Welcome to XtremeLabs, a service of XtremeLabs, LLC. This document provides Students step-by-step instructions on how to:

- Create an account.
- Add course codes.
- Use your virtual labs through the self-service portal.
- Troubleshoot connectivity issues.
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Requirements</td>
<td>3</td>
</tr>
<tr>
<td>Create an XtremeLabs Online Account</td>
<td>4</td>
</tr>
<tr>
<td>Add Access Codes</td>
<td>8</td>
</tr>
<tr>
<td>Lab Tiles (Progress Status)</td>
<td>9</td>
</tr>
<tr>
<td>Classroom Chat Feature</td>
<td>10</td>
</tr>
<tr>
<td>Release Notification Pop-up</td>
<td>10</td>
</tr>
<tr>
<td>Request a new Feature</td>
<td>15</td>
</tr>
<tr>
<td>Update History</td>
<td>17</td>
</tr>
<tr>
<td>Take a Lab</td>
<td>19</td>
</tr>
<tr>
<td>Launching a Lab from Learning Partner’s LMS (LTI)</td>
<td>19</td>
</tr>
<tr>
<td>Lab Launching</td>
<td>20</td>
</tr>
<tr>
<td>How to Navigate the Lab Environment</td>
<td>22</td>
</tr>
<tr>
<td>Lab Steps Overlay</td>
<td>23</td>
</tr>
<tr>
<td>Top Bar</td>
<td>23</td>
</tr>
<tr>
<td>Lab Steps/Instruction Manual</td>
<td>25</td>
</tr>
<tr>
<td>Virtual Machine (VM) Operations</td>
<td>26</td>
</tr>
<tr>
<td>Lab Information Menu</td>
<td>27</td>
</tr>
<tr>
<td>Lab Actions Menu</td>
<td>31</td>
</tr>
<tr>
<td>Save Lab</td>
<td>32</td>
</tr>
<tr>
<td>Virtual Machine Window</td>
<td>35</td>
</tr>
<tr>
<td>Footer</td>
<td>37</td>
</tr>
<tr>
<td>Account Settings</td>
<td>39</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>42</td>
</tr>
<tr>
<td>Support</td>
<td>43</td>
</tr>
</tbody>
</table>
## System Requirements

To access the lab hosting system, your client system must meet the following requirements:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>ActiveX Requirements</th>
<th>HTML5 Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP SP3 or later (Windows RT is not supported)</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>.NET Framework 3.5 or later</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Browser</td>
<td>Internet Explorer 7+</td>
<td>Microsoft Edge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Internet Explorer 10+</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Google Chrome 39+</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Safari 7+</td>
</tr>
<tr>
<td>Minimum KBps per user network bandwidth</td>
<td>128 KBps</td>
<td>256 KBps</td>
</tr>
<tr>
<td>Ideal screen resolution is above 1280 x 1024</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Viewer Installation</td>
<td>Local Admin</td>
<td>N/A</td>
</tr>
<tr>
<td>TCP ports 80 and 443 open with inbound/outbound access to the Internet</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>For some corporate firewalls, a proxy client (such as Forefront TMG Client)</td>
<td>x</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Create a XtremeLabs Online Account

The first step to accessing your virtual labs will be to create an account on XtremeLabs portal.

1. In your browser, navigate to http://labs.xtremelabs.io.

If you have an account, you can sign in. If you do not yet have an account, click Register.
2. To create your account, fill in the fields on the Create an account page.

Note: The email address used to create your account is also used for password reminders. It is important to use a valid email address.

3. Click Sign Up.

4. You will be redirected to the View Labs page. Before you have access to any labs, this is what the View Labs page will look like the following:

You can find instructions about adding Course Codes on the next pages. Once you have added Course Codes to your account, the labs which you can access will be listed on the View Labs page:
The names of labs available to you are listed in the left column. You can search for required courses by simply typing the name of that course in the search text box adjacent to the View Labs option. When a lab is selected (in this case, the 10265A lab), the lab modules in that Lab will be displayed as tiles on the center and right areas of the window. Each lab module tile will display the lab module's Lab ID, Lab Title, and the Duration of the lab module.

On some pages, you can find the chat button at the bottom left of the screen. with XtremeLabs Support by clicking on the Chat Icon 📣. By clicking the live chat Icon following chat window will appear before:
Add Access Codes

1. To get access to labs, you’ll need to add Access Codes to your account. You may be provided Access Codes by your instructor, depending on your course.

To add the codes to your account, on the View Labs page, click the Access Codes icon to open the Access Codes page.

![Access Codes](image)

2. Enter your access code in the box and click Add code. Your course will be added to the My codes listing.

Note: In the MY CODES section, users will see the status of their access codes. (Active, Pending, and Expired)
Users can quickly check the status of their codes for different labs. They can request to redeem their new codes after checking the status of their existing access codes.

3. Note that your new Lab will now be displayed on the View Labs page.
Lab Tiles (Progress Status)

Users are able to check the status of their lab completion from the account portal. The lab tiles will display the following status to the users:

- Completed
- Completed and Relaunched
- In Progress (XX% Completed)

This functionality is beneficial for the users to get a quick overview of their lab progress without having to launch the lab to check the lab completion status in lab UI.
Classroom Chat Feature

This feature enables the students to have personalized learning communication with their instructors while having an experiential learning experience.

The classroom chat feature will be visible to the users after redeeming their lab access codes in the account portal (https://labs.xtremelabs.io/)

Note: Your instructor may have enabled/disabled this feature for your classroom.

Release Notification Pop-up

A new notification feature has been incorporated in XtremeLabs’ UI. This feature has the following pop-up menus.

- Pre-Release Notification Pop-up (Coming Soon Reminder)
- Post Release Notification Pop-up (Latest updates Reminder)
- Request a new Feature
Pre-Release Notification Pop-up

1. This pop-up is displayed to the user when they access the XtremeLabs login page (https://labs.xtremelabs.io/).

2. The pop-up is shown to the users as a reminder of any features/bugs (platform updates) included in the impending release of XtremeLabs’ UI.

3. It enables the users to get the required information about the upcoming changes and be informed about the platform updates.

**Note:** This pop-up will only be shown before the actual release of the latest features/bugs.
Post-Release Notification Pop-up

1. This pop-up is displayed to the user when they access the XtremeLabs login page (https://labs.xtremelabs.io/).

2. The pop-up is shown to the users as a reminder of any latest features/bugs (platform updates) which XtremeLabs’ UI releases.

3. It also contains the release date of the latest updates (features/bugs).

4. Users can click on any feature/bug to read more details about the released platform updates.

Note: This pop-up will only be shown after the release of the latest features/bugs.
Users can also see the Latest updates page through the account portal by clicking on the What’s New option on the top right side.

By clicking on the What’s New option, users can see the following user information page:
Users can access the Latest Updates page by clicking on the Platform Updates button adjacent to the Blog button.

The Latest Updates page contains details of the recently released features/improvements of XtremeLabs UI.
Request a New Feature
XtremeLabs allows its users to request new features/improvements in XtremeLabs UI to make their learning experience more effective. The pre and post-release pop-up notifications allow users to request their choice's features and details (screenshots).
By clicking on the Add a Feature Request link, users are shown the following feature request submission form:

![New Feature Request Form](image)

The comprehensive New Feature Request Form allows the users to provide a detailed description of the proposed feature update (by attaching the screenshots for reference) to communicate their needs better. It includes the following requirements:

1. Full Name
2. Email Address
3. Feature Name
4. Details
5. Attachments (any relevant files)

This feature allows the users to contact XtremeLabs’ teams via New Feature Request Form directly.

**Note:** Users will be notified once XtremeLabs’ team has received their request
Update History

Users can access the history of all released features/improvements of XtremeLabs UI by clicking on the Update History link on the post-release pop-up notification.

Users can access the Update History page from the account portal by clicking on the What’s New option on the top right side of the account portal.
By clicking on the What’s New option, users can see the following user information page:

Users can access the Update History page by clicking on the Platform Updates button adjacent to the Blog button.

The Update History page contains the details of all recently released features/improvements of XtremeLabs UI. The page refreshes after three months to show the most updated information to users about the newly released features/improvements of the XtremeLabs UI.
Take a Lab
1. On the View Labs page, select an active course that is listed in the left column (see above). Then select the lab module that you want to launch by clicking on the lab module’s ‘Take Lab’ box on the lab module’s tile:

   ![Take Lab](image)

   This will open the lab module’s Lab Description box:

   ![LAB DESCRIPTION](image)

   To start [WS-0111T00-A] Module 01: Windows Server administration, click ‘Continue’.

   ![Continue](image)

2. To launch the lab module, click on the ‘Continue’ button.

Launching a Lab from learning partner’s LMS (LTI)
You can launch a lab directly from the Learning Partner’s LMS (Learning Management System) with LTI.
You can get the required information for lab launching from your specific Learning Partner.
Lab Launching
While your lab environment is being prepared, a “spinner” will be displayed. Typically, it takes fewer than 30 seconds to create your unique lab environment. A large lab environment might take up to 2 minutes.

Note: If your lab takes longer than five minutes to load, refresh your browser page by pressing the F5 key. If you still cannot access your lab, please alert your instructor.
**Note:** Some labs have been modified from the on-premises version to operate correctly in an online environment. If a lab has been altered, a “Lab Notice” message will appear after the lab loads. Clicking the Notes tile will launch a Lab Notes document that contains additional information regarding the changes made to the lab steps.

5. Once the lab loads and the environment is ready, your lab view will be displayed. This is how your Lab looks when you launch it.
How to Navigate the Lab Environment

Once your lab view is displayed, several options are available to allow you to interact with the virtual machines provided for each lab scenario. Please note that some parts of the user interface, such as the Lab Steps Overlay, will not be available in all labs.

The lab view page has seven parts:

- Top bar
- Virtual machine window
- Lab Steps Overlay
- VM Operations
- Lab Information
- Lab Actions Menu
- Detachable Lab Steps
- Footer
- Live Support Chat
Most labs hosted by XtremeLabs include an overlay that contains the official lab steps and other information provided by the course authors. Most lab steps are organized into Tasks, and Tasks are organized into Exercises. Each Task is presented on a single panel, and the navigation links at the bottom of each panel move you sequentially through all the panels in the Lab. Checkboxes are provided to mark your position in the sequence of lab steps.

**Top Bar**
The elements in the top bar are called out and described here:
Name of running lab – This displays the name of the open lab module. If requesting support, this information will be included in the screenshot that will be send to the support team.

Hide/Reveal Top Bar button – Click this button to hide or reveal the top bar.

Language Menu – This menu allows you to change the language according to your preference and understanding. The default language is usually English, depending on the course and your location.

Network performance indicator – The bars in this indicator show the response speed between the user’s browser and the virtual machine server. The fuller the bars, the better the network performance. A drop-down arrow displays the last ping’s round-trip in milliseconds and includes a Refresh text link that initiates a new ping. The round-trip timing of the new ping is then displayed in the drop-down box and is shown in the indicator.

Detachable Lab Steps – This icon allows you to move lab instructions set to another tab and another available monitor.

Lab Steps/Instruction Manual – This icon allows you to move lab instructions set to another tab and another available monitor.
**Instance ID** – It contains the Instance of the open lab module. If requesting support, this information will be included in the screenshot that will be sent to the support team.

**Lab Completion Status** – [0% Completed] This status allows the users to see their lab progress in the form of percentage. The lab completion percentage increases as users move forward with their lab. When the users end their lab session and rejoin after a pause, the lab completion status remain the same.

**Lab Steps/Instruction Manual** – This button contains the detailed lab steps for you and a lab completion summary in the footer, which shows your progress in the current lab module.
Virtual Machine (VM) Operations –  

This is a button that displays the name of the current virtual machine in the running lab module. Alongside it contains all the VM operations that can be performed in the running lab module. The most common VM operations are listed below:

- **Ctrl+Alt+Delete** – Sends this command to the virtual machine.
- **Take Screenshot** – Enable users to take a screenshot of their current VM.
- **Paste Content** – Pops up a window that the user can input text onto to paste into the environment.
- **Reconnect** – Enables the users to reconnect the VM if it gets disconnected due to several reasons.
- **Reset VM** – Enables the users to restart their current VMs.
- **Accessibility** – Enables the users to Invoke Narrator and starts the screen reader functionality within the current VM.

By clicking on the Accessibility Button, users will see the below shown pop-up menu:

![Accessibility Options](image)

**Note:** Please note that there might be other options in some specific labs, e.g., Revert VM, Reset VM, Windows Charm Window Keys, Add/Join Classroom.
Click a specific virtual machine to open it in the virtual machine window. The virtual machine's name currently in the virtual machine window is displayed above the VM operations (actions buttons). Users can choose between the other VMs as per their lab module requirements.

Lab Information Menu— This Menu contains the following information related to the running Lab module:
1. Cloud Credentials
2. Classroom Details
3. Files
4. Lab Network Information
1. Cloud Credentials

i. Cloud Express Pass (Azure) – This link will appear when the launched Lab requires cloud services credentials. Clicking on the [xxxx] Credential’s link will open a pop-up window that displays the Username and Password that you will need to sign in to the cloud service that has been created for your instance of this Lab:

![Cloud Credentials (Azure)](image)

The Cloud Express Pass for Azure automatically generates a set of Azure credentials for you to access an Azure subscription from within the XtremeLabs Viewer UI. The Azure subscription is fully managed by XtremeLabs and does not require you to sign up for your Azure credentials.

ii. Cloud Express Pass (AWS) – This link will appear when the launched Lab requires cloud services credentials. Clicking on the [xxxx] Credential’s link will open a pop-up window that displays the Username and Password that you will need to sign in to the cloud service that has been created for your instance of this Lab:

![Cloud Credentials (AWS)](image)
The Cloud Express Pass for AWS automatically generates a set of AWS credentials for you to access an AWS subscription from within the XtremeLabs Viewer UI. The AWS subscription is fully managed by XtremeLabs and does not require you to sign up for your own AWS credentials. XtremeLabs assigns these credentials to you for the duration of your lab session. When you end your lab session, your cloud resources will be torn down and deleted.

**Note:** Any work you have performed in your cloud subscription during your lab session will then be lost when you click End Lab. It is recommended that you use the Save Lab feature.

This pop-up also enables you to change your password. Click on the I forgot my password button.

**iii. Other Credentials** – When the launched lab includes an Office 365 Tenant or a Dynamics 365 Tenant, this link will appear. Clicking on the O365 Credentials link will open a pop-up window that displays the Tenant’s Email and Password that you will need to use this O365 Tenant that has been assigned to you for use in this lab:

Depending on the tenant, the credential will expire in 14 to 25 days from the date it is assigned to users.
2. **Classroom Details** – It contains the necessary information about the classroom created by instructors for a student, such as:
   - Classroom Code
   - Instructor’s name
   - Lab Tenure (Start Date – End Date)
   - Cloud meeting details
   - Cloud file sharing details

Or

3. **Learning Partner** – It contains the logo image of the user’s affiliated organization, e.g., educational institute, training organization, or any publisher, etc.

4. **Files Menu** – It contains the logo image of the user’s affiliated organization, e.g., educational institute, training organization, or any publisher, etc
   i. **User Guide** – Clicking on the User Guide link opens a separate window where the XtremeLabs Student User Guide (this document) can be displayed and downloaded from within XtremeLabs.
   ii. **Lab Manual** – When the launched Lab includes a downloadable lab manual, this link will appear. Clicking on the Lab Manual link enables the downloading of the subject lab manual.
Note: Not all labs contain the downloadable lab manual.

iii. Lab Notes – It contains the special notes for the students provided by the XtremeLabs Content Team.

5. Lab Network Info – It contains the necessary information on the network used in the current VM operations.

<table>
<thead>
<tr>
<th>Lab Network Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
</tr>
<tr>
<td>O365 Blob</td>
</tr>
<tr>
<td>UPN name</td>
</tr>
</tbody>
</table>

Lab Actions Menu – This Menu has the following options for the users:
- End Lab
- Save Lab
End Lab – Click **End Lab** to close the lab and terminate the virtual machines in the lab module. You will be prompted to confirm that you want the lab to end. Clicking on the **OK** button will end the lab.

Click **Confirm** to close the lab’s browser tab and return to the course player.

**Note:** Ending a lab means that your lab session will end, and your progress will not be saved.

Save Lab

If you want to save your work and complete a lab later, click on the **Lab Actions Menu** besides the **Lab information** Button at the top of the Lab Overlay and click **Save Lab** from the top-down menu. This will save your lab for the duration of your classroom, up to 120 hours, before expiring. When you resume the lab, this option allows an additional 120 hours save duration.
Click Confirm to close the lab’s browser tab and return to the course player.

**Note:** The Save lab function is not available on some labs and is only possible for labs that are associated with active classrooms. The Save lab link will only appear in the Lab Action drop-down menu if this feature is available in your particular course for your launched lab module.

Saving the Lab will take you to the View Labs page, where a tile of your saved lab module is displayed.
During the saving process, you will see the following Lab Saving pop-up description:

![Lab Saving Pop-up](image)

Once the saving process has been completed, the Lab Saving pop-up will state the date and time that your saved Lab will be available until.

**Note:** The Save Lab function allows users to save their labs for a maximum of 120 hours. Users can utilize this functionality for ten attempts per lab.
When you click the **Take Lab** button, you will be able to launch your saved Lab within the lab saving duration (**maximum 120 hours**). Clicking the Take Lab button will restart the Lab at the place where you left off. Whereas, by clicking the **End Lab** button, you will lose your saved progress.

If you have saved a lab and sign out of [http://labs.xtremelabs.io](http://labs.xtremelabs.io) and then sign back into the site within the Lab save timeline, the **View Labs** page will open with the **Saved Labs** entry pre-selected to remind you that you have a saved lab waiting for you:
Note: Only one Lab can be saved at a time. If you already have a saved lab and then save another, it will overwrite the first saved Lab.

Virtual Machine Window
This is the large window that fills most of the lab view. This window allows interaction with the virtual machines that form the virtual labs.

Only one virtual machine can be active in this window at a time. Use the virtual machine selector (identified earlier in this guide) to switch between virtual machines in a lab module.

If the focus is within this window, the keyboard and pointing device will control the virtual machine.

Note: Instructions for logging into and interacting with the VMs should be in the lab manual documentation. You can also find these instructions within the Labs environment on the left-hand side. However, the most used Administrator passwords used for Lab VMs are Pa$$w0rd and Pa55w.rd.
Once launched, labs will run for their stated durations. At the end of this period the lab will be disconnected, and a message will be displayed. This message informs you that the lab is about to expire, and it gives you an opportunity to either end the lab or extend the lab for an additional 30 minutes:

5 minutes before the lab period ends, the pop up will appear asking you to extend the Lab. Extend Lab button will help you to extend the lad duration to 30 minutes before the lab is automatically ended.

You can end the lab at any time while this message is displayed by clicking on the End Lab button.

