

The VMware logo, consisting of the word "vmware" in a white, lowercase, sans-serif font inside a black rounded rectangle.

EDUCATION  
SERVICES

# VDC AND THE VMWARE LEARNING PLATFORM

A Guide For VCI's

v1.02, November 2018

## Revision History

Version	Notes
1.0	Initial release.
1.01	<ul style="list-style-type: none"> <li>Fixed erroneous URL in Connectivity Questions section.</li> <li>FAQ: Updated duration calculation in Class Management Questions.</li> <li>FAQ: Updated 'Creating a VCI VLP Account' to raise a ticket for privilege elevation.</li> </ul>
1.02	<ul style="list-style-type: none"> <li>Added mention of time-locked class creation functionality in VLP (<i>Friday 9PM UTC and Monday 12PM UTC</i>).</li> <li>FAQ: Added details on how to configure RDP through a TS gateway should VLP connectivity fail.</li> <li>Highlight that 'Send Verification Email' is optional if Verified=TRUE during bulk upload process.</li> <li>Added notes on what to do when 'Class does not have a lab' warning is encountered.</li> <li>Updated section on viewing entitlements for class.</li> </ul>

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## Introduction

Access to the VMware Education lab environment is being migrated to the *VMware Learning Platform* (VLP), a robust solution that provides simple browser-based access to labs in the *VMware Data Center* (VDC). This access method is superior to the traditional RDP-based access method and is more compatible with corporate networks.

This document aims to give VCIs a guide on how to work with and manage classes that are accessed via VLP.

## Overview

Historically, working with the VDC labs involves the following steps:

1. VDC provisions labs for all classes over the weekend.
2. VCIs receive a *kit notification* email.
3. VCIs then RDP into the kit and setup student accounts / passwords.
4. Students login into the VDC using RDP.

With VLP, there are several distinct differences:

- **There is no concept of a *kit* with VLP**; instead VLP provisions pools of vApps for each course type and these are dynamically assigned when you start your VLP class.
- Since there is no concept of a 'kit', there will be **no automated kit notification emails** for VLP classes.

Therefore, for VLP-based classes the process is quite different. The VDC Operations team pre-populates (*pre-pops*) pools of lab vApps over the weekend for all classes running the following week. In parallel, as the VCI you will:

- a. **Log into VLP.** If this is the first time you've accessed the VLP, then you will need to create an account and request that your account is elevated to the *Tenant Instructor* role.
- b. **Upload a list of students into VLP.** This will create VLP accounts for each student using their email from MyLearn. Account verification & activation via email (the default) can be avoided, which streamlines the process.
- c. **Setup a VLP 'class'.** This is simply a container that defines:
  - The MyLearn class ID.
  - The course (and therefore labs) that the class requires.
  - The start and end times of the class (and therefore the duration of lab access).
  - The students that will attend the class (that were uploaded previously).

*This should be done between the hours of Friday 9PM (UTC) and Monday 12PM (UTC).*
- d. **On the first day, start the class in VLP.** This will make the lab vApps available to the students.

Once the class is underway, VLP provides the VCI with a number of self-service capabilities:

- **Monitor** all students vApps.
- **Takeover** / shadow a student's console session to troubleshoot.
- **Broadcast** a console to all for demo purposes.
- **Reset** a student's vApp to a clean (Day 1) state.

## Frequently Asked Questions

### General Questions

**As an instructor will I still receive a kit release notice with VLP?**

No. However, during the initial rollout of VLP we will manually send instructors a custom email communication confirming that their classroom delivery is being provided through VLP.

**Does VLP require the use of a corporate email address to register?**

No. The registration process can be completed with any email address, although access to the email address that the student used to register in MyLearn is ideal.

**What if a student doesn't have access to their email during the class?**

By default, new VLP accounts require account verification/activation via email. However, the bulk upload process (later in this document) demonstrates how to set the *verified* property to TRUE to avoid the need for account verification/activation.

**I run custom onsite classes with multiple lab requirements, can VLP handle this?**

Yes. During the class setup, simply create multiple classes, one per lab type. The process is specified later in this document, however if you need assistance with this setup, please open a VDC support ticket.

**Can I still use help.vmeduc.com to open support requests?**

Yes, please continue to use the VDC support portal and open requests using the VLP option under the kit selection drop down.

## Connectivity Questions

**As an instructor, what URL do I use to access the VLP management interface?**

<https://core.vmwarelearningplatform.com>

**What URL do students use access the VDC labs through VLP?**

<http://www.vmwarelearningplatform.com/eduult/catalogs/>

**From a student perspective, what are the technical requirements for accessing the VDC labs through VLP?**

It's very simple – an Internet connection and a modern HTML5-capable browser. Specifically:

- Internet Explorer 10 or later
- Firefox version 13 or later
- Chrome version 18 or later

**What if students are behind a corporate firewall/proxy?**

- They must be able to resolve / reach the following VLP servers on port 80 and 443:
  - [www.vmwarelearningplatform.com](http://www.vmwarelearningplatform.com)
  - [content.vmwarelearningplatform.com](http://content.vmwarelearningplatform.com)
  - [core.vmwarelearningplatform.com](http://core.vmwarelearningplatform.com)
  - [ws.learningplatform.com](http://ws.learningplatform.com)
- If using a proxy, it must support HTML5 WebSockets, otherwise VLP won't function.

**Are there really no special port requirements for VLP access?**

No, VLP operates over port 80 and 443 only.

**What if VLP connectivity fails?**

In the rare situation that VLP connectivity fails, it may be necessary to fall back to legacy RDP-style access. Should this be the case, raise a ticket with the VDC Support to get this access configured.

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**WARNING:** If your class is behind a corporate firewall there may be issues with this style of connectivity unless the RDP connection is configured via a terminal server (and therefore use TCP/443). There are two terminal servers available:

`us04-tsg-a.vmeduc.com`

`us24-tsg-a.vmeduc.com`

Ask the VDC Team for further details on how to configure this style of RDP access.

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## Class Management Questions

### **When creating a VLP class, what time zone is used for class start/end values?**

UTC time.

### **What do these *class start* and *class end* parameters actually do? Are they enforced?**

Not exactly. These two date/time parameters actually infer the duration that the labs will be available to students, from the moment that you start the VLP class. For example, if the following figures are used:

Start date: 2018-10-22 09:00:00.000

Start date: 2018-10-26 17:00:00.000

The labs will be available for 104 hours (4 days, 8 hours) from the moment you start the VLP class.

### **What happens if I create my VLP class outside of the hours of Friday 9PM (UTC) and Monday 12PM (UTC)?**

Automatic assignment of vApps to VLP classes is only available within the above time period for policy reasons; if you create a class outside of this window you will see a warning message stating '*Class does not have a Lab*'. In this instance, log a call with the VDC team to resolve this issue.

### **If I start my class early, does that override the start/end time configured in VLP?**

Yes, if you start the class early the lab will end early. As stated above, VLP access is based on duration rather than absolute start & end points in time. The VDC team is working with the VLP team to add additional controls to give the VCI more flexibility in this area. If you need a time extension for your labs, please open a VDC support ticket and ask for an extension a few hours before the expiration time.

### **When creating a VLP class, what is “pre-provision period” and do I need to configure this?**

No. Please leave it at the default setting.

