



Frequently Asked Questions: Instructor-Led Online Training

BMC Educational Services

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FAQs Table of Contents

Click each question below to view the answer.

- What are the minimum system requirements to attend an ILO?
- Are headsets required to attend the training?
- How will I receive my course materials for this training?
- How will I receive my course materials for **this training?**

eBooks are used for instructor-led online training. Each student will receive two emails containing information about how to download their eBook. The first email contains a small viewer file and LockLizard license that must be downloaded to the student PC. The second email contains a link to the student eBooks.

Students may print up to two copies of their eBook.

- How do I perform the

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**recommended
connectivity tests?**

- WebEx connectivity test
- Set up the online lab

Frequently Asked Questions for Instructor-Led Online Training (ILO)

BMC Educational 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

What are the minimum system requirements to attend an ILO?

Your computer must meet the following minimum specifications:

- Pentium II or higher processor
- 128 MB memory
- Internet connection (cable or DSL)
- Screen size 1024 x 768 pixels
- Supported operating systems include:
 - Microsoft Windows 2000 SP4, XP SP2, 2003 R2 or Vista (recommended)
 - Mac OSX 10.3.9 and 10.4
- Supported Internet browsers:
 - Internet Explorer 6.0 or higher (recommended)
 - Netscape 7.1 or higher (recommend Java installed)
 - Firefox 1.5 or higher
- WebEx uses VoIP technology. Please ensure your environment supports VoIP technology.

Are headsets required to attend the training?

Yes, a headset is recommended for this learning modality. BMC suggests the Labtec **Gaming headset** (or equivalent) for best results when attending an online training course. (BMC does not provide the headset.)

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- How do I perform the recommended connectivity tests?

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How will I receive my course materials for this training?

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How do I perform the recommended connectivity tests?

We strongly recommend completing the WebEx and Online Lab Setup connectivity tests well in advance of your training event. The connectivity tests are quick and easy. Please conduct both tests using the same computer that will be used for the training event.

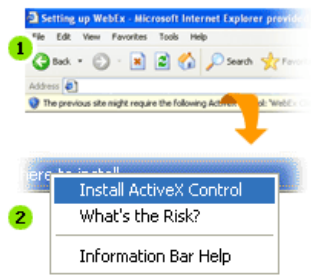
To perform the WebEx connectivity test:

1. From a Web browser, access:
<https://bmceducation.webex.com/tc0500l/webcomponents/docshow/setup.do?siteurl=bmceducation>
2. Allow the webpage to install ActiveX Control on the computer. If you cannot install the ActiveX Control, install Java Plugin from the button provided on the webpage.

Installing...

Windows XP SP2 Users

1. Click the **Information Bar** at the top of page.
2. Select **Install ActiveX Control**.
3. In the security warning that appears, click **Install**.



Problems?
If you are unable to install using Active X, you can use Java instead. You can download Java at <http://www.java.com>. Ensure that Java is enabled for your browser. Then click **Install Using Java**.

Install using Java

3. Click the **Install** button on the **Internet Explorer – Security Warning**

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message box that appears when installing the ActiveX Control.

