COMMVAULT®

Onsite Requirements
Commvault Virtual Lab Environment (CVLab)

System Requirements:
Supported Operating Systems
- Windows 7 (all versions) with SP1 with RDC version 8.1 (KB2830477)*****
- Windows Server 2008 R2 (all versions) with SP1 and RDC version 8.1 (KB2830477)*****
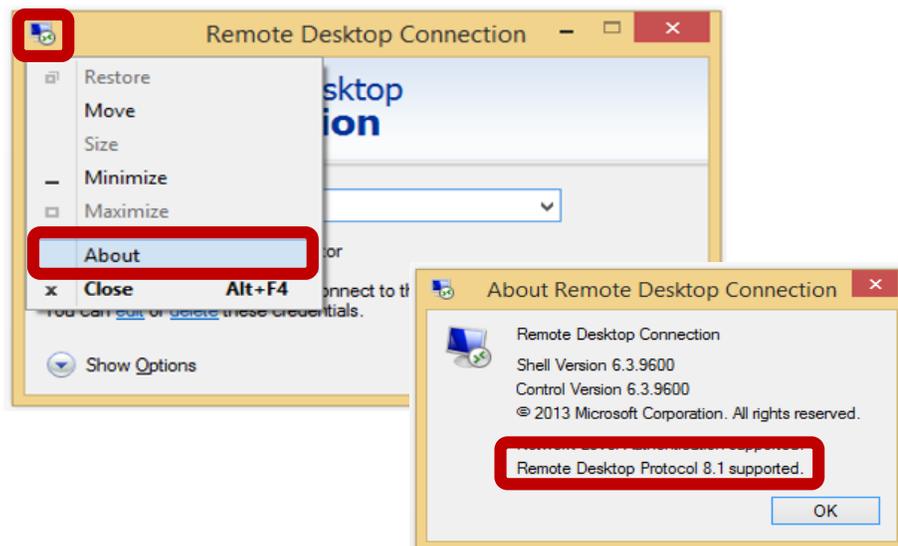- Windows 8.1 or 10
- Windows Server 2012 R2

*This Microsoft update (KB2830477) is necessary to support use of Remote Desktop Connection (RDC) v8.1 to connect to the Commvault CVLab environment.

Supported Web Browsers
- Chrome® *(Preferred)*
- Firefox®
- Internet Explorer® (Versions 9 –11) **NOTE**: *Various issues seen with IE v9 in 12/2014*

Determine the Current Version of RDC
From **Start > All Programs > Accessories >** Open the **Remote Desktop Connection** application, click the computer icon in the upper left corner, and select "About"

OR

To obtain the RDC Client version (assuming Windows 7)
- Click **Start** button
- Type **mstsc.exe** in the ***Search programs and files*** textbox, hit **Enter**
- In the **Remote Desktop Connection** dialog, click the top-left icon to show a menu
- Select **About** from the context menu

CVLab Testing and Troubleshooting

Please note: Prior to the start of the class it is each attendee's responsibility (or the Event Coordinator's in the case of a classroom setting) to verify successful completion of the following test.

To test the vLab connection from your classroom/attendee computer,

https://ea.commvault.com/launchpad/testconnection

If the following message displays when trying to connect to the vLab,

"To use this program or computer, you must first log on to an authentication website. Contact your network administrator for assistance."

This is an indication that the system is not yet running the Remote Desktop Connection (RDC) 8.1 client. Please install Microsoft Update **KB2830477** to update the RDC client on Windows 7 with SP1 or Windows Server 2008 R2 with SP1 environment.

(Please note that CommVault Systems Incorporated and its affiliates will not be responsible for any loss, costs, or damages incurred due to your install, access, or use of third-party web browser content, products, or services.)

Note – *In addition to installing RDP version 8.1(KB2830477) you* **may** *require the following KB's installed in the order listed:*

Windows6.1-KB2574819
Windows6.1-KB2830477**
- *if already installed you may have to uninstall and then reinstall in this order ***
Windows6.1-KB2857650
Windows6.1-KB2913751

The package is located at: https://www.microsoft.com/en-us/download/details.aspx?id=40986
Also note that 1 or more reboots may be required to complete the installation.

If you are still experiencing any other issues with the CVLab testing, please send an email to us at registrar@commvault.com.

Testing Internet Connection Speed

There is no minimum network speed requirement to access the CommVault CVLab, however, we recommend a dedicated 56 Kbps or better Internet connection per session for a near latency-free experience. The result of the following ping command to our gateway IP Address from the classroom **ping -n 10 199.255.244.1** should ideally be less than 300ms.