

FAQ & troubleshooting knowledgebase for the AcXLive Cloud Demo Portal

This FAQ is for the AcXLive Cloud Demo Solutions Portal: <http://demos.acxlive.com>

Send comments or feedback to: info@acxess.com

FAQ:

What type of connection do I need to use this cloud-based demo site?

-It is important to note that a good local connection is needed to provide a good V-Lab experience, so if you are having problems with what you consider to be “slow” performance on the site, you should also check your local connection on www.pingtest.net we recommend a “C” rating or better with 0% packet loss. If you don’t have a good (or better) local connection, your performance will be less than optimum.

What are the demo V-Labs running on in the Remote Data Center?

-The AcXess V-Works environment is built on HP blade servers with a high speed backbone and SAN for very fast performance. This is why typically if you are having slow performance, it is related to your local connection and packet-loss in particular. Remember that this is a complete Enterprise Server environment that you are controlling and not just a remote or Virtual Desktop with pre-defined “click-through” applications and access.

What are the minimum system requirements for the Virtual Classroom site?

-You must use Internet Explorer 7 or later and have Windows 7, Windows Vista with SP1/SP2 or Windows XP with SP3 to have the correct Remote Desktop Connection client to use this site.

If I don’t have the proper software updates, where can I get them?

-Use Windows update for your computer and If you are using Windows XP with SP3 or Windows Vista with SP2 we recommend that you update to Remote Desktop Connection 7. The Microsoft downloads are provided [here](#) in this link.

What if I get a yellow warning triangle at the bottom of my browser?

-This typically means that you do not have the RDP add-on from Microsoft Corporation ‘enabled’ in your browser. The Remote Desktop client is included with all PCs with a Microsoft Windows OS; you just need to right (or double) click on the yellow triangle and ‘enable’ the RDP add-on for your browser.

How can I allow Pop-ups for this site?

-Depending on your software version, If you see a bar at the top of your window, click on it to see the options, and allow popups. You will have to re-attempt the connection after you do this. You can also click on the “tools” menu on your browser and change your settings by allowing pop-ups for this site and reducing the restriction level while you are using the demo portal.

Does this need to be a “trusted site” in my Internet connections to use?

-Not typically, but if you want to map your local drive for customizing the image for your clients and your own use later, or having problems with your unique configuration you will need to change the settings by clicking on the “tools” menu button on your browser, then Internet options, then security, then trusted sites, then sites, and adding this site <http://demos.acxlive.com> as a trusted site. Make sure you un-check the https setting in this menu; otherwise you will not be able to add the site.

What if I get disconnected from my demo V-Lab during a remote session?

-This can be caused from a poor local connection or because your lab has timed out on the system. Each time that you 'save' your demo the system will disconnect you in order to create a separate 'saved state' server image. This process takes a few minutes and then you can restart your V-lab from where you left off. Make sure that you set the initial length of your lab with enough time to finish your work, and extend the time if needed or save your lab and then restart it in a few minutes.

What if my credentials do not work for the user sign in?

-This could mean that there were too many attempts with the wrong password and the system has locked out the account. If you have trouble logging in at any time, contact your AcXess rep or administrator and they will have the account sign in reset for you.

What is the 'Save' button and what does it do?

-If you want to customize your demo (logos, docs, data, etc.) and reuse it later you will need to save your V-lab at the end of each session in order to pick up from where you left off the previous day. Make sure to click 'save' on the portal before your V-lab times out or the system will delete your work and revert back to the previous 'saved state'. Click the save button, give your lab a name and click submit. The system will now disconnect you because it has to close down the session in order to create a snapshot of the saved server image; Once this is completed (a few minutes) you can click on the 'Saved V-labs' tab and re-start your new server lab. Once again, you will need to save any new work and re-name the lab for your next use.

What is the 'transfer' button and what does it do?

-If you would like to send your custom V-lab in a separate 'saved' instance for someone else to use on the portal, you can 'save' your V-lab and then transfer control to them by sending them a secure transfer ID. The system will automatically send the secure ID after you provide the email address and push the submit button.

I get a 'Red X' on my connection screen - What do I do?

- This is a problem that is unique on some Windows XP with SP3, with the symptom in the screenshot below ('red X'; with connection window missing). This link provides a Workaround/fix that fixes this problem for users with this older configuration – this is a known Microsoft RDP support issue and not an issue with the Cloud Demo portal.

<http://support.microsoft.com/kb/951607>



I still can't connect! What do I do?

-If you are still having problems with connecting to a V-lab or getting into the site, contact your Partner rep or administrator for further troubleshooting with your unique system configuration.