



Blue Yonder Education Cloud

Customer Readiness Testing

May 26,2020



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Introduction

Thank you for selecting Blue Yonder Education Services as your training partner. It is our goal to provide an outstanding training experience that provides great value and maximum ROI to your organization.

To confirm that your network and the computers to be used during the training event are compatible and configured to support Blue Yonder Education Cloud connectivity, your systems must meet all the requirements outlined in this document. ***You must perform the tests in this document on the same computers, and in the same room that will be used in the training event.***

Blue Yonder Education Cloud is a publicly accessible system on the World Wide Web. The information in this document and the testing applications are provided to you to use as tools to ensure you can utilize Blue Yonder Education Cloud with your computers from your network.

Your systems and network may or may not be configured to access Blue Yonder Education Cloud. These tests do not evaluate Blue Yonder Education Cloud. They evaluate your systems and networks. ***You are responsible for ensuring that you can access Blue Yonder Education Cloud from your systems through your network.***



Blue Yonder cannot run these tests for you, or provide technical assistance to resolve issues on your systems. Please contact your Information Technology or Information Services department to help ensure your systems and network meet of the requirements listed in this document.

Minimum Requirements

Before you start any testing indicated below, all Customer System Requirements listed below and Customer Network Requirements listed in this document must be met. If you are unsure whether you meet these requirements, please confirm with your Information Technology or Information Services department. Detailed troubleshooting information is provided in the Troubleshooting section of this document.

Customer System Requirements

Operating Systems

- Any Windows operating system that is under Microsoft Mainstream Support or Extended Support
- Any Apple OS X or macOS operating system that supports one of the browsers listed below
- Any Linux operating system that supports one of the browsers listed below

Supported Internet Browsers

- Google Chrome (current version and the three previously released versions)
- Microsoft Edge (current version and the three previously released versions)
- Microsoft Internet Explorer 11 (current version)
- Mozilla Firefox (current version and the three previously released versions)
- Apple Safari 7 or newer

Other internet Browser Requirements

- A secure connection using TLS v1.1 or TLS v1.2
- Internet Explorer Compatibility View is NOT supported

Customer Network Requirements

Note: the network requirements below indicate specific network ports and IP addresses to conduct the testing shown in this document, and to access Education Cloud. If you use a proxy server or other technology to redirect ports, you must ensure access through your redirected ports.

1. Internet connection with at least 1.16 megabits per second per student connection and instructor connection (see Minimum Bandwidth Table below). Network latency less than 150 ms is preferred, while less than 250 ms is acceptable.
2. Outbound traffic must be allowed from your network:
 - a. For all regions to
 - i. TCP/IP port 80 to 76.191.118.28 (cloud.skytap.com/connectivity)

- ii. TCP/IP port 80 to 184.170.224.154 (speedtest.skytap.com)
- b. If your course is in the Americas to
 - i. TCP/UDP Port 8080 to 184.170.224.155 (netgaugeuseast.skytap.com)
 - ii. TCP/IP port 443 to 184.170.224.136 (srdc-useast1.skytap.com)
 - iii. TCP/IP port 3389 to 184.170.224.131 (smart-useast.skytap.com)
- c. If your course is in EMEA to
 - i. TCP/UDP Port 8080 to 185.64.245.11 (netgaugeemea.skytap.com)
 - ii. TCP/IP port 443 to 185.64.245.15 (srdc-emea.skytap.com)
 - iii. TCP/IP port 3389 to 185.64.245.13 (smart-emea.skytap.com)
- d. If your course is in APAC to
 - i. TCP/UDP Port 8080 to 45.120.106.11 (netgauge-apac2.skytap.com)
 - ii. TCP/IP port 443 to 45.120.106.15 (srdc-apac2.skytap.com)
 - iii. TCP/IP port 3389 to 45.120.106.13 (smart-apac2.skytap.com)
- e. If your course is in Australia to
 - i. TCP/UDP Port 8080 to 45.120.106.11 (netgaugeaussydney.skytap.com)
 - ii. TCP/IP port 443 to 45.120.106.15 (srdc-aussydney.skytap.com)
 - iii. TCP/IP port 3389 to 45.120.106.13 (smart-aussydney.skytap.com)

