Training Desktop Troubleshooting Tips

Browser support and bandwidth help

This document provides troubleshooting tips for you to follow if you experience connectivity issues to the Lab On Demand Training Desktop.

Browser Support

Infor highly recommends that you use a supported browser! If you do not use a supported browser, you may experience performance degradation or limited functionality. **Note:** In many cases, Chrome can be installed without Windows administrative rights.

The following browsers are supported for your Lab On Demand Training Desktop access:

- Google Chrome (recommended)
- Mozilla Firefox
- Apple Safari
- Microsoft Edge (on Windows 10)

Network Bandwidth and Network Connectivity

Infor suggests that you run the following tests prior to accessing you Lab On Demand Training Desktop:

- Speedtest
- Connectivity

Note: Infor recommends **1.16 Mbps** of bandwidth per concurrent participant for an optimal experience accessing the Lab On Demand Training Desktop.

The table below describes the two tools you can use to troubleshoot issues you experience with the your Lab On Demand Training Desktop.

Test	Details
Speedtest	- Use to check available **bandwidth.** - Go to **http://speedtest.skytap.com** - Select the datacenter from which the course will be delivered. - The download speed should be greater than or equal to your required bandwidth. - Calculate by multiplying 1.16 Mbps times the number of concurrent participants.
Connectivity	- Use to check connectivity. - Go to **https://cloud.skytap.com/connectivity** - Select the datacenter from which the course will be delivered. - The Supported Browser and Client Connection tests should indicate "Passed." - The Latency test should indicate latency below 150ms for acceptable performance. - If these conditions do not exist, click the following link for more information: http://help.skytap.com/Troubleshooting_Network_Performance_Issues.html?Highlight=bandwidth#Improvingnetworkperformanceduringabrowserbaseddesktopsession