

Jones & Bartlett Learning

# ISSA Labs: Before You Begin

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## Purchasing Info

Your instructor has included the ISSA Virtual Labs as a resource your class will use this term.

The Access Code for the online Virtual Security Cloud Labs is the key to a fully immersive mock IT infrastructure enabling students to test their skills with realistic security scenarios; scenarios that will be encountered in future careers.

You will need to purchase the Access Code for the Information Systems Security & Assurance Curriculum Labs, along with other required materials.

It is important that you order the ISBN that your professor has selected. There are several older editions out there, and the bundle your instructor has secured for your course has assured you maximum savings. If you buy the materials individually, in many cases, you will find that you have spent more money, or purchased obsolete materials.

It is important that you purchase the required ISBN so you come to your class fully prepared. Please refrain from ordering any materials before attending the first class meeting!

## Virtual Security Cloud Lab (VSCL)

The VSCL is a collection of virtual resources including Windows and Linux servers, Cisco routers, and applications like Wireshark, FileZilla, and OpenVAS that will allow you to perform all of the tasks in your lab manual as if you were performing them in a live production environment. The heart of the VSCL is a Windows Workstation desktop configured to give you access to the tools and resources you need for each lab, without any special setup on your part.

Note: The VSCL environment fully supports Windows Internet Explorer, Mozilla Firefox, and Google Chrome, but does not reliably support Safari or Opera at this time. The environment also requires the latest Java client and the Citrix ICA client, both of which may be installed when accessing the labs.

## Step-by-Step Instructions

You'll find it easy to complete the lab exercises by following the detailed step-by-step instructions. Each step is clearly broken down into sub-steps, and all actions you are required to take are noted in bold font.

Screenshots are included to help you identify key menus, dialog boxes, and input locations. If you get stuck on a step, refer to the lab video, which follows the order of the steps.

## Deliverables

At the completion of each lab, you'll be asked to provide a set of deliverables to your instructor. These deliverables may include documents, files, screenshots, and/or answers to assessment questions. The deliverables are designed to test your understanding of the information, and your successful completion of the steps and functions of the lab. For specific information on deliverables, refer to the Deliverables section at the end of each lab.

Note: Some labs require the use of a word processor (such as Microsoft® Word) for preparing and submitting deliverables. If you do not have access to a word processor, you can use OpenOffice or WordPad on the Workstation of the VSCL to prepare your documents. (Click Start > All Programs if you don't see a word processing icon on the desktop.)

## File Transfer

At times, you may be asked to transfer to another computer files you have created while performing lab steps in the VSCL. This can be performed using the File Transfer function built in to the vWorkstation desktop of the VSCL. Instructions for preparing and sending files using the File Transfer function can be found at the beginning of the video walkthrough for the first lab in each course (in most cases, Lab #1).

Note: Use of the VSCL does not require use of the textbook. If you have questions about whether a textbook is needed for your course, consult your instructor.

## How Do I Redeem An Access Code?

1. Navigate to <http://www.jblcourses.com/>

The screenshot shows the Jones & Bartlett Learning website. The URL 'http://www.jblcourses.com/' is highlighted with a red oval at the top left of the browser window. Below the address bar, the page header includes the company logo and navigation links for Home, About Us, and Contact Us. On the right side, there's a sidebar with a yellow header 'Redeem An Access Code' and several 'Click Here' buttons for different account options and technical support.

2. Click **Redeem An Access Code**

This screenshot is similar to the previous one, showing the Jones & Bartlett Learning website in Firefox. A red arrow points from the previous screenshot's red oval to the 'Redeem An Access Code' button in the sidebar. This button is now highlighted with a red oval. The rest of the page content, including the demo gallery and LMS links, remains the same.

## Jones & Bartlett ISSA Labs: Before You Begin

3. Type your 8 digit lab access code in the text box next to Lab access code

**Step 1:** Obtain a lab access code. Check with your instructor to determine where to find your code.

**Step 2:** Type in your lab access code. Sample code: 98508635

**Step 3:** Type in your course code. Sample code: 7462

**Step 4:** Click the Submit button.

Lab access code:  ←

Course code:

**Submit**

4. Type your 4 digit Course Code in the text box next to Course Code  
a. Contact your instructor code if you did not receive a Course Code

**Step 1:** Obtain a lab access code. Check with your instructor to determine where to find your code.

**Step 2:** Type in your lab access code. Sample code: 98508635

**Step 3:** Type in your course code. Sample code: 7462

**Step 4:** Click the Submit button.

Lab access code:

Course code:  ←

**Submit**

## Jones & Bartlett ISSA Labs: Before You Begin

### 6. Click Submit



The screenshot shows a web page titled "Lab Access Code". At the top is the Jones & Bartlett Learning logo. Below it, the title "Lab Access Code" is displayed in red. Four steps are listed:

- Step 1:** Obtain a lab access code. Check with your instructor to determine where to find your code.
- Step 2:** Type in your lab access code. Sample code: 98508635
- Step 3:** Type in your course code. Sample code: 7462
- Step 4:** Click the Submit button.

Below the steps are two input fields: "Lab access code:" containing "98508635" and "Course code:" containing "7462". A yellow "Submit" button is positioned below them. A red circle highlights the "Submit" button, and a red arrow points to it from the right.

### 7. Type the User Name that you used to register previously or complete the new user sign up!

- a. If you have not yet registered, please refer to the FAQ: How Do I Create A New User Account?
- b. Note: This is **not** the same username and password used to register at [www.jblearning.com](http://www.jblearning.com)



The screenshot shows a web page titled "Login". At the top is the Jones & Bartlett Learning logo. Below it, the title "Login" is displayed in red. Three steps are listed:

- Step 1:** Enter the user name that you have used to register previously.
- Step 2:** Enter the password that you have used to register previously.  
Password is case-sensitive.
- Step 3:** Click the Submit button.

Below the steps are two input fields: "User name:" containing "joestudent@cox.net" and "Password:". A yellow "Submit" button is positioned below them. A red circle highlights the "User name:" field, and a red arrow points to it from the right.

## Jones & Bartlett ISSA Labs: Before You Begin

8. Type the Password you used to register previously

a. The password is case sensitive

b. If you forgot your password, please refer to the FAQ: How Do I Reset A Password?

**Step 1:** Enter the user name that you have used to register previously.

**Step 2:** Enter the password that you have used to register previously.  
Password is case-sensitive.

**Step 3:** Click the Submit button.

User name: joestudent@cox.net

Password:

**Submit**

[Forgot Password](#)

9. Click **Submit**

**Step 1:** Enter the user name that you have used to register previously.

**Step 2:** Enter the password that you have used to register previously.  
Password is case-sensitive.

**Step 3:** Click the Submit button.

User name: joestudent@cox.net

Password:

**Submit**

[New User Sign Up!](#) | [Forgot Password](#)

## Jones & Bartlett ISSA Labs: Before You Begin

You have successfully entered your course and should see the **Course List** on your screen.



The screenshot shows a web-based learning platform interface. At the top left is the Jones & Bartlett Learning logo, which includes a stylized blue lighthouse icon and the text "JONES & BARTLETT LEARNING" with "An Ascend Learning Company" underneath. At the top right is a "LOGOUT" button. Below the header, the title "Course List" is displayed in bold blue text. Underneath it, there is a section titled "▶ Sandbox" followed by a list containing a single item: "Demo course\_Fundamentals of Information Systems Security". The background of the main content area is white, and the side panels are dark blue.

## How Do I Create A New User Account?

1. Navigate to <http://www.jblcourses.com/>

The screenshot shows the Jones & Bartlett Learning website. The URL 'http://www.jblcourses.com/' is highlighted with a red oval at the top left of the browser window. Below the URL bar, the page header includes the company logo and navigation links for Home, About Us, and Contact Us. On the right side, there's a sidebar with links for 'Redeem An Access Code' (with a 'Click Here' button), 'Login to Your Existing Account' (with a 'Click Here' button), and 'Contact Technical Support' (with a 'Click Here' button). The main content area features a 'Demo Gallery' section with course categories like Information System Security and Assurance Courses (ISSA), General Education, and Solar/Wind.

2. Click **Redeem An Access Code**

This screenshot is identical to the one above, showing the Jones & Bartlett Learning website in Firefox. A red arrow points from the bottom left towards the 'Redeem An Access Code' link in the sidebar, which is also highlighted with a red box. The rest of the page content, including the demo gallery and other sidebar links, remains the same.

## Jones & Bartlett ISSA Labs: Before You Begin

3. Type your 8 digit lab access code in the text box next to Lab access code

**Step 1:** Obtain a lab access code. Check with your instructor to determine where to find your code.

**Step 2:** Type in your lab access code. Sample code: 98508635

**Step 3:** Type in your course code. Sample code: 7462

**Step 4:** Click the Submit button.

Lab access code:

Course code:

**Submit**

4. Type your 4 digit Course Code in the text box next to Course Code
  - a. Contact your instructor code if you did not receive a Course Code

**Step 1:** Obtain a lab access code. Check with your instructor to determine where to find your code.

**Step 2:** Type in your lab access code. Sample code: 98508635

**Step 3:** Type in your course code. Sample code: 7462

**Step 4:** Click the Submit button.

Lab access code:

Course code:

**Submit**

## Jones & Bartlett ISSA Labs: Before You Begin

### 5. Click Submit

The screenshot shows a web page titled "Lab Access Code". At the top is the Jones & Bartlett Learning logo. Below it, four steps are listed:

- Step 1:** Obtain a lab access code. Check with your instructor to determine where to find your code.
- Step 2:** Type in your lab access code. Sample code: 98508635
- Step 3:** Type in your course code. Sample code: 7462
- Step 4:** Click the Submit button.

Below these instructions are two input fields: "Lab access code:" containing "98508635" and "Course code:" containing "7462". A yellow "Submit" button is centered below the inputs, with a red circle drawn around it to indicate it should be clicked.

### 6. Click New User Sign Up!

The screenshot shows a web page titled "Login". At the top is the Jones & Bartlett Learning logo. Below it, three steps are listed:

- Step 1:** Enter the user name that you have used to register previously.
- Step 2:** Enter the password that you have used to register previously.  
Password is case-sensitive.
- Step 3:** Click the Submit button.

Below these instructions are two input fields: "User name:" containing "joestudent@cox.net" and "Password:" containing a series of dots. A yellow "Submit" button is centered below the inputs. At the bottom of the page, there are two links: "New User Sign Up!" and "Forgot Password", with a red arrow pointing to the "New User Sign Up!" link, which is also circled in red.

## 7. Type a User Name in the text box

- Using your email address as a user name is good way to remember it.

New User Sign Up

**Step 1:** Click in the User Name box. Provide a user name which can only contain alphabetical letters, numbers, hyphen '-', underscore '\_', period '.', or at-sign '@'.

**Step 2:** Click in the Password box. Provide a password which have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

**Step 3:** Click in the First Name box. Provide your first name.

**Step 4:** Click in the Last Name Box. Provide your last name.

**Step 5:** Click in the Email Box. Provide your email.

**Step 6:** Click the Submit button.

User Name: joestudent@cox.net 

Password:

First Name:

Last Name:

Email:

## 8. Type a Password in the text box

New User Sign Up

**Step 1:** Click in the User Name box. Provide a user name which can only contain alphabetical letters, numbers, hyphen '-', underscore '\_', period '.', or at-sign '@'.