**Footer**

The footer has four elements: The Screenshot (Count), Support link, the Privacy & Cookies link, XtremeLabs link and the Live Chat Icon.

Screenshots (Count) – click Screenshot (count) to see all the captured Screenshots of your current VM. All these screenshots will be visible to your instructors as well.
Support — Click Support to open a menu with two text links: General FAQs and Contact us.

Click General FAQs to view a .pdf file of the Frequently Asked Questions. Click Contact us to open a pop-up form for sending email to the XtremeLabs support team. This form also provides the toll-free number to contact the XtremeLabs support team member who are available 24/7.
To send an email to the XtremeLabs support team, fill in the text input boxes with the appropriate information and click **Submit**. You need to check the **Attach Screenshot** checklist button if you want to report any error in your current VM. This option will automatically select the most recent machine captured screenshot.

**Note:** that the text input boxes denoted with a red asterisk (*) cannot be left blank.

After you click **Submit**, you will see an acknowledgment that the email has been sent. The XtremeLabs support team will contact you shortly. If an issue is urgent, call the XtremeLabs support team using the toll-free number provided on the form during the listed support hours. (The listed support hours are in the Pacific Time zone.)

**Privacy & Cookies** – This links to the Privacy Statement web page.

**XtremeLabs** – This links to the home page of XtremeLabs, LLC, an interactive platform where you can find much more about XtremeLabs and its offerings.

**Chat Icon** – XtremeLabs Live chat support allows you to request support assistance from within the account portal.
Account Settings
To make changes to your account settings, click on the Account Settings option on the top right side of the account portal:
This will allow the user to make the following changes to their XtremeLabs User Account:

- **Password** – This allows you to change the password that you use to log-in to the XtremeLabs platform.
• **Name** – This allows you to change the name that the XtremeLabs platform knows you as.

![Update Name](image)

• **Delete User** – If you are done using the XtremeLabs platform and are concerned about your privacy rights, you can have all your records deleted from the XtremeLabs platform by clicking the Delete Account button found here.

![Delete Account](image)

Note: This option will permanently delete your account and the access to all linked resources will be lost. This cannot be undone.
Troubleshooting
If you have trouble connecting to the lab images once they have launched, the information in this section may help identify the issue.

Advanced Firewall Configuration
By default, the lab hosting system offers connections to lab virtual machine console sessions from an end user’s web browser via the embedded HTML5 protocol.

- Internet proxy/firewall client
First, install a client proxy agent on your machine and then configure that client to connect to the Internet via the proxy/firewall server. If your network is protected by Forefront TMG, for example, you will need to install the Forefront TMG client on your machine and configure it to connect to the Internet via the gateway. The TMG client can be downloaded from the Microsoft Download Center. Other firewall/proxy products typically have an equivalent client agent.

- Firewall configuration
If the firewall has been configured for packet inspection (that is, the rules are sensitive to the protocols running over certain ports), then the outbound rules on the firewall need to be altered to allow the RDP protocol to run over port 443 to the specific addresses used by the lab portal. Namely:

Destination IP address ranges:
67.21.174.1 through 67.21.174.25
67.21.175.69 through 67.21.175.88
67.21.173.141 through 67.21.173.150

Destination port: TCP 443
Protocol: RDP

Note: Configuration of access to port 443 for RDP traffic is beyond the scope of Internet Explorer proxy settings.
Support
If you have technical issues with the online labs, you can contact the XtremeLabs support team. Examples of technical issues include:
• The virtual desktop does not display.
• The online lab runs slowly or is non-responsive.

If an issue is urgent, call the XtremeLabs support team using the toll-free number provided on the form or click the link to initiate a chat session with a team member. Chat and phone support are available during business hours. Email is available 24/7

<table>
<thead>
<tr>
<th>XtremeLabs - Support Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
</tr>
<tr>
<td><strong>Email</strong></td>
</tr>
<tr>
<td><strong>Hours</strong></td>
</tr>
</tbody>
</table>