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HANDS-ON LABS

VMware Hands-on Labs Overview

VMware Hands-on Labs provide a quick and easy way to access VMware products and solutions, testing use cases and learning about the latest features with no installation required. There are no special hardware or licenses needed. VMware Hands-on Labs delivers a real, virtualized infrastructure in the cloud using VMware managed infrastructure including vCloud Foundation, vRealize Operations, VMware Learning Platform, Wavefront and more. Best of all, they are provided at no charge and you only need a modern browser to run them. All labs are created by product experts, documented and supported by the VMware Hands-on Labs team and community.

General HOL links:

- HOL landing page: *http://hol.vmware.com/*

- HOL Blog: *http://blogs.vmware.com/hol*

- Twitter: *https://twitter.com/vmwarehol*

- Hands-on Labs team: *hol-feedback-request@vmware.com*

- HOL Odyssey: *http://odyssey.vmware.com/*

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VMware HOL General FAQ & Best Practices:

Q. What are VMware Hands-on Labs?

A. VMware Hands-on Labs are a free, online portal created by VMware which provides access to the latest products in a tested and documented, cloud-based, virtual lab environment.

Q. What is the link to the HOL Portal?

A. *http://labs.hol.vmware.com*

Q What is the first thing I need to do before taking a Hands-on Lab?

A. Please use our Compatibility Checker to make sure your browse is current, and your network will support the service. Checker is automatically available when first starting the lab or here: *http://labs.hol.vmware.com/HOL/compatibility/*

Q. Do I need to install any products or have dedicated hardware to run the VMware Hands-on Labs?

A. No. The VMware Hands-on Labs are fully licensed, tested and documented environments you can access using any modern browser.

Q Can I use Hands-on Labs licenses for my own product evaluations?

A. No you cannot. This violates VMware license agreements and can put you and your organization in direct violation of our terms and conditions.

Q. I am not sure I can finish the labs in the given time frame provided - is it possible for me to come back and take the lab later and will my session be preserved?

A. Because this is a shared, online resource, labs cannot be preserved indefinitely. You can take labs as often as you would like - there are no restrictions and it is not expected you finish a lab within the given time frame (1.5 hours). Your session will be preserved for your active session; at the end of your time, your lab will expire freeing up resources for others. Most labs are built modularly so you do not need to start from the beginning. It is recommended you complete modules in their entirety, but you can jump to any module desired when starting, or re-starting, a lab. For example, doing modules 1 and 2 one day and then numbers 3 and/or 4 a week later.

Q. What if I am running out of time while taking a lab, can I request more time?

A. Yes, with the "Extend" button in the console – top of the navigation screen, near the lab title, next to the time remaining clock. Every click of the Extend button gives you additional lab time. You may click the Extend button up to eight times, for a total lab time of 9.5 hours.

Q. What does the percentage complete progress bar mean?

A. This percentage is simply the amount of time spent divided by the amount of time given. It may not correlate to the amount of lab tasks you have completed but is beneficial for understanding time spent and if a time extension may be needed.

Q. Which topics are covered in the Hands-on Labs?

A. We have over 80 labs on the latest VMware Products and Solutions, including vSphere, Workspace One, NSX, vSAN, vRealize Suite, VMware Cloud plus Cloud Native Application development offerings and many more. Be sure to check our website for latest releases *http://labs.hol.vmware.com/*.

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Q. When are the Hands-on Labs refreshed?

A. We develop content throughout the year with a focus on VMworld. Please continue to check back and look for the 'New' flag to find updated content. The first two numbers in the lab SKU will correspond to the fiscal year that lab was developed in. For example, HOL-*21*26-01 is the NSX-T lab being developed in VMware's FY21.

Q. What browsers are supported with Hands-on Labs?

A. We support latest versions of Chrome, Firefox, Safari and Internet Explorer / Edge.

Q. What are the networking requirements in order to run Hands-on Labs?

A. We recommend you have at least 300 - 500 Kbps of bandwidth per client and 240ms or LESS of latency. We find taking a lab in a shared Wi-Fi network may result in a less than optimal experience. If you do not have complete control of your Wi-Fi network we recommend you use cabled, dedicated networking. To test your networking go to *http://labs.hol.vmware.com/speed-test*.

Q. Where can I find the Lab Manuals, and are they available in PDF, HTML, and various Languages?

A. Yes of course. Please visit *http://docs.hol.vmware.com/* for the full list of labs manuals in both formats and the languages available.

Q. Can you change the default language for a lab?

A. Yes, by updating your general preferences after logging into the HOL environment. Please visit *http://docs.hol.vmware.com/announcements/nee-localization.pdf* for more details.