**Step 2:** Click in the Password box. Provide a password which have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

**Step 3:** Click in the First Name box. Provide your first name.

**Step 4:** Click in the Last Name Box. Provide your last name.

**Step 5:** Click in the Email Box. Provide your email.

**Step 6:** Click the Submit button.

User Name: joestudent@cox.net

Password: 

First Name:

Last Name:

Email:

## 9. Type your First Name

New User Sign Up

**Step 1:** Click in the User Name box. Provide a user name which can only contain alphabetical letters, numbers, hyphen '-', underscore '\_', period '.', or at-sign '@'.

**Step 2:** Click in the Password box. Provide a password which have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

**Step 3:** Click in the First Name box. Provide your first name.

**Step 4:** Click in the Last Name Box. Provide your last name.

**Step 5:** Click in the Email Box. Provide your email.

**Step 6:** Click the Submit button.

User Name: joestudent@cox.net  
Password:  \*\*\*\*\*  
First Name: Joe ←  
Last Name:   
Email:

## 10. Type your Last Name

New User Sign Up

**Step 1:** Click in the User Name box. Provide a user name which can only contain alphabetical letters, numbers, hyphen '-', underscore '\_', period '.', or at-sign '@'.

**Step 2:** Click in the Password box. Provide a password which have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

**Step 3:** Click in the First Name box. Provide your first name.

**Step 4:** Click in the Last Name Box. Provide your last name.

**Step 5:** Click in the Email Box. Provide your email.

**Step 6:** Click the Submit button.

User Name: joestudent@cox.net  
Password:  \*\*\*\*\*  
First Name: Joe  
Last Name: Student ←  
Email:

## Jones & Bartlett ISSA Labs: Before You Begin

### 11. Type your email address

New User Sign Up

**Step 1:** Click in the User Name box. Provide a user name which can only contain alphabetical letters, numbers, hyphen '-', underscore '\_', period '.', or at-sign '@'.

**Step 2:** Click in the Password box. Provide a password which have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

**Step 3:** Click in the First Name box. Provide your first name.

**Step 4:** Click in the Last Name Box. Provide your last name.

**Step 5:** Click in the Email Box. Provide your email.

**Step 6:** Click the Submit button.

User Name: joestudent@cox.net  
Password:    
First Name: Joe  
Last Name: Student  
Email: joestudent@cox.net 

Submit Cancel

### 12. Click Submit

New User Sign Up

**Step 1:** Click in the User Name box. Provide a user name which can only contain alphabetical letters, numbers, hyphen '-', underscore '\_', period '.', or at-sign '@'.

**Step 2:** Click in the Password box. Provide a password which have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s)

**Step 3:** Click in the First Name box. Provide your first name.

**Step 4:** Click in the Last Name Box. Provide your last name.

**Step 5:** Click in the Email Box. Provide your email.

**Step 6:** Click the Submit button.

User Name: joestudent@cox.net  
Password:   
First Name: Joe  
Last Name: Student  
Email: joestudent@cox.net

 Submit Cancel

## Jones & Bartlett ISSA Labs: Before You Begin

You have successfully entered your course and should see the **Course List** on your screen.



The screenshot shows a web-based learning platform interface. At the top left is the Jones & Bartlett Learning logo, which includes a stylized lighthouse icon and the text "JONES & BARTLETT LEARNING" with "An Ascend Learning Company" underneath. At the top right is a "LOGOUT" button. Below the header, a blue bar contains the text "Course List". Underneath this, there is a section titled "▶ Sandbox" followed by a list containing a single item: "Demo course\_Fundamentals of Information Systems Security". The background of the main content area is white, and there are vertical blue bars on the left and right sides of the main content area.

## How Do I Login to An Existing Account?

1. Navigate to the <http://www.jblcourses.com/>

A screenshot of a Firefox browser window showing the Jones & Bartlett Learning website at <http://www.jblcourses.com>. The page features a yellow header bar with links for Home, About Us, and Contact Us. On the right side of the header is a 'Follow Us' section with icons for YouTube, Facebook, Twitter, and LinkedIn. Below the header is the company logo, 'JONES & BARTLETT LEARNING An Ascend Learning Company'. The main content area has a blue background and contains a 'Demo Gallery' section with a list of course categories: Information System Security and Assurance Courses (ISSA), General Education, and Solar/Wind. It also includes a note about visiting the demo gallery and previewing courses by clicking LMS buttons. Below this are four LMS logos: Moodle, Blackboard Connect, Sakai, and eCollege. To the right of the main content is a sidebar with three sections: 'Redeem An Access Code' (with a hand icon and 'Click Here'), 'Login to Your Existing Account' (with a group of people icon and 'Click Here'), and 'Contact Technical Support' (with a person at a computer icon and 'Click Here'). A red arrow points from the top left towards the browser's address bar.

2. Click Login to Your Existing Account

A screenshot of the same Firefox browser window as the previous image, now with a red box highlighting the 'Login to Your Existing Account' button in the sidebar. A red arrow points from the top right towards this highlighted button. The rest of the page content is identical to the first screenshot, including the 'Demo Gallery' section and the LMS logos.

## Jones & Bartlett ISSA Labs: Before You Begin

3. Type the User Name you used to register previously

The screenshot shows the Jones & Bartlett Learning login interface. At the top is the company logo with the text "JONES & BARTLETT LEARNING" and "An Ascend Learning Company". Below the logo, the word "Login" is displayed in red. A set of instructions follows:

**Step 1:** Enter the user name that you have used to register previously.  
**Step 2:** Enter the password that you have used to register previously.  
Password is case-sensitive.  
**Step 3:** Click the Submit button.

The form fields include "User name:" followed by an input box containing "joestudent@cox.net" and a red arrow pointing to it. Below is a "Password:" field with a red arrow pointing to its right. A yellow "Submit" button is centered below the fields. At the bottom, there are links for "New User Sign Up!" and "Forgot Password".

4. Type the password you used to register previously

This screenshot shows the same login page as the previous one, but the password field now contains masked text (seven black dots). A red arrow points to the right side of the password input box. The rest of the page, including the logo, instructions, and other UI elements, remains identical to the first screenshot.

5. Click **Submit**

**Step 1:** Enter the user name that you have used to register previously.

**Step 2:** Enter the password that you have used to register previously.  
Password is case-sensitive.

**Step 3:** Click the Submit button.

User name: joestudent@cox.net

Password: ••••••••

**Submit** ←

[New User Sign Up!](#) | [Forgot Password](#)

## How Do I Reset A Password?

1. Click **Forgot Password** from the bottom of the Login window

The image shows the Jones & Bartlett Learning login page. At the top is the company logo. Below it, the word "Login" is displayed in red. Three steps are outlined: Step 1: Enter the user name that you have used to register previously. Step 2: Enter the password that you have used to register previously. Password is case-sensitive. Step 3: Click the Submit button. Below these instructions are two input fields labeled "User name:" and "Password:", followed by a yellow "Submit" button. At the bottom, there are links for "New User Sign Up!" and "Forgot Password". The "Forgot Password" link is circled in red, and a red arrow points to it from the bottom right.

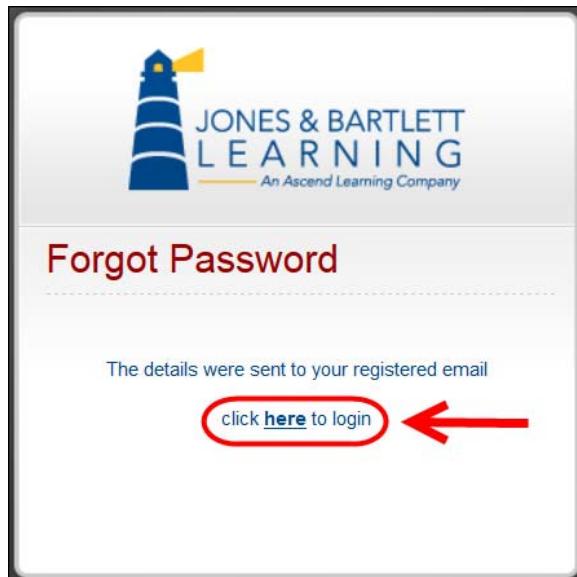
2. Enter your User name or Email ID in the textbox

The image shows the Jones & Bartlett Learning "Forgot Password" page. At the top is the company logo. Below it, the word "Forgot Password" is displayed in red. There is a single input field labeled "User name/Email ID" containing the text "joestudent@cox.net", which is circled in red. Below the input field is a yellow "Submit" button.

3. Click **Submit**

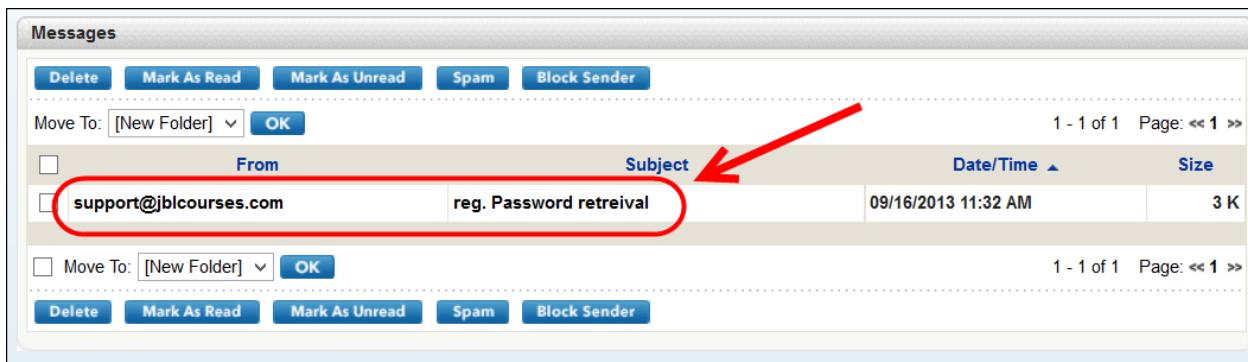


4. Click the link to have your password sent to your email account.

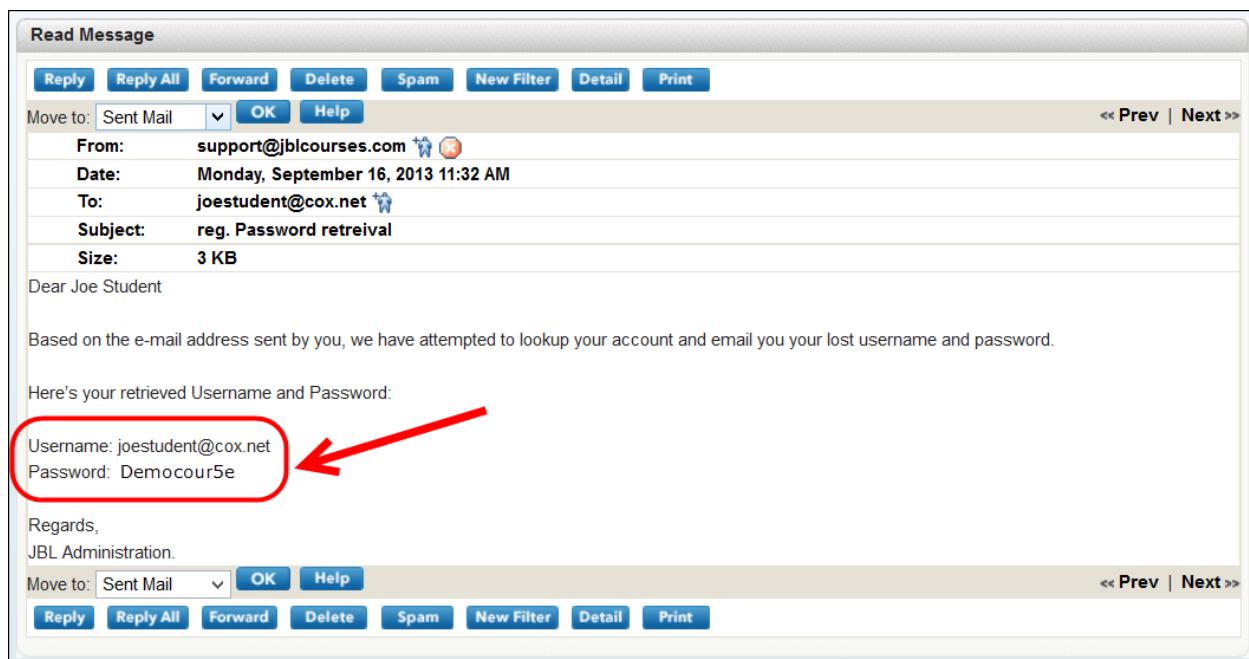


## Jones & Bartlett ISSA Labs: Before You Begin

5. Login to your email account and retrieve the message sent from [support@jblcourses.com](mailto:support@jblcourses.com)