Minimum Bandwidth Table

# of Students	Per Student	Total (Mbps) Recommended*
1	1.16	2.32
2	1.16	3.48
3	1.16	4.64
4	1.16	5.80
5	1.16	6.96
6	1.16	8.12
7	1.16	9.28
8	1.16	10.44
9	1.16	11.60
10	1.16	12.76
11	1.16	13.92
12	1.16	15.08
13	1.16	16.24
14	1.16	17.40
15	1.16	18.56

*The total values listed above include 1.16 Mbps for the instructor



Blue Yonder cannot run these tests for you, or provide technical assistance to resolve issues on your systems. Please contact your Information Technology or Information Services department to help ensure your systems and network meet of the requirements listed in this document.

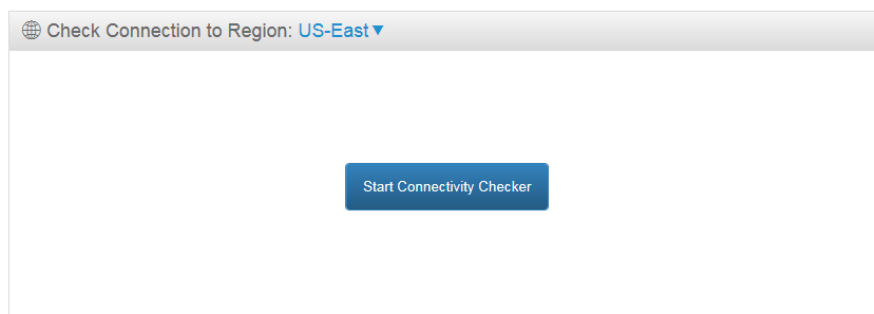
Readiness Testing

1. **Connectivity test:** Verifies that the browser on ***the student's machine*** supports HTML5, that the HTML5 Client can initialize and connect to Blue Yonder virtual training, and that ***your network's*** latency is adequate for training. This test must be performed a minimum of one time on each computer used during training, in the same room and connected to the same network ports in which the training event will occur.
2. **Network Speed Test:** confirms that ***your network*** has acceptable bandwidth and latency to successfully support the training event connection to Blue Yonder virtual training. This test must be performed a minimum of one time in the same room and connected to one of the same network ports in which the training event will occur.

IMPORTANT: To help ensure the success of your training event, it is vital to perform these tests well in advance of the start date of your training event(s). This will provide you with sufficient time to troubleshoot any issues on your system and/or network and determine suitable options if needed.

Step 1 Connectivity Test

1. Browse to <https://cloud.skytap.com/connectivity>
2. Select your training location (US-East, EMEA, APAC-2, or AUS-Sydney – Please choose the region closest to your location. Blue Yonder does not utilize other locations, and test completed against those locations will return results that are not applicable to your use of this system) and click Start Connectivity Checker



- When the test is complete, you should see a successful result. If you see any failure, please ensure your system meets the requirements listed above. Yellow warning notices do not necessarily indicate a problem.

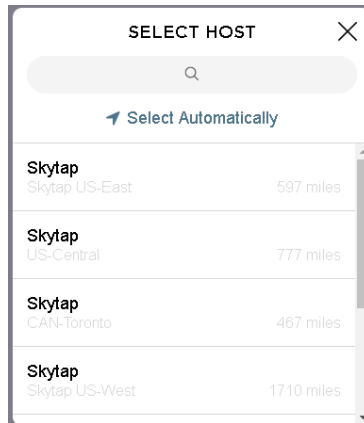
Check Connection to Region: US-East	
Supported browser	✔ Passed
Client connection	✔ Passed
Latency	132ms What does this mean?

