



AWS Builder Labs FAQs

For the best customer experience, test the AWS Builder Labs functionality out before a live delivery. The instructor enablement guide prompts instructors to test their skills based on the standard workflows for AWS Builder Labs. If possible, enlist the help of a coworker to act as your practice student to better understand the specifics of the tool.

Read through the following Frequently Asked Questions (FAQs) as a review of the tool functionality. If you don't see your question answered, please reach out to your local AAI Program Management team for support.



GENERAL QUESTIONS

How many students can be on one roster?

There is a limit to the number of email addresses (300) on the roster.

Why does the manage lab list not match the student roster?

The manage lab list is based on who is present in the roster - students have to log into the lab platform and show present before preload will cover them. Preload can be done again; but, to prevent this make sure everyone logs into the student URL early.

What is the correct Instructor URL of builder labs?

<https://us-east-1.hala.bkr.team.aws.training/>

There is no other URL for the AWS Builder Labs production environment currently. The previous beta URL was only for internal staging use and should NOT be used in production.

Now that I know the instructor URL, what is the student URL?

The student URL is in the Class Details screen above the roster section (refer to the instructor enablement video walkthroughs for a visual). The link is specific to the class and will only allow access to email addresses that are in the roster. Share the link with students via email before the class starts or in chat during the first hour of training.

Is there integration with SkillBuilder or are they related?

Despite "Builder" being in both product names, there is no relationship currently. Both AWS Builder Labs and SkillBuilder can use amazon.com retail accounts as authentication credentials, but the two systems are not integrated.

If an update is posted to a class, can I edit the class details to use the new version?

Yes. Instructors can update minor version of a class while running.



GENERAL QUESTIONS - *continued*

I have created a class but I cannot see it in my list of classes. Why can't I see my class?

The default filter for the page (<https://us-east-1.hala.bkr.team.aws.training/classes>) is set to "Active and starting today". Instructors can adjust the filter to see future classes.

Where can I get more help?

For Internal instructors

For general questions, use the *aws-tc-business-chat* Slack channel

For customer-blocking issues on the day of class, use the *aws-tc-hotline* Slack channel.

For ATP or Freelance Instructors

For general questions, use the *AWS T&C Hybrid Training Q&A* Chime room.

Request access here: <https://app.chime.aws/rooms/8754c4fa-5b8f-420e-b42b-164313b50b6a>

For customer-blocking issues on the day of class, use the *AWS T&C Hybrid HOTLINE* Chime room.

Request access here:

<https://app.chime.aws/rooms/b628120e8eb1908cd673ad3aae8232e65f3266c27dca32b450d2089cd983c4a0>

For ATP training coordinators or operations

There is a chime channel *AWS T&C Lab Support for ATPs*

Request access here:

<https://app.chime.aws/rooms/59b15c1b8c88eedd019f9e810fb0dec096ac9c758fb9e0fb22a0febd7f20af11>



BEFORE CLASS

How can instructors practice labs?

Create a classroom with the number of students set to 0. This means it will not reserve any Gilmore licenses for students. Use "Manage Labs" or "Class Day Of" to activate the labs. Using the "Student View", launch the lab and see the lab instructions. Once the lab is launched/loaded, instructors can start the lab and enter console. This can be done in a live classroom with students as well; it is not restricted to 0 size classroom.

NOTE: The preload action does not currently preload the instructor's environment or set the region.

Should I add myself as a student to the class to demonstrate the student workflows?

No, doing so will consume an extra e-kit license. Instead, instructors should use the "Student View" to run and demonstrate labs.

What is the default length of a class and what can it be changed to?

The default class duration is 1 month. At creation time, the length can be shortened or lengthened up to 5 weeks. The start date can only be changed if the class has not been started. The end date can be adjusted closer to the present date or extended to a future date if the class has not yet started. Once the class has started, you can only extend and NOT shorten the class duration. One possible reason for setting shorter durations is to manage the pool of licenses for your company. Licenses that have not been consumed (due to no-shows) are released 24 hours after the class end date. You could also release the licenses earlier by decreasing the number of students configured to the class.

Can I extend the class after it has already completed?