6. Make note of the Username and Password in the email.



7. Return to the Login screen and enter the Username and Password provided in the email.



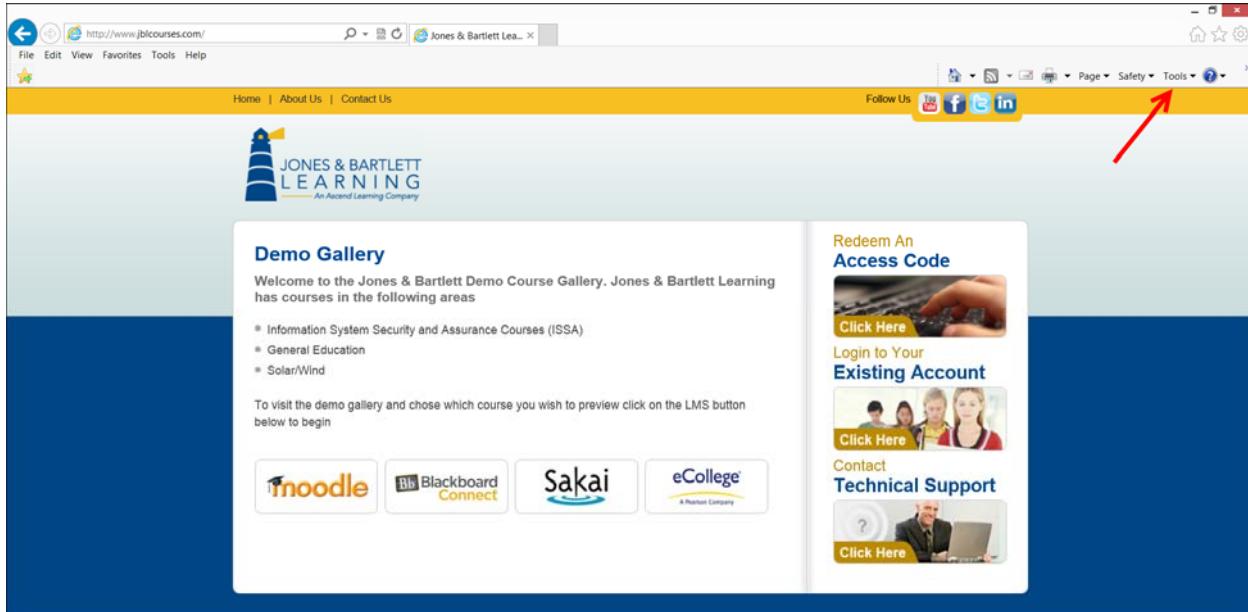
The screenshot shows the Jones & Bartlett Learning login interface. At the top left is the company logo with the text "JONES & BARTLETT LEARNING" and "An Ascend Learning Company". Below the logo, the word "Login" is displayed in red. Three steps are outlined in red:

- Step 1:** Enter the user name that you have used to register previously.
- Step 2:** Enter the password that you have used to register previously.  
Password is case-sensitive.
- Step 3:** Click the Submit button.

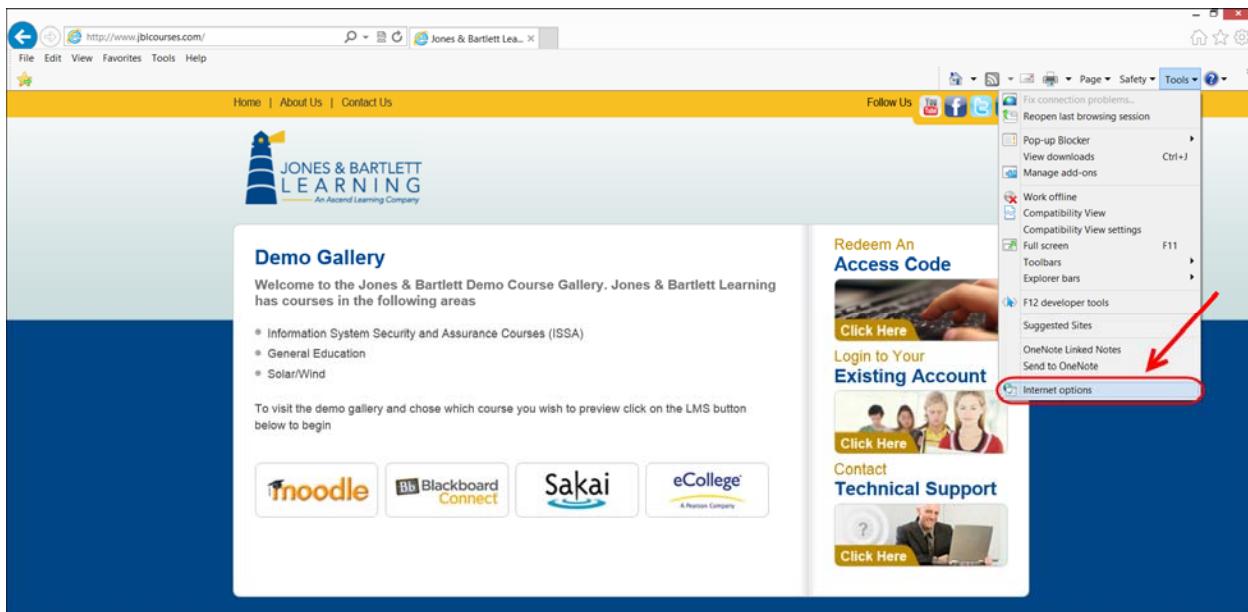
Below these instructions are two input fields: "User name:" containing "joestudent@cox.net" and "Password:" containing a series of dots. A yellow "Submit" button is positioned below the password field. At the bottom of the form, there are links for "New User Sign Up!" and "Forgot Password".

## How Do I Disable The Pop-Up Blocker from Internet Explorer?

1. Click **Tools** in the top right corner of your screen

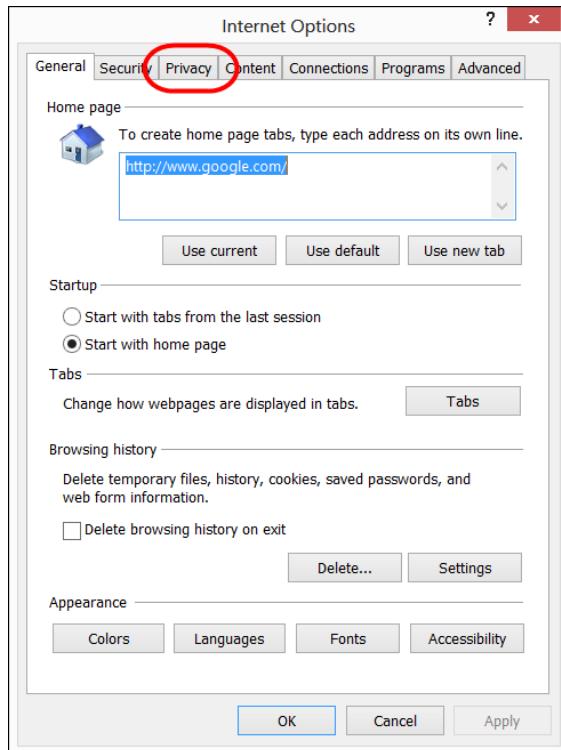


2. Select **Internet Options** from the drop-down menu

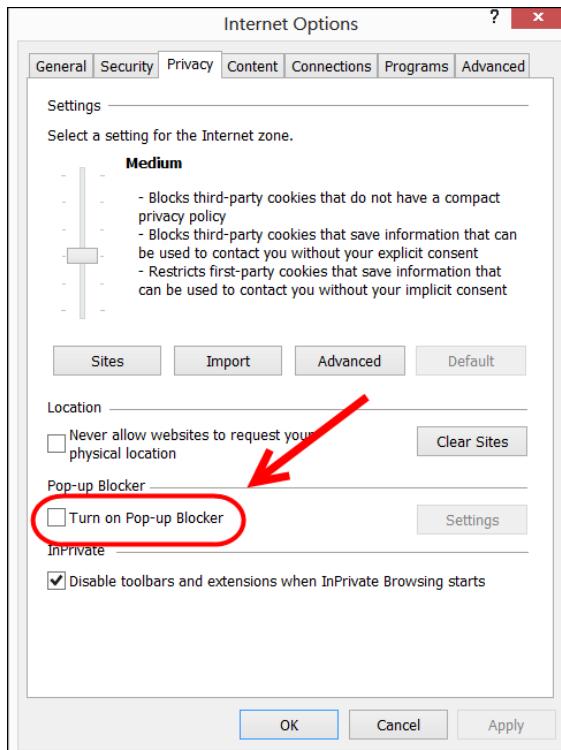


## Jones & Bartlett ISSA Labs: Before You Begin

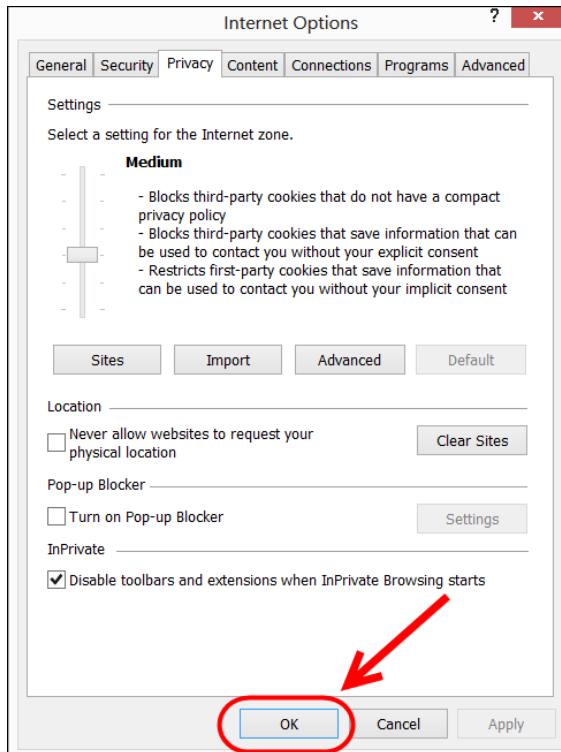
2. Click the **Privacy** tab from the Internet Options menu