Step 2 Network Speed Test

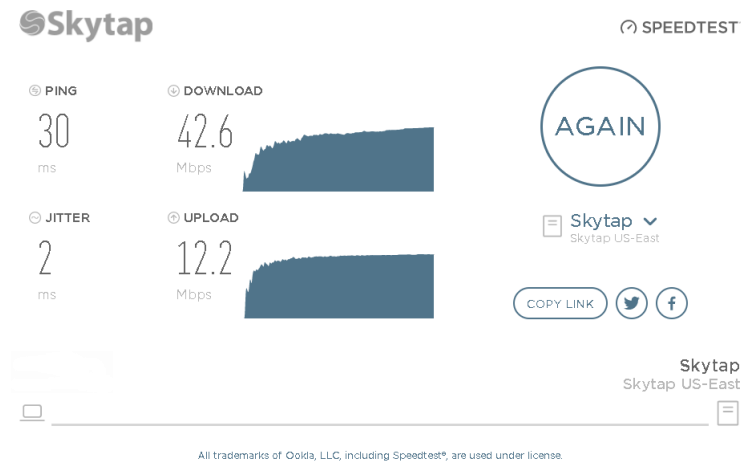
- Browse to <http://speedtest.skytap.com>
- The Speed Test will automatically select the closest available training location.



- Blue Yonder only uses Skytap US-East, Skytap EMEA, Skytap APAC-2, or Skytap AUS-Sydney.** If another location is automatically selected, click the location drop down and choose the closest of these three locations Blue Yonder uses. *Tests run on locations other than these three will run, but the results will not properly evaluate your network.*



4. Click **Go**
5. Below are example results only. Your results will vary based on the conditions of your network and the Internet at the time the test is run.



Notes:

- Ping - less than 150 ms is preferred; less than 250 ms is acceptable
- Bandwidth - Minimum download speed of 1.16 Mb/Sec (150 KB/Sec) per student connection and instructor connection (see the minimum bandwidth table later in this document for more information)
- Jitter is measured only for reference.
- This test evaluates your network speed and the Internet between your network and Education Cloud. *Do not utilize another network speed test to evaluate your network.*
- This test does not exhaustively evaluate your network speed. It only evaluates network speed while the test is running. Network usage can vary widely on any network. You are

responsible for ensuring that your network will perform continuously and consistently throughout the duration of training.

Troubleshooting

If you have issues running either of the tests above, you may follow the steps below to troubleshoot your system. Use these troubleshooting steps at your discretion.

1. Ensure that you meet all requirements listed in the Minimum Requirements and Network Requirements sections of this document
2. If you use a proxy server or web blocking, these services must be configured to allow access to the Port/Protocol/IP address combinations listed in the Minimum Requirements section
3. Clear your Browser's Cache
 - a. Browse to <http://www.wikihow.com/Clear-Your-Browser's-Cache> and select your browser to see step-by-step instructions for performing this function
4. Internet Explorer Users Only - add Skytap to your Trusted sites
 - a. In the *Internet Options* dialog, click on the **Security** tab
 - b. Click on **Trusted Sites** (check mark) icon
 - c. Click the **Sites** button
 - d. In the *Trusted Sites* dialog, in the **Add this website to the zone:** field, type <https://cloud.skytap.com/>
 - e. Click **Add**
 - f. If your training event is in the Americas, type the following in the **Add this website to the zone:** field
 - g. <https://smart-useast.skytap.com>
 - h. Click **Add**
 - i. If your training event is in EMEA, type the following in the **Add this website to the zone:** field
 - j. <https://smart-emea.skytap.com>
 - k. If your training event is in Asia or the Pacific, type the following in the **Add this website to the zone:** field
 - l. <https://smart-apac-2.skytap.com>
 - m. If your training event is in Australia, type the following in the **Add this website to the zone:** field
 - n. <https://smart-aussydneey.skytap.com/>
 - o. Click **Close**
 - p. Click **OK**
5. The Skytap Connectivity Checker can provide some detailed information about your test. Please view the **Details Results** pane at the bottom of the Skytap Connectivity Test page upon completion of the test for more information. If you are unable to resolve technical issues on your systems, you can provide this information to Skytap Support for further assistance.

6. Click the **troubleshooting assistant** link on the Connectivity Checker page for automated assistance in troubleshooting issues with your systems.