

TESTING REMOTE CONNECTIVITY TO NOKIA LEARNING SERVICES LAB

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Remote Access Verification to the Nokia Learning Services Lab

This document contains instructions on verifying connectivity to the Nokia Learning Services Certification lab. The lab is accessible via a remote access website that provides authorization through an authorization server and access the lab equipment located in the Learning Services production lab. Follow the steps below to get authorized access and verify connectivity to the Learning Services Certification lab.

1.0 PC Requirements

Learning Services Certification lab equipment can be accessed remotely from any location via the Learning Services Remote Access Gateway site. The basic PC requirements for remote access 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 allow you to properly configure the PC for remote access. Administrative privileges on the PC can be disabled after the plug-ins have been installed, after the first successful login.
- Internet connectivity with a minimum 5 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:

Operating System	Browser	Notes
Windows 10	IE11 (32 bit only)	<ul style="list-style-type: none">• Latest Java (32 bit)• Active X
Windows 8.1 x86/x64 Update	IE11 (32 bit only)	<ul style="list-style-type: none">• Latest Java (32 bit)• Active X
Windows 7 x86/x64 SP1	IE11 (32 bit only)	<ul style="list-style-type: none">• Latest Java (32 bit)• Active X
Mac OSX	Safari	<ul style="list-style-type: none">• Latest Java• Uncheck "Run in safe mode" in browser settings for Java Plugin

2.0 Login Procedure

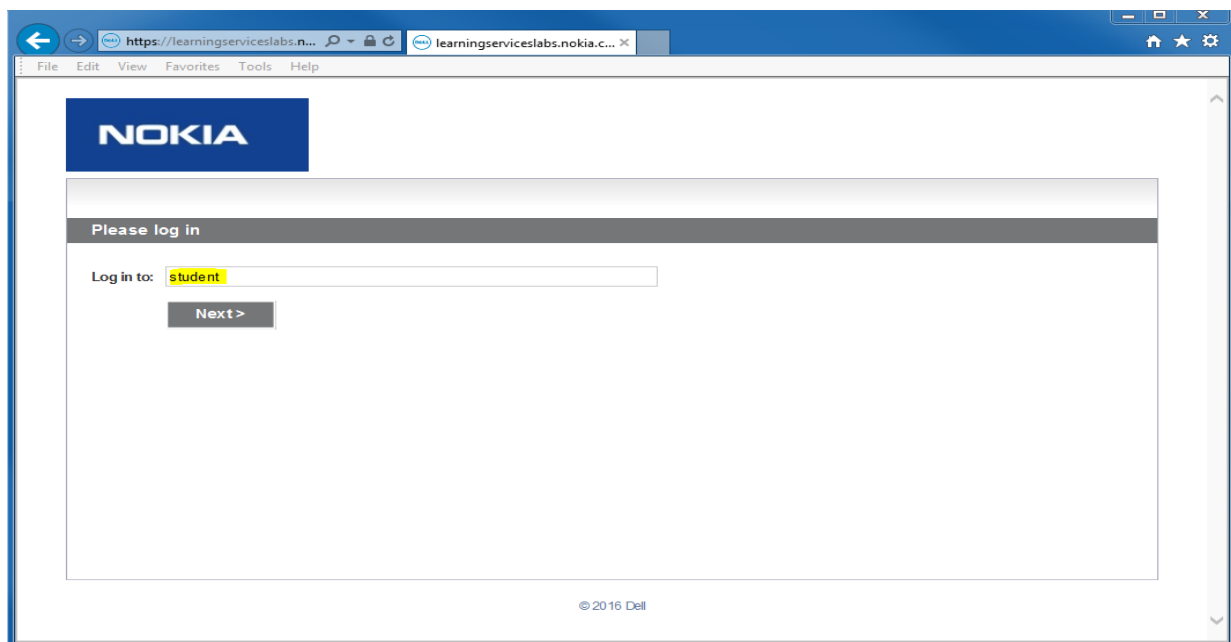
Follow the steps specific to the operating system on your PC to test remote access connectivity to the Nokia Learning Services Certification Lab.

2.1 Windows 7 OS

2.1.1) Remote access web site access

Ensure that you can access the remote access website at <https://LearningServicesLabs.Nokia.com>

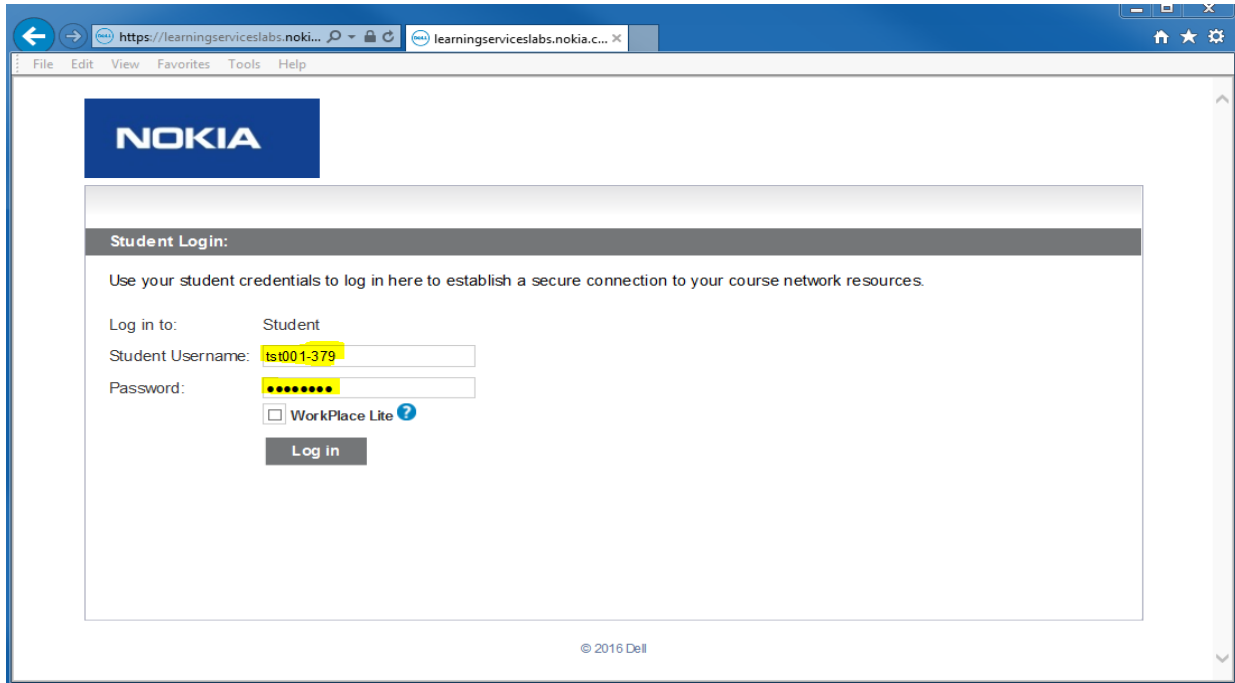
Once you reach the login screen, type **student** in the dialog box associated with the **Log in to:** prompt and click **Next**.



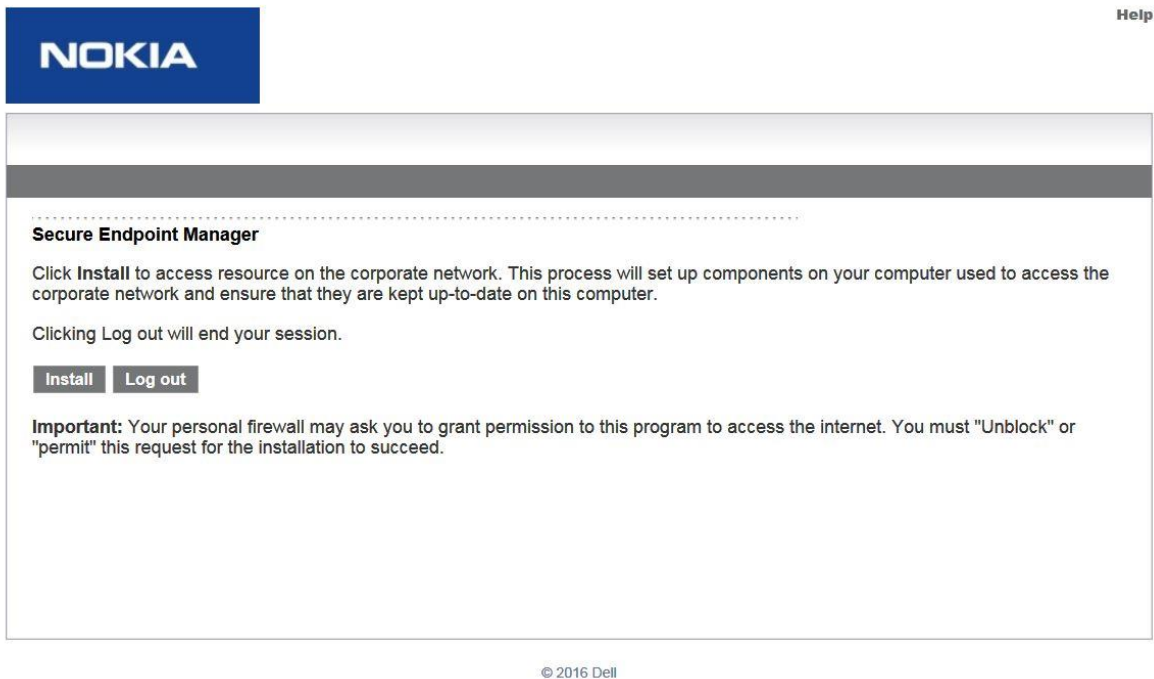
2.1.2) Logging in using a student account

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

Enter the test account user ID and password emailed to you along with this document.



2.1.2.1) If this is your first time accessing the remote access website from a specific PC, you will be asked to install the remote access software components, as shown below:

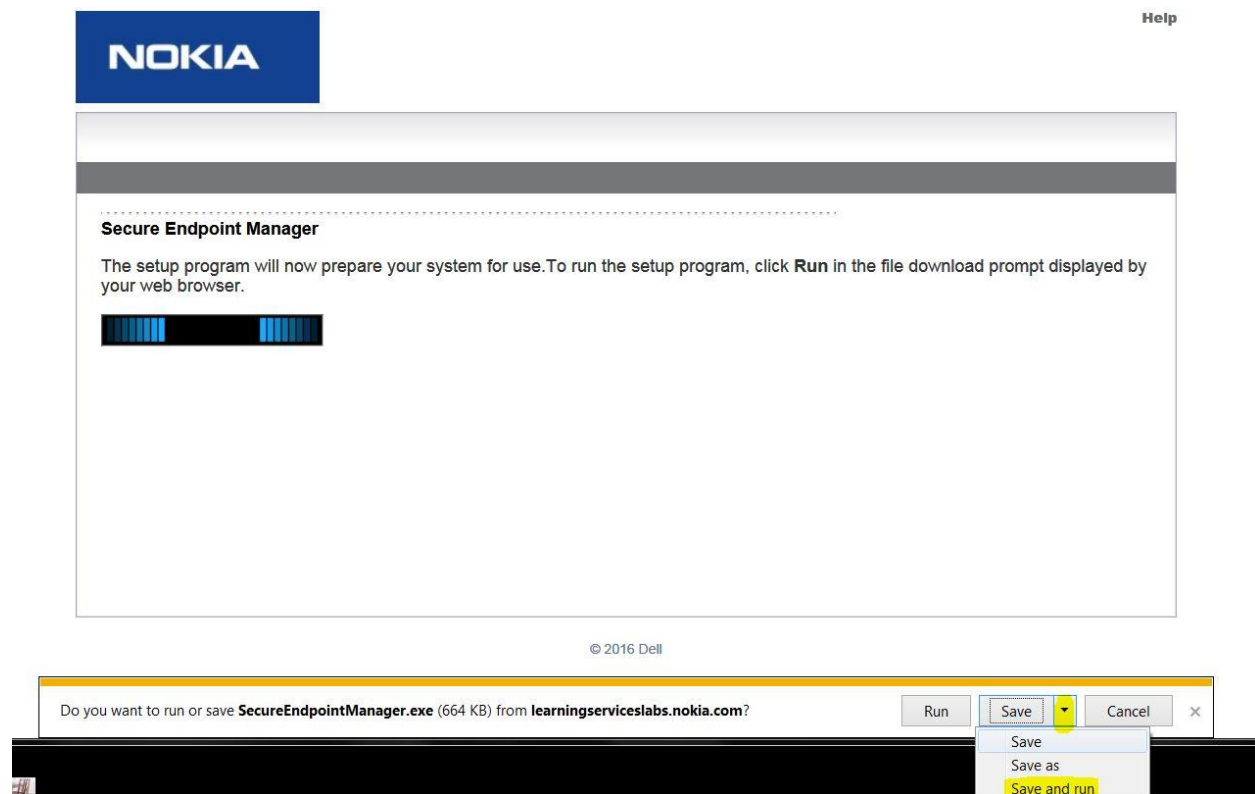




Note: You will only be allowed to install the remote access client following successful authentication.

2.1.2.2) Click **Install**, then select **Save & Run** from the Save dropdown menu to save and run the application.

2.1.2.3) If a confirmation is required, click **Allow** to install all components.



2.1.2.4) The following components will be installed:

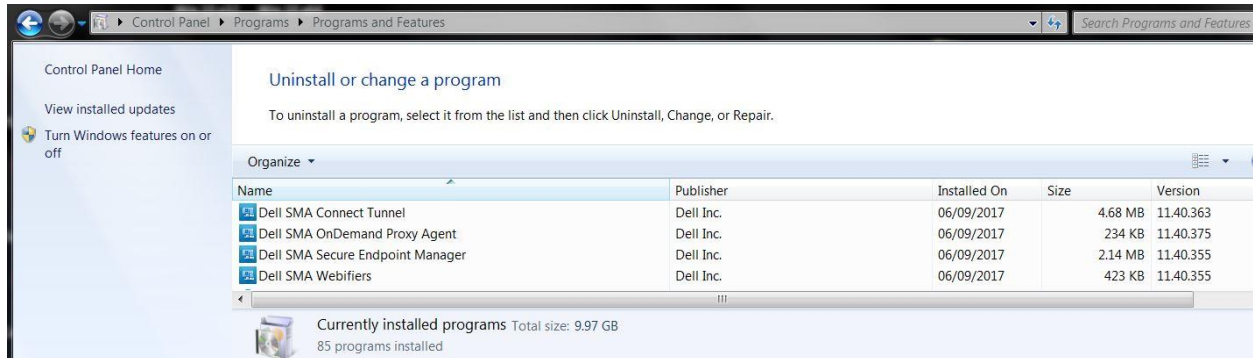
Dell SMA Secure Endpoint Manager

Dell SMA Connect Tunnel

Dell SMA OnDemand Proxy Agent

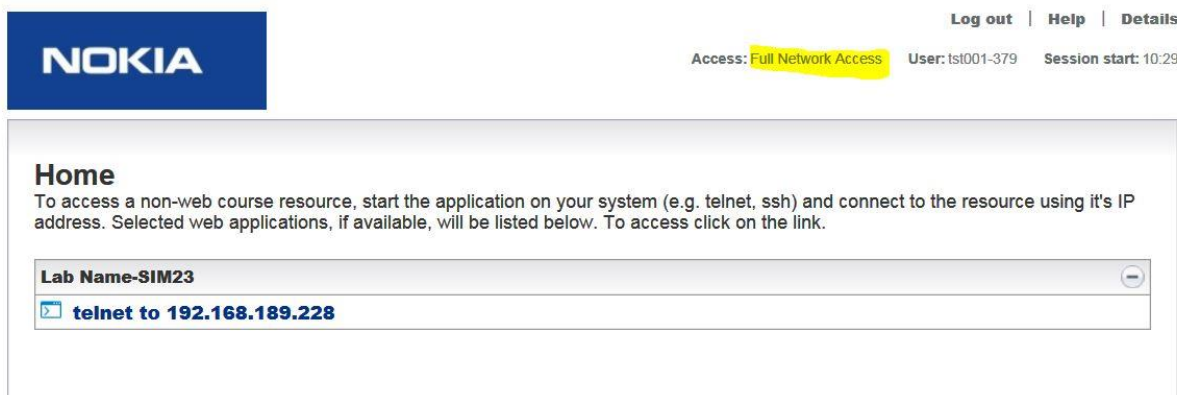
Dell SMA Webifiers

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



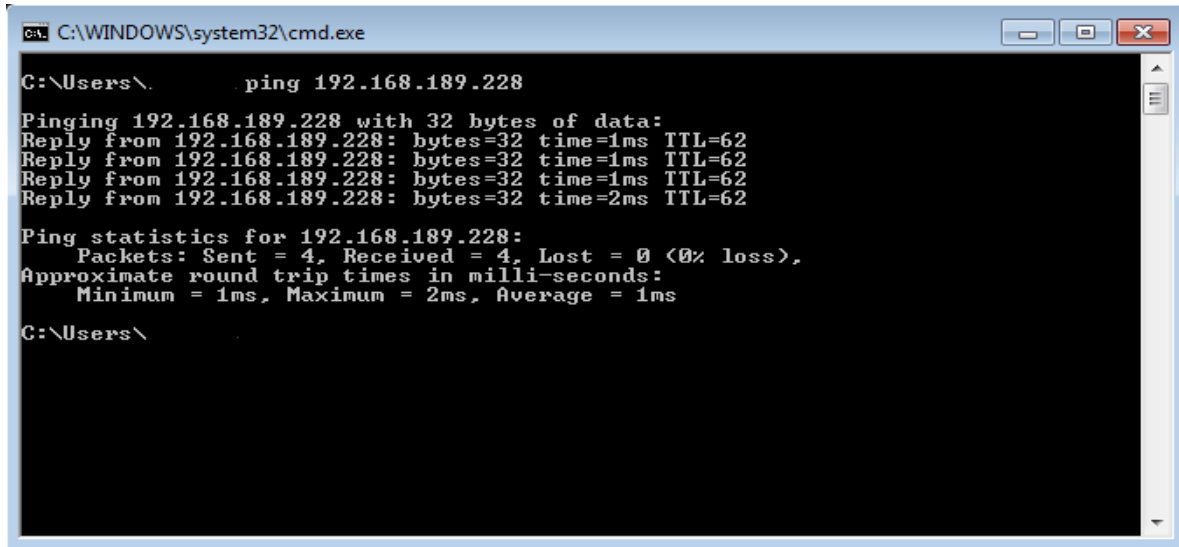
2.1.3) Verification

Following a successful login, the words *Full Network Access* should appear near the top right of the screen, as shown below:



Now, ping a device in the Learning Services Certification lab. Make sure you are not connected to any other VPNs. Use the IP address that was emailed to you to test connectivity to one of the devices in the Learning Services lab. You can use any telnet program from your PC, such as Putty, CRT, or even a command window, as shown below.