### **Can I setup my class for multiple labs? This is sometimes required for custom classes.**

Yes, during the class setup you will configure multiple VLP classes, one for each lab. The student will have the ability to switch between the two entitlements and access the different labs as required.

### **When is a vApp assigned to student?**

VLP maintains a pool of available vApps for students. When the student logs in to VLP, one of those pre-deployed vApps is assigned to the student for the duration of their entitlement.

### **Can I add a new lab instance for last-minute additions to my class?**

This is being considered for a future release. For the time being, please open a VDC support ticket to have additional vApps added to a class if necessary.

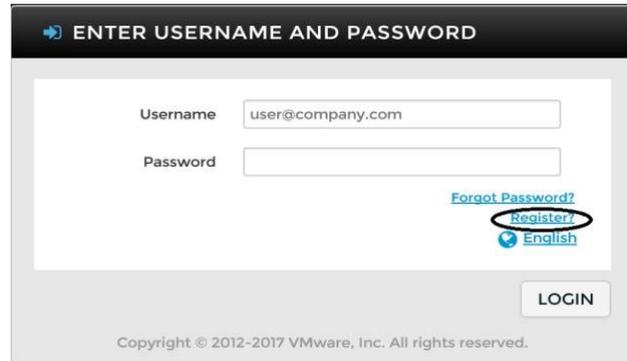
### **Can additional instructors be added to a class?**

Yes, VLP allows multiple instructors per course.

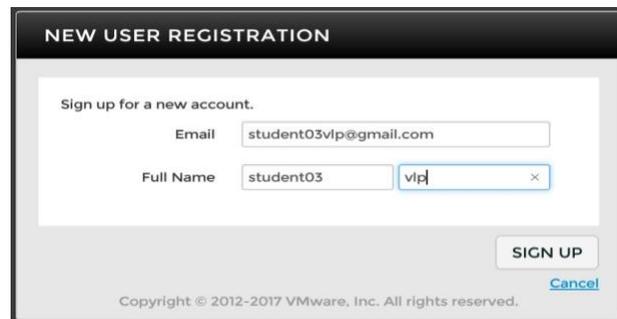
## Creating a VCI Account in VLP

If you do not have a VLP account, follow this one-time process:

1. Open the URL <http://www.vmwarelearningplatform.com/eduilt/catalogs/> and click on **Register**



2. Enter your details and click on **Signup**.

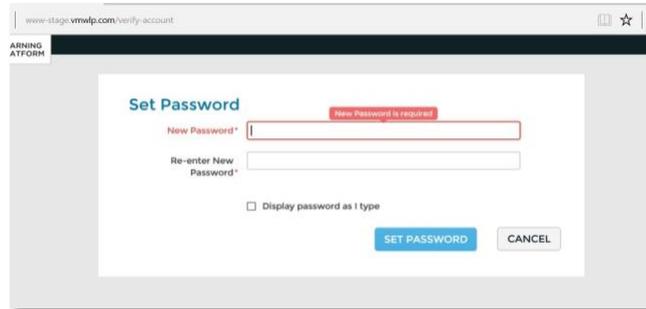


VLP will send a verification link with a passcode via email.

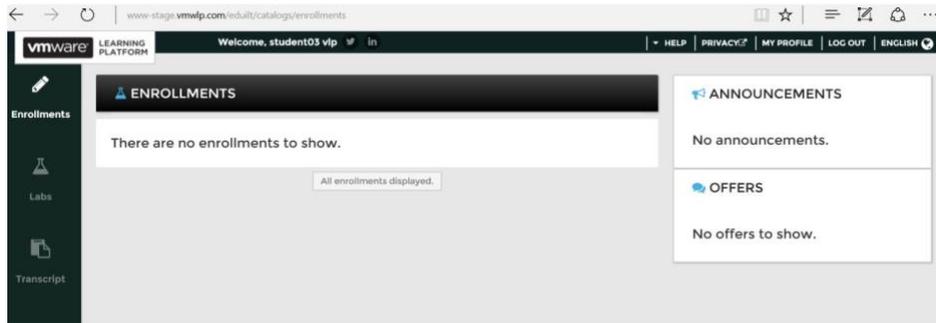
3. Open the link in that email and enter the passcode.



4. Set your password for VLP login:



5. You will now be logged in with student-level permissions.



6. Open a support ticket to request instructor account permission elevation:

- a Visit <http://help.vmeduc.com/>
- b Use credentials: trainer/override44
- c Create a new ticket to request that your account is elevated to instructor permission

## Bulk-Uploading Students into VLP

As part of the class setup, you will need to create VLP accounts for each of your students. The student list can be pulled from [MyLearn](#) and the details transposed into a [CSV file template](#).

An example of the required format is below:

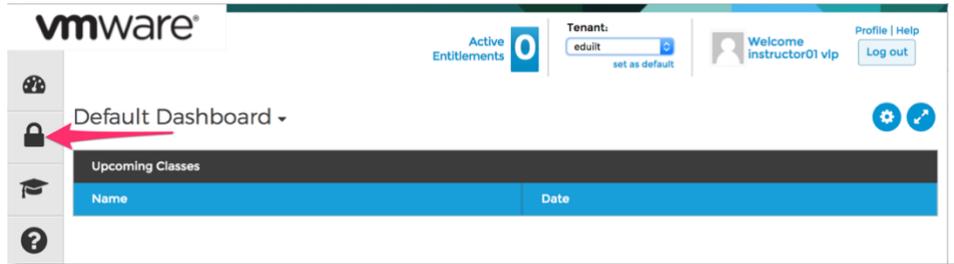
	A	B	C	D	E	F	G
1	email	firstName	lastName	company	verified	password	language
2	Nic@bigcorp.com	Nic	Smith	BigCorp	TRUE	VMware1!	en
3	Nial@bigcorp.com	Nial	Jones	BigCorp	TRUE	VMware1!	en
4	George@bigcorp.com	George	Smith	BigCorp	TRUE	VMware1!	en
5	Trey@bigcorp.com	Trey	Jones	BigCorp	TRUE	VMware1!	en
6	Steve@bigcorp.com	Steve	Smith	BigCorp	TRUE	VMware1!	en
7	Gordon@bigcorp.com	Gordon	Jones	BigCorp	TRUE	VMware1!	en
8	Brandon@bigcorp.com	Brandon	Smith	BigCorp	TRUE	VMware1!	en
9	Kirk@bigcorp.com	Kirk	Jones	BigCorp	TRUE	VMware1!	en
10	Lukasz@bigcorp.com	Lukasz	Smith	BigCorp	TRUE	VMware1!	en
11	Johsua@bigcorp.com	Johsua	Jones	BigCorp	TRUE	VMware1!	en
12	Brian@bigcorp.com	Brian	Smith	BigCorp	TRUE	VMware1!	en

The fields of the CSV file are detailed below:

<b>email</b>	Student's email address (to be used during VLP login).
<b>firstName</b>	Student's first name
<b>lastName</b>	Student's last name
<b>company</b>	Student's company name
<b>verified</b>	Value: TRUE / FALSE: Defaults to FALSE. This value indicates whether the account will be considered verified on creation or not. <b>Set to TRUE to avoid the need for students to have access to their email in order to verify their account.</b>
<b>password</b>	Define the student password, e.g. VMware1! A random password will be generated if no password is provided.
<b>language</b>	Defaults to en. This value indicates which language will be used in the VLP interface. The following are a list of language codes supported so far: en, fr, de, it, es, ja, nl, zh, zh-TW, ru, ko, pt-BR

