

Hands-on Lab Administrators Guide

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Hands-on Lab Administration

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learn about Hands-on Lab administration	About Hands-on Lab administration (on page 1)
log in to or log out from Hands-on Lab administration	Logging in and out (on page 2)
manage a Hands-on Lab	Managing labs (on page 3)
manage the computers in a Hands-on Lab	Managing lab computers (on page 9)
generate usage reports	Generating Hands-on Lab usage reports (on page 19)

About Hands-on Lab administration

WebEx Hands-on Lab Administration allows you to set up and maintain the labs and computers for Hands-on Lab sessions. You can use lab administration to:

- Create new labs
- Edit existing labs
- Delete labs
- View lab schedules
- Set up lab computers for Hands-on Lab sessions
- Move computers to other labs
- Remove computers from a lab

- Connect to available lab computers
- Disconnect from lab computers that are in session
- View a computer's status
- Generate Hands-on Lab usage reports

Logging in and out

To log in to Hands-on Lab administration, you must be a user with lab administration privileges. If you have any questions about user accounts, contact your Training Center Web site administrator.

To log in to your Hands-on Lab administration Web site:

- 1 Go to your Hands-on Lab administration Web site.

The URL for your site is in the following format:

`http://your_company.webex.com/your_company/labadmin.php`

where *your_company* is the brand name for your Training Center Web site.

The log in page appears.



Please Log in

Please provide your user name and password:

User name:

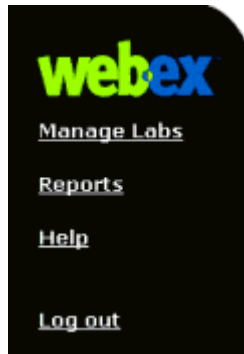
Password:

- 2 Type your username in the **Username** box.
- 3 Type your password in the **Password** box.
- 4 Click **Log In**.

The Manage Labs page appears, showing information about any existing labs.

To log out:

- 1 On the navigation bar, click **Log out**.



- 2 Click **OK** in the dialog box that appears.

Note: You can access the lab administration page only if the WebEx Super Administration site has enabled Hands-on Lab.

Managing labs

If you want to...	See...
create a lab in which Hands-on Lab computers reside	Creating new labs (on page 4)
edit a lab name or description	Editing a lab (on page 5)
delete a lab	Deleting labs (on page 6)
view the Hands-on Lab schedule	Viewing lab schedules (on page 7)

About the Manage Labs page

The Manage Labs page appears when you click **Manage Labs** on the navigation bar.

Manage Labs				
Lab Name	Description	Total Computers	Computers In Session	Lab Schedule
<input type="checkbox"/> Design room	This room is used for the training about Photoshop, CorelDraw, Illustrator etc.	30	10	View Schedule
<input type="checkbox"/> QA training room	This room is used for the training about Office2000, Email, Workflow	15	3	View Schedule
<input type="checkbox"/> Hardware training room	No related description.	15	0	View Schedule
<input type="checkbox"/> WebEx training	This room is used for the training about WebEx Meeting Center, WebEx Training Center	25	22	View Schedule
Maintenance Room	Place computers that you want to be inaccessible from training sessions here	6	1	

This page lists all the labs that are already created. You can create new labs, edit or delete existing labs. You can also view the lab schedule for specific labs.

Option.	Description
Lab Name	The name of the lab set by the lab administrator.
Description	The description of the lab set by the lab administrator.
Total Computers	Indicates how many computers exist in the lab.
Computers In Session	Indicates how many computers are currently in session.
Lab Schedule	When you click View Schedule, displays the lab schedule for that specific lab.

Creating new labs

To set up Hands-on Lab, you must first create a lab in which the Hands-on Lab computers reside. When you create a new lab, the training session host can select it for conducting a Hands-on Lab session. The new lab appears on the Hands-on Lab page when the host clicks **Hands-on Lab** on the navigation bar of your Training Center Web site.

To create a new lab:

- 1 Log in to your Hands-on Lab administration Web site. For details, see [Logging in and out](#) (on page 2).
- 2 On the navigation bar, click **Manage Labs**.
The Manage Labs page appears.
- 3 Click **Create New Lab**.
The Create New Lab page appears.



The screenshot shows a web form titled "Create New Lab". The form has a blue header bar with the text "Create New Lab". Below the header, there are two input fields: "Lab Name" with a "(Required)" label in purple, and "Lab Description" with a larger text area. At the bottom right of the form are two buttons: "Add" and "Cancel".

