



DIGITAL EDUCATION SERIES
HANDS-ON LAB GUIDE

Skytap Tour and FAQ





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SKYTAP TOUR GUIDE

Estimated time for completion: **10 minutes**

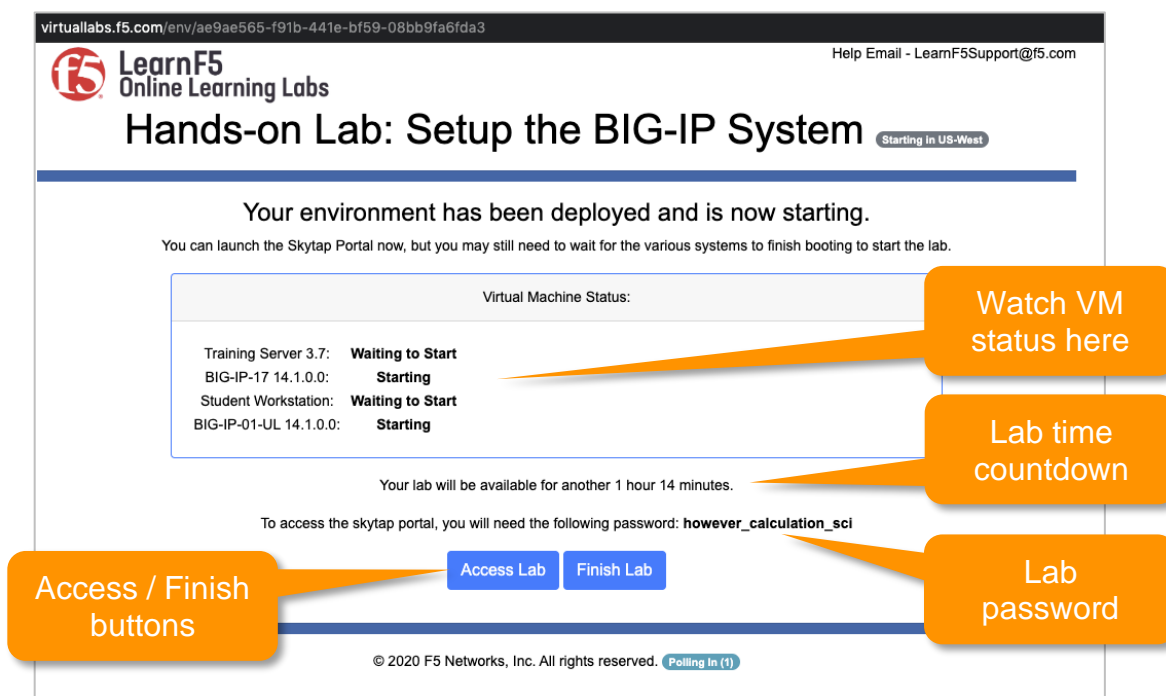
Now That You Have Launched a LearnF5 Hands-on Lab

Welcome to the LearnF5 virtual lab environment, hosted by Skytap. This guide will help you navigate the Skytap Portal that deployed when you clicked the **Launch** button for a LearnF5 hands-on lab.



Understanding the lab environment deployment page

After clicking the Launch button to deploy the hands-on lab, a pop-up window opens the **Virtual Machine Status** page and displays lab deployment information similar to the image below:



This page includes a countdown time for lab availability. **Monitor this countdown timer** as it is the only location where such information is displayed. The Skytap Portal does not provide countdown time.

The Virtual Machine Status page will continually update as the lab environment spins up. We recommend waiting until all virtual machines (VMs) are running before accessing the lab environment.

If you accidentally close the Virtual Machine Status page, check your email for a message from **F5 Virtual Labs** (npilabmonitor@f5.com) that provides similar information and links.





DO NOT CLOSE the Virtual Machine Status browser window. Also, to obtain LearnF5 credit for completing a hands-on lab, you must click the **Finish Lab** button.

Accessing the Skytap Portal

When **Virtual Machine Status** indicates all VMs are running, copy the password provided to your clipboard, then click the **Access Lab** button. (Note: Clicking the Access Lab button may launch a new browser window or tab.)