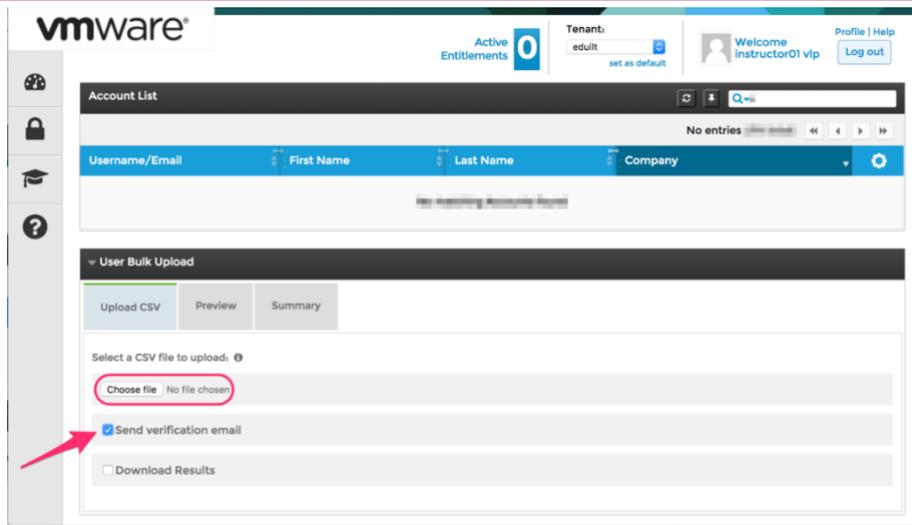
## Upload Process

1. [Login to VLP](#) using your VCI account (with *Tenant Instructor* privileges).
2. Click on **Security** in the left-hand pane.

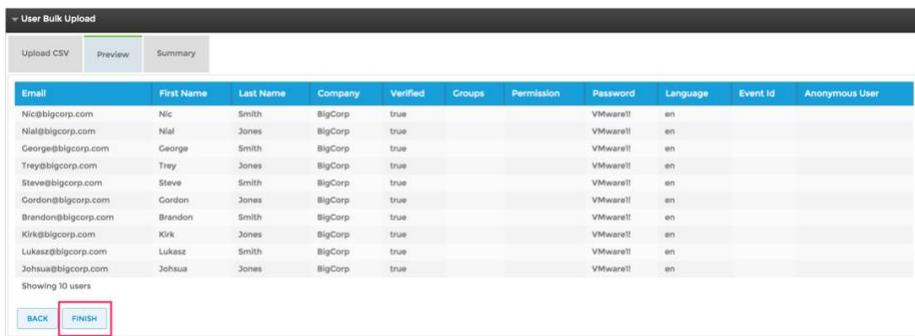


3. In the *Bulk Upload* panel, select **Upload CSV**. Select the CSV file via the **Choose file** dialog. Optionally check the *Send Verification Email* tick box and then click **Next**.

If the *verified* field is set to FALSE in the bulk upload file, students will then receive an identity verification email from VLP; they must click on the verification link to enable their VLP account. If set to TRUE, then this is not required.



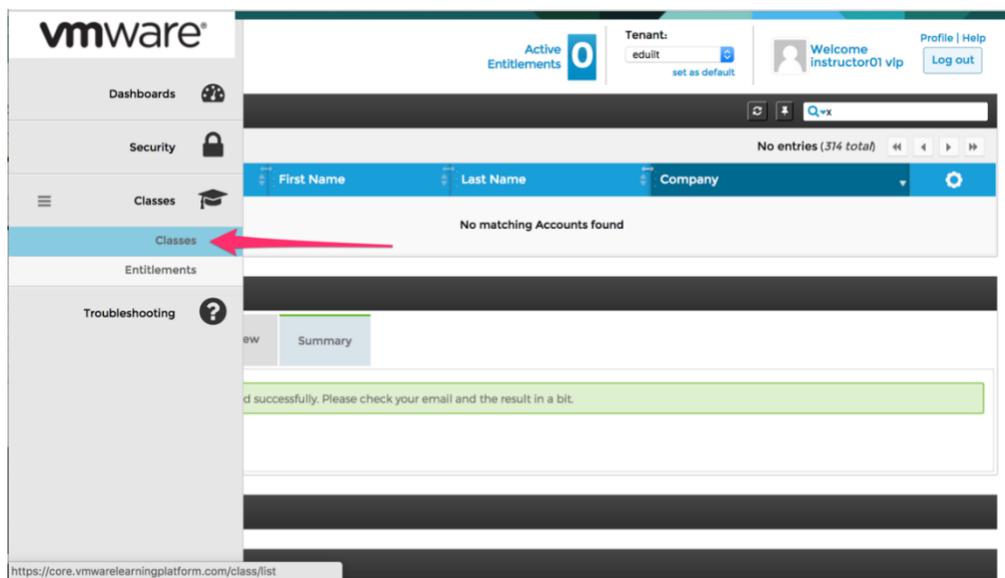
4. Preview the student accounts to be created and then click **Finish**.



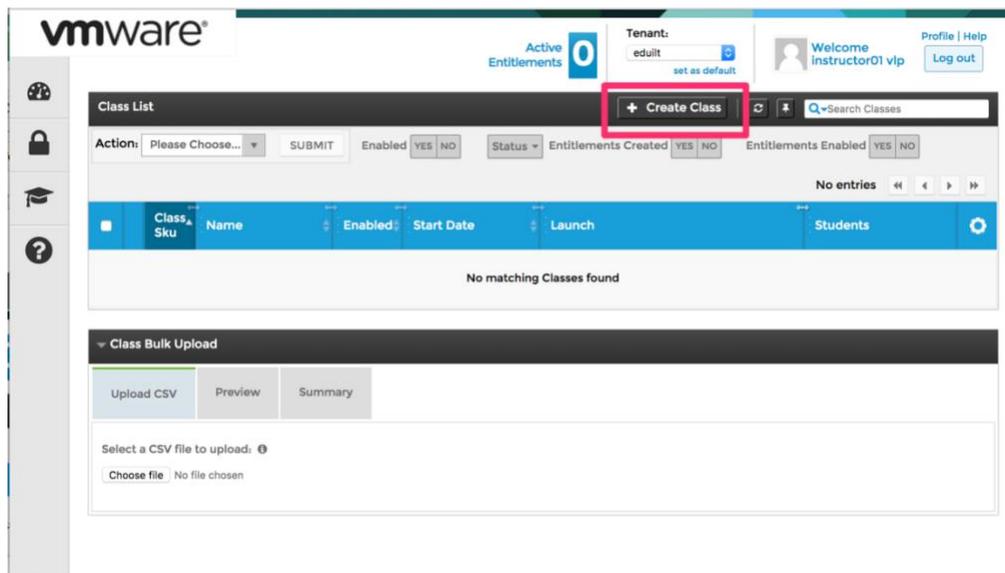
## Creating a VLP Class

A *class* must be setup in VLP to group the student accounts and allow them to access the correct vApps. This should be done over the weekend before the delivery between Friday 9PM (UTC) and Monday 12PM (UTC) since this functionality is unavailable outside these hours.