No - the class duration can only be changed while the class is active (between the start and end dates). Just as we recommend not making the class too long as it can tie up licenses, we also recommend not making a class duration too short as it will prevent flexibility of changing the class end date. The default is 1 month.



BEFORE CLASS - *continued*

Do I have to purchase books at Gilmore?

For Internal or Freelance Instructors who deliver training directly for AWS

For the most part, no. Creating the class and setting the number of students sets aside licenses that are redeemed by the student automatically when they log into AWS Builder Labs. However, this license must still be linked to the student's VitalSource account. Please guide your students to click on "Student Guide" or "Lab Guide" at the start of the class and log into VitalSource (note, these credentials may be different than the ones used to log into AWS Builder Labs). This will associate the e-kit license with the student's VitalSource account.

NOTE: For classes that have books without labs, such as Cloud Practitioner Essentials, instructors WILL need to purchase books separately via Gilmore since there is no lab platform needed for the class. For Freelance instructors, AWS Training Operations will need to provide codes according to the previous process. Internal Amazonians can order book codes directly through Gilmore with their personal license.

For ATP or Freelance Instructors who deliver training on behalf of an ATP

E-kits must be purchased from Gilmore to create a pool of licenses. Typically this is done by a Training Coordinator or Resource Manager for an ATP.

During class creation, licenses from that pool are allocated for the students in the class. If you do not have enough available licenses for the number of students that you are trying to configure, you will get an error message advising you that you do not have sufficient licenses. If you are an ATP conducting multi-national classes, you will need to refer to the Multiple Gilmore ID Support Feature (ATP only) process guide in the 'Setting up the class' lesson of the [Instructor Enablement: AWS Builder Labs](#) course.



BEFORE CLASS - *continued*

When I log in to AWS Builder Labs, the provider I am supposed to deliver for is not displayed...

or

When I log in to AWS Builder Labs I receive the “No associated partners” error...

Please contact local AAI Program Management to configure your profile correctly:

AMER: aai-amer@amazon.com

EMEA: aai-emea@amazon.com

APJC: aai-apjc@amazon.com

You should only need to select a training partner/provider if you are an external instructor. Please make sure to select the correct one. If you are an internal instructor and you are seeing the error above, please log out and log back in using the Amazon employee portal.

When I try to create a class, it tells me that I do not have sufficient licenses...

For ATP instructors, please contact the individual responsible for purchasing courseware in your company to check that you have sufficient licenses available. If you are a Freelancer who is delivering directly for AWS, please make sure to select the AWS provider at log in.

Should I use the “Student Roster” or “Access Code” option when creating a class?

Unless you have a very specific need to anonymize student information, do NOT use the “Access code” option. Anyone who gets access to the Student URL can then join the class and will consume a license until the number of licenses are all used. If one student used the Student URL to enter the class twice with two different emails, they will use (2) licenses. Also, because this feature’s goal is to anonymize students from the instructor, it means troubleshooting must be performed with student numbers instead of names/emails and only the student will know their student number. You will have to ask a student for their number before you can troubleshoot. Troubleshooting with the Student Roster option is significantly easier.



PRELOADING

How do I control what region the labs launch in?

The dropdown to the left of "Preload All" allows you to select a region.

Can an instructor preload inactive labs?

Yes. Preloads are not tied to a lab's active or inactive status. An active lab is able to be launched by a student whether it's preloaded or not. Preload can be done again, but to prevent this, make sure everyone logs into the student URL before preloading.

Why is my preload failing?

Did you add students to the roster and are they logged in and status is present? If there are no students in the roster, the preload fails because preloads are tied to present students. Students must be logged in and present in the roster for preloads to work for them. Another reason some may fail is because a student has multiple active environments (either preloaded by instructor or launched).

NOTE: The preload action does not currently preload the instructor's environment or set the region.

Why are my labs in different regions?

The only time a lab can be assigned to a specific region is upon instructor preload. One preload action creates one preloaded lab instance per lab for each student that was present in the class at the time of the preload. If a student launches a lab on their own - because they were not present in the class at the time of the preload or if they ended a lab and started over, they will get assigned a random region.

Does it matter what region my students end up in for preloads?