- 4 Type the new lab name in the **Lab Name** box.
- 5 Optional. Type the description of the lab in the **Lab Description** box.
The description appears on the Manage Labs page and the Lab Details page. For details on editing the lab description, see [Editing a lab](#) (on page 5).
- 6 Click **Add**.
The Manage Labs page appears listing the lab that you created.

Editing a lab

Once you create a new lab, you can edit its name or description.

To edit a lab:

- 1 On the navigation bar, click **Manage Labs**.

The Manage Labs page appears.

- 2 Select the check box beside the name of the lab that you want to edit.
- 3 Click **Edit Lab**.

The Edit Lab page appears.



The screenshot shows a web form titled "Edit Lab". The form contains two main input areas. The first is a text box labeled "Lab Name:" containing the text "ddc", with a "(Required)" label to its right. The second is a larger text area labeled "Lab Description:" containing the text "testing lab". At the bottom right of the form, there are two buttons: "Update" and "Cancel".

- 4 To change the name of the lab, type a new name in the **Lab Name** box.
- 5 To add or change the description of the lab, type it in the **Lab Description** box.
- 6 Click **Update**.

The Manage Labs page appears listing the edited lab information.

Note: Training Manager automatically creates a lab called the Maintenance Room. This lab is used for storing lab computers that need to be maintained or repaired. You cannot delete or modify the Maintenance Room.

Deleting labs

You can delete a lab at any time. To delete a lab, you must first delete each computer individually from the lab. You cannot delete a lab that has any computers in it. When you delete a lab, the host can no longer select it for conducting a Hands-on Lab session. The lab name is removed from the Hands-on Lab page.

To delete a lab:

- 1 On the navigation bar, click **Manage Labs**.

The Manage Labs page appears.

- 2 Select the check box beside the name of the lab that you want to delete.

- 3 Click **Delete Lab**.

A confirmation message appears asking you if you are sure that you want to delete the selected lab.

Note: If there are computers in the lab that you want to delete, an error message appears reminding you to remove the computers first. For details on removing computers, see [Removing computers from a lab](#) (on page 15).

- 4 Click **OK**.

The Manage Labs page appears without the deleted lab.

Note: Training Manager automatically creates a lab called the Maintenance Room. This room is used for storing lab computers that need to be maintained or repaired. You cannot delete or modify the Maintenance Room.

Viewing lab schedules

The lab schedule enables you to view labs and computers that are reserved for training sessions.

To view a lab schedule:

- 1 On the navigation bar, click **Manage Labs**.

The Manage Labs page appears.

- 2 Do one of the following:

- Next to the lab that you want to view, click **View Schedule**.
- Click the name of the lab. The Lab Details page appears. On the Lab Details page, click the calendar icon.

Hands-on Lab: ddc

testing lab

3 total , 3 offline

Computer	Status	Share Application	Action
<input type="checkbox"/> DeCarlo1	Offline	Desktop	
<input type="checkbox"/> DeCarlo2	Offline	Desktop	
<input type="checkbox"/> Ribbon	Offline	Desktop	

The Hands-on Lab Schedule page appears.

Hands-On Lab Schedule

May 2005 << Tuesday, May 10, 2005 >> Today's date: 5/18/2005

Display lab schedule: ddc Time zone: Pacific DT

12:00 am to 8:00 am

8:00 am

9:00 am

10:00 am

11:00 am

12:00 pm

1:00 pm

2:00 pm

3:00 pm

4:00 pm

5:00 pm

6:00 pm to 12:00 am

Computer P O 4 0 12 14

Note: Point to a time slot to see details. Total: 3 computers

- 3 Point to a time slot to view details of the lab schedule.
- 4 When you are finished, click **Close**.

Hands-on Lab Computers

If you want to...	See...
set up computers for use in Hands-on Lab	Setting up lab computers with Hands-on Lab (on page 10)
move a computer to a different Hands-on Lab	Moving computers (on page 14)
remove a computer from a Hands-on Lab	Removing computers from a lab (on page 15)
control a computer from the Manage Labs page	Connecting to available computers (on page 16)
disconnect a computer from the Manage Labs page	Disconnecting from Hands-on Lab computers (on page 17)
check the status of a Hands-on Lab computer	Viewing a computer's status (on page 13)

Managing lab computers

You can manage computers for a Hands-on Lab by doing the following:

- setting up each computer
- moving computers to or from a lab
- removing computers from a lab
- connecting to or disconnecting from a computer
- viewing a computer's status

Setting up lab computers with Hands-on Lab

Ensure that you have already set up a lab before setting up computers for that lab. For more information on setting up a lab, see [Creating new labs](#) (on page 4).

A computer can only belong to one lab. If you have already set up a computer in one lab, and you select the same computer to be set up in a second lab, the computer is moved from the first lab to the second lab.