1. [Login to VLP](#) using your VCI account (with *Tenant Instructor* privileges).
2. Select **Classes** in the left-hand panel.



3. Click on the **Create Class** button



4. Complete the details in the *Create Class* dialog.

<b>Class SKU</b>	Enter the MyLearn Class ID.
<b>Name</b>	Give the class a descriptive name.
<b>Enabled</b>	Tick the box – otherwise you class will be unavailable!
<b>Start Date*</b>	Start time for the class in UTC time.
<b>End Date*</b>	End time for the class in UTC time.
<b>Pre-Provisioned Period</b>	Not used in our implementation of VLP, leave the default.
<b>Lab</b>	Select the single lab type that you require for this class.
<b>Number of seats</b>	This field is not used, however set it to the number of students in the class.
<b>Students</b>	Add your verified students to the class.
<b>Instructors</b>	Add any <i>additional</i> instructors for this class.

\*The *Start Date* and *End Date* are not absolute or enforced; instead they define the duration of lab availability.

5. Click **Create** to create the class.

**View Class** [x]

Class 99999 created [x]

Class Sku **99999**

Name **vSphere ICM**

Enabled **True**

Start Date **10-22-2018 00:00:00 UTC**

End Date **10-26-2018 00:00:00 UTC**

Pre-Provision Period **2 hours**

Auto Enable Entitlements **True**

Number of Seats **12**

Status **PENDING**

Instructors **instructor01 vlp**  
**Fabrizio de Luca**

Students **stuent02 VLP**  
**stuent01 VLP**  
**student03 VLP**

Lab **vSphere Install configure Manage 6.5**

LTI Parameter **class=99999**

Date Created **10-18-2018 16:58:02 UTC**

Last Updated **10-18-2018 16:58:02 UTC**



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Active Entitlements **0**

Tenant: **eduit** [set as default]

Welcome **instructor01 vlp** [Profile | Help] [Log out]

**Class List** [Create Class] [Search Classes]

Action: [Please Choose...] [SUBMIT] Enabled [YES] [NO] Status [v] Entitlements Created [YES] [NO] Entitlements Enabled [YES] [NO]

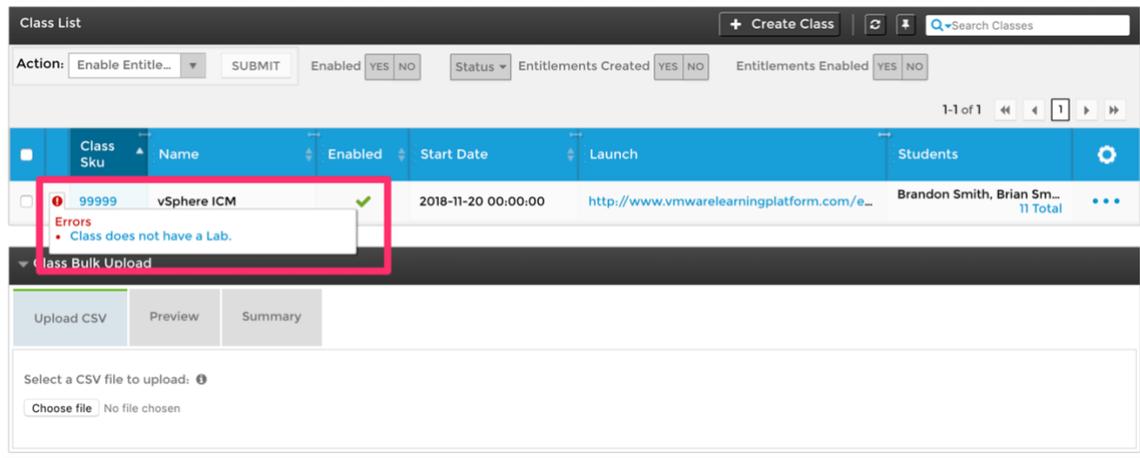
	Class Sku	Name	Enabled	Start Date	Launch	Students	
<input type="checkbox"/>	99999	vSphere ICM	✓	2018-10-22 00:00:00	http://www.vmwarelearn...	student03 VLP, stuent...	⋮

Class Bulk Upload

Upload CSV [Preview] [Summary]

Select a CSV file to upload: [Choose file] No file chosen

If this is done outside the hours of Friday 9PM (UTC) and Monday 12PM (UTC) then you will also see a warning symbol and message next to your class as below:

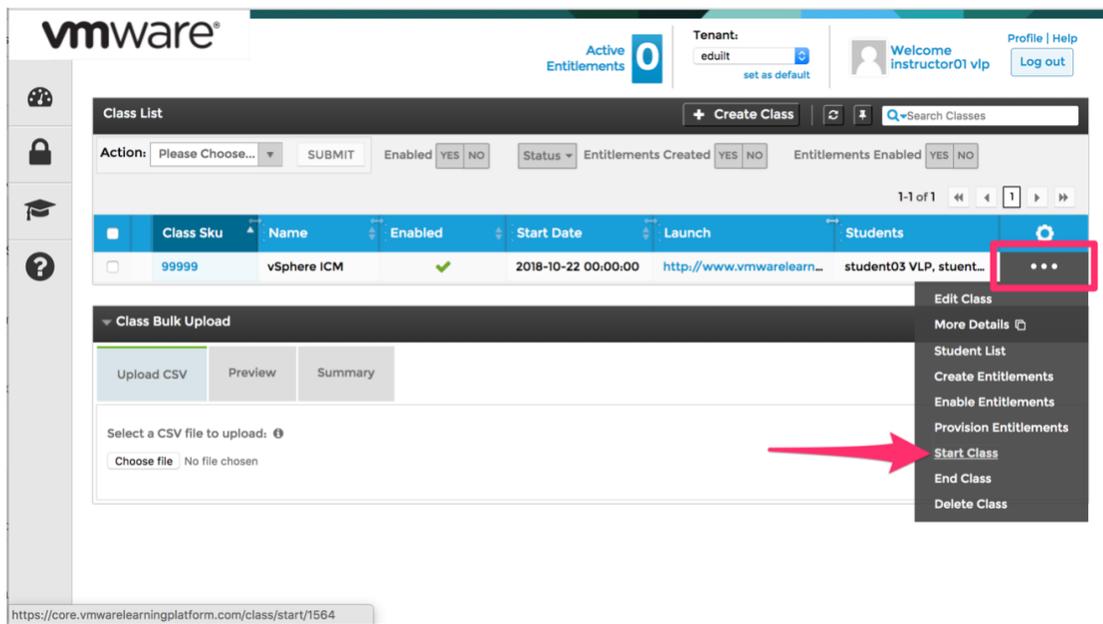


This indicates that automatic allocation of the labs will need to be completed by the VDC team – you will need to log a call with the VDC team to assist with this process.

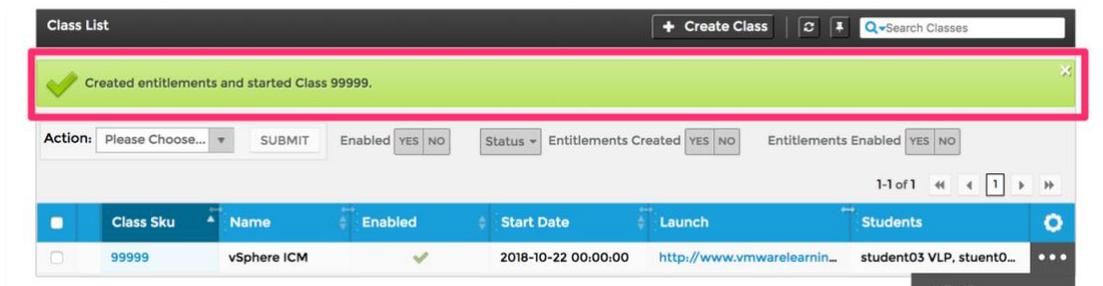
## Starting a VLP Class

The VLP class must be started to allow students access to their lab instance.