3. Click the box next to Turn-on Pop-up Blocker to remove the check mark

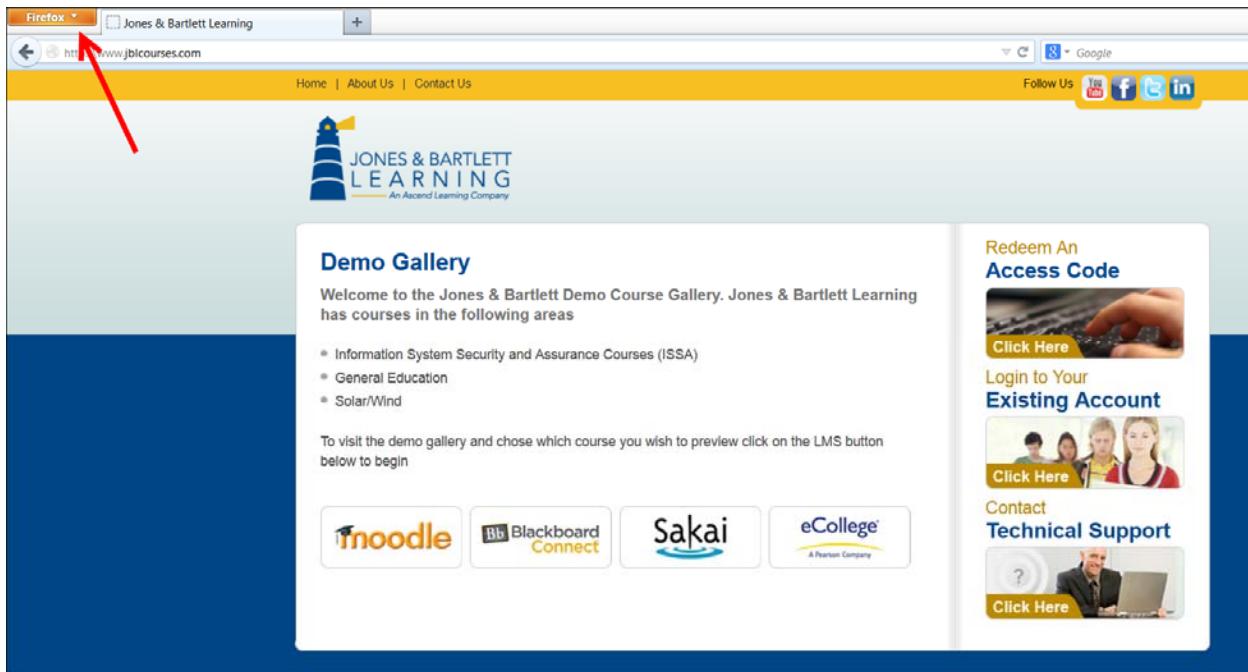


4. Click **OK** when you're finished.

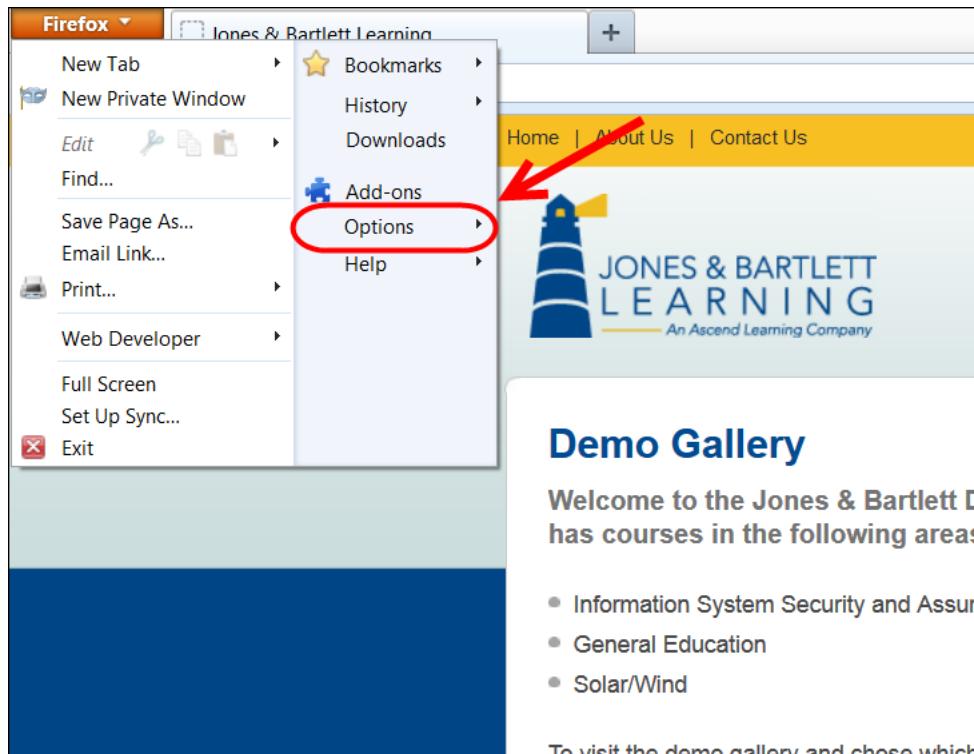


## How Do I Disable The Pop-Up Blocker from Firefox?

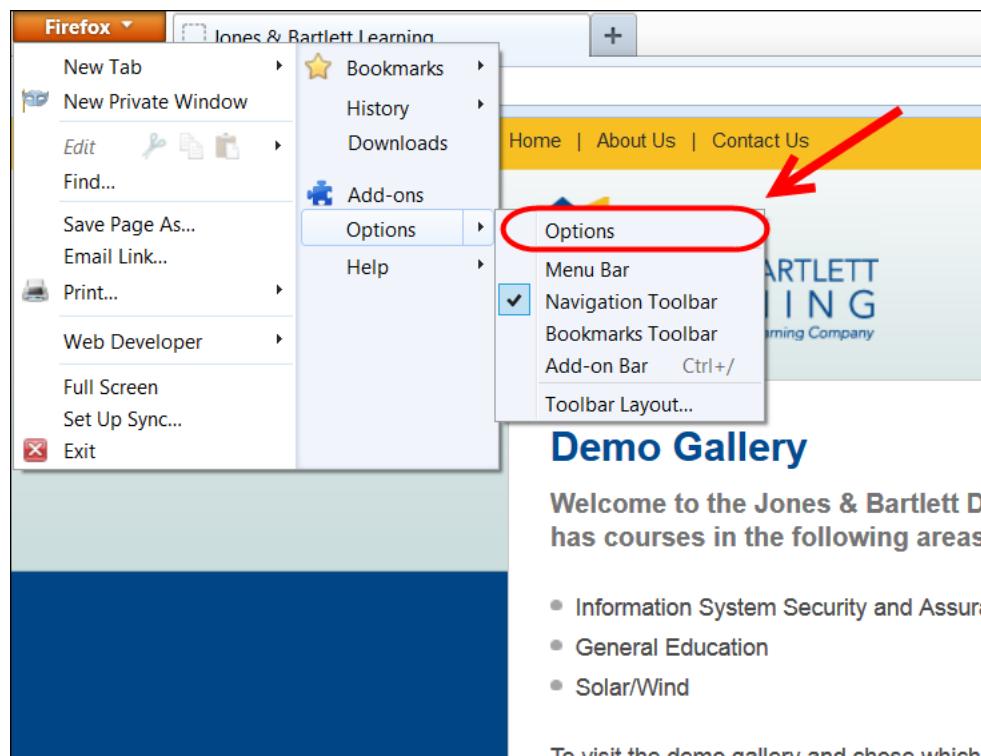
1. Click the **Firefox** button in the top left corner of the screen



