

Live Virtual Machine Labs is an interactive learning environment in MindTap course activities where Information Technology (IT) students can practice their problem-solving skills, in real time, on live IT systems.

System Requirements

Note

Live Virtual Machine Labs is not fully supported on mobile devices.

Hardware

- CPU: 2GHz / multi-core
- Display: 1280×1024 or higher
- Internet: 5 Mbps download / 1 Mbps upload per user

Network Latency

Recommended: 200ms

Higher latencies might affect the responsiveness of Live Virtual Machine Labs machines.

Third Party Cookies

Third party cookies must be enabled to access Live Virtual Machine Labs.

Go to ng.cengage.com/static/browsercheck/index.html to check your system. Third party cookies can be enabled in your browser settings.

Note

If you get stuck on the Practice Labs Login page, exit the page and enable third party cookies before attempting access again.

Prerequisite Assignment

The prerequisite assignment teaches students how to use Live Virtual Machine Labs.

Some learning paths include a Live Virtual Machine Labs prerequisite assignment. If this assignment is part of your learning path, by

default it is available to students and set to count toward their grades.

Best Practice

Assign the prerequisite assignment at the start of the term.

Complete a Live Virtual Machine Labs Activity


Best Practice

Open Live Virtual Machine Labs from your MindTap learning path to experience activities as a student.

Remind students to reserve enough time to complete a Live Virtual Machine Labs activity before starting. Unsubmitted work will not be saved.

- 1 In the learning path, locate and open a Live Virtual Machine Labs activity.
- 2 Click **Start Assignment Now**.

First time only:

 - a Read and accept the Live Virtual Machine Labs terms and conditions.
 - b Select your preferred settings for Live Virtual Machine Labs activities and click **Continue**. You can change these settings at any time.
- 3 Follow the instructions in the content pane to complete your Live Virtual Machine Labs activity.
- 4 Submit your assignment.
 - a If your lab included taking screenshots and answering questions, go to the Summary section at the end of the lab and click **Submit Report**.
 - b Click **Complete** at the bottom of the content pane.
 - c Click  in the lab toolbar to sign out.

More Information

Find more information about MindTap and Live Virtual Machine Labs online.

- help.cengage.com/mindtap/mt-instructor
- help.cengage.com/mindtap/mt-student
- www.cengage.com/training/mindtap?platform=MindTap&mindAppType=Live%20Virtual%20Machine%20Labs


Troubleshooting

Can't Start Live Virtual Machine Labs Virtual Machine

The Live Virtual Machine Labs activity does not start and displays An error occurred while attempting to start the selected virtual machine(s).

Verify that you meet the system requirements for Live Virtual Machine Labs.

Need Login Credentials


Click  on the device toolbar to display the login credentials for the virtual machine.

Session Data is Invalid

This happens if you are signed in more than once.


Sign out of any sessions in other browser windows.

Live Virtual Machine Labs Connection Lost

Click  to reconnect to the virtual machine.


Completed Lab Displays as In Progress

If you close an activity without marking it **Complete** and signing out, your work is not saved.

- 1 Reopen the activity.
- 2 If your lab included taking screenshots and answering questions, go to the Summary section at the end of the lab and click **Submit Report**.
- 3 Click **Complete** at the bottom of the content pane.
- 4 Click  in the lab toolbar to sign out.

General Errors with Live Virtual Machine Labs

Verify that you meet the system requirements for Live Virtual Machine Labs. If your device meets system requirements, reset the Live Virtual Machine Labs devices to their default states.

On the lab toolbar, click  > **Reset All Devices**.

Network Troubleshooting

See www.practice-labs.com/support/#/userguide/connecting%23ref-network-troubleshooting.