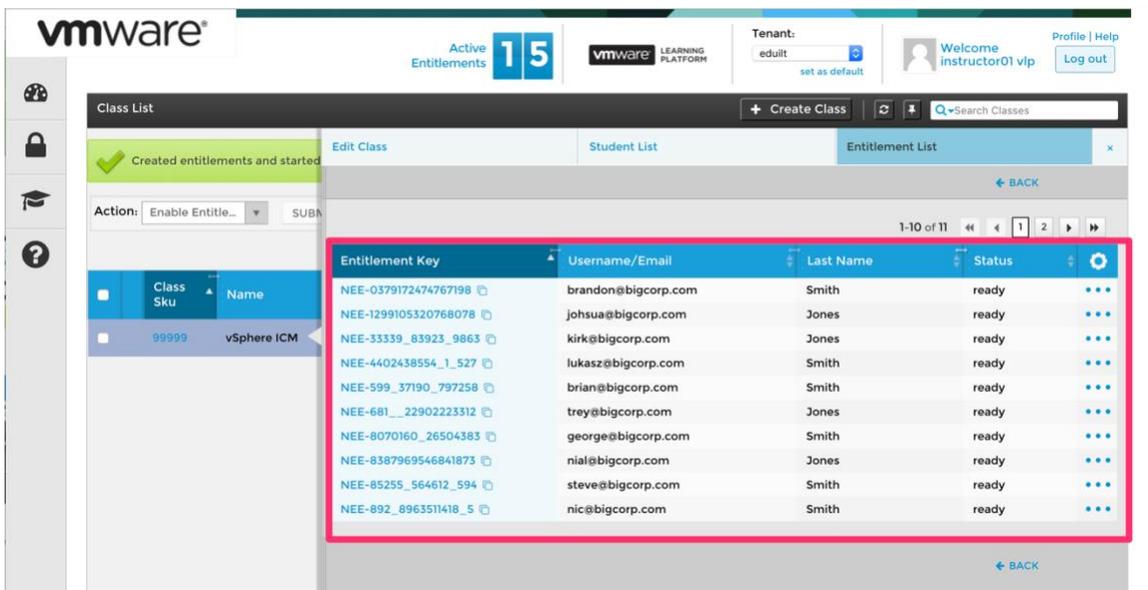
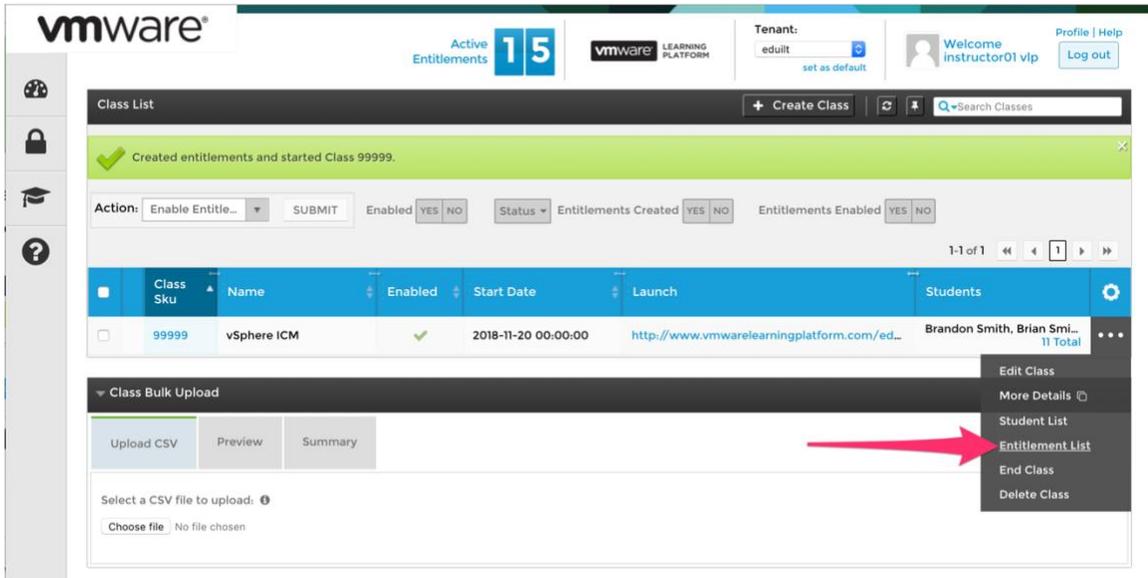
1. [Login to VLP](#) using your VCI account (with *Tenant Instructor* privileges).
2. Click on the context menu for the class as select **Start Class**.



You should see confirmation that the class has started and students have been entitled to the lab instances.



- Next, check the class *Entitlements* to verify that vApps have been assigned to all students.



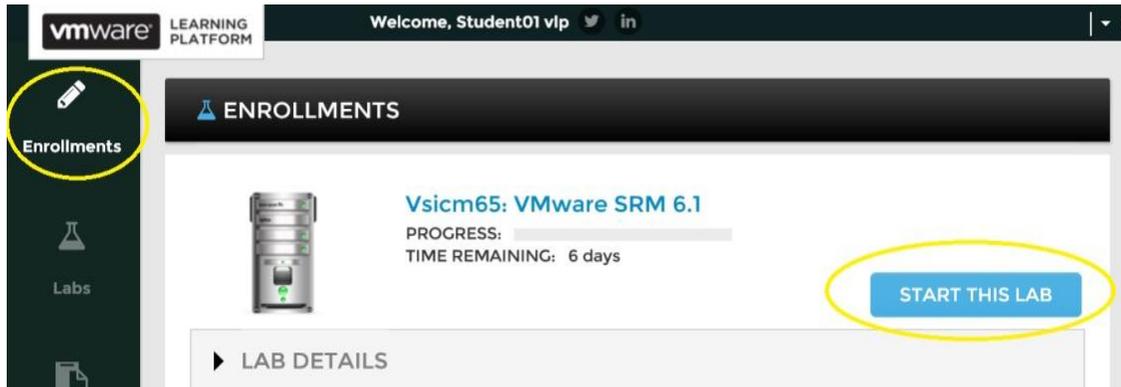
- 4. Finally, select the **Launch URL** for the class to provide an instructor-view of all vApps for the class. NOTE : If Launch URL column isn't visible, configure the columns via the gear icon to show the Launch URL column.



Management options will be discussed later in this document.