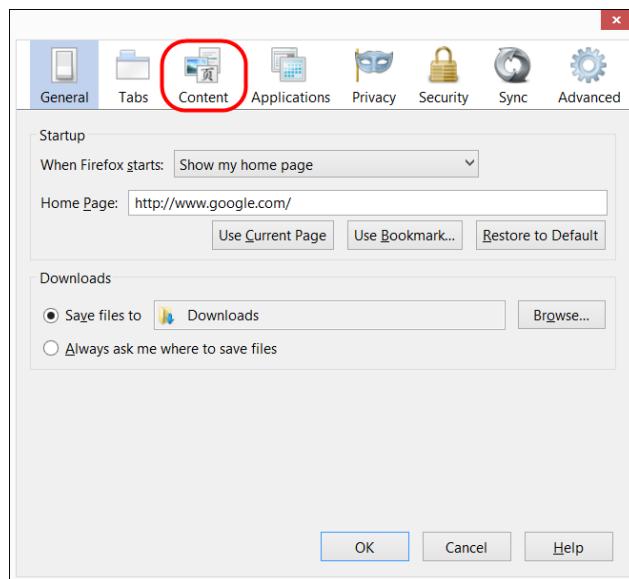
2. Hover over **Options**



3. Click **Options** from the drop-down menu that appears

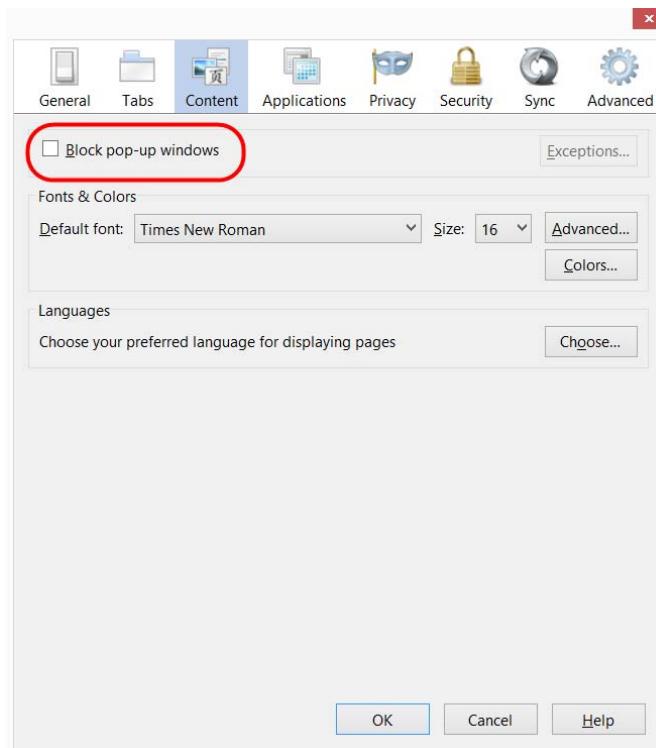


4. Click the **Content** icon

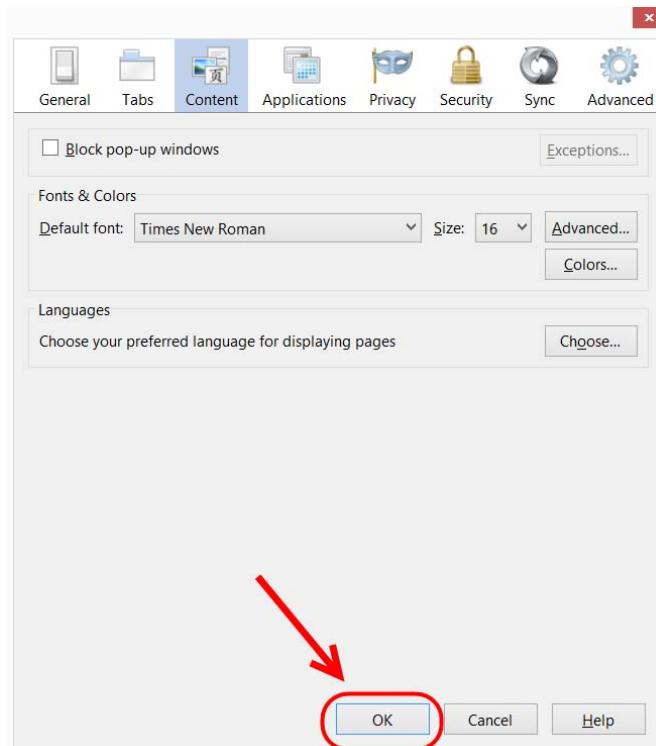


## Jones & Bartlett ISSA Labs: Before You Begin

5. Click the box next to **Block pop-up windows** to remove the check mark



6. Click **OK** when you're finished.



## How Do I Install The Citrix Receiver?

1. Navigate to the <http://www.jblcourses.com/>

A screenshot of a Firefox browser window showing the Jones & Bartlett Learning website. The URL bar has 'http://www.jblcourses.com' with a red circle around it and a red arrow pointing to it from below. The page features a yellow header with the company logo and navigation links for Home, About Us, and Contact Us. Below the header is a 'Demo Gallery' section with a sub-section titled 'Information System Security and Assurance Courses (ISSA)'. It lists three categories: Information System Security and Assurance Courses (ISSA), General Education, and Solar/Wind. A note says 'To visit the demo gallery and chose which course you wish to preview click on the LMS button below to begin'. Below this are four LMS icons: Moodle, Blackboard Connect, Sakai, and eCollege. To the right of the main content is a sidebar with links: 'Redeem An Access Code' (with a 'Click Here' button), 'Login to Your Existing Account' (with a 'Click Here' button highlighted by a red box and a red arrow pointing to it from above), 'Contact Technical Support' (with a 'Click Here' button), and 'Contact Technical Support' again (with a 'Click Here' button).

2. Click Login to Your Existing Account

A screenshot of the same Firefox browser window after step 2. The 'Login to Your Existing Account' link in the sidebar is now highlighted with a red box and a red arrow pointing to it from above. All other elements on the page remain the same as the previous screenshot.

3. Type the User Name you used to register previously

The screenshot shows the Jones & Bartlett Learning login interface. At the top is the company logo and name. Below it, the word "Login" is displayed in red. Three steps are outlined: Step 1: Enter the user name that you have used to register previously. Step 2: Enter the password that you have used to register previously. Password is case-sensitive. Step 3: Click the Submit button. The "User name:" field contains "joestudent@cox.net", which is highlighted with a red arrow. The "Password:" field is empty. A yellow "Submit" button is visible below the fields. Navigation links for "New User Sign Up!" and "Forgot Password" are at the bottom.

4. Type the Password you used to register previously

The screenshot shows the Jones & Bartlett Learning login interface. At the top is the company logo and name. Below it, the word "Login" is displayed in red. Three steps are outlined: Step 1: Enter the user name that you have used to register previously. Step 2: Enter the password that you have used to register previously. Password is case-sensitive. Step 3: Click the Submit button. The "User name:" field contains "joestudent@cox.net". The "Password:" field contains "\*\*\*\*\*", indicated by a red arrow. A yellow "Submit" button is visible below the fields. Navigation links for "New User Sign Up!" and "Forgot Password" are at the bottom.

## 5. Click Submit



The image shows a login screen for Jones & Bartlett Learning. At the top left is the company logo. Below it, the word "Login" is displayed in red. Three steps are outlined: Step 1: Enter the user name that you have used to register previously. Step 2: Enter the password that you have used to register previously. Password is case-sensitive. Step 3: Click the Submit button. A red arrow points to the "Submit" button, which is highlighted with a red circle.

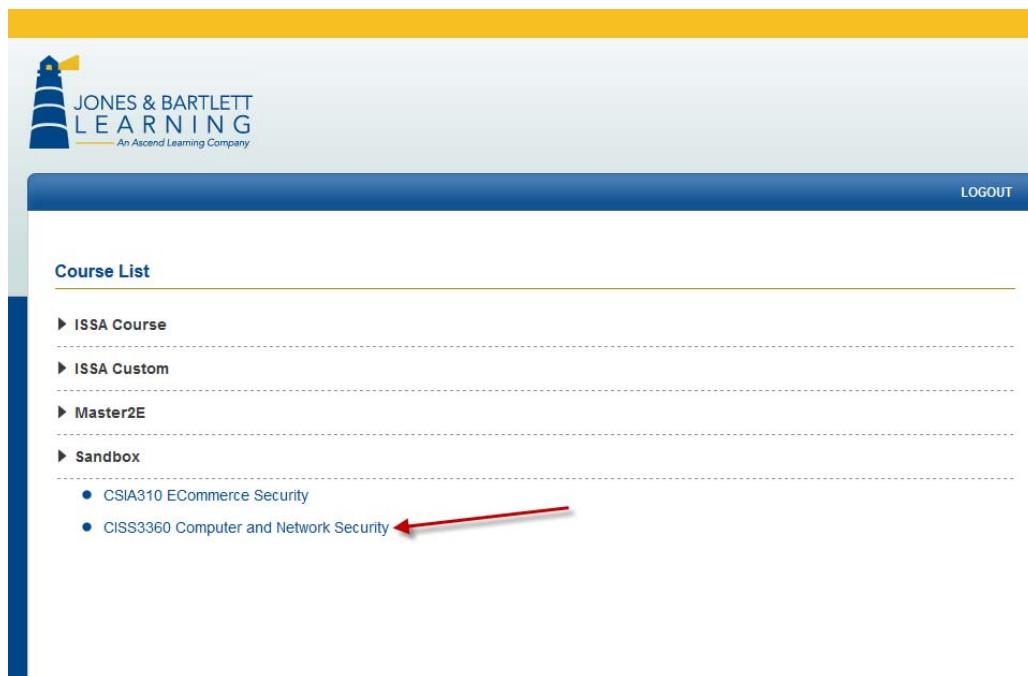
User name: joestudent@cox.net

Password: [REDACTED]

**Submit** ←

[New User Sign Up!](#) | [Forgot Password](#)

## 6. Click to select the course you will be using



The image shows a course list interface. At the top left is the Jones & Bartlett Learning logo. On the right side, there is a "LOGOUT" link. The main area is titled "Course List". It contains a list of categories: "ISSA Course", "ISSA Custom", "Master2E", and "Sandbox". Under the "Sandbox" category, there is a list of courses: "CSIA310 ECommerce Security" and "CISS3360 Computer and Network Security". A red arrow points to the "CISS3360 Computer and Network Security" link.

# Jones & Bartlett ISSA Labs: Before You Begin

7. Click to select the lab you will be using

The screenshot shows the course landing page for 'CISS3360 Computer and Network Security'. At the top left is the Jones & Bartlett Learning logo. In the center, the course title 'CISS3360 Computer and Network Security' is displayed. On the right, there is an 'Instructor Resources' link and a 'Turn editing on' button. Below the title, a message says, 'If you are having trouble viewing the lecture presentations in your course, please [click here](#) for steps on updating your browser (Internet Explorer or Firefox) to enable this content.' A thumbnail image of a book titled 'Fundamentals of Information Systems Security' is shown. To the right of the thumbnail, the course title is repeated. Below the thumbnail are links for 'News forum', 'Help Desk', and 'ISSA Labs: Before You Begin'. A red arrow points to the 'Lab 1: Performing Reconnaissance and Probing using Common Tools' link under the 'Topic 1' heading.

8. Click the **Citrix Receiver** link located in the middle of the page.

The screenshot shows the 'LiveLabs OnDemand' interface for a lab titled 'Performing Reconnaissance and Probing using Common Tools'. On the left, there is a sidebar with 'HELP TOPICS' and a 'Logout' link. The main content area includes sections for 'Helpful Information', 'Prep Times', and 'Linux Desktops'. A red arrow points to the 'Before you begin, please verify your computer settings.' section, which contains a note about Citrix Receiver. Below this, a 'Lab Status' bar indicates 'Available'. A red arrow also points to the 'This lab requires Citrix Receiver.' link. At the bottom, a note states, '\* Please note: Regular maintenance occurs Sundays, from 12-2AM Pacific Time. During this window, lab access may temporarily be unavailable.'

# Jones & Bartlett ISSA Labs: Before You Begin

## 9. Follow the instructions for your browser to download Citrix

### A. If you are using Firefox:

1. A shield may pop up on your toolbar.

The screenshot shows a Firefox browser window with the URL <https://campus.toolwire.com/construct.asp?pid=JBL&mode=EnterLab>. A red arrow points to the shield icon in the address bar. The page content is a lab titled "Performing Reconnaissance and Probing using Common Tools". It includes sections for "Helpful Information", "Prep Times", and "Linux Desktops". At the bottom, there is a "Lab Status" section with a green "Available" status. A note at the bottom states: "\* Please note: Regular maintenance occurs Sundays, from 12-2AM Pacific Time. During this window, lab access may temporarily be unavailable."

2. Click on the shield to “Disable Protection on This Page”

The screenshot shows the same Firefox browser window after clicking the shield icon. A context menu is open with options: "Keep Blocking", "Disable Protection on This Page" (which is highlighted with a red arrow), and "Not Now". The page content remains the same as in the previous screenshot, including the "Lab Status" section which shows "Available".