You need to install the Access Anywhere Agent to set up and use the Hands-on lab. For more information, see [System requirements for local and remote computers](#) (on page 10).

System requirements for local and remote computers

WebEx Access Anywhere lets you remotely access a computer using another computer, which is connected to the Internet. You must install the Access Anywhere Agent on each computer that is in the Hands-on Lab, as well as on any computer that will be accessing the lab.

Before setting up a computer for Access Anywhere, ensure that each remote computer and local computer meet the following minimum system requirements.

- Microsoft Windows 7, 2000, XP, or Vista
- Intel Pentium 166 MHz or faster processor
- 32 MB RAM (64 MB recommended)
- Microsoft Internet Explorer 6 or later, Firefox 3.0 or later, Safari 3 or later, or Chrome 3 or later
- JavaScript and cookies enabled for the Web browser; ActiveX enabled for Internet Explorer
- Internet connection: For the remote computer, a dedicated, broadband Internet connection, such as a DSL, cable modem, ISDN, or T1 connection; for the local computer, at least a 56K connection

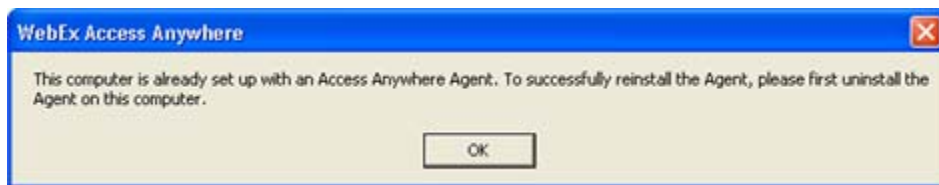
Important: To install the Access Anywhere Agent on a computer running Windows 2000 or XP, you must do *one* of the following:

- Sign in to your computer as an administrator before running the Access Anywhere Setup program.
- Have an administrator log in to your computer for you.

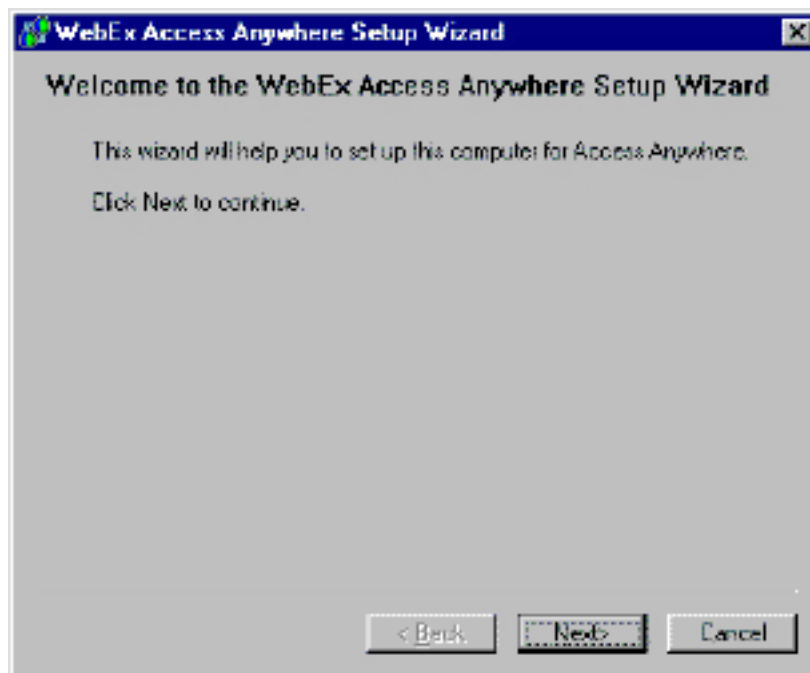
Once you complete setup, you need not log in to the computer as an administrator later to use Access Anywhere.

To set up a computer for Hands-on Lab:

- 1 On the navigation bar, click **Manage Labs**.
The Manage Labs page appears.
- 2 Click the name of the lab in which you plan to set up a computer.
The Lab Details page appears.
- 3 Click **Set Up Computer**.
 - a) If Access Anywhere Agent has already been installed on your computer, a dialog box appears asking you to uninstall Access Anywhere Agent before setting up the computer for Hands-on Lab. Click **OK**.



- b) Uninstall the agent, restart your computer, and log in to your Training Center Hands-on Lab administration Web site.
 - c) Repeat steps 1 through 3.
- 4 Follow the instructions in the Access Anywhere wizard that appears.



