

vClassroom Frequently Asked Questions

Q: What is the recommended classroom setup for accessing vClassroom?

A: Download the latest Java Runtime Environment (JRE) on all PCs. You can find it here: <http://www.java.com> If the classroom is behind a proxy, ask the training center to bypass the proxy for your class for the best results. Also, for support, it is recommended that the instructor install Yahoo IM and set up an account before class starts. If a problem arises, this is the quickest way to have the issue addressed without the students even being aware that there was a problem to begin with.

Q: According to the schedule I received, my lab should be going on now. How do I find it?

A: Go to <http://vclassroom.elementk.com> Login with your instructor credentials. Click on Locker. Each class has a different roster name. The roster name is usually the training center name and the start date of the class. Once you find the right roster, look for the State column. Under it, the correct class will read: In Progress. Click on the ENTER link.

Q: How do I find the student logins?

A: Inside your Locker, under the correct roster name you will see a description and a list of Student Usernames. The usernames are six-letter randomly generated combinations. The passwords are the same as the usernames.

Q: This is the first time I've used vClassroom. What documentation should I use to familiarize myself with the system?

A: Reading through this FAQ in its entirety instead of simply consulting it as a reference will clear up most issues that first time instructors experience. Additionally, when you access a lab, click on the Scenario link. This provides online documentation describing lab operation and components.

Q: Where are the steps for each lab?

A: Click on the Sample Solution link. This provides not only the steps, but explanations to better understand the configurations, as well as sample output. The name, Sample Solution, sounds like it should be used after taking the lab, but it is actually the lab itself.

Q: Can we use the printed labs found in the courseware when accessing vClassroom?

A: No. The vClassroom labs have been developed from the courseware labs but use completely different IP schemes. The students should follow the online steps found under the Sample Solution link instead. By modifying the labs to work with vClassroom, the students get a number of benefits that are not possible with the written labs.

Q: How are the vClassroom labs improvements over the written labs found in the courseware?

A: The vClassroom labs are modified to work so that labs can be taken in any order without changes to core configurations. The students also do not have to be taking the same lab at the same time. One could work on Frame, while another works on an HDLC lab without any problems. Another major difference is that there are approximately 50 times more explanations added to the vClassroom labs as compared to the written labs. This allows the student to better understand what is being configured, to lighten the load on the instructor during the labs, and to provide students with study material for certification after the course. Tables of information are also eliminated. Instead of forcing the student to look up the pod, device, and interface to find the correct IP address in a table at the beginning of the lab, the pod information is dynamically injected right into the lab content. Students see customized lab steps that include only the relevant IP information for their pod. This reduces unnecessary student errors and reduces the time needed to complete the lab.

Q: Can I print out the online vLabs for the students?

A: This will cause issues for your students. The online content for each student is dynamically customized, based on the pod that is assigned for that session. For instance, a student on Monday could be given pod 3. In the steps of the Sample Solution, they will be instructed to configure IP addresses such as 10.3.1.1, 172.41.3.1, etc. A student assigned to pod 4 would instead see 10.4.1.1, 172.41.4.1, and so forth. If you printed out the labs for the first student, all of the IP information would be specific to pod 3. On Tuesday, if the student were assigned pod 8, all of their written information would be incorrect and their labs would fail. Printing the labs for your students is therefore not recommended. However, the students can print the labs from home as study materials to be used after the class.

Q: A student has finished a lab and has plenty of time left. Can the lab be taken again?

A: Yes. However, the student has to reset the configurations first. To do this, the student needs to click on the Device Controls link, select all of the devices, and click reload.

Q: What if a student has additional time and wants to simply continue to the next lab?

A: The configurations still need to be reset using the Device Controls.

Q: A student tells me that one of their devices has a scrub or load error. What do I do?

A: When vClassroom sessions initialize, there are sometimes over a hundred Cisco routers/switches being reconfigured at once. A device may be in the queue and timeout. When this happens, the student will see scrub error or load error. To fix this, click on Device Controls, select the problem device (it will have a red icon), and click Reload.

Q: Trying to fix a scrub or load error with Device Controls still does not work. What should I do?

A: Contact Katya Kaleta or Trey McMahon immediately. Katya's Yahoo IMID is: katya_kaleta@elementk.com Trey's Yahoo IMID is: trey_mcm They can either fix the problem or assign you another pod to use in the meantime.

Q: I'm not getting a response right away using IM. Now what?

A: Call Trey at 585.802.1816 or call Katya at 585.240.7551

Q: What benefit does the Suggested Approach link provide?

A: After taking a lab using the steps found in the Sample Solution, your students may want to test their mastery when taking a lab a second time. The Suggested Approach provides exactly the same steps as are found in the Sample Solution; however, there are no explanations and no sample output is provided. This gives the students an additional challenge to gauge how much they have retained.

Q: When I'm logged in as an instructor with a lab running, there is a dropdown box above the diagram with student usernames. What is that for?

A: You have a window into every student pod. This is helpful if you want to take over a lab for demonstration purposes. Simply select one of the users from the list. When you click on a device, you will be accessing that specific user's pod. This connection is not shared. If you access it while the student is also using it, you will disconnect the student. The student can reconnect by clicking on the device. The configuration will not be lost. It is simply re-establishing the Telnet session.

Q: I found typos in the labs. Who should I send that to?

A: Email Trey at: trey_mcmahon@elementk.com