### 3. Click Download Receiver for Windows

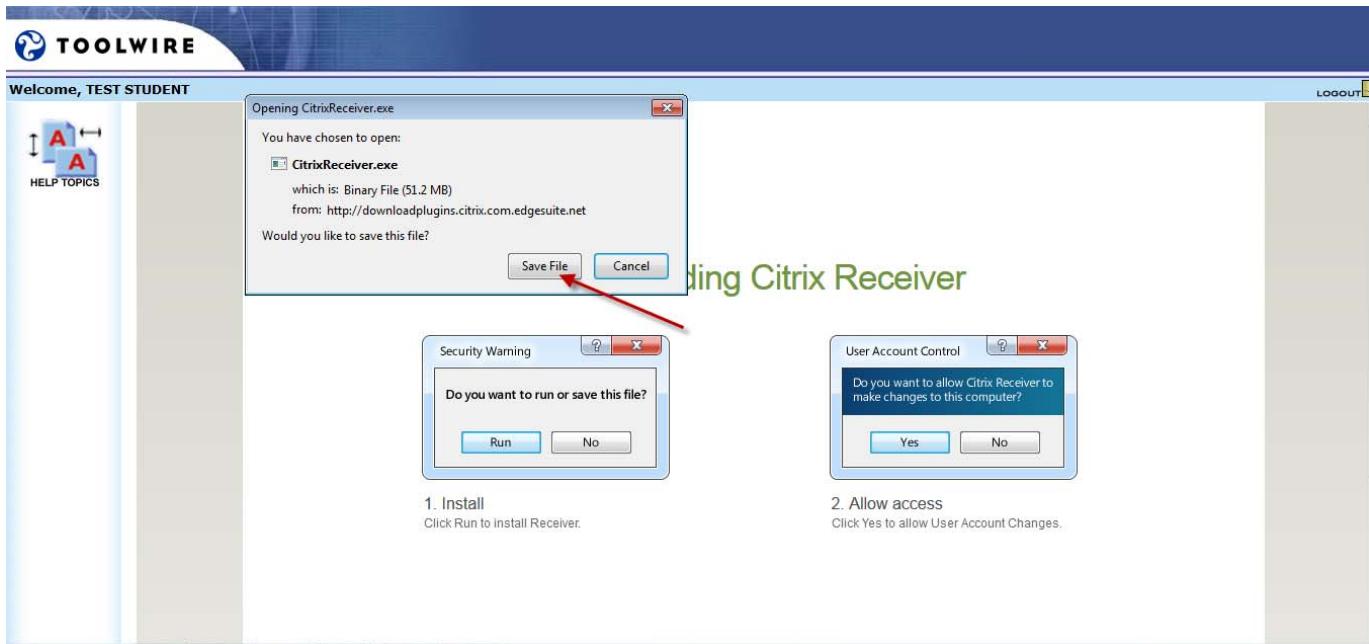


### 4. Accept Citrix License Agreement

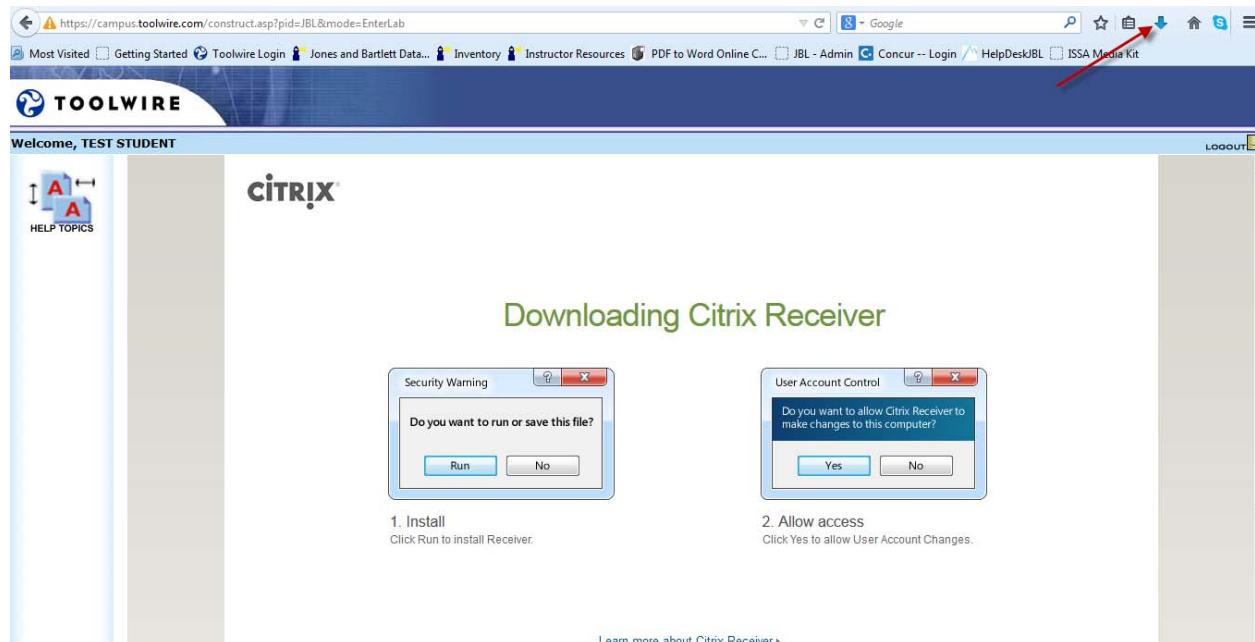


## Jones & Bartlett ISSA Labs: Before You Begin

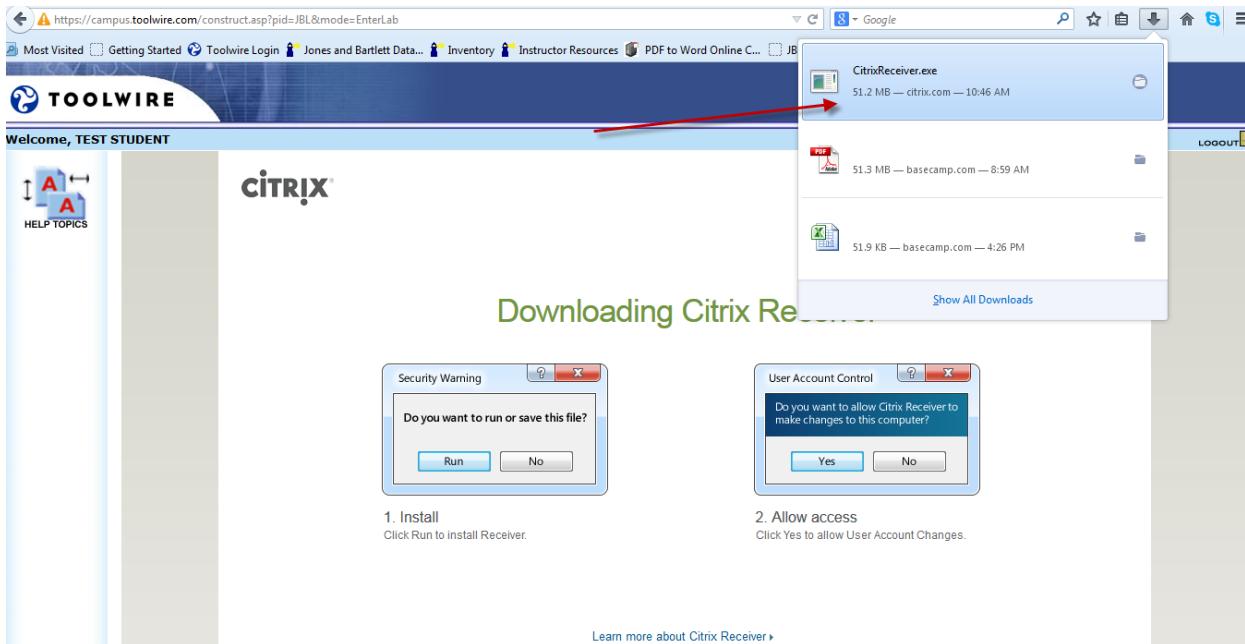
### 5. Click Save File



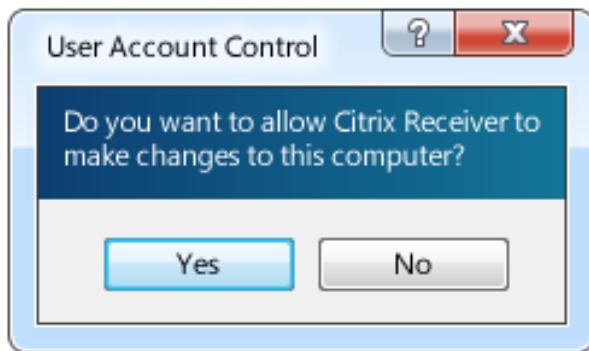
6. Click the down arrow from the task bar at the top right corner of the page. It will enlarge briefly when the file has finished downloading.



7. Click the file name CitrixReceiver.exe



8. Click **Yes** to allow access



2. Allow access

Click Yes to allow User Account Changes.

9. Click **Finish** when the installation is complete.



B. If you are using **Internet Explorer**

1. Click **Download Receiver for Windows**



## 2. Accept Citrix License Agreement



## 3. Click Run to download Citrix



4. Click **Yes** to allow access



## 2. Allow access

Click Yes to allow User Account Changes.

5. Click **Finish** when the installation is complete.



## How Do I Open the Virtual Lab?

1. Navigate to the <http://www.jblcourses.com/>

A screenshot of a Firefox browser window showing the Jones & Bartlett Learning website. The URL bar at the top has a red circle around it and a red arrow pointing to it from below, indicating where to click. The page content includes the company logo, a 'Demo Gallery' section with course categories like 'Information System Security and Assurance Courses (ISSA)', and a sidebar with links for redeeming an access code, logging into an existing account, and contacting technical support.

2. Click **Login to Your Existing Account**

A screenshot of the same website as above, but with a red arrow pointing from the previous step's red circle to the 'Login to Your Existing Account' button in the sidebar. This indicates the next step in the process.

3. Type the User Name you used to register previously

The screenshot shows the Jones & Bartlett Learning login interface. At the top is the company logo and name. Below it, the word "Login" is displayed in red. Three steps are outlined: Step 1: Enter the user name that you have used to register previously. Step 2: Enter the password that you have used to register previously. Password is case-sensitive. Step 3: Click the Submit button. The "User name:" field contains "joestudent@cox.net" with a red arrow pointing to it. The "Password:" field is empty. A yellow "Submit" button is below the fields. At the bottom, links for "New User Sign Up!" and "Forgot Password" are visible.

4. Type the password you used to register previously

The screenshot shows the Jones & Bartlett Learning login interface, identical to the previous one but with a different focus. The "User name:" field still contains "joestudent@cox.net". The "Password:" field now contains "\*\*\*\*\*" with a red arrow pointing to it, indicating where the user should type their password. The rest of the page, including the steps and buttons, remains the same.

## 5. Click Submit

The screenshot shows the Jones & Bartlett Learning login page. At the top is the company logo. Below it, the word "Login" is displayed in red. Three steps are outlined: Step 1: Enter the user name that you have used to register previously. Step 2: Enter the password that you have used to register previously. Password is case-sensitive. Step 3: Click the Submit button. Below these instructions are two input fields: "User name:" containing "joestudent@cox.net" and "Password:" containing a series of dots. A yellow "Submit" button is positioned below them. A red circle and arrow highlight the "Submit" button. At the bottom of the form are links for "New User Sign Up!" and "Forgot Password".

## 6. Click on your course

The screenshot shows the Jones & Bartlett Learning course list page. The top navigation bar includes the company logo and a "LOGOUT" link. Below the navigation is a "Course List" header. Underneath are several sections, each starting with a triangle icon and a title. The "Sandbox" section is expanded, showing two course links: "CSIA310 ECommerce Security" and "CISS3360 Computer and Network Security". A red arrow points to the second link. The background features a dark blue sidebar on the left.