- Using the WebEx Access Anywhere Setup Wizard, provide information and set options on the following panels:

Option	Description
Account Information	Specify a nickname name for the computer, and then enter the password that you use to log in to your Training Center Web site.
Options	Set the options that you want to take effect once you access the computer remotely. You can change any of these options when you are using Access Anywhere. If you are unsure which options to select, accept the default settings.
Applications	Select the specific applications that you want to access on the remote computer. Alternatively, you can choose to access the entire desktop of the remote computer.
Authentication	Set the security options that you want to use when accessing the computer remotely. You can choose one of these methods: <ul style="list-style-type: none"> <i>Access code authentication</i>, in which you enter an access code on a Web page. <i>Phone authentication</i>, in which you receive a phone call at a phone number that you specify, and then key in a pass code.

- 6 Click **Next**.
- 7 On the Setup Complete panel, click **Finish** to install the agent on your computer.
A list of computers that you can access appears. If no computers appear, it means that no computers have been set up for that Hands-on Lab.
You can access any computer in the list for which the status is **Available**. For details on the status of computers, see [Viewing a computer's status](#) (on page 13).

Note: For more information about setting up Access Anywhere, see the Online Help for Training Center.

Viewing a computer's status

The Lab Details page displays the list of computers set up for that specific lab.

To view the Lab Details page:

- 1 On the navigation bar, click **Manage Labs**.
The Manage Labs page appears.
- 2 Click the appropriate lab name.

The Lab Details page appears, showing the status of each computer in the lab.

Status	Description
Available	The computer is available for connection. Clicking Connect allows you to control the Hands-on Lab computer.
In Session	The computer is currently being used in a Hands-on Lab session. To view information about the session, click the In Session link. If you click Disconnect , an alert message appears warning you that you are about to disconnect the computer from the current session. If you click Yes , the computer disconnects from the session and the status of the computer changes to Available .
Offline	The computer is not connected and is not available.
Blocked	The computer is blocked and is not available for connection.

Moving computers

You can move a computer to a different lab if the computer is not in session or reserved. To maintain computers and keep them from being reserved, move the computer to the Maintenance Room. The Maintenance Room is created by default and is a storage area for computers that are being repaired, updated, and so on.

When you move a computer, it appears in the new lab on the Hands-on Lab page of your Training Center Web site, where it can then be accessed by the training session host for conducting a Hands-on Lab session.

To move a computer from one lab to another:

- 1 On the navigation bar, click **Manage Labs**.

The Manage Lab page appears.

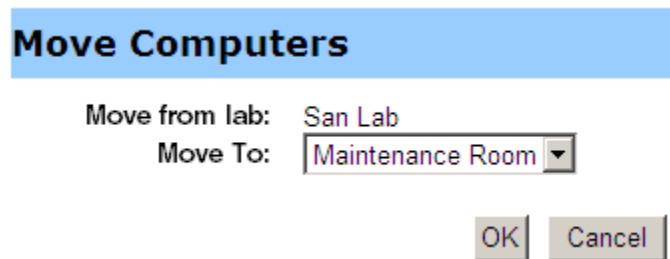
- 2 Click the name of the lab from which you want to move a computer.

The Lab Details page appears.

- 3 Select the check box beside the name of the computer that you want to move.

- 4 Click **Move to**.

The Move Computers dialog box appears.



Move Computers

Move from lab: San Lab

Move To: Maintenance Room

OK Cancel

- 5 In the **Move To** drop-down list, select the lab to which you want to move the computer.

- 6 Click **OK**.

The computer moves to the lab that you selected.

Note: You can view the details of the training session that a computer belongs to. On the Lab Details page, click **In Session** next to the name of the computer.

Removing computers from a lab

You can remove computers from a lab at any time. When you remove a computer, it no longer appears in the Hands-on Lab page. In addition, the training session host cannot access the computer for conducting a Hands-on Lab session.

To remove computers:

- 1 On the navigation bar, click **Manage Labs**.
The Manage Labs page appears.
- 2 On the Manage Labs page, click the link to the lab containing the computer that you want to remove.

Manage Labs					
Lab Name	Description	Total Computers	Computers In Session	Lab Schedule	
<input checked="" type="checkbox"/> Design room	This room is used for the training about Photoshop, CorelDraw, Illustrator etc.	30	10	View Schedule	
<input type="checkbox"/> QA training room	This room is used for the training about Office2000, Email, Workflow	15	3	View Schedule	
<input type="checkbox"/> Hardware training room	No related description.	15	0	View Schedule	
<input type="checkbox"/> WebEx training	This room is used for the training about WebEx Meeting Center, WebEx Training Center	25	22	View Schedule	
Maintenance Room	Place computers that you want to be inaccessible from training sessions here	6	1		

The Lab Details page appears.