Q. What are some of the resources for help and feedback?

A. Stay connected with us!

• HOL Landing page: *http://hol.vmware.com/*
• HOL Support site: *http://hol-support.vmware.com/*
• HOL Blog: *http://blogs.vmware.com/hol*
• Twitter: *http://twitter.com/vmwarehol*
• Email for feedback and general questions: *hol-feedback-request@vmware.com* (Monitored but not meant for real-time support)

Q. How can I send text to the VM while I am taking a lab?

A. This can be done easily after your lab has started. An explanation is available in the intro section of each lab manual. You can highlight the text to copy and 'grab' it then drag into the VM window. See our *YouTube video* for more details.

Q. How long does it take for a lab to load?

A. Most labs, if pre-populated, will load in 3-5 minutes. IMPORTANT: Labs often run background set up scripts. We recommend, once labs are loaded, users spend a few minutes reviewing the lab manuals first to allow the labs to "warm" up.

Q. What is the VMware Learning Platform (formerly Project NEE)?

A. The VMware Learning Platform is an application developed by VMware to manage the lab, user and infrastructure requirements. It is available for customer purchase.

Q. Should I allow my browser to accept 3rd party cookies?

A. Yes.

Q. Can I adjust the screen size on my desktop?

A. Yes you can, for the duration of your lab experience. You can resize your desktop the way you normally change a Windows desktop resolution. Keep in mind this will increase the bandwidth you use. Right click on the desktop and go to Screen Resolution. Alternatively, adjusting the zoom within your browser window to improve visibility of menus and scroll bars is recommended.

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Q. When visiting *https://labs.hol.vmware.com* **I see a message in browser "This Connection Is Not Private" or "Secure Connection Failed". Why does this occur?**

A. The VMware Learning Platform does support SSL to make sure all credentials are encrypted but the initial site is found using HTTP, not HTTPS. If your organization requires HTTPS use *https://www.vmwarelearningplatform.com/HOL*.

Q. What other features of the HOL Portal should I be aware of?

A. There are lots of new features added every release cycle – some of our favorites are:

Invite a Friend to Take a Lab

This has been used often by VMware employees to invite their customers to learn more about our products. You will see this option above 'Enroll' after you log in:

Split Screen

This feature is great for users that want to read the lab manuals on a separate screen – this model also works on iPads and Android tablets.

Lab Ratings & Surveys

Ratings give users an idea of the overall stats of a lab. When a lab is ended, users are presented a survey to provide direct feedback to the HOL team helping improve our content now, and in the future.

Localization Support

HOL provides labs in multiple languages including the lab manuals, which are critical to ensure global adoption. For instructions on changing to a different language please read:

http://docs.hol.vmware.com/announcements/nee-default-language.pdf

Odyssey

New HOL gamification! An exciting way for users to test their skills and showcase their expertise. More information available here: *http://odyssey.vmware.com/*.

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Troubleshooting:

Q. I am having trouble connecting to a lab - what steps can I take to troubleshoot the issue?

A. Here are some basic tips:

• Make sure you are using the latest version of the supported browsers, clear your cache / cookies and reload.

• Make sure you are able to reach the labs through your network by trying to take the lab in a different network - sometimes corporate networks have proxies that will deny a console connection.

• Make sure you meet the recommended bandwidth and latency requirements to run the lab correctly (see questions on the network speeds above).

• Check to see if the network you are in has deployed anti-virus. These are very hard to spot and the best way to see if your local network is causing the trouble is to test it from a different network.

Q. My lab is very slow to respond and takes a very long time to load what can I do?

A. Please be sure your local networking meets our minimum requirements. You can do so by running our compatibility checker which will verify multiple items including your available bandwidth - *http://labs.hol.vmware.com/HOL/compatibility/*. The results will give you some guidance on how well your lab will run based on the distance from our datacenters. Take a screen shot of the results and include it if you reach out to our alias for help.

Q. I only see a blank or black screen after attempting to launch a lab.

A. Please ensure you are running a supported browser by running the compatibility checker mentioned previously: *http://labs.hol.vmware.com/HOL/compatibility/*. This is typically seen in old versions of Internet Explorer.

Q. I'm stuck at the login prompt and can't continue, what can I do?

A. This is typically caused by not accepting 3rd party cookies. Please also ensure you are logging into the right tenant and connecting to the portal at this site: *http://labs.hol.vmware.com/HOL* (unless specifically provided another location, like at VMworld or a partner conference).

Q. I have run into a step that is not working in the lab what should I do?

A. There are 3 things you can do:

1. Make sure you did not miss any prior steps in the Lab Manual.
2. Make sure the lab Status on your Desktop indicates the lab is ready.
3. End your lab and start a fresh lab. If none of these steps work, please be sure to send us a note with a detailed description of the problem here: *http://hol-support.vmware.com/*

Q. What information do I need to gather when reporting a problem?

A. Take a screen shot of the lab you are taking - be sure to include the entire screen so it shows us the URL, lab name and, very important, the step where you are having problems. This can be submitted to our support page: *http://hol-support.vmware.com/*

Q. How do I get additional My VMware support?

A. Check the *My VMware FAQ* for common questions such as how to reset passwords. Contact *VMware Support* in your region if further My VMware help is required.

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