# Jones & Bartlett ISSA Labs: Before You Begin

## 7. Click on the assigned Virtual Lab

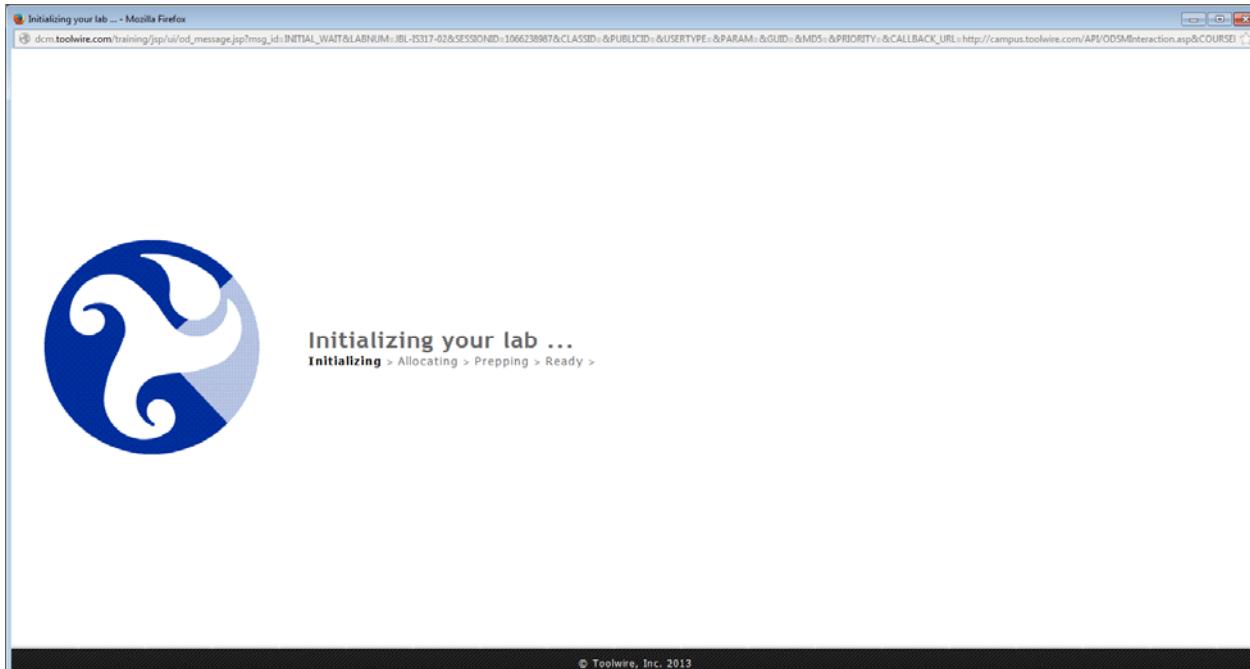
The screenshot shows the course landing page for 'CISS3360 Computer and Network Security'. At the top left is the Jones & Bartlett Learning logo. In the center, the course title 'CISS3360 Computer and Network Security' is displayed. On the right, there's an 'Instructor Resources' button and a 'Turn editing on' link. Below the title, a message says, 'If you are having trouble viewing the lecture presentations in your course, please [click here](#) for steps on updating your browser (Internet Explorer or Firefox) to enable this content.' A thumbnail image of a book titled 'Fundamentals of Information Systems Security' is shown. To the right of the thumbnail, the course title is repeated. Below the thumbnail are links for 'News forum', 'Help Desk', and 'ISSA Labs: Before You Begin'. A red arrow points to the 'Lab 1: Performing Reconnaissance and Probing using Common Tools' link under 'Topic 1'.

## 8. Click on Lab Access

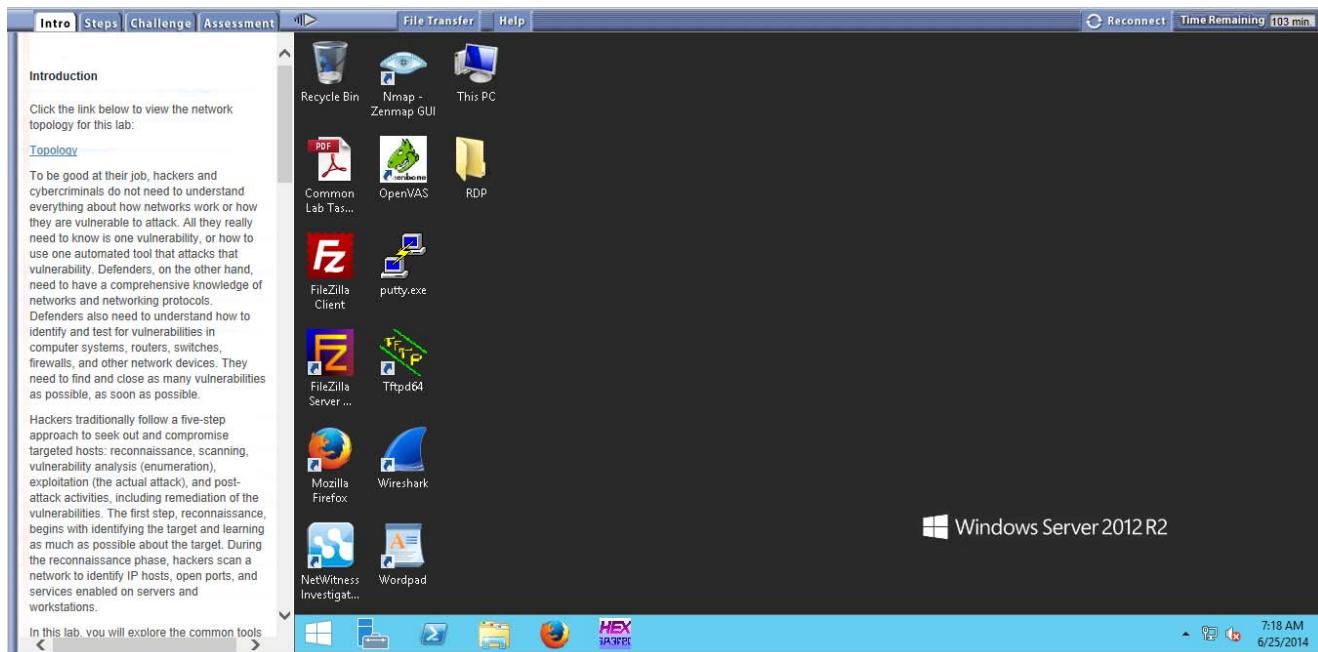
The screenshot shows the 'Toolwire LiveLabs OnDemand' interface. At the top, it says 'Welcome, TEST STUDENT' and has a 'Logout' link. The main content area shows a 'Lab' section for 'Performing Reconnaissance and Probing using Common Tools'. It includes a 'Helpful Information' section with 'Prep Times' and 'Linux Desktops' notes. A red arrow points to the 'Lab Access' link. Below this, a yellow bar indicates 'Lab Status' as 'Available'. A note says, 'Before you begin, please verify your computer settings.' Another note states, 'This lab requires Citrix Receiver.' A red arrow points to the 'Lab Access' link again. At the bottom, a message about regular maintenance on Sundays is shown in a yellow box.

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## 9. Wait for your lab to load

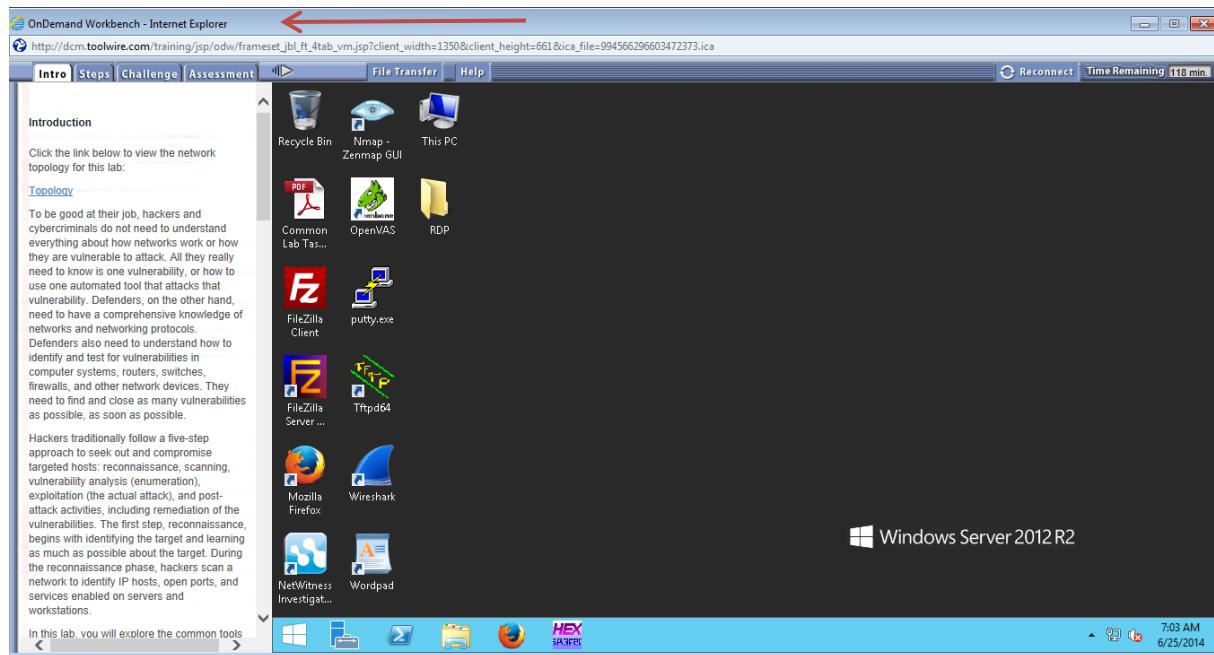


10. You have now reached the student Virtual Lab Desktop



# How Do I Get My Keyboard to Work?

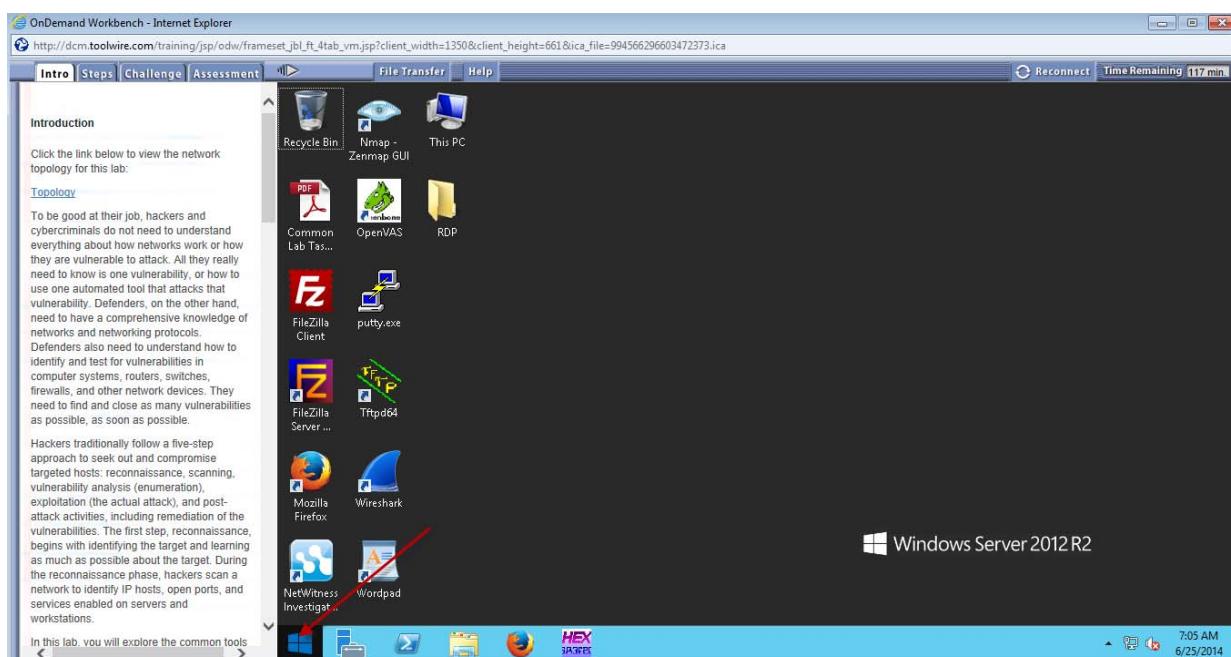
## 1. Click the Title Bar in the lab environment



If your keyboard is still locked, follow the steps below to access the onscreen keyboard.