5. At this point, students should be able to access their lab vApp via the URL:

<http://www.vmwarelearningplatform.com/eduilt/catalogs/>



## Creating a Multi-Lab ‘Combo’ VLP Class

Some deliveries require multiple lab instances per student. From a VLP perspective you will need to setup multiple classes in VLP, one for each lab flavour. For example, the below assumes your class requires both *vSAN Deploy & Manage v6.6* and *vRealize Operations ICM v6.6* labs. In this instance, you would create two classes with the following properties:

	vSAN Labs	vRealize Operations Labs
<b>Class SKU</b>	vSAN66-ClassID	vROPS66-ClassID
<b>Name</b>	vSAN66vROPS66	vSAN66vROPS66
<b>Description</b>	vSAN v6.6 plus vRealize Ops Mgr v6.6	vSAN v6.6 plus vRealize Ops Mgr v6.6
<b>Lab</b>	Virtual SAN v6.6	vRealize Ops Manager ICM v6.6 or vRealize Ops for Operators

**Create Class**

**CLASS SKU** vSAN66-classID

**NAME** vSAN66vROPS66

**DESCRIPTION** vSAN v6.6 plus vRealize Ops Mg

**NOTES** Combo class

**ENABLED**

**START DATE** 2018-10-29 00:00:00.000

**END DATE** 2018-11-02 00:00:00.000

**PRE-PROVISION PERIOD** 0 day(s) 2 hour(s) 0 minute(s)

Pre-Provision vApps X number of minutes before the Start Date.

**LAB** Virtual SAN 6.6 search [Manage List View](#)

**NUMBER OF SEATS** 12

**STUDENTS** Nlc Smith x Nial Jones x George Smith x Trey Jones x [Manage List View](#)  
 Steve Smith x Gordon Jones x Brandon Smith x Kirk Jones x  
 Lukasz Smith x Johsua Jones x Brian Smith x search

**INSTRUCTORS** search [Manage List View](#)

If you are not added as instructor depending on your tenant's configuration you might not be able to see the class.

**Create Class**

CLASS SKU: vROPS66-classID

NAME: vSAN66vROPS66

DESCRIPTION: vSAN v6.6 plus vRealize Ops Mg

NOTES: Combo class

ENABLED:

START DATE: 2018-10-29 00:00:00.000

END DATE: 2018-11-02 00:00:00.000

PRE-PROVISION PERIOD: 0 day(s) 2 hour(s) 0 minute(s)

LAB: vRealize Ops Manager ICM 6.6 or vRealize Ops for Operators ...

NUMBER OF SEATS: 12

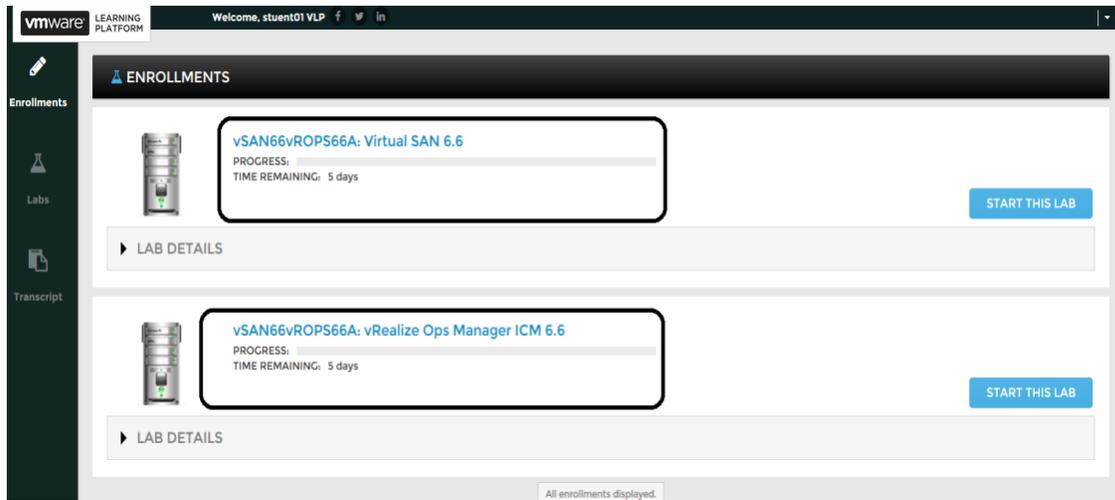
STUDENTS: Nic Smith, Nial Jones, George Smith, Trey Jones, Steve Smith, Gordon Jones, Brandon Smith, Kirk Jones, Lukasz Smith, Johsua Jones, Brian Smith

INSTRUCTORS: search

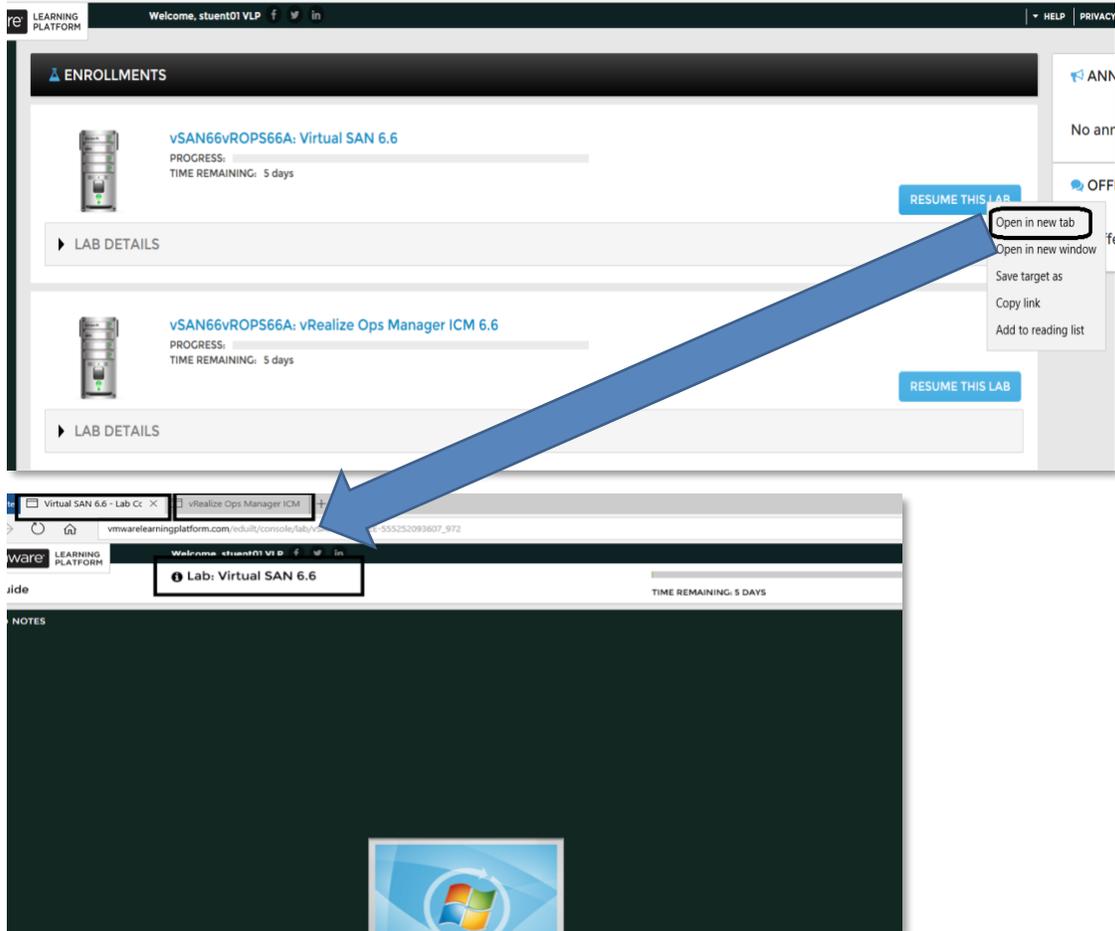
Once created, you will need to start the VLP classes.