14.1.0.0: **Running**
orkstation: **Running**
JL 14.1.0.0: **Running**

Your lab will be available for another 54 minutes.

the skytap portal, you will need the following password **breed_forbidden_claim**

Access Lab **Finish Lab**

© 2020 F5 Networks, Inc. All rights reserved. **Polling In (3:44)**

Lab password

A new browser window will open and prompt you for a password. Paste the password into the space provided, then click the **Submit** button.

Virtual machine access

Please enter the supplied password to access this virtual machine. If you need the password, contact your session administrator.

Submit



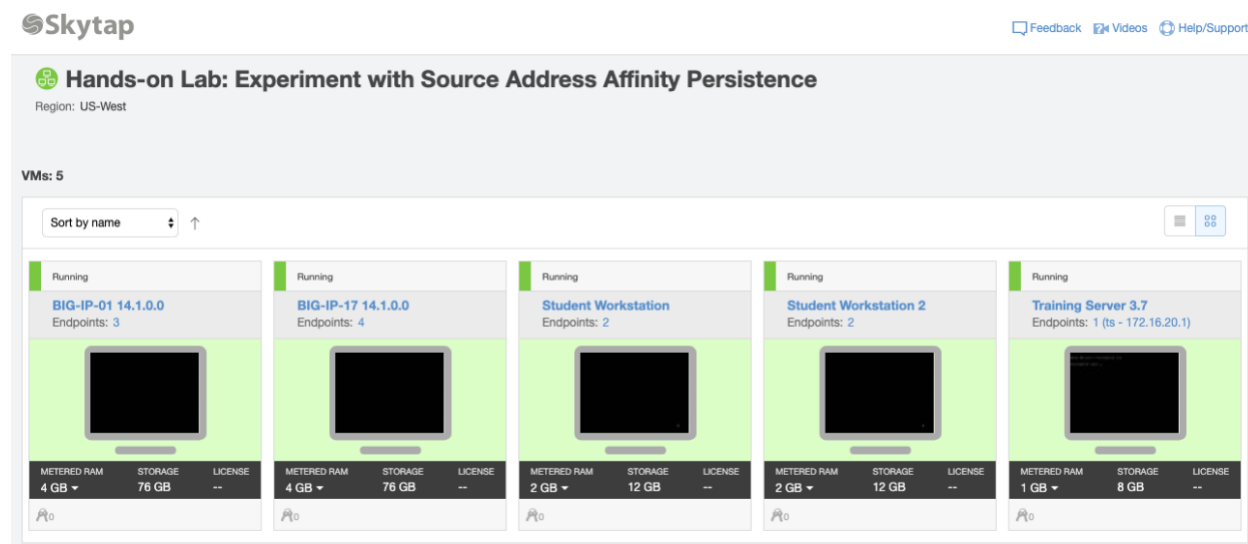


Navigating the Skytap Portal

Introducing the Skytap Portal

After successfully submitting the password, the browser page updates to display the **Skytap Portal**, which we will refer to as the “dashboard” throughout the rest of this document, and in the accompanying Hands-On Lab Guide for this lab. The dashboard shows all the virtual machines for the hands-on lab you requested and varies from lab to lab.

A sample dashboard page is shown below.



This dashboard is your starting point for accessing individual virtual machines.

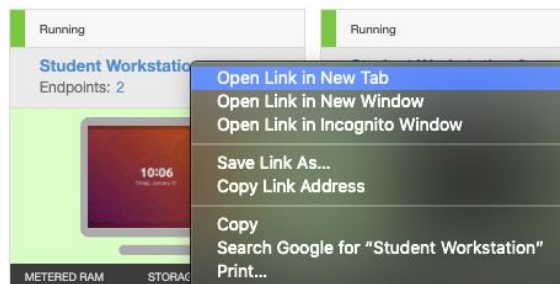


Some hands-on labs may have more or less VMs depending upon the type of lab simulation. The figures provided in this guide are examples, and do not represent all hands-on lab environments. Remember to view all associated LearnF5 materials for this lab to ensure successful completion and a good learning experience.

