

# Cognizant Academy

## On-Demand Labs

User Guidelines

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## What is On-Demand Lab:


On-Demand Labs are self-paced labs which can be launched by associates without any waiting period (subject to infra availability). The key benefits of these labs are, these labs provide a flexibility to launch it anywhere any time. As these are self-paced labs, associates will also have the advantage of updating their status as “Completed” in LMS themselves.

## Steps to launch an On-Demand Lab

Search by course code/course title or any keyword

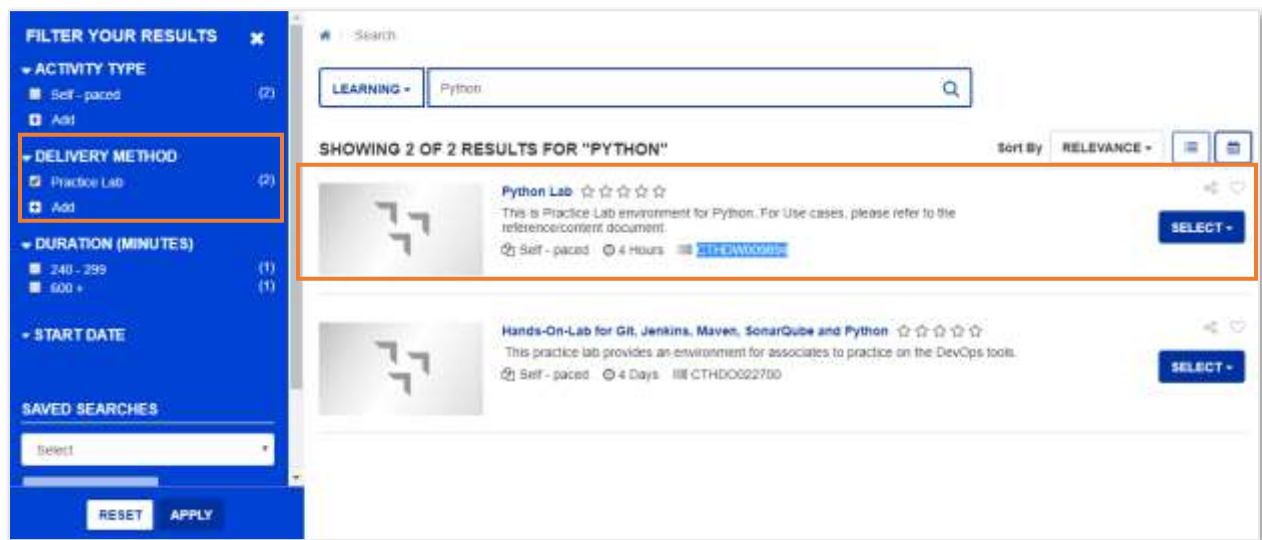


Course code: CTHDW009894  
Course Title: Python Lab  
Keyword: Python  
While searching by “Keyword” ensure to refine search by selecting “Practice Lab” (screenshot below)



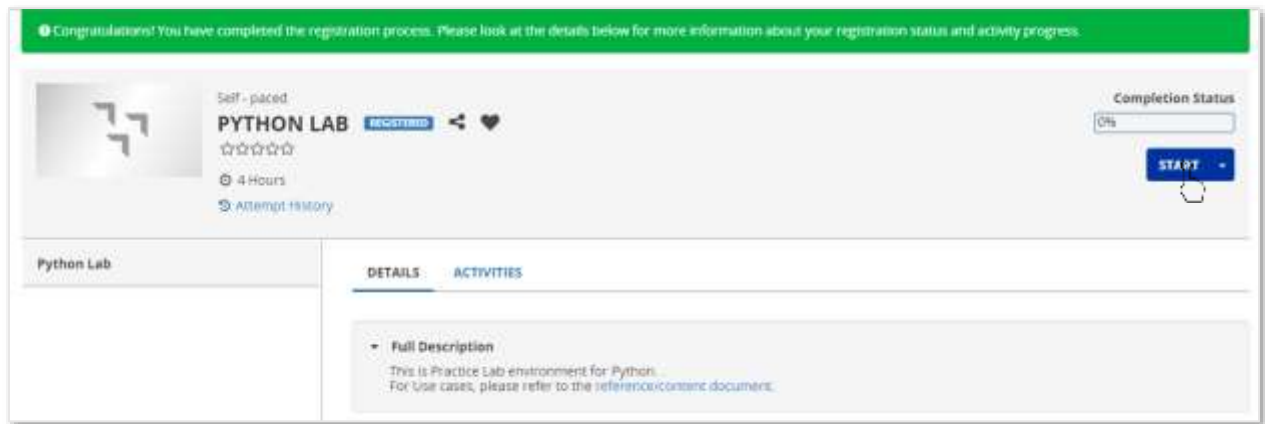
**Preconditions:**

1. Popup blockers should be disabled in browser
2. While On-Demand lab can be accessed on internet, accessibility/connectivity will be based on the network environment from which access to lab is attempted (Client network/ODC). Please refer [Annexure A](#) for assistance)



Register to the lab activity and click at “Start” to launch the lab

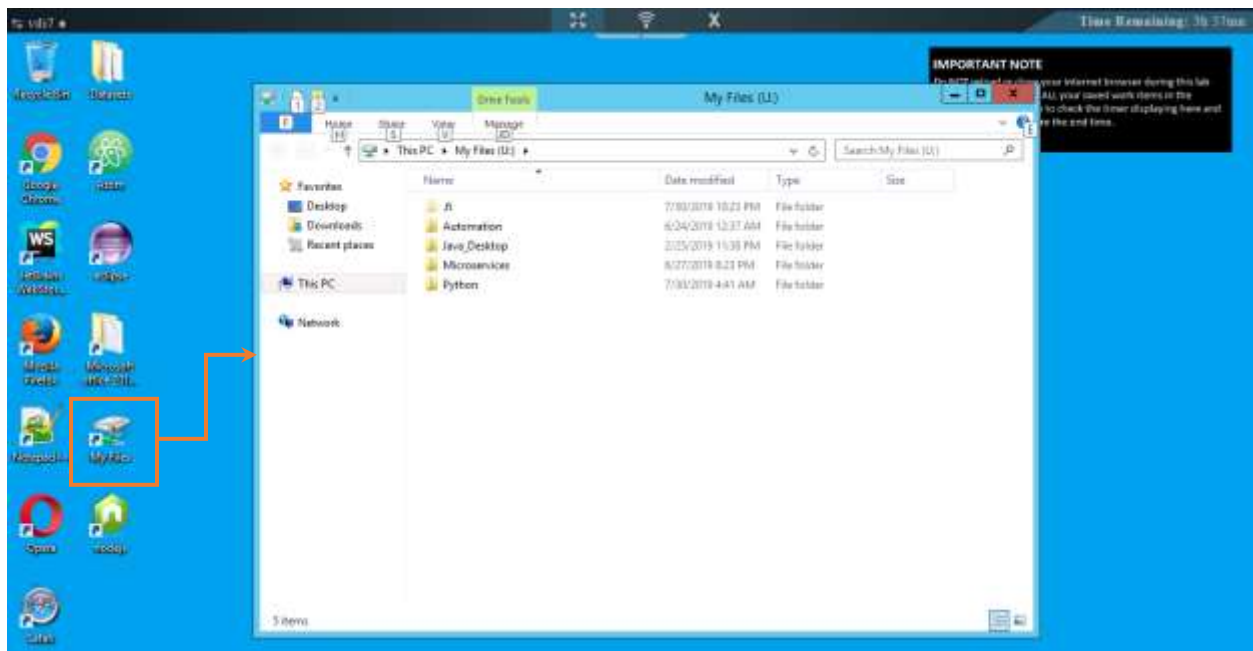




On clicking “Start”, lab will launch in a “New Window”.

#### Points to be noted:

1. The duration of the On-Demand lab will be 4 hours, this cannot be extended
2. Every On-Demand lab will have a “My Drive” which can be accessed from the desktop. Files saved in “My Drive” are persistent and can be retrieved when accessing the same or any other On-demand lab (screenshot below)
3. While practicing, all content/activities into My Drive before closing browser window or sign out from the VM. Once closed or logged off, data cannot be retrieved from the lab
4. An associate can have only one active on-demand lab session



## Annexure A

### Troubleshooting steps:

For basic troubleshooting please, refer [here](#).

On-Demand labs may have access level restrictions in ODCs/client network (offshore or onsite). Associates accessing On-demand labs from Cognizant network will have to raise firewall request on OneIT to gain access to the lab (subject to respective project manager approval). Following are the destination IPs & ports for which firewall request should be raised:

IP	URL	Port
206.132.208.2	dcm.toolwire.com	TCP 80 and 443
206.132.208.152	campus.toolwire.com	TCP 80 and 443
206.132.208.17	ftt.toolwire.com	TCP 80 and 443
206.132.208.8	moat.toolwire.com	TCP 443
206.132.208.175	vdi1.toolwire.com	TCP 443
206.132.208.174	vdi2.toolwire.com	TCP 443
206.132.208.156	vdi3.toolwire.com	TCP 443
206.132.208.158	vdi4.toolwire.com	TCP 443
206.132.208.105	vdi5.toolwire.com	TCP 443
206.132.208.106	vdi6.toolwire.com	TCP 443
206.132.208.107	vdi7.toolwire.com	TCP 443
206.132.208.108	vdi8.toolwire.com	TCP 443
206.132.208.109	vdi9.toolwire.com	TCP 443

Associates working from client network will have to get in touch with client networking team for opening up the firewall for the IPs/URLs mentioned above or try connecting from an open internet zone.

Associates trying to access On-Demand Lab from an open internet environment (without any proxy/firewall restrictions) and still face performance or connectivity issues, may raise a GSD with the following any of the following keywords

Keyword	Scenario
Academy VDI login issue	On clicking "Start" button in CognizantLEARN, lab is not loading. Ensure the following are checked before raising GSD: <ol style="list-style-type: none"><li>1. Disable popup blockers</li><li>2. Have logged off from other active on-demand lab sessions</li></ol>
Academy VDI performance issue	If lab performance is very slow. Ensure the following are checked before raising GSD <ol style="list-style-type: none"><li>1. Check internet speed</li><li>2. No upload/download/streaming activities are happening in concurrent</li><li>3. Not connected to internet through any proxy or other gateways</li></ol>
Academy VDI application issue	If the application is not available/responding/incorrect version inside the lab. Ensure the following are checked before raising GSD <ol style="list-style-type: none"><li>1. Go through the "Read Me" document available on VM desktop for the versions of every application installed in the VM</li></ol>
Academy Folder issue inside VDI	If "My Drive" is not available inside the VM or the files saved earlier are not available in the "My Drive"