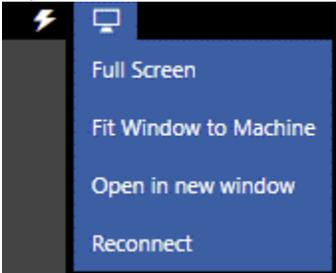




Support reference for common LogicalLABs questions and issues.

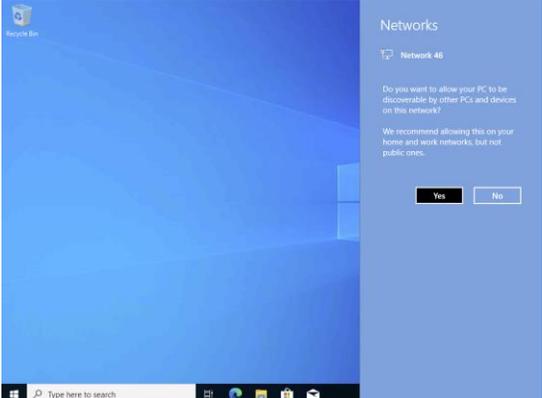
- **General technical issues:** ensure all systems meet minimum technical specifications. See the Skillable Connectivity Requirements for details.
- **Lab use issues:** see the Skillable Lab Interface FAQ, also available from the Help tab on the side panel in a running lab.
- **Other specific common issues:** see the table entries, below.

Possible reported issue(s)	Possible cause(s)	Possible resolution(s)
Some activities or steps in courseware manual are not in lab content or are worded differently	Not all activities can be performed in the virtual remote environment exactly as on live local systems.	Anyone who uses LogicalLABS as the class environment should be aware that there may be differences between the lab activity steps and the steps in the courseware manual. Instructors should work through the labs in advance to get comfortable with the system as well as what is covered.
Activation prompts	Software in the labs is licensed (excepting Tableau). However, Microsoft software is not <u>activated</u> .	Dismiss the prompts to activate. Microsoft product activation ties a license key to a particular piece of hardware, and since this environment is virtual and not associated with specific hardware, activation is not technically possible.
<ul style="list-style-type: none"> • Microsoft Office features are disabled • Microsoft Office prompts for license key 	Need to manually rearm software.	Some non-activated software requires a <i>rearm</i> process to re-initiate the licensing period. In most cases the rearm will either happen automatically or will be performed as part of the steps in the lab. If necessary, rearm can be performed manually using these steps: <ol style="list-style-type: none"> 1. Close all Office applications. 2. Navigate to C:\Program Files (x86)\Microsoft Office\Office16 3. Right-click OSPPREARM.EXE and select Run as administrator. 4. Select Yes to any UAC prompts. 5. Open any Office application and confirm the features are enabled.

Possible reported issue(s)	Possible cause(s)	Possible resolution(s)
<ul style="list-style-type: none"> • Can't reach the Internet • Can't reach a web site • Can't activate software • Can't run Windows Update • Anything else related to Internet access 	<p>Outbound Internet access is OFF by default in labs due to Skillable's corporate security posture.</p> <p>It is only enabled in labs where activities are specifically scripted to need it.</p>	<p>If the lab is specifically scripted with steps that include Internet access, and there is no access, this is a defect that should be reported to Logical Operations: assist@logicaloperations.com</p> <p>If the steps do not specifically include instructions to access the Internet, there should be no need to do so; attempts to do so may fail.</p>
<ul style="list-style-type: none"> • Scrolling issues • Not enough screen real estate • Can't access buttons 	<p>Screen resolution is below minimum Skillable system requirements.</p>	<p>See the Skillable Connectivity Requirements for technical specifications. Make sure display settings allow for at LEAST 900 vertical pixels (for example, 1280 x 1024). Laptop screens sometimes cannot accommodate this – try using an external monitor.</p> <p>Be sure other browsers or windows are closed, that the lab window is maximized, and then refresh the window or restart the lab.</p> <p>→ Submit a support request, or chat with lab support from the Help tab in your lab if further assistance is needed.</p>
<p>Missing scroll bars</p>	<p>Default Display settings</p>	<p>Try alternate choices on the Display menu:</p> 

Possible reported issue(s)	Possible cause(s)	Possible resolution(s)
<ul style="list-style-type: none"> • Slow performance • Labs disconnect • Black screens in labs 	<p>Quality of Service issues in local network environment; (high network use; wireless interference; transient connectivity to ISP, etc.). Effects may be more noticeable in technical labs (i.e. SharePoint), due to volume /complexity of information transmitted. Not usually due to lack of resources on lab VMs.</p>	<p>See the Skillable Connectivity Requirements for technical specifications.</p> <p>→ Submit a support request, or chat with lab support from the Help tab in your lab if further assistance is needed.</p>
<p>Entering special characters or punctuation fails.</p> <p>Examples:</p> <p style="text-align: center;">: , ; .</p>	<p>This is a known issue with some older Web browser versions.</p>	<p>See the Skillable Connectivity Requirements for technical specifications.</p> <p>→ Submit a support request, or chat with lab support from the Help tab in your lab if further assistance is needed.</p>
<p>Incorrect characters appear when using non-US keyboards</p>	<p>Mismatch between physical keyboard layout and keyboard definition in lab image.</p>	<p>Review the Skillable Help Center Article on this issue: How Do I Make My International Keyboard Work in the Lab Interface?</p> <p>→ Submit a support request, or chat with lab support from the Help tab in your lab if further assistance is needed.</p>

Possible reported issue(s)	Possible cause(s)	Possible resolution(s)
Sticky Keys prompts, or general problems with keyboard input	Inadvertent activation of Windows StickyKeys. Can occur if network lag between student system and lab system. Pressing keys like Shift repeatedly before the desired effect appears on screen may activate Sticky Keys and prevent data entry.	<p>If the Sticky Keys warning appears, select Go to the Ease of Access Center to disable the keyboard shortcut, and in Ease of Access, uncheck the Turn on Sticky Keys when SHIFT is pressed five times check box. Students may need to do this on their local machine as well.</p> <p>This only occurs with earlier labs; newer labs are configured to turn Sticky Keys off, so it is not an issue.</p>
Lab time expires	<p>If lab use exceeds default time, lab will time out.</p> <p>Default times can be extended on the fly up to 150% of the original lab duration if needed.</p>	<p>Click "Extend Lab" when prompted. If there are other windows overlapping the Skilable lab window, the prompt to extend the lab time may be hidden.</p> <p>You can also save a lab in progress, but this does not increase the total lab time available. Note that student-level accounts have a maximum of two concurrent saved environments. Labs are saved for seven days.</p>
Restart prompts 	Virtual machine may detect variations in physical hardware when loading (VM is "new" each time it loads).	Click "Restart later" to dismiss.

Possible reported issue(s)	Possible cause(s)	Possible resolution(s)
<p>Prompt to turn on sharing:</p> 	<p>Virtual machine detects network as if “new” each time it loads.</p>	<p>If sharing is needed, it should have been turned on during lab development, so it should be safe to choose “No.”</p>
<p>Cannot connect to lab system from a work location</p>	<p>Security restrictions within the location’s internal network.</p>	<p>See the Skillable Connectivity Requirements for required open port settings. → Submit a support request, or chat with lab support from the Help tab in your lab if further assistance is needed.</p>