



Blue Yonder Education Cloud

Guest Instructor Guide

June 29,2020



Legal Notice

COPYRIGHT © 2020 BLUE YONDER INC. ALL RIGHTS RESERVED. BLUE YONDER AND BLUE YONDER ARE REGISTERED TRADEMARKS OF BLUE YONDER, INC. ALL OTHER COMPANY AND PRODUCT NAMES MAY BE TRADEMARKS, REGISTERED TRADEMARKS OR SERVICE MARKS OF THE COMPANIES WITH WHICH THEY ARE ASSOCIATED. BLUE YONDER RESERVES THE RIGHT AT ANY TIME AND WITHOUT NOTICE TO CHANGE THESE MATERIALS OR ANY OF THE FUNCTIONS, FEATURES OR SPECIFICATIONS OF ANY OF THE SOFTWARE DESCRIBED HEREIN. BLUE YONDER SHALL HAVE NO WARRANTY OBLIGATION WITH RESPECT TO THESE MATERIALS OR THE SOFTWARE DESCRIBED HEREIN, EXCEPT AS APPROVED IN BLUE YONDER'S AGREEMENT WITH AN AUTHORIZED LICENSEE.

Contents

How to use Education Cloud during class - Guest Instructors	4
Blue Yonder Education Cloud Training Connection Information Email information.....	4
Send each student his or her unique session link.....	4
Alternate methods to send Student Links	5
Connect to your Instructor Full Control set	5
View a Student Session	7
Interact with a Student Session	8
Run, Suspend, Shut Down, and Power Off VMs	9

How to use Education Cloud during class - Guest Instructors

Blue Yonder Education Cloud Training Connection Information Email information

As a guest instructor, you will receive an email from ES-Tech@blueyonder.com with information about connecting to your Education Cloud environment. Please follow the instructions in that email.

1. For EMEA and APAC classes, your environment will be deployed and you will receive the Connection Information email by 6:00 PM ET (US) on Thursday in the week prior to the first day of class.
2. For Americas classes, your environment will be deployed and you will receive the Connection Information email by 10:00 AM ET (US) on Friday in the week prior to the first day of class.
3. Your environment is deployed in a “shut down” state. You may connect to the environment using your Instructor Full Control link and run the environment prior to the start of class. This allows you to conduct any preparation you deem appropriate. Once you have completed preparation, please Shut Down your environment. ***Do not leave your environment running if you are not interacting with it.***
4. Your environment is scheduled to start automatically at 6:00 AM on the first scheduled day of class and will run continuously until 6:00 PM on the last scheduled day of class. After shut down, your environment is scheduled to be deleted automatically. All times are in the time zone indicated in your **Connection Information** email.
5. Customer Readiness Testing should already be complete. Please contact your Education Services training manager or other contact for more information about Customer Readiness Testing, using your environment, or the Blue Yonder applications on the environment.

Note: If your application requires services to be started manually, you will need to either start the services on each VM (Instructor01 and all StudentXX VMs) prior to the start of class, or instruct the students on starting them. If you choose to engage the students to start the services, please reinforce that this is not required in production environments, and is only a function of how we manage our training resources. ***If available, application startup instructions are provided on a Read Me document on the desktop of each machine.***

Send each student his or her unique session link

1. Gather the email addresses of each student on the roster
2. Open your email application or website
3. Open a new message
4. Copy the first **Student Link** from the email
5. Type “Blue Yonder Education Cloud Connection Information” in the **Subject** line
6. Enter the first student’s email address from the roster in the **To** box of the message
7. Paste the link into the body of the message
8. Send the message to the student

