

Instructor Led Online Training (ILO)

Frequently Asked Questions

BMC Education Services delivers instructor led online training using state-of-the-art Web/VoIP technology to provide a highly engaging and interactive training experience.

Review this document to obtain information about minimum system requirements, setting up your computer for performing labs, and testing your connectivity.

Before attending an ILO, we recommend you to:

- Ensure that you meet the minimum system requirements
- Have a headset
- Run the recommended connectivity tests

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Frequently Asked Questions

What are the minimum system requirements to attend an ILO?

Your computer must meet the following minimum specifications:

- Windows
 - Vista (32/64-bit), Windows 7 (32/64-bit), 2008, Windows 8 (32/64-bit) Remote Desktop Client
 - Internet Explorer 6 or later
 - Latest Firefox
 - Latest Google Chrome
 - JavaScript and cookies enabled
 - Sun Java 6 or higher
 - ActiveX recommended
 - Intel or AMD processor (1 GHz or faster)
 - 512 MB RAM (2 GB for Vista)
- Mac OS X 10.5, 10.6, 10.7, 10.8
 - Safari 4 or later
 - Latest Firefox
 - Latest Google Chrome
 - JavaScript and cookies enabled
 - Remote Desktop Client
 - Intel processor
 - 512 MB RAM
- Linux
 - 32 bit
 - Ubuntu 10x, 11x, Fedora 15, 16, RedHat 5, 6, OpenSuSE 11.4
 - Latest Firefox
 - Mozilla 1.7
 - JavaScript and cookies enabled
 - Remote Desktop Client
 - Sun Java 6 or higher
 - 512 MB RAM

How will I receive my course materials for this training?

BMC Education Services in partnership with Gilmore Global is pleased to provide access to eBooks (online viewable course material).

eBooks can be viewed on multiple devices (two PC and two mobile devices are allowed). Other features include easily searchable full-color content with note-taking and highlighting capability.

- Prior to the class start date students will receive from Gilmore Global an email containing their eBook license code
- For important information regarding eBooks, please refer to the eBooks support and FAQ information at:
 - <http://evantagesupport.gilmoreglobal.com/>
- Other eBook information resources include **How To** videos available at:
 - <http://downloads.vitalbook.com/tutorials/publish/index.html?did=generic>
- Printed (paper) books *will not be distributed*
 - Print books can be purchased for a fee (.50 Learning Pass Credits or monetary equivalent) by contacting BMC directly at education@bmc.com

Are headsets required to attend the training?

Yes, a headset is required for this learning modality.

Note: BMC does **not** provide headsets. It is the responsibility of the student to provide their own headset.

How can I ensure I won't have technical difficulty?

We strongly recommend completing the following WebEx and online lab setup connectivity tests well in advance of your training event. The connectivity tests are quick and easy.

How do I perform the WebEx connectivity tests?

Please conduct all tests using the same computer that will be used for the training event.

1. To perform the WebEx connectivity test:
 - From a Web browser, access: <http://www.webex.com/lp/jointest/>
2. Test your browser:
 - Enter your **name** and **email address**, then click **Join**.

- A WebEx meeting session will launch.

Note: If you experience difficulty, please refer to:

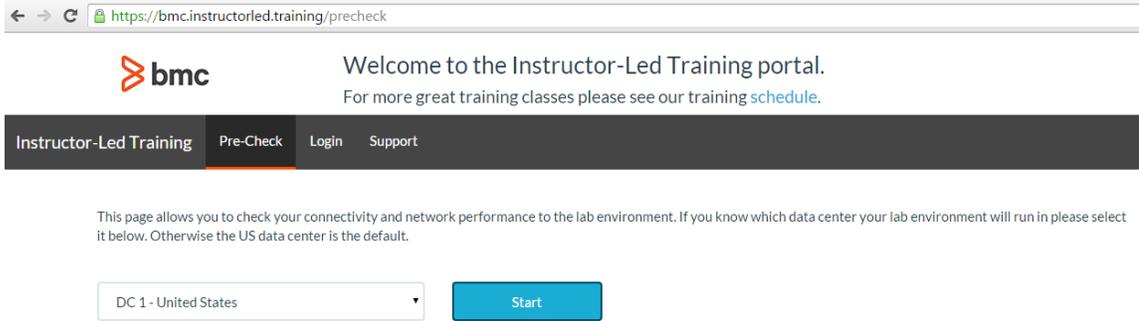
- <http://support.webex.com/support/support-overview.html>
OR CONTACT
- WebEx Technical Support at **1-866-229-3239**
- To ensure traffic to and from the WebEx domain is routed appropriately through your firewall and/or proxy servers, please review the below settings and make the appropriate changes to your local configuration, or forward to your network administration team.
 - World Wide URL Domain exception = ***.Webex.com**
 - USA IP exception = **64.68.96.0 to 64.68.127.255** and **66.114.160.0 to 66.114.175.255**
 - USA CIDR exception = **64.68.96.0/19** and **66.114.160.0/20**
 - Outside of the United States
 - IP Exception = **62.109.200.0 to 62.109.201.255** and **210.4.200.0 to 210.4.201.255**
 - CIDR exception = **62.109.201.0/23** and **210.4.201.0/23**
 - For proxy servers, we ask that WebEx sites are **not** cached (content, IP-path)
 - Ports need to open to client (internet), *per the following table* (Table 1)

TCP	80	Client Access
TCP	443	Client Access
TCP	8554	Audio Streaming Client Access
UDP	7500	Audio Streaming
UDP	7501	Audio Streaming
UDP	9000	VoIP/Video
UDP	9001	VoIP/Video

