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.**
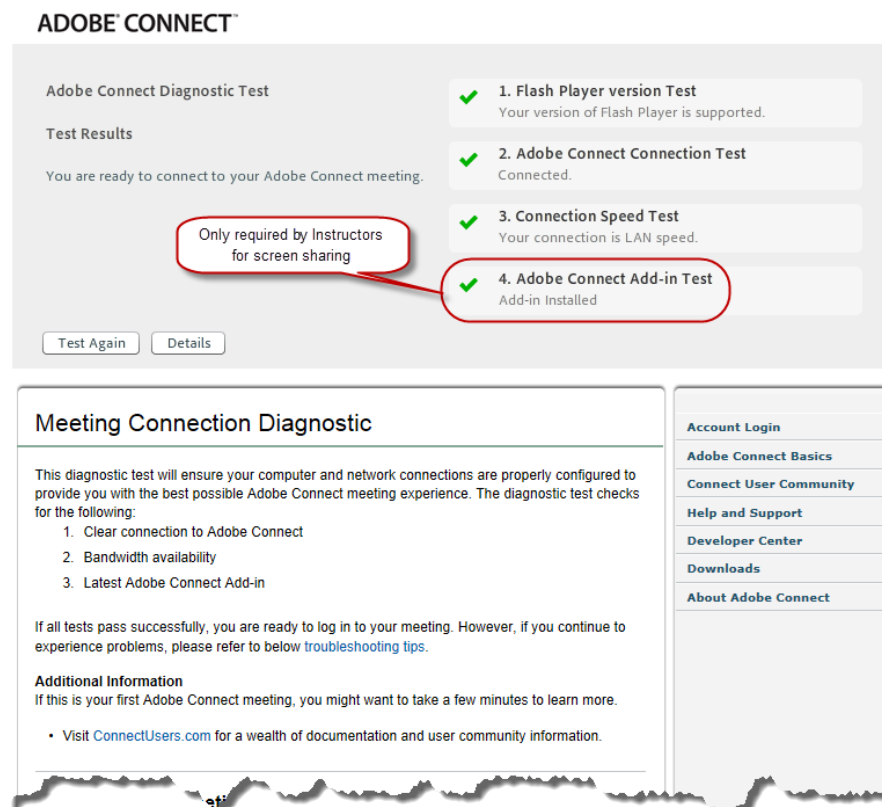
Adobe Connect – Remote Lecture Application:

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

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:
198.6.33.13	198.6.33.13
Start Test	Download Speed: 21.16 Mbps — Excellent Upload Speed: 3.36 Mbps — Excellent Test Again

   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 VAC test labs (HTML5 and/or Flash).

a. Launch HTML5 test lab:

2. Launch a Demo lab to complete system check:
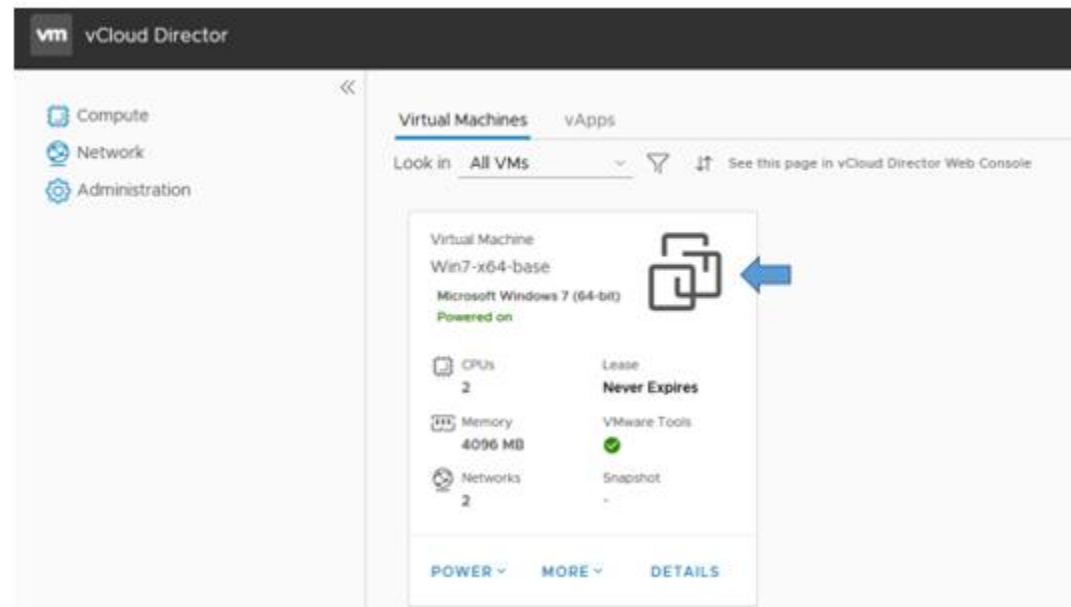   ▫ **Launch Test Lab (HTML5)** ⬅
    ▫ **Launch Test Lab (Flash)**
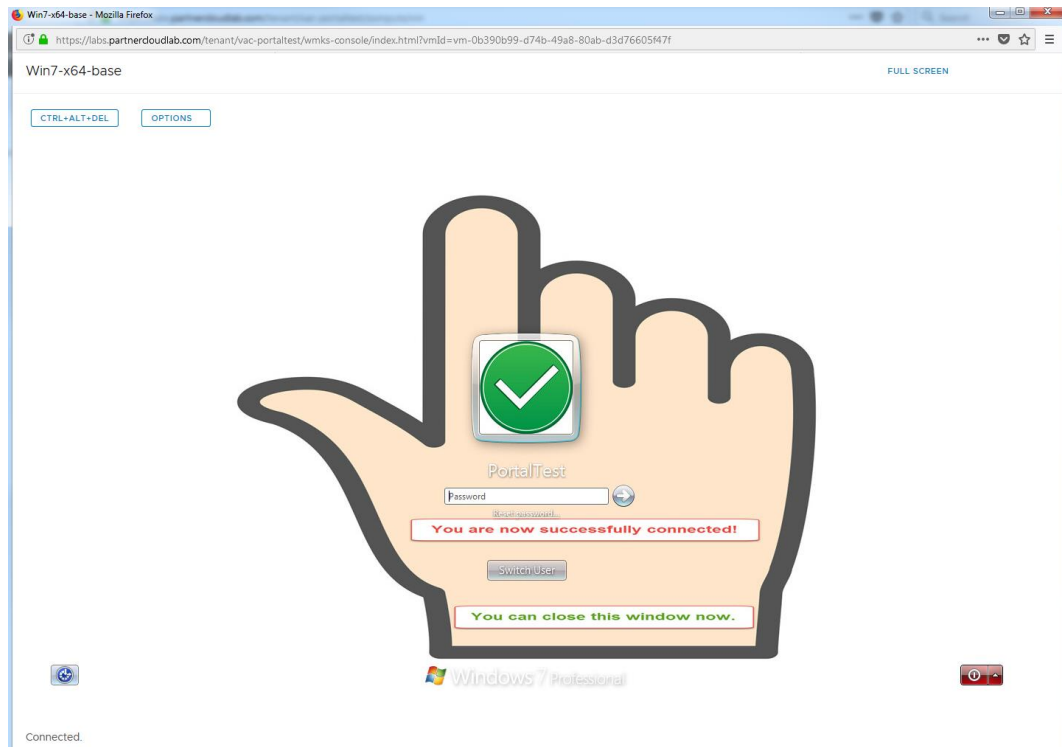
New browser tab opens:
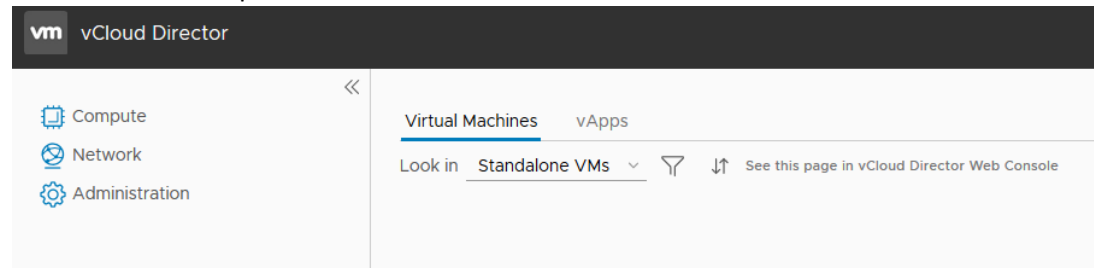
Select "All VMs" from the dropdown menu:
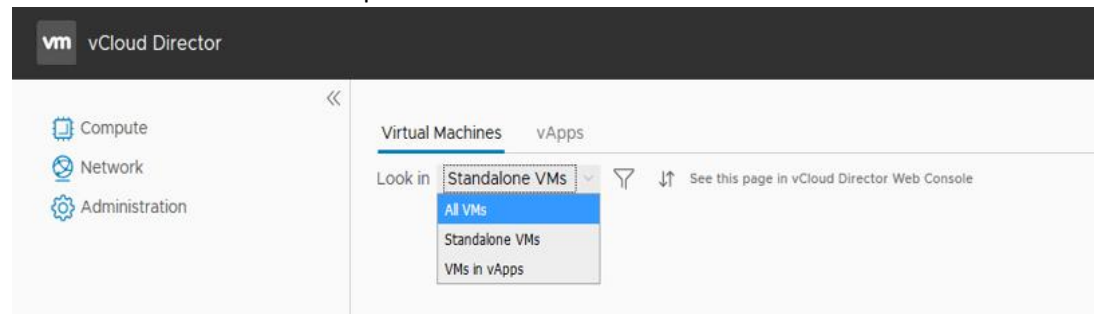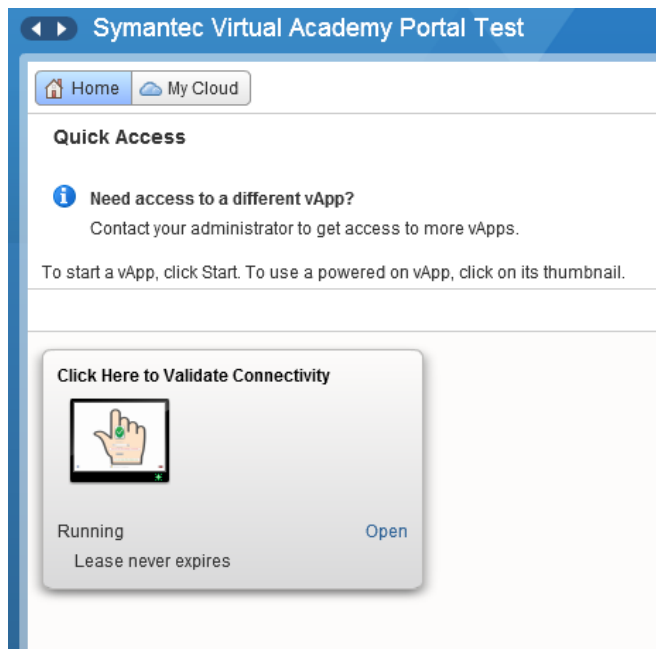

