

Private / Customer Dedicated Training with Hosted Labs



Q What is Private / Customer Dedicated Training (on-site) with hosted labs?

A It is normal onsite training except that instead using shipped laptops, the students access the hands-on lab environment running on remote systems. Using hosted labs offers the benefits of TIBCO's hands-on, instructor-led, dedicated classes without having to receive, set up, and return the portable classroom laptops. Each student is assigned an individual remote system which is pre-installed with all the software and files needed during the class.

Q How does a hosted lab onsite differ from portable classroom onsite?

A The only major difference is that the students connect to the lab environment remotely, using a local PC with a browser and an Internet connection, instead of on a shipped laptop.

A hosted lab onsite is the SAME as a portable classroom onsite in these ways:

- The students and the instructor are together in the same room, typically in a classroom at the customer site.
- The student will have the same hands-on practice environment as if a portable classroom were shipped.
- Training is delivered in the standard instructor-led training format.

Q What is the student experience using the hosted labs?

A Students use classroom PCs or their own laptops to connect to lab software installed in a remote data center. Students get full desktop access to the remote system as if the software was installed locally. Customers who have used this option report excellent response times.

Q What are the benefits of using hosted labs?

A Hosted labs may be an attractive choice for your class, because they:

- Eliminate challenges with receiving, setting up, securing, packing, and shipping the portable classroom laptops.
- Make it possible to accommodate last minute enrollments which is not possible with the portable classroom
- Allow you to take advantage of your investment in classroom PCs and monitors, which may provide a better experience than the shipped laptops.
- Provide superior performance compared to portable classroom laptops.

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- Make the learning environment available to students 24 hours a day for the duration of the class giving students more opportunity to practice what was covered in the day's lessons.
- Make it easy to recover from a hardware or software failure because a replacement remote system can be allocated quickly

Q Can hosted labs be used at any location?

A Yes. Hosted labs can be used at any location provided each student has a local PC with a browser and Internet connection.

Q What software has to be installed on the local PC?

A In most cases NONE. There is a small software program that is responsible for creating the connection between the student PC and the remote system. This software is downloaded automatically by the browser as a Java applet or ActiveX control and can be removed by clearing the browser cache after the class. The other software required is the viewer software which is what displays the remote desktop to the student. This software is pre-installed on most versions of Windows and can be installed on all other platforms.

Q What are the requirements for the student PC?

A The requirements for the student PC are minimal:

- **Operating System:** Any modern OS will work such as Windows, Mac OS X, Linux or UNIX.
- **Processor/RAM:** There are no specific requirements since the processing occurs on the remote system. The local PC just needs to “paint the screen”.
- **Browser:** Most popular browsers are supported including Internet Explorer 6+, Firefox 1.5+, Netscape, Safari, and Opera
- **Software Requirements:** A browser that supports either ActiveX or Java Applets (Sun JRE 1.5)
- Sound card and speakers are not needed, since the instructor will be local in the training room

Q What about Proxy Servers or Firewalls?

A The connection software is designed to handle proxy servers and firewalls. In most cases the connection is made with no configuration needed by the user. You can pre-test connectivity by going to.

<https://tibco.hostedtraining.com>.

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Q If I am having technical difficulty during the course what should I do?

A Let your instructor know that you are experiencing difficulty. If the instructor cannot solve the problem, he/she will have a support technician help you. We recommend that you confirm your system's connection in advance of the class start date. If you experience difficulties connecting into the system, you may contact get-support@readytech.com.