

Symantec Virtual Academy Cloud (VAC) Requirements

Because the VAC leverages the latest technologies to ensure your learning experience is of the highest quality, it is very important that you run through the following System checks prior to your course.

Please run both the “Adobe Connect” and “VAC Lab access” checks using the same machine at the same location for which you plan to attend the class.

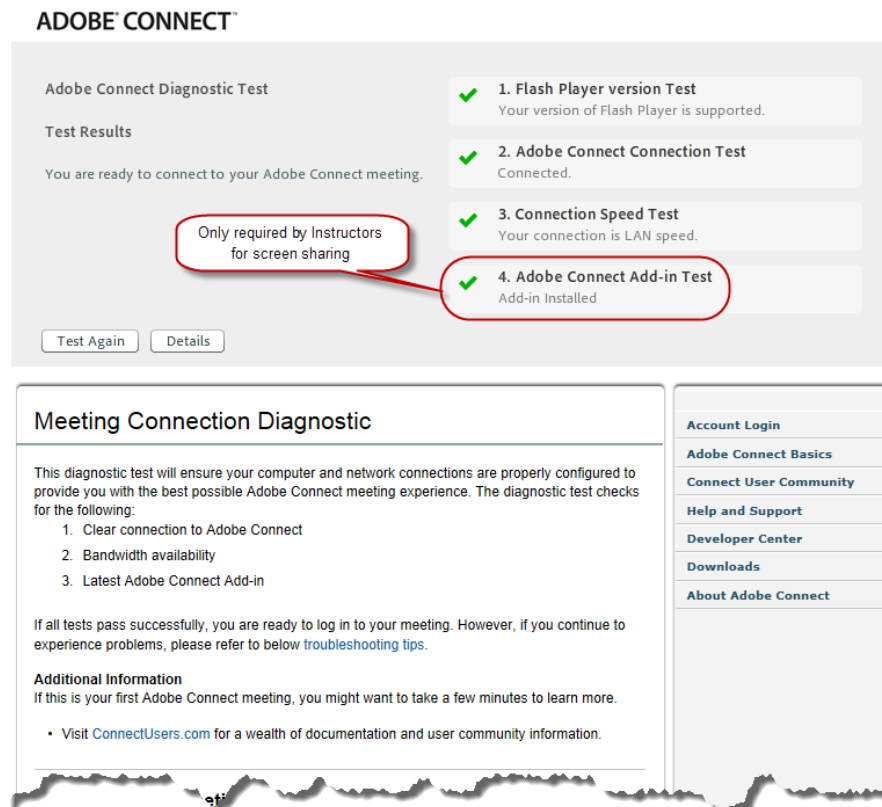
Adobe Connect – Remote Lecture Application:

Adobe Connect client system requirements are listed here:

<http://www.adobe.com/products/adobeconnect/tech-specs.html>

Please run the Adobe connect system checker:

https://edu-symc.adobeconnect.com/common/help/en/support/meeting_test.htm



ADOBE CONNECT

Adobe Connect Diagnostic Test

Test Results

You are ready to connect to your Adobe Connect meeting.

Only required by Instructors for screen sharing

- 1. Flash Player version Test
Your version of Flash Player is supported.
- 2. Adobe Connect Connection Test
Connected.
- 3. Connection Speed Test
Your connection is LAN speed.
- 4. Adobe Connect Add-in Test
Add-in Installed

Test Again Details

Meeting Connection Diagnostic

This diagnostic test will ensure your computer and network connections are properly configured to provide you with the best possible Adobe Connect meeting experience. The diagnostic test checks for the following:

1. Clear connection to Adobe Connect
2. Bandwidth availability
3. Latest Adobe Connect Add-in

If all tests pass successfully, you are ready to log in to your meeting. However, if you continue to experience problems, please refer to below [troubleshooting tips](#).

Additional Information

If this is your first Adobe Connect meeting, you might want to take a few minutes to learn more.

- Visit ConnectUsers.com for a wealth of documentation and user community information.

Account Login
Adobe Connect Basics
Connect User Community
Help and Support
Developer Center
Downloads
About Adobe Connect

This test should take less than a minute to complete. **You only need to pass tests 1, 2, and 3 (the add-on test #4 is only required by instructors to allow them to share their screen to the class).** Please take any action recommended by the tests.

VAC Lab Access – Remote Lab Application:

Please run the VAC system checks from the location where class will be taken, to confirm readiness of your device and bandwidth.