Yes and no. The regions that are selected randomly are still from regions supported by the lab environment, so their lab will still work in that region, but there may be latency when interacting with regions that are farther away. Another possible side effect with randomly selected regions can be seen with labs that require multi-region work; you as an instructor can't see the secondary region specified by the lab, so you will have to ask the student for that information if troubleshooting.



STUDENT FACING ISSUES

What authentication methods are available for students?

Login with Amazon (Amazon retail accounts), AWS Partner (APN credentials) or Amazon employee. Regardless of the method, the email used to login must match the email in the Student Roster.

My student is getting an error launching a lab...

This is likely due to them being at the (3) active environment limit. Launching a 4th lab will result in an error. They must go back and end the environments running from previous labs. This requires them to start the lab first in order to end it.

How many times can students do the labs? Is it limited to 3?

There is no limit to the number of times a student can run a lab within the time of the class. The limit of (3) is not on the number of times a lab can run, but rather the number of active/preloaded lab environments simultaneously running.

My student did not click on student/lab guide during class, can they still get the license code after the class?

If the lab classroom is still open, they can log into and associate their license with the account by clicking Student Guide and Lab Guide. If the class is closed, it is possible to get the license key from Gilmore support to retrieve it for the student.

My students and I get an error when using "Enter Console" after starting a lab...

This may occur due to timeouts - the "Enter Console" button creates an authentication token using SSO to log into the lab through a role. Sometimes, especially if a lab environment was not preloaded, the credentials need to be refreshed. Reloading that browser tab and making the selection again should resolve the issue.

Can I end the lab of a student? What if I deactivate the lab?

Not currently - only the student can end their lab. Deactivation of lab just deactivates the "Launch" button of the student. It does not end the active/preloaded environment(s).



STUDENT FACING ISSUES - *continued*

My students report the “No associated partners’ error when logging in...

This is because they are trying to log in using the Instructor URL. Only share the Student URL with them.

My students report the “You don’t have access to this class” error when logging in...

This is because they are either using a different email to the one that you added to the Student Roster or you have not yet added them to the student roster.

What would cause a 404 error on the student side upon logging into lab classroom?

The two most common causes of a 404 error after login are a VPN connection on the student’s side - also not recommended with a virtual delivery as it tends to reduce video and audio performance - or the time or time zone being incorrect on the student’s computer.



COURSE SPECIFIC

I'm running a class for Developing on AWS...

Preloading creates one active lab environment per lab and the lab is linked to a specific student. There is a limit of (3) preloaded environments per student. Because Developing on AWS has 3 languages as options for labs that effectively means preloading for all three would reach the limit. The workaround is to NOT preload for Developing on AWS until a feature to remedy this issue is rolled out. Activate the lab and (when you would normally preload) counsel them to launch only the lab according to the language they will use (Python/Java/C#) so they don't go over the lab limit. Make sure they launch the lab at the beginning of the module so the lab is ready by the time they need to do it.

Developing on AWS has 7 labs, but I see 17?

There are multiple labs because students can choose from multiple development languages

Lab 1: Configure the Development Environment (1 Python, 2 .NET, 3 Java)

Lab 2: Develop Solutions using Amazon S3 (4 Python, 5 .NET, 6 Java)

Lab 3: Develop Solutions using Amazon DynamoDB (7 Python, 8 .NET, 9 Java)

Lab 4: Develop Solutions using AWS Lambda (10 Python, 11 .NET, 12 Java)

Lab 5: Develop Solutions using Amazon API Gateway (13 - language independent)

Lab 6: Capstone - Complete the Application Build (14 - language independent)

Lab 7: Observe the Application using AWS X-Ray (15 Python, 16 .NET, 17 Java)

I'm running a class for Developing Serverless Solutions on AWS or the one-day Data Analytics classes (Redshift, Batch, Streaming) with the long running "Try it Out" environments...

Those classes have parallel lab environments running the "Try it Out" environment and the individual labs. In order to do both without forcing a logout, we recommend using an incognito/private browser tab or a second browser altogether to log into the lab platform twice and launch the lab there to not conflict with the "Try it Out" session which typically runs all day.