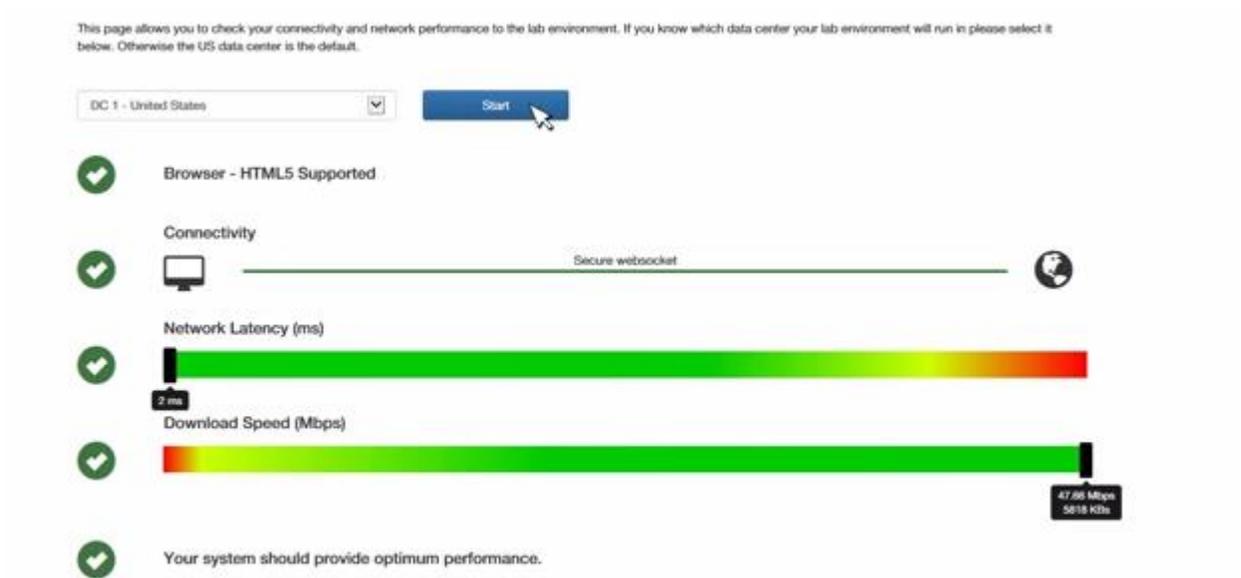
How do I perform the online lab connectivity tests?

BMC utilizes a virtual lab environment. Please complete the connectivity test well in advance of your training event.

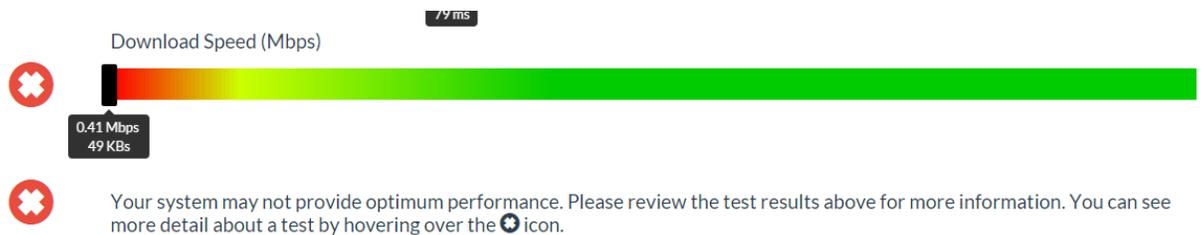
- Check connectivity – virtual lab (ReadyTech):
 - Access the portal with web address: <https://bmc.instructorled.training/precheck>
 - Select the appropriate Data Center or keep US data center as default. Click on Start.



- Complete the test and verify the result to ensure that you have sufficient bandwidth for optimum performance.



- In the event you do not have sufficient bandwidth, please try the test again from another location. You must ensure you have sufficient bandwidth.



- Access Online Help using the link below. On the left side of the page, Click “View Now” for a step-by-step video.

<https://bmc.instructorled.training/support>

- If your internet has issues running through a **proxy server** your IT Department might need to allow you access.
- During class, your instructor will provide the necessary lab access codes.
- ReadyTech Support Details:

ReadyTech 24x7x365 Support
Email - get-support@readytech.com
Live Chat – Support.hostedtraining.com
Phone
Americas: +1-510-834-3344
US Toll Free: +1-800-707-1009
APAC: +61-291-916448
EMEA: +31-858-880632

How do I communicate with the instructor?

WebEx uses VoIP technology to process the audio portion of the class. If you plan to take this class from your place of business, please make sure your business environment supports VoIP technology. If you are not sure, you can contact your organization's network department to find out. A listing of the specific network ports used by the WebEx VoIP technology is provided in **Table 1: Ports Open to Client (Internet)**, in this FAQ document. The port information applies to corporate networks only and does not apply to students taking the class from home.

If you are planning to take the class from home, most Internet Service Providers (ISPs) support VoIP technology. Please contact your particular provider if you are not sure or have questions regarding your service.

If VoIP is not supported in either environment, the result will be limited interaction between instructor and student. You as the student will be able to hear the instructor speak, but your communication to the instructor will be limited to a chat window.

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BMC Software helps leading companies around the world put technology at the forefront of business transformation, improving the delivery and consumption of digital services. From mainframe to cloud to mobile, BMC delivers innovative IT management solutions that have enabled more than 15,000 customers to leverage complex technology into extraordinary business performance—increasing their agility and exceeding anything they previously thought possible.