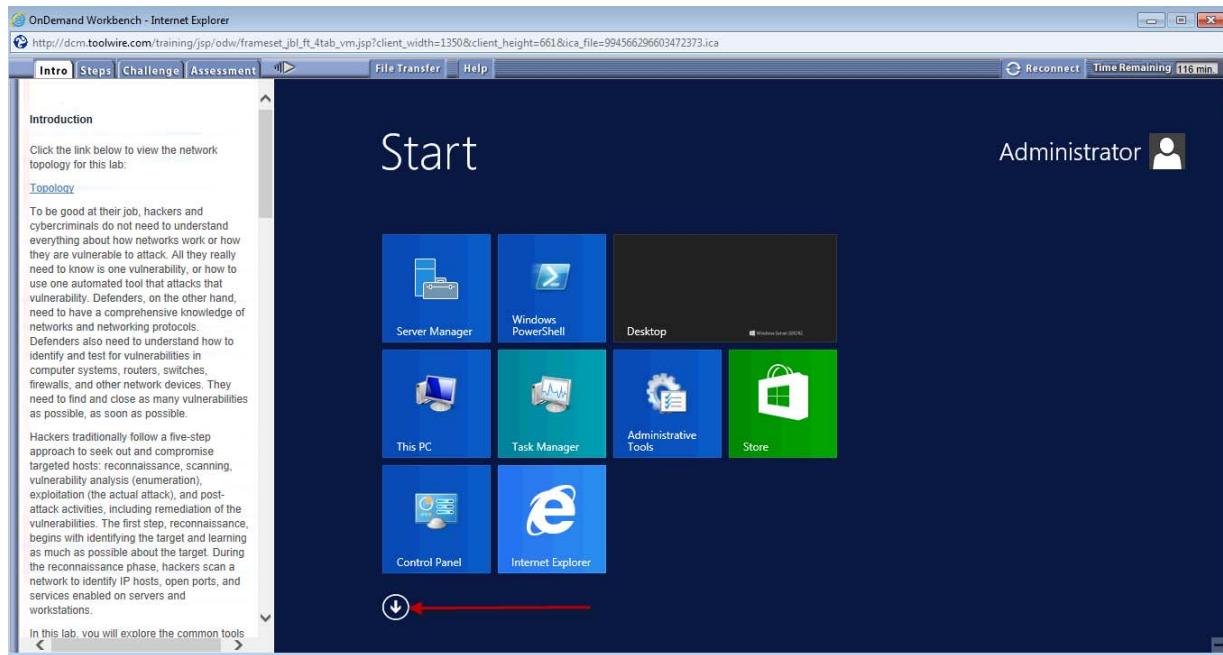
## Accessing the Onscreen keyboard

### 1. Click the Start button in the bottom left corner of your lab environment.

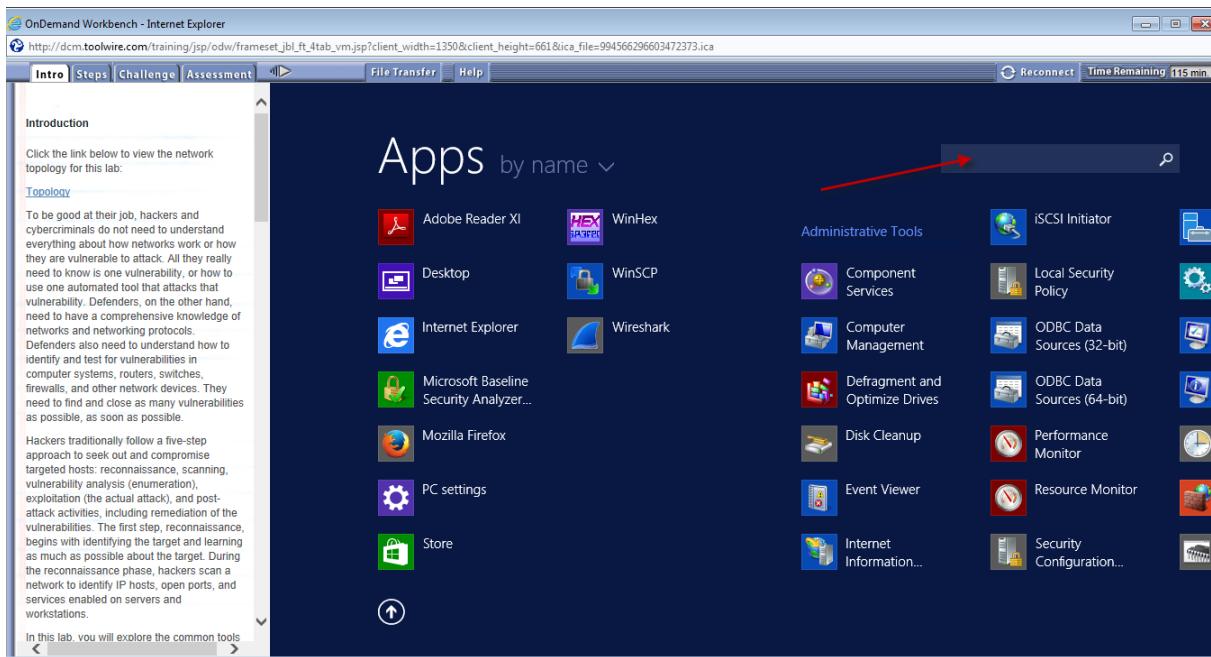


# Jones & Bartlett ISSA Labs: Before You Begin

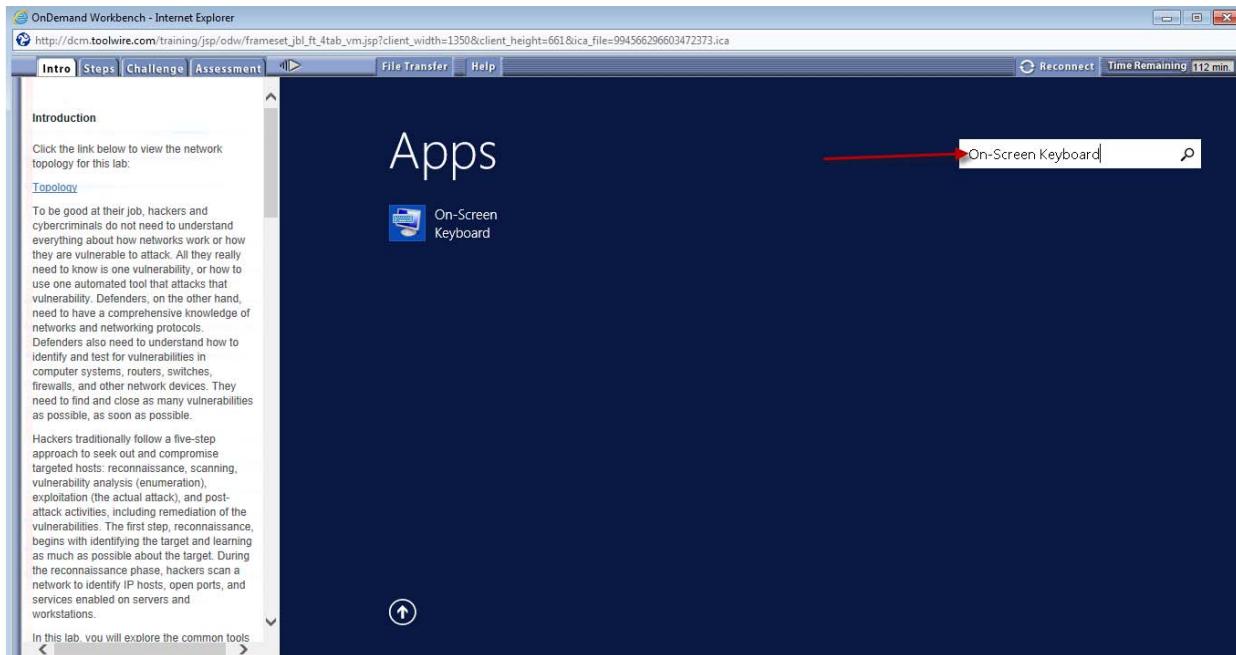
## 2. Click the Down arrow



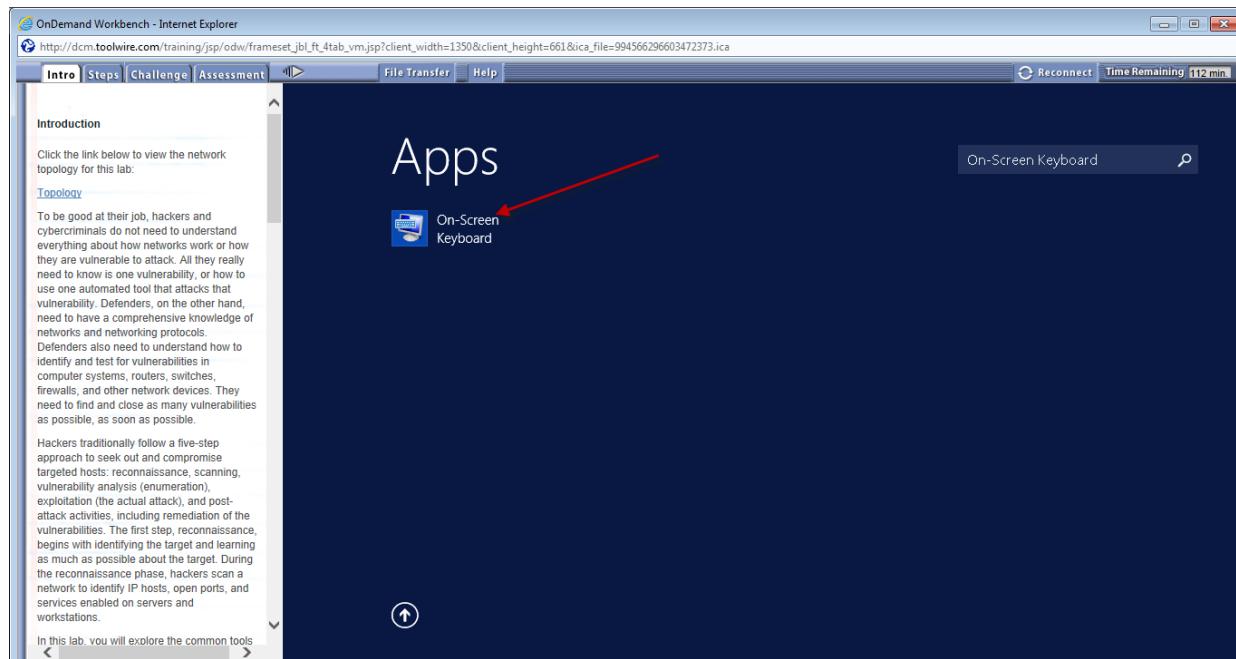
## 3. Click on the Search Bar



## 4. Type “On-Screen Keyboard”



## 5. Click On-Screen Keyboard



## 6. Type by using your mouse to click the buttons on the keyboard