Click on the VM to launch the demo lab:

If the following popup window opens without an error message you have passed and completed VAC environment check for the HTML5 demo. You can close the popup window:

b. Launch Flash test lab:

2. Launch a Demo lab to complete system check:
   ▫ **Launch Test Lab (HTML5)**
   ▫ **Launch Test Lab (Flash)** ⬅

New browser tab opens:

Click on the Icon to confirm browser readiness.	Click Here to Validate Connectivity popup window should open.
Click Here to Validate Connectivity	Win7-x64-base

If Popup window opens without an error message you have passed and completed Flash 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.

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:
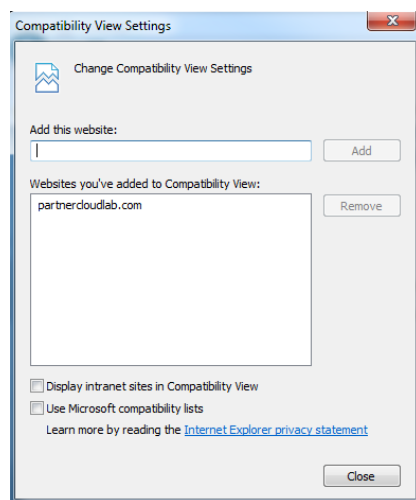 - TLS version 1.2

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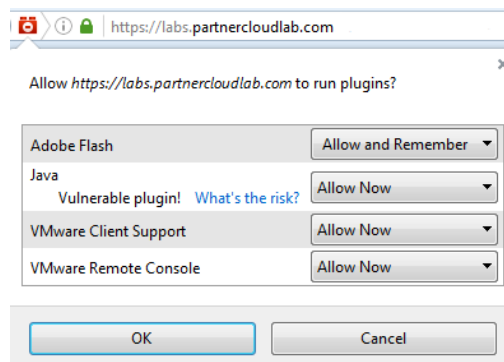
- Internet Explorer 11.x -
    - Compatibility View Settings
      - Need to add partnercloudlab.com to the Compatibility View setting

Firewall Whitelist settings:

Add these whitelist entries: ***.education.symantec.com** and ***.partnercloudlab.com**

Getting Help:

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