later release:

I) Click on Apple - > System Preferences to bring up the System Preferences window and then click on the Java icon.

II) Check that you are running Java version 7.51 or later by clicking on the General tab-> About.

III) Make the following changes in the Security tab of the Java Control Panel
   Edit Site List -> Add the following sites to the exception site list:
   https://LearningServicesLabs.nokia.com
   https://*.nokia.com

IV) Click on the Advance tab and confirm the following settings:
   a. Java console: Ensure that Show or Hide console is selected
   b. Advanced Security Settings: Ensure that SSL 2.0 and TLS 1.0, 1.1 and 1.2 are selected.

V) Click on the General tab -> Network Settings and enter your proxy setting if you are accessing the remote access site from behind a proxy server at work.