- 3 Select the check box beside the name of the computer or computers that you want to remove.

Note: To view explanations for the computer's status, see [Viewing a computer's status](#) (on

page 13).

4 Click **Remove**.

A confirmation message appears asking you if you are sure that you want to remove the selected computer.

Note: If you select a computer that has been reserved or that is in session, an alert message appears informing you that you cannot remove the computer.

5 Click **OK**.

The computer or computers are removed from the lab.

Connecting to available computers

You can connect to and control available computers from the Manage Labs page. When you connect to an available computer, you cannot use it for conducting a Hands-on Lab session.

To connect to an available computer:

1 On the navigation bar, click **Manage Labs**.

The Manage Labs page appears.

2 Click the appropriate lab name.

The Lab Details page appears.

3 Click **Connect** beside the computer that you want to connect to.

You connect to, and control the Hands-on Lab computer.

Note: An unavailable computer is indicated by an **Offline** status.

Disconnecting from Hands-on Lab computers

You can disconnect computers whose status is **In Session**, and end an Access Anywhere session. Disconnecting a computer changes the computer's status to **Available**. You can then use it for a Hands-on Lab session.

To disconnect a computer:

- 1 On the navigation bar, click **Manage Labs**.

The Manage Labs page appears.

- 2 Click the appropriate lab name.

The Lab Details page appears.

- 3 Click **Disconnect** beside the computer that you want to disconnect.

The computer disconnects from the session and the status of this computer changes to **Available**.

Note: If you select a computer that is in session, an alert message appears informing you that the computer is currently in a training session. To view the session information, click **In Session**.

Hands-on Lab Usage Reports

If you want to...	See...
learn about Hands-on Lab usage reports	About Hands-on Lab usage reports (on page 19)
generate usage reports	Generating Hands-on Lab usage reports (on page 19)

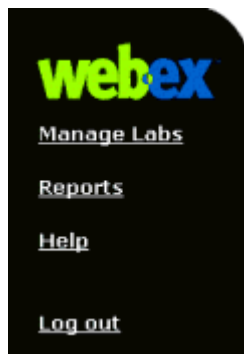
About Hands-on Lab usage reports

You can generate and view Hands-on Lab usage reports for the past three months, if this option is available for your Hands-on Lab site. The **Reports** link only appears if the Hands-on Lab report option is turned on by the Super Administrator.

Generating Hands-on Lab usage reports

To generate Hands-on Lab reports:

- 1 On the navigation bar, click **Reports**.



The Hands-on Lab Usage Report page appears.

Hands-on Lab Usage Report

View hands-on lab usage information .
Note: You can generate a report for dates up to three months prior to today.

Select lab: All Labs ▾

From: April ▾ 9 ▾ 2005 ▾

To: May ▾ 9 ▾ 2005 ▾

Sort results by: Lab ▾

- 2 In the **Select lab** drop-down list, select the lab for which you want to generate the report.
- 3 In the **From** and **To** drop-down lists, select the start and end date for the period for which you want to view the usage report.
- 4 In the **Sort results by** drop-down list, select how you want the search results to be sorted.
- 5 Click **Display Report**.

The report appears in your Web browser.

Hands-on Lab Usage Report								
You can sort results by clicking on the column headers. Search again <input type="button" value="Printer-friendly format"/> <input type="button" value="Export Report"/>								
Search Results for All Labs from 04/09/05 to 05/09/05 :								
All sessions in GMT -07:00, Pacific Daylight Time (San Francisco)								
Lab	Session type	Session name	User	Start time	End time	Duration	Computer	Client IP Address
ddc	In-session	042805 a	Dave DeCarlo	4/28/05 6:22 pm	4/28/05 6:30 pm	9 mins	DeCarlo1	64.68.127.118
ddc	In-session	042805 a	Dave DeCarlo	4/28/05 6:22 pm	4/28/05 6:30 pm	9 mins	DeCarlo2	64.68.127.118
ddc	In-session	N/A	Dave DeCarlo	4/28/05 6:08 pm	4/28/05 6:09 pm	2 mins	DeCarlo2	192.168.239.29

The following information typically appears in a Hands-on Lab usage report. You can sort the information by clicking the column headings.

Option	Description
Lab	The name of the lab where the computer resides.
User Name	The WebEx User ID.
Full Name	The full name of the user.
Computer Name	The name of the remote computer.
Status Change	The status changes of the remote computer during the selected period (Available , In Session , Blocked , Offline).
Change At	The time at which the status changed.
Duration	The duration that it remained in this status.
Client IP Address	IP address of the client computer—that is, the computer connected to the remote computer (only valid for In Session status).

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