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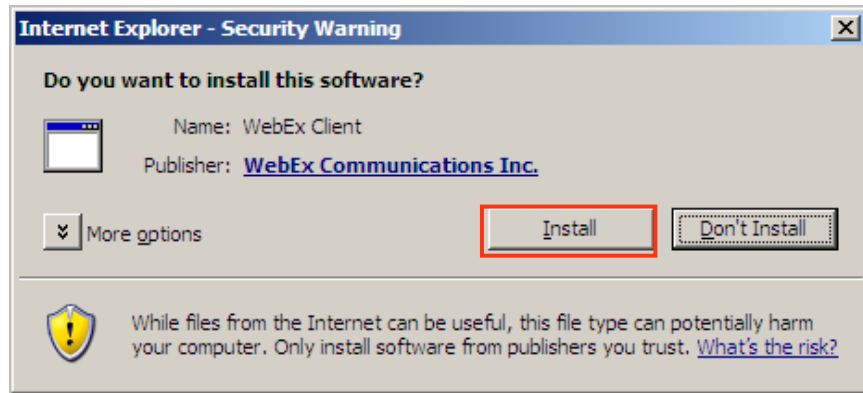
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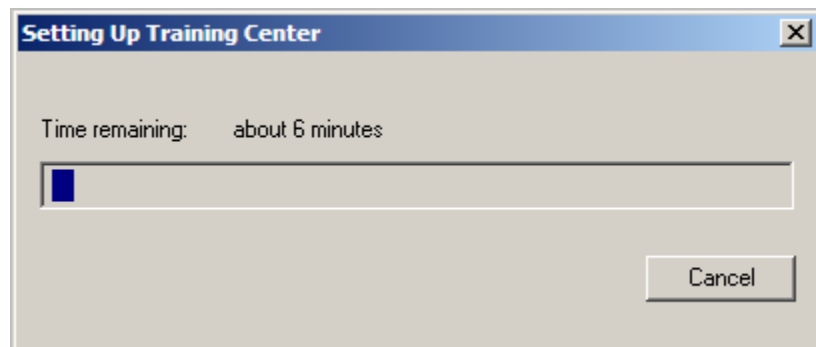
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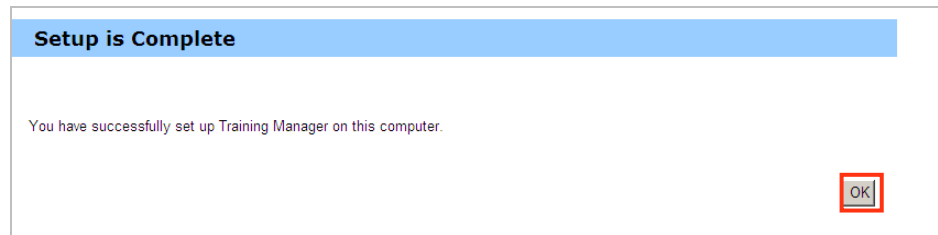
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4. The Training Center will be installed.



5. Click **OK** after the setup is complete.



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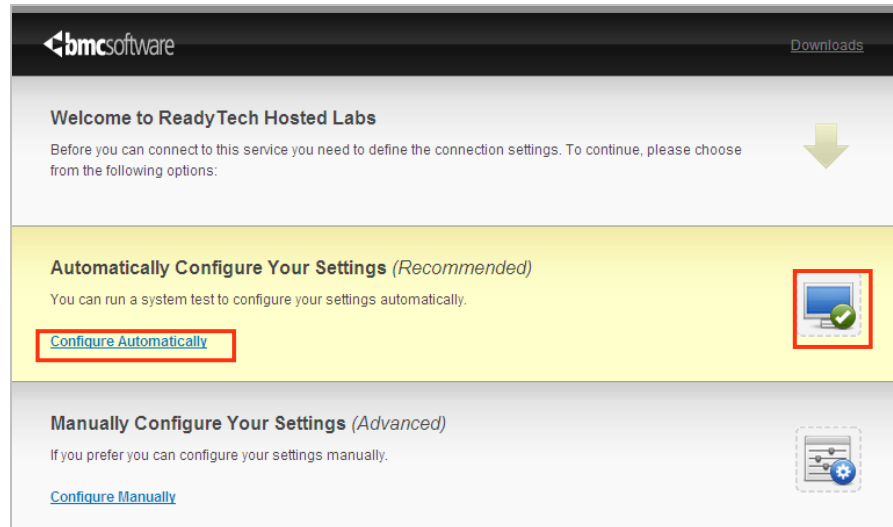
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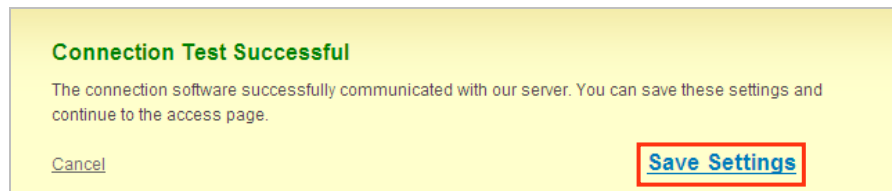
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Set up the online lab:

1. From a Web browser, access: <https://bmc.hostedtraining.com>.



2. Click **Configure Automatically**.
3. Choose your client software (either ActiveX or Java), and download and install it.
4. If your installation is successful, click **Save Settings**.



5. On the **Access Login Page** that appears, enter the **Access Code** and click **Submit**.

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Enter Your Access Code

To access your remote system, please enter your access code below:

Access Code:

Note that the access code is typically provided by the instructor the first day of class.

Note: If the Ready Tech connectivity test is not successful the first time, please run the wizard again and carefully read the instructions and options. If you continue experiencing difficulty, please contact Ready Tech Technical Support at 1-510-289-8992 or get-support@readytech.com.