9. Repeat the process for each student. Ensure you send a unique Student Link to each student.

Alternate methods to send Student Links

1. Open the link on each student PC
 - a. Log into the first student PC
 - b. Open your web-based email
 - c. Click the first student link
 - d. Close your web-based email
 - e. Repeat the process above for each student. Be sure to give each student a unique student link.
2. USB Key method
 - a. Right click on the first Student link and choose **Copy Shortcut**
 - b. Open a new Notepad document
 - c. Paste the copied student link into the Notepad document
 - d. Save the document
 - e. Repeat Step a. through d. for each student
 - f. Save all the Notepad documents to a USB memory stick
 - g. Bring the USB memory stick to the first student machine, and copy the first Notepad document to the student's desktop
 - h. Instruct the student to copy and paste the link from the Notepad document to the address bar of their browser
 - i. Repeat Step g. through h. for each student (ensure that you give each student a unique Notepad document with a unique student link)
3. Manual link entry (*note: this method is not recommended, and should be considered a "last resort" effort to communicate the links to the students*)
 - a. Assign each link to a specific student, and display the links on the projector
 - b. Instruct each student to manually type his or her link as displayed

Connect to your Instructor Full Control set

1. Click the Instructor Full Control link in the Connection email

There are two connection methods available.

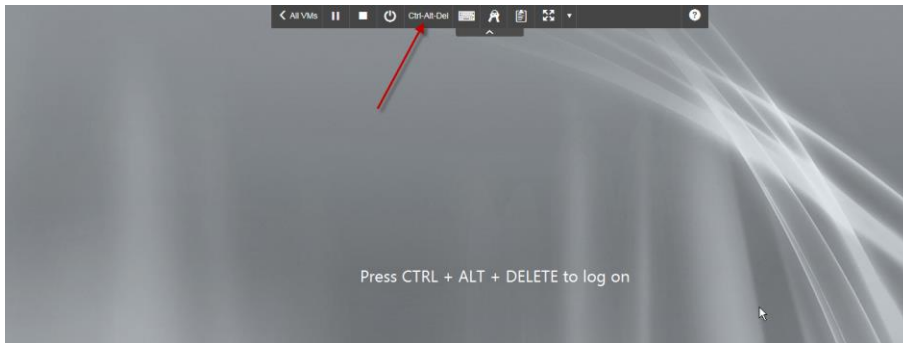
- HTML5 Client - utilizes a web browser and native browser technology to allow interaction with the virtual machine
- SmartRDP - utilizes a Windows Remote Desktop Protocol session to interact with the virtual machine

Choose the method that best suits the needs and demands of the customer system and network

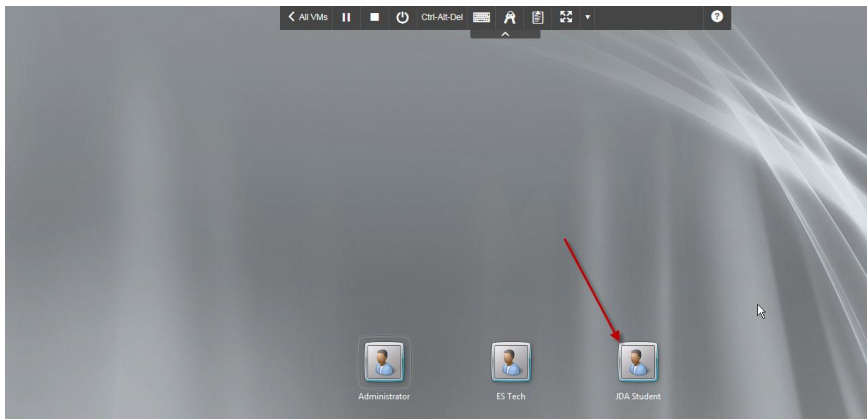
1. HTML5 - this is the default connection method available.
2. SmartRDP
 - a. On the Instructor Full Control or Student Link page, click the **RDP** button on the tile representing the VM you wish to connect to
 - b. Click the **Open** button to download and open the RDP file

Using the HTML5 Client (default connection method)