Navigating the dashboard

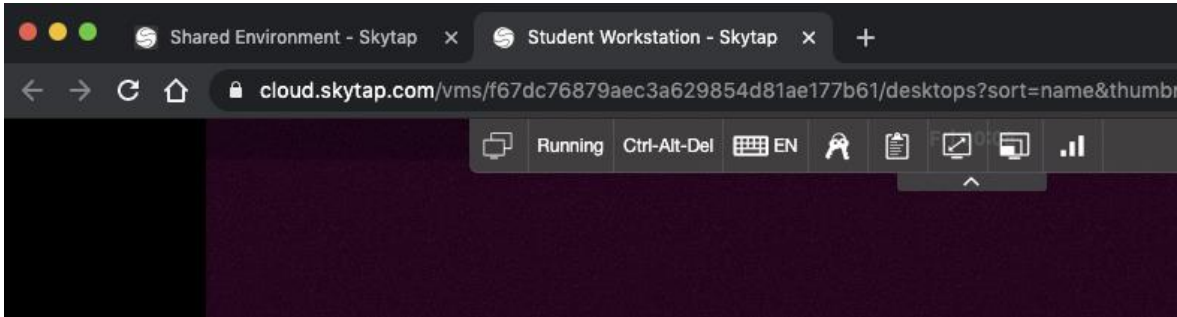
Take a few moments to familiarize yourself with navigating the dashboard and control bar. From the dashboard page, follow these steps to display two (2) virtual machine console interfaces at the same time.

1. Place the cursor over one of the VM names
2. Right-click to open the options menu
3. Select **Open Link in New Tab**





You should now have 2 browser tabs open. One displaying the dashboard and the other displaying the console for the VM you selected. You can now click between the two (2) open browser tabs to quickly switch between the dashboard and the VM.



4. Back on the dashboard, click the name of another VM to open its virtual machine console interface.
5. Locate the **control bar** for the virtual machine at the top of the browser window.

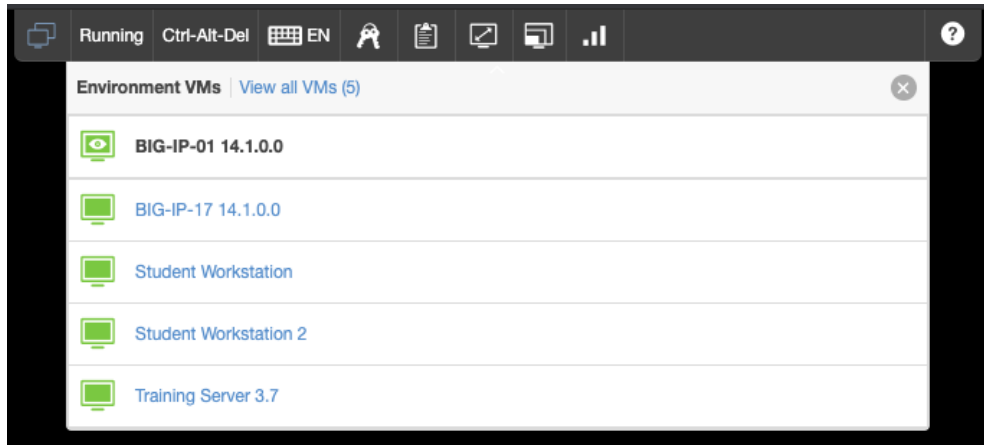


6. Move the cursor to hover over each of the icons to view the icon's function. From left to right:
 - a. **Environment VMs:** Used to select and navigate back to the dashboard or directly to another VM in the lab environment.
 - b. **Virtual Machine State:** One of **Running**, **Suspended** or **Powered Off**. All virtual machines must be running in order for the lab to work properly.
 - c. **Ctrl-Alt-Del:** Shortcut to issue the **Control-Alt-Delete** keyboard command, typically used to unlock a Student Workstation.
 - d. **Virtual Keyboard:** Used to launch a virtual keyboard for specific instances when keyboard mappings are unknown.
 - e. **Credentials:** Not currently used.
 - f. **Clipboard:** Used to transfer data from your local client to the virtual machine clipboard, and vice-versa.
 - g. **Fit to Window:** Used to resize the virtual machine client desktop to better fill the browser window.
 - h. **Change Resolution:** Used to select a specific screen resolution on the virtual machine.
 - i. **Network Quality Indicator:** Provides details of the connection speed between the local client and the VM. Also provides the ability to adjust the display quality for lower speed connections to properly display the VM desktop.

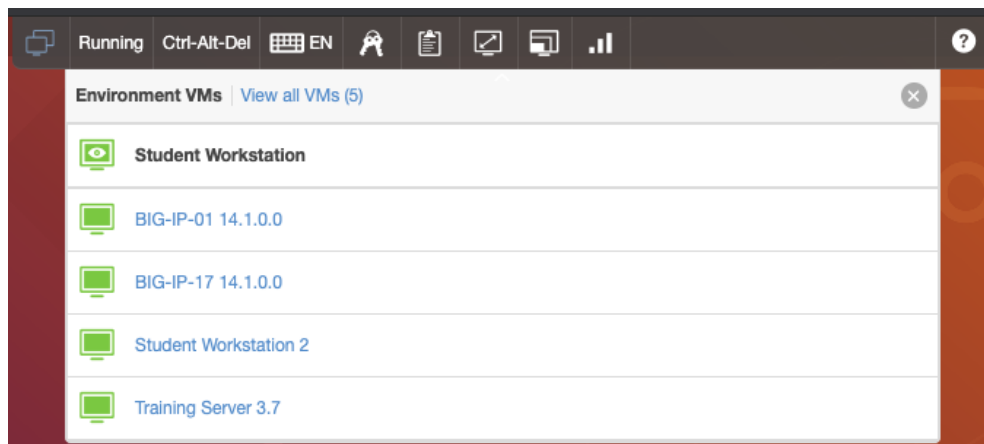




7. On the far left of the control bar, click the **Environment VMs** icon to display a list of all the virtual machines available in your lab environment. For example:



8. Click the name of a virtual machine that is not the one you are currently viewing (as indicated by the eye in the VM's monitor icon) and observe the page switch to the display for the new virtual machine you selected.
9. Navigate back to the **dashboard** by clicking the **Environment VMs** icon in the control bar again, then clicking the **View all VMs** link.



The navigation provided here for the hands-on lab is general. Some labs may require additional, specific navigation details provided in the accompanying Hands-On Lab Guide.



Finishing a Lab

To obtain LearnF5 credit for completing a hands-on lab you must click the **Finish Lab** button on the Virtual Machine Status page. Clicking the Finish Lab button will **immediately delete** the hands-on lab environment.

The screenshot shows a web browser window titled "Hands-on Lab: Setup the BIG-IP System" with the URL "virtuallabs.f5.com/env/96a03191-b827-43f0-906d-3a6acd9268cc". The page header includes the LearnF5 logo and "Online Learning Labs" with a help email address "LearnF5Support@f5.com". The main heading is "Hands-on Lab: Setup the BIG-IP System" with a sub-status "Running in US-West". The central message is "Your environment is ready to use." Below this is a "Virtual Machine Status:" box containing the following table:

Training Server 3.7:	Running
BIG-IP-17 14.1.0.0:	Running
Student Workstation:	Running
BIG-IP-01-UL 14.1.0.0:	Running

Below the table, there is a message: "Your lab will be automatically deleted in 15 minutes. To access the skytap portal, you will need to immediately finish your lab and release resources for other students." Two buttons are visible: "Access Lab" and "Finish Lab". The "Finish Lab" button is highlighted with a black tooltip containing the text "Immediately finish your lab and release resources for other students". At the bottom, there is a copyright notice "© 2020 F5 Networks, Inc. All rights reserved." and a "Polling In (3:46)" indicator.

When you receive confirmation that your lab has finished and been deleted appears, you can close the Virtual Machine Status window.

The screenshot shows the same web browser window as above, but the status has changed to "Finished in US-West". The main heading remains "Hands-on Lab: Setup the BIG-IP System". The central message is "Your lab has finished and has been deleted." Below this is a sub-message: "Please return to LearnF5 for the survey for this lab." At the bottom, there is a copyright notice "© 2020 F5 Networks, Inc. All rights reserved." and a "Poll Now" button.

Troubleshooting and questions

If you run into any issues during the lab or have questions about the lab, please send an email to LearnF5Support@f5.com.





Frequently Asked Questions

Who should I send any Support questions to that are not answered in this FAQ?

Send email to LearnF5Support@f5.com

How do I give feedback about the labs?

F5 uses a survey tool to collect your feedback about their Virtual Lab experience. You should receive an email with a link to a survey. Please take a moment to let us know what you liked and how we can improve.

Where is the password to login to the clients in my lab?

The individual hands-on lab guide will have a section with all the login and password credentials.

Can I share my Virtual Lab with other people?

No.

Each Virtual Lab is individually assigned and tracked based on your login information. Sharing your Virtual Lab with others would be considered a breach of the lab usage terms and confidentiality agreement.

Can I change the screen resolution of the Student Workstation?

Yes. Refer to the previous section of this document.

Why can't I connect to my BIG-IP?

The lab startup process can take up to 5 minutes to complete but is usually much faster. The component that takes the longest to start is the BIG-IP. If you cannot connect to the BIG-IP, please wait a few minutes and try again. If connectivity problems persist, please contact the correct Virtual Lab support email alias listed at the top of this FAQ.

Can I save my lab progress?

No.

Where do I get the Lab Guide for the Virtual Lab

Refer to LearnF5 curriculum list for this course.

How do I perform a lab connectivity test?

If having trouble connecting to the lab, perform a connectivity and speed test by navigating to: <https://cloud.skytap.com/tools/connectivity>

What are the requirements to access Skytap?

Please visit the Skytap help page [here](#).





What is the error: “Skytap Cloud has encountered an error...”?

This error usually occurs when you have exceeded your allocated lab time. You can rerun the lab by clicking the lab Launch button on LearnF5.

How do you return to your session if you exit out by mistake?

Refer to the email you received when you create the Virtual Lab environment.

Also, refer to the previous section of this document.

What is the “Cannot Create Environment...” message?

On occasion a problem creating a lab environment may occur. If you see this message, please wait approximately 5 minutes and then attempt to create another lab environment. If the problem persists, please do the following:

1. Copy the URL from the web browser window.
2. Copy the contents of the error message in your web browser
3. Include the Hands-On Lab name from which you tried to provision the virtual lab.
4. Send email to the correct Virtual Lab support email listed at the top of this FAQ.

Is my lab progress saved after my session expires?

No.

How do I know how much time I have left to complete the lab?

The VM Status Page specifies your remaining time. Refer to the previous section of this document.

Can I get extra time to complete my lab?

The allowed time for each lab is based upon a well-established average. Continuation of a lab is not available, however LearnF5 does allow learners to repeat any lab a second time.

How many labs can I take at the same time?

Users may only take 1 lab at a time.

Can I have a copy of the Virtual Machines from the Lab?

No.

Can I copy files to and from the Virtual Lab environment?

No.





What is a Browser Certificate Error?

When accessing BIG-IP(s) in the lab environment with a web browser, a warning/error appears that says "There is a problem with this website's security certificate."

The warning message is due to the type of certificate that is used for the LTM. It is normal behavior for an unsigned certificate.

Why is my Virtual Lab slow?

F5 Virtual Labs are hosted in a cloud environment. This means that factors such as network speeds, network latency, server loads etc can all contribute to slowness. Use the [SpeedTest](#) tool to diagnose speed issues.

Can I use the Virtual Labs to perform alternate testing than the specified lab?

No.

The F5 Virtual Lab environments are in place to allow students to learn about new F5 product features. Students are encouraged to explore the features and even do testing.

What is Skytap?

Skytap is a cloud computing service provider and hosts the LearnF5 Hands-On Lab environment. Visit <http://www.skytap.com> for more information.