For this example, we will be connecting to a test router with IP address 192.168.189.228. Type "ping 192.168.189.228" in the Windows command screen to test connectivity to this device, as shown below:

A screenshot of a Windows command prompt window. The title bar reads "C:\WINDOWS\system32\cmd.exe". The command prompt shows the user at "C:\Users\" typing "ping 192.168.189.228". The output shows four successful replies from 192.168.189.228 with 32 bytes of data, times of 1ms, 1ms, 1ms, and 2ms, and a TTL of 62. Ping statistics for 192.168.189.228 are shown: Packets: Sent = 4, Received = 4, Lost = 0 (0% loss), and approximate round trip times in milliseconds: Minimum = 1ms, Maximum = 2ms, Average = 1ms. The prompt returns to "C:\Users\".

```
C:\WINDOWS\system32\cmd.exe
C:\Users\> ping 192.168.189.228

Pinging 192.168.189.228 with 32 bytes of data:
Reply from 192.168.189.228: bytes=32 time=1ms TTL=62
Reply from 192.168.189.228: bytes=32 time=1ms TTL=62
Reply from 192.168.189.228: bytes=32 time=1ms TTL=62
Reply from 192.168.189.228: bytes=32 time=2ms TTL=62

Ping statistics for 192.168.189.228:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 1ms, Maximum = 2ms, Average = 1ms

C:\Users\>
```

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

Log out of the remote access web site once connectivity to the test router has been verified.

At this point, if you are not able to establish “Full Network Access” or connection to lab equipment, contact the Nokia Learning Services lab support team by emailing lab.support@nokia.com.

2.2 Windows 8 and Windows 10 OS

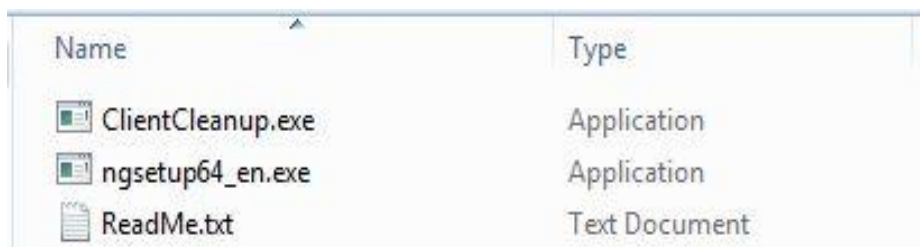
2.2.1) Follow steps 2.1.1 – 2.1.3 to log in to the Learning Services remote access site on your Windows 8/ Windows 10 PC. If you are unable to log in successfully and get Full Network Access, the following procedure should be executed:

2.2.2) Go to the Nokia Product Support Portal (<https://ps-kb.alcatel-lucent.com/portal/>) and download file “Learning Services -Aventail Win 8/10”, available under “Resources”.

2.2.3) Make sure you have administrative privileges on your PC.

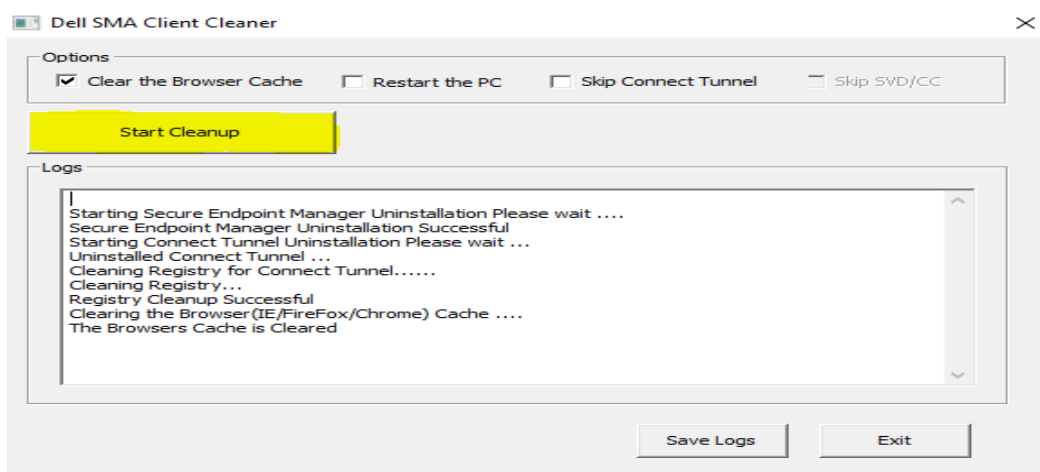
2.2.4) To make sure you are using 32bit or 64bit OS, go to Control Panel → Systems and Security → System

2.2.5) Unzip the downloaded file and open the appropriate Aventail fix Win 10 folder for your OS version.



Name	Type
ClientCleanup.exe	Application
ngsetup64_en.exe	Application
ReadMe.txt	Text Document

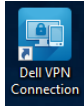
2.2.6) To uninstall any previously installed Dell SMA components and clear your browsing history, first run the ClientCleanup.exe file



Once this operation is complete, close the window by clicking the “Exit” button.

2.2.7) 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:



2.2.8) Follow steps 2.1.1 – 2.1.3 to log in successfully, gain Full Network Access and verify connectivity to the Learning Services remote access lab.

2.3 Mac OS

Security restrictions on the Safari browser may block Java applets from being downloaded or accessed. Follow the instructions below to enable the Safari browser to successfully connect to the remote access site.

2.3.1) Ensure that the latest version of Java is installed.

2.3.2) Open <https://learningserviceslabs.nokia.com> on the Safari browser.

2.3.3) Select Preferences under Safari.

2.3.4) Click the Security option.

2.3.5) Ensure that Plugs-Ins are allowed

2.3.6) Click Plugin-in Settings.

2.3.7) Check Java on the left side of the screen.

2.3.8) On the right side, select learningserviceslabs.nokia.com, use the key combination (option + command) and click the drop-down box.

2.3.9) Check On and uncheck Run in safe mode. TRUST the certificate if a prompt is displayed (Note: This option applies to Safari Browser versions 10.1.2 and later)

2.3.10) Click Done and close the preferences window.

2.3.11) Reset Safari and re-launch the browser.

2.3.12) Follow steps 2.1.1 – 2.1.3 as the procedure to login to the remote access site is the same as the basic procedure used to login on Windows 7 PCs.

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 will 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) by accessing the Internet Options control panel, selecting the Programs tab, then the "Manage add-ons" button.
 - e. In Internet Explorer release 9 or higher, set Compatibility View when accessing the remote access site. This option 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 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. Uninstall any existing remote access software components, reboot your PC and try to log in again using your login credentials.
 - j. Stop/Disable any VPN client software that may be running on your PC.

2. *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 to access the remote access site using Internet Explorer 11.0 or a 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

3. *Why does the remote access site only show Web Access after installation on my Windows PC?*

If you are having issues logging in to the remote access site on a Windows system, try logging in to the site using an IE tab in the Firefox or Chrome browser.

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

<https://addons.mozilla.org/en-us/firefox/addon/ie-tab/>

You can get the IE tab for Chrome here:

<https://www.ietab.net/>

You may have to restart your browser and log in 2-3 times before gaining Full Network Access.

4. *What causes the remote access manager to fail, with error message "epiMsiBootstrapper.exe could not be executed"?*

This error message is displayed on a Windows Operating System if the Windows Updates are not applied. It is recommended that all Microsoft Updates be applied, including Microsoft.NET Framework.

5. *How do I access the lab routers after I have successfully logged in to 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 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)

6. *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 emailed to you for the current session.

7. *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 may not have disabled your VPN connection before logging in to the remote access site from home. When connecting from home, be sure to disconnect your VPN connection and log in to the site using your Internet connection.

For more information and troubleshooting tips, go to the MyNetworkLab FAQ page at <https://networks.nokia.com/src/help>