1. Click the below link to login and complete VA system and location checks.

https://va.education.symantec.com/data/SESLMS/lm_data/lm_1959/VAC_Portal_Test.html

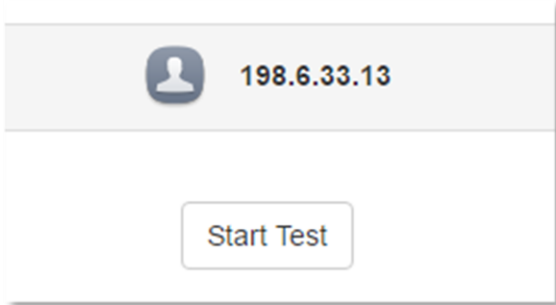
Username/Password	Username/Password	Username/Password
portaltest01/Welcome2u	portaltest02/Welcome2u	portaltest03/Welcome2u

2. Complete step 1: “Check My Computer” on the VAC Portal Test page once logged in.

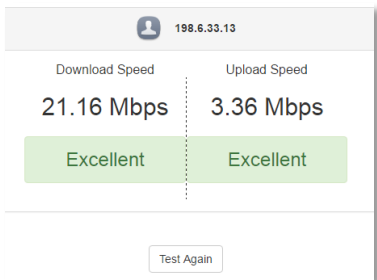
1. Check your computer's bandwidth for the best performance when connecting to the Virtual Labs: **Check My Computer**

- Browser Requirements: IE | FireFox | Chrome : **Supported Browsers**
- VMware Client Integration Plugin Install Guide : **VAC Plugin Install Guide**
- **VMware Client Plugin**
 - **Windows**
 - **Linux**

- a. Click Start Test button to begin the Speed test.



Note your results:



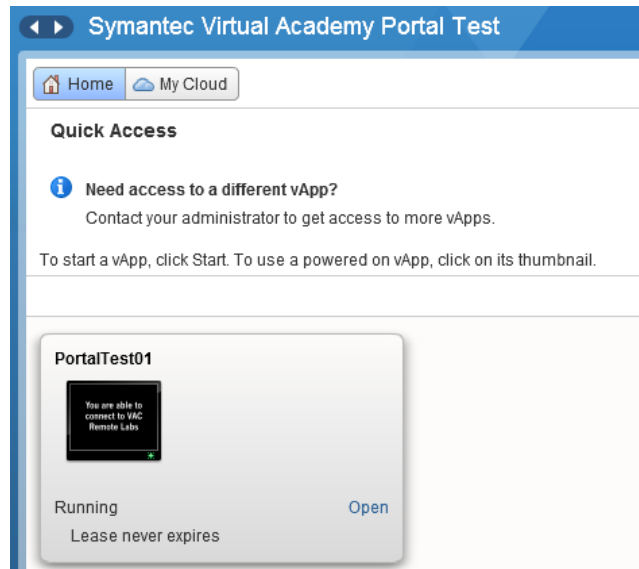
- b. Review the Supported Browsers, Plugin Install guide and download plugins as needed.

3. Continue to step 2 to confirm browser readiness by launching a VA test Lab.

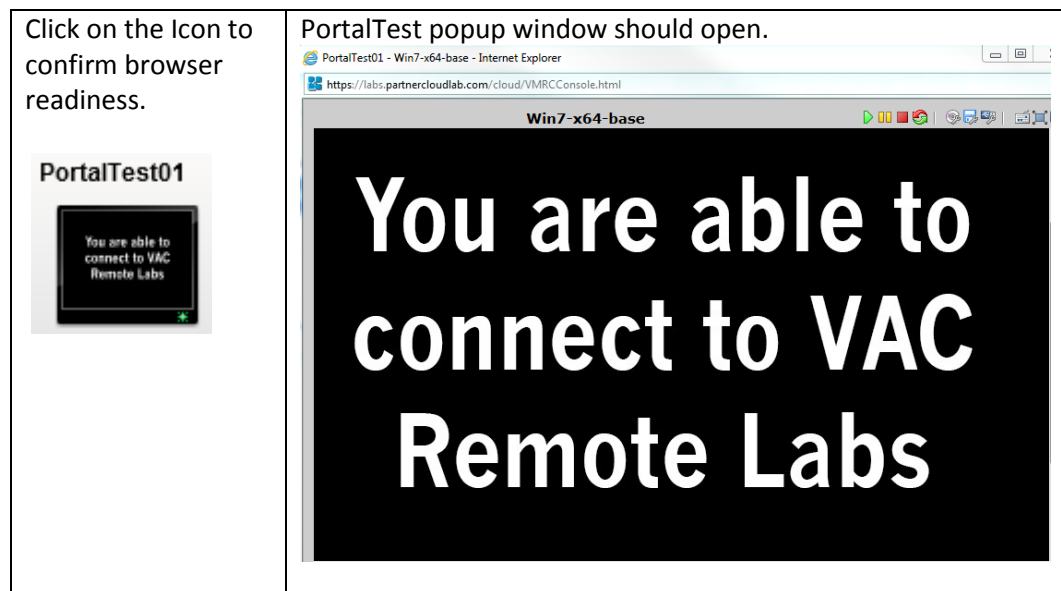
2. Launch a Demo lab to complete system check:

- **Launch Test Lab**

- a. New browser Tab opens:



b.








4. If Popup window opens without error message you have passed and completed VAC environment check. Reference the Supported Browsers and VAC Plugin Install Guide to ensure proper setup.

Proxy Port (443) Notes:

If you are trying to access VAC labs from behind a Proxy and you cannot resolve the URL for accessing your lab environment, you need to get the following URL added to your company's proxy exception list: <https://labs-cp.partnercloudlab.com:443> the other option is to connect to our labs from outside of your corporate network.

VAC Specifications:

Minimum Support Browser Versions					
Platform	 Chrome v34+	 Firefox v29+	 Internet Explorer 9.x	 Internet Explorer 10.x	 Internet Explorer 11
Windows XP Pro	Yes	Yes	No	No	No
Windows Server 2003 Enterprise Edition	Yes	Yes	No	No	No
Windows Server 2008	Yes	Yes	Yes	Yes	No
Windows Server 2008 R2	Yes	Yes	Yes	Yes	Yes
Windows Server 2012 R2	Yes	Yes	Yes	Yes	Yes
Windows Vista	Yes	No	Yes	Yes	No
Windows 7	Yes	Yes	Yes	Yes	Yes
Windows 8	Yes	Yes	No	Yes	Yes
Windows 10	Yes	Yes	No	Yes	Yes

Browsers Support on Macintosh Platforms -

- On Macintosh platforms the Virtual Academy Labs are compatible with the most recent version of Mozilla Firefox and Google Chrome, and with their immediate predecessor versions.

Supported Version of Adobe Flash Player -

- Virtual Academy Labs require Adobe Flash Player 11.2 or later. Only 32-bit version is supported.

Supported Version of Java -

- Virtual Academy Labs requires JRE 1.6.0 update 10 or later installed and enabled. Only 32-bit version is supported.

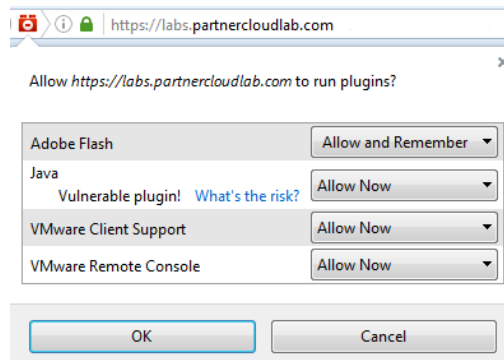
Supported TLS and SSL Protocol versions and Cipher Suites -

- Virtual Academy Labs requires clients to use SSL. The following SSL server protocols are supported:
 - TLS version 1.2

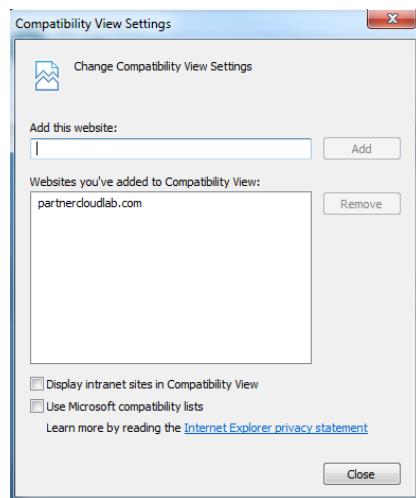
Supported cipher suites include those with RSA, DSS, or Elliptic Curve signatures and DES3, AES-128, or AES-256 ciphers.

Browser Specific Notes -

- Firefox -
 - Required Plugins
 - Java Plugin
 - VMware Remote Console
 - VMware Client Support



- Internet Explorer 11.x -
 - Compatibility View Settings
 - Need to add partnercloudlab.com to the Compatibility View setting



Getting Help:

For support or questions please contact us at Virtual.Academy@Symantec.com.