Class Sku	Name	Enabled	Start Date	Launch	Students
vROPS66-classID	vSAN66vROPS66A	✓	2018-10-11 00:00:00	http://www.vmwarelearningplatform.co...	student03 VLP, stuent...
vSAN66-classID	vSAN66vROPS66A	✓	2018-10-11 00:00:00	http://www.vmwarelearningplatform.co...	student03 VLP, stuent...

From that point forward, the students will have access to all the lab instances that you provisioned.



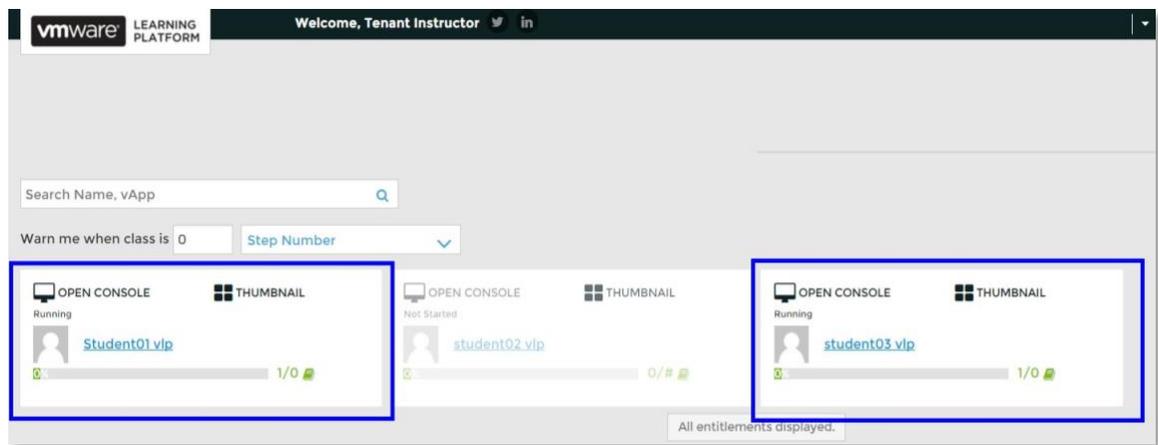
Students can have all labs open currently in separate tabs if they open them in different browser tabs.



## Managing Class vApps in VLP

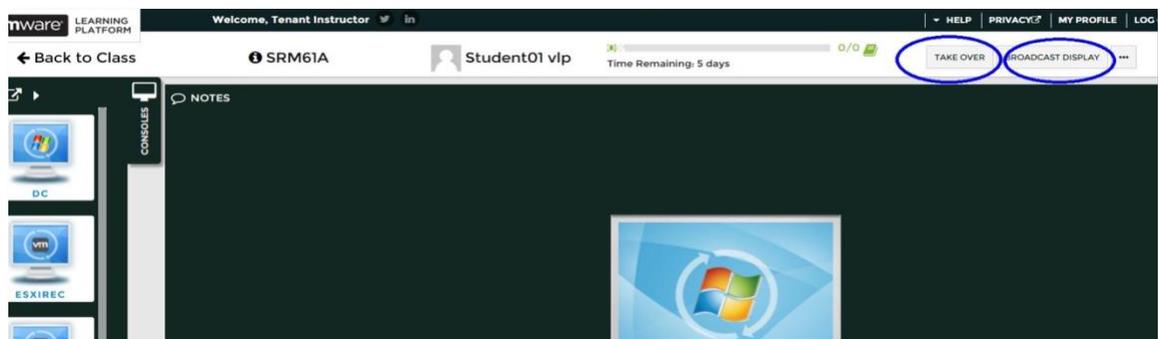
VLP provides a number of instructor-specific management features.

1. [Login to VLP](#) using your VCI account (with *Tenant Instructor* privileges).
2. Click on the **Launch URL** for your class to access the vApp management functions. Student vApps are displayed; those students that have started their labs are highlighted below.



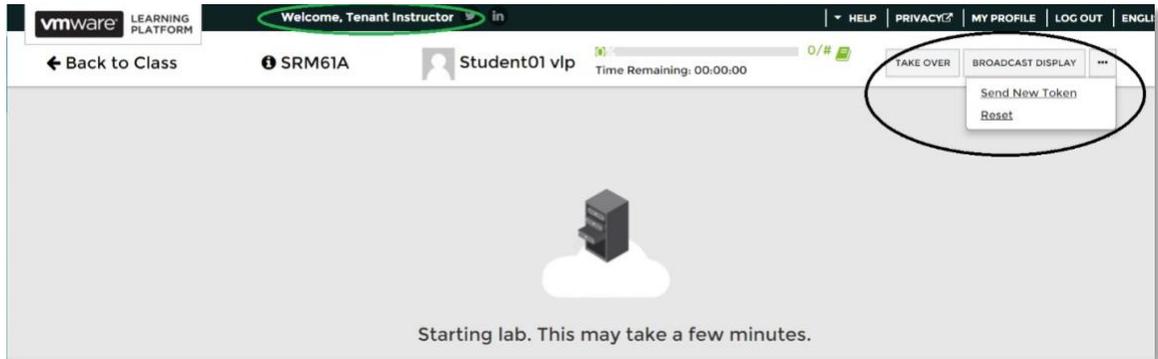
3. You can then drill-down to a student vApp and perform a number of management functions:

- **Take Over:** Take control of the student's console to troubleshoot an issue.
- **Broadcast Display:** Broadcast the console to all students for demo purposes.

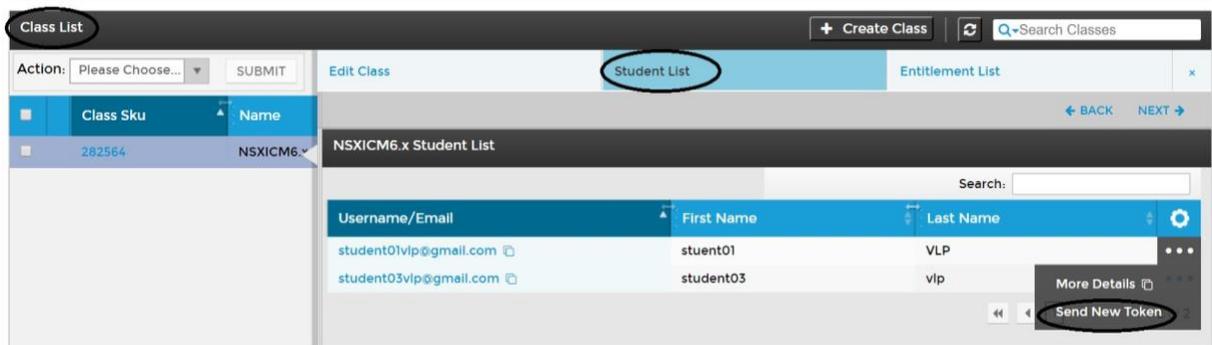


4. As the instructor, you can also:

- Reset a student’s vApp to a clean (day 1) state with the *Reset* option.
- Send the student a password reset email through the *Send New Token* option.



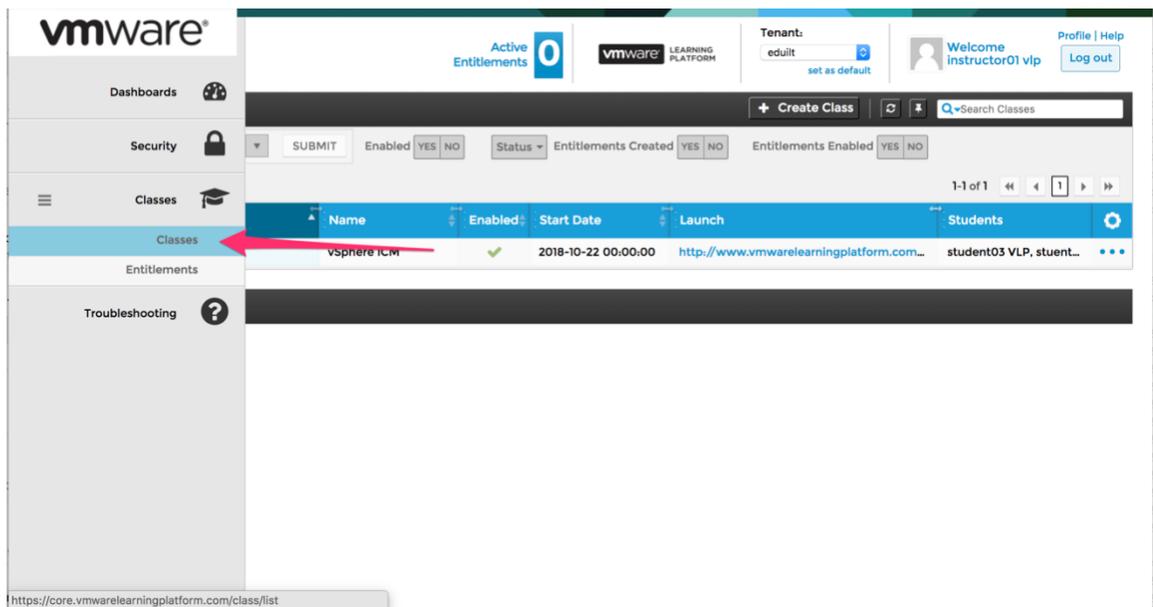
Alternatively, you can also use the VLP class management UI to achieve the same effect.



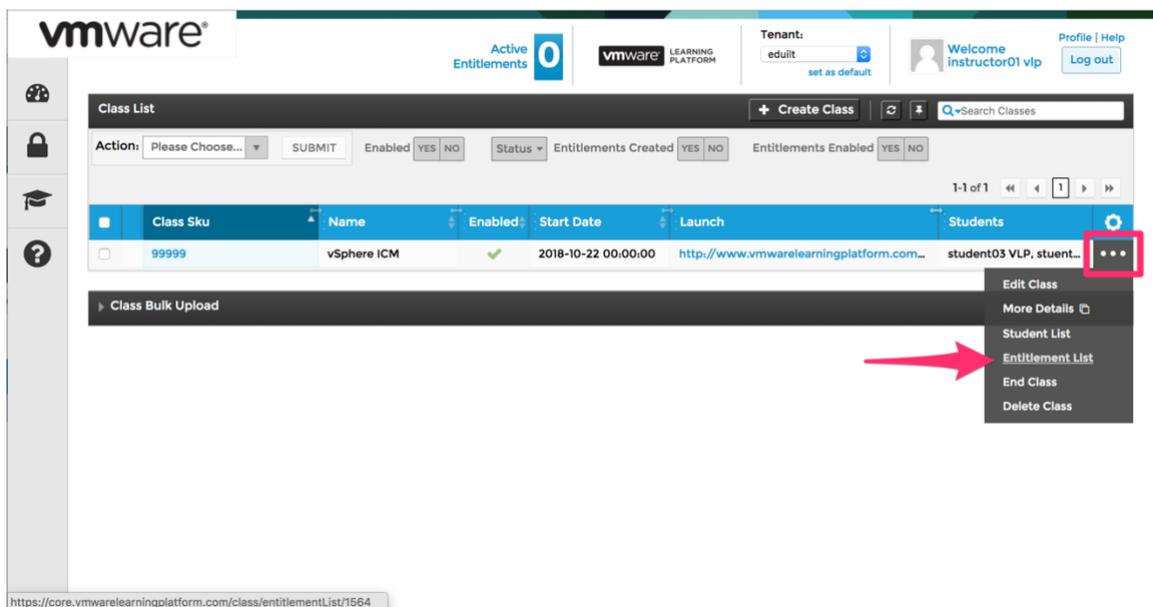
## Logging a Support Call for a VLP Class

When logging a support call for a specific vApp, please provide the *entitlement key* of student vApp in support ticket. This can be found by querying the properties of the class as follows.

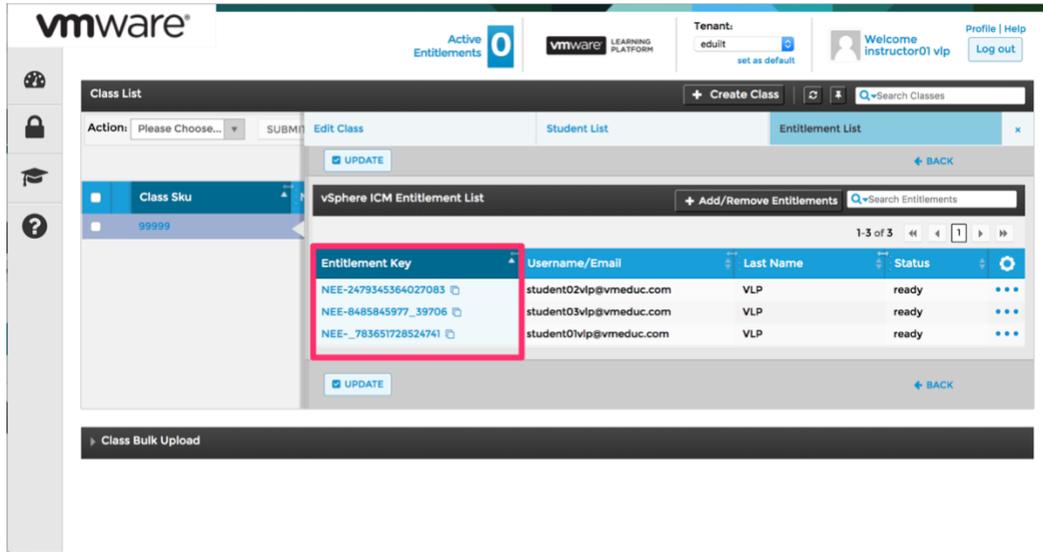
1. Select **Class** in the left hand pane.



2. Select *Entitlement List* from the context menu for the class.



3. The entitlement keys are listed for each student login.



Additionally, for combo classes make sure to provide class SKU so that the VDC team can quickly identify the right lab instance.

For example, if there's an issue with a **vSAN66** lab instance in the combo example detailed earlier in this document (where we created a combo **vSAN66 & vROPS66A** class) the VDC support ticket should additionally include the following details:

<b>Class SKU</b>	vSAN66- <i>ClassID</i>
<b>Name</b>	vSAN66vROPS66