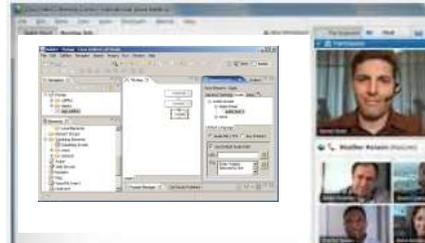


CVPD Training: Pre-Class Configuration and Testing

1. For CVPD Training class, you will the following:
 - a. A headset or earbuds
 - b. Wired connection (works much better than wireless in class). Purchase 2 LAN cables and plug your PCs into your wireless router.
 - c. **2 PCs (or 2 monitors) situated side-by-side:**



Vmware – Student Pod



Webex-My Screen

- d. One PC will run **VMWare Horizon View** software for hands-on programming.
 - e. The other PC (monitor) will connect to **Webex** to view instructor screen.
 - f. If you have a web-cam, please enable it so we can see you
 - g. if using Jabber to view the students, a 3rd pc is ideal but not required.
2. **Perform the following configuration and testing on the PC you'll use in class.**
 - a. Point a Web Browser to <https://lab.trainingtheexperts.com> (not case sensitive)
 - b. Select the left icon for **VMware Horizon View Client**.
 - c. Select the **Client** for **your** operating system (32-bit or 64-bit, Windows or Mac) and download
 - a. Install, accepting all the defaults. Configure the default server as **lab.trainingtheexperts.com**
 - b. **Reboot**
 - c. Once installed, start the Horizon View Client (there may be a desktop icon)
 - d. Test Log in
 - User: testcvp**
 - Password: testcvp2014!!**
 - e. Double-click the displayed pod **Student32**
 - f. Start the **XLite** softphone (desktop icon) or **IP Communicator** (desktop icon)
 - g. Dial **5211** on the DTMF-keypad and press your keyboard's **ENTER** key
 - h. **If you hear audio from the XLITE phone – then you're done! Close the XLite phone and log off.**
 - i. **If not, go to the next page of trouble shooting.**

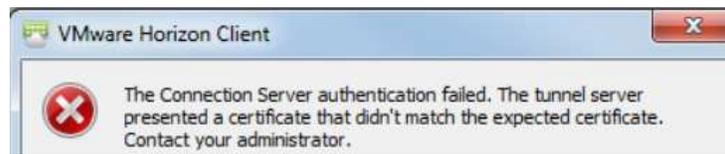
TroubleShooting (Next Page)

3. Troubleshooting

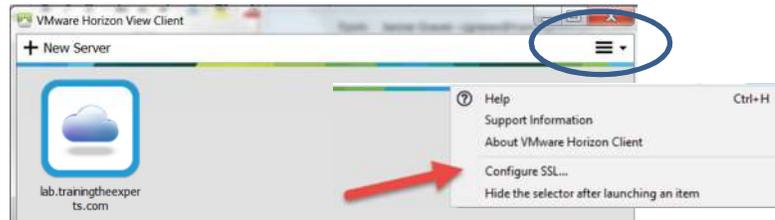
- A. If you connect and see only a **black screen**, or **can't hear audio**, or receive the error message "**Could not establish a tunnel connection**" – then your firewall/proxy server/VPN/or corporate security rules are not allowing connection.
- 1) Try adding port forwarding of ports **4172 and 443** (udp and tcp) to your router/firewall.
 - 2) **Disable** your **VPN** and re-establish the connection.
 - 3) Work with your IT team to allow connecting.

(cont'd)

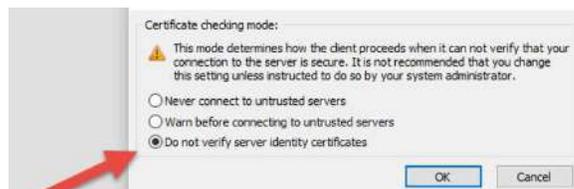
- B. If you receive this error message,
Then follow these steps:



- 1) Quit and restart Horizon View Client.
- 2) Pull down the menu in the upper right corner.
- 3) Select **Configure SSL**



- 4) Select **Do not verify server identity**



Please let me know the results

Be sure to use the same PC for class and to test the VMWare Horizon Client the Friday before class begins.

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