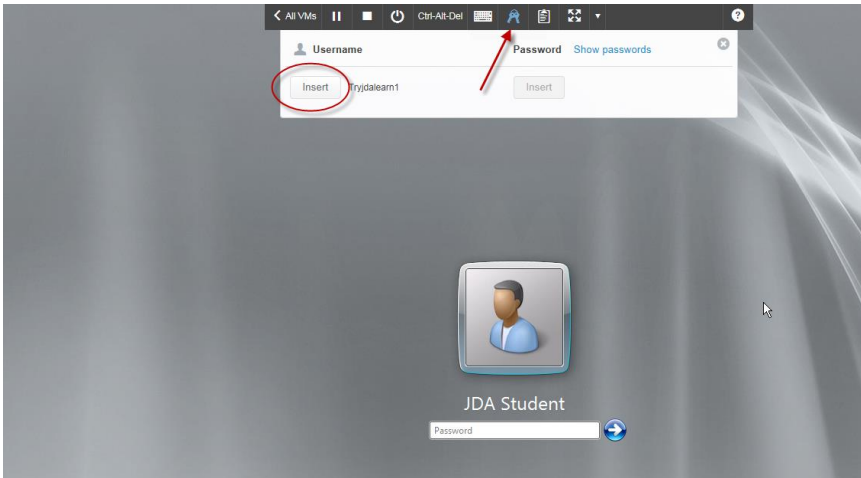
1. Click the **Ctrl-Alt-Del** button on the Skytap bar at the top of the VM window



2. Click **JDAStudent**



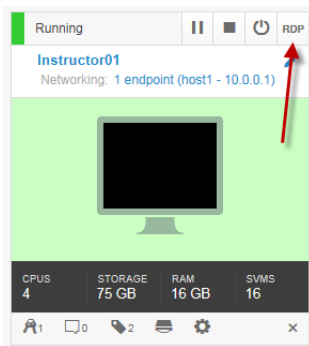
3. Click the **Credentials** drop down and then click **Insert** next to *Tryjdalearn1*, or type **Tryjdalearn1** into the JDAStudent password box



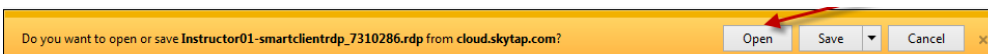
4. Press **Enter** on your keyboard to log in.

If you are using SmartRDP

1. Click the **RDP** button on the VM you wish to use



2. Click **Open** in the “Do you want to open or save...” pop-up box in your browser

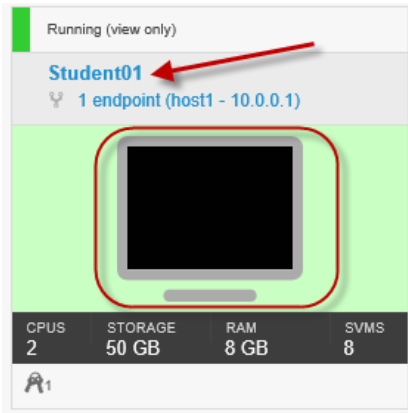


3. Press CTRL-ALT-END to send the Ctrl-Alt-Del function to the VM
4. Continue to login to the VM
5. *Note: This method will not work if the network from which the student is accessing Education Cloud blocks it.*

View a Student Session

If you would like to view a student session without interacting with the session, use this method. For example, you can “look over the shoulder” of the student and follow along with any action they take in their session. Since this is a “view-only” mode, mouse or keyboard commands will have no impact on the student session. SmartRDP is not available for this mode of access.

1. Click the *Instructor View Only* link in your Connection email
2. Click the link or computer screen image in the tile corresponding to the Student VM you wish to observe

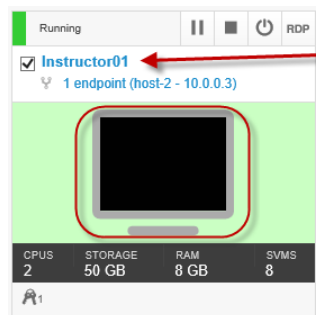


3. This is a View Only mode of access. You cannot interact with the VM desktop in this mode. While using the HTML5 Client, you cannot resize the desktop window. While using either client, you cannot use any other Skytap toolbar buttons.

Interact with a Student Session

If you would like to interact with a student session, you can use this method. For example, you can “look over the shoulder” of the student and follow along with any action they take in their session. Additionally, you can “take over” and provide mouse and keyboard input. Since this is an “interactive” mode, mouse or keyboard input from both your view of the desktop and the students will impact the student session. Inform the student you are taking over and ask them to refrain from providing their own mouse or keyboard input.

1. Click the *Instructor Full Control* link in your connection email
2. Click the VM name or the computer screen icon in the tile that corresponds to the VM you wish to access



3. This is an Interactive mode of access. You will interact with the VM desktop in this mode. All keyboard and mouse input will impact the environment. If the student is also connected via this

mode, the student keyboard and mouse input will impact the environment. Direct the student to refrain from keyboard and mouse input while you interact with the environment.

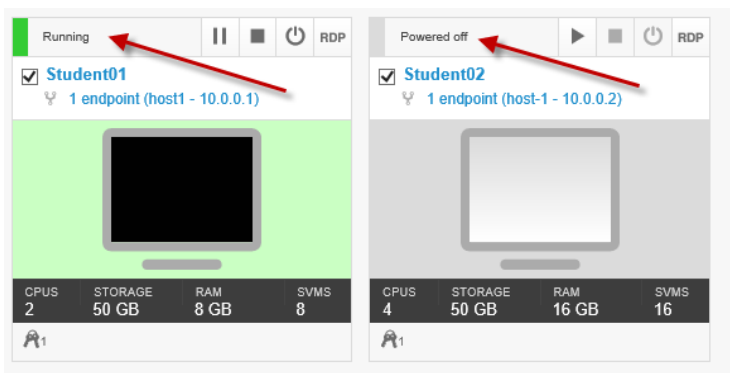
Run, Suspend, Shut Down, and Power Off VMs

From the Instructor Full Control panel, you can Run, Suspend, Shut Down, or Power Off any or all of the VMs.

- **Run** - Running a VM changes it from its previous state (shut down or suspended) to an active state, allowing you or a student to interact with the VM
- **Shut Down** - Shutting down a VM causes the machine to shut down gracefully, closing all applications, and then turning off the VM. Note that you may experience data loss with this method if saving data requires interaction (i.e. clicking an OK button)
- **Power Off** - Powering off a VM is similar to pulling the plug. Applications are not shut down and data will not be saved.
- **Suspend** - Suspending a VM changes it from a Running state to a “paused” state, with all applications and operating system states preserved. *VMs should never be suspended as it may result in adverse conditions within the applications running on the VM*

Note: When a machine is either **Shut Down** or **Powered Off** it reverts to a *Powered Off* state.

You can determine the state of a VM by looking at the title of the VM tile. Note all buttons but the **Run** button will be grayed out on any VM that is powered off



- If a VM is **Running**, you can click the **Shut Down** button in its tile and it will shut down only that VM
- If a VM is **Powered Off**, you can click the **Run** button, and it will Run only that VM

You can change the state of all VMs by clicking **Select All**, and then by clicking the appropriate State button in the in the VM controls

JDA - Reporting Basics v8.0 VM - Instructor Full Control

Region: US-East Environment details

VMs: 3

VM Name	Status	Endpoint	CPU	Storage	RAM	SVMs
Instructor01	Running	1 endpoint (host-2 - 10.0.0.3)	2	50 GB	8 GB	8
Student01	Running	1 endpoint (host1 - 10.0.0.1)	2	50 GB	8 GB	8
Student02	Powered off	1 endpoint (host-1 - 10.0.0.2)	4	50 GB	16 GB	16

- If you click **Select All** and then click **Run**, any VMs that are *Powered Off* will change to a *Running* state. Any VMs that are already *Running* will remain running
- If you click **Select All** then click **Shut Down**, any VMs that are *Running* will change to a *Powered Off* state. Any VMs that are already that are already *Suspended* will remain suspended. Any VMs that are *Powered Off* will remain powered off.
- If you click **Select All** then click **Power Off** and then click the **Power Off** button, any VMs that are *Running* will change to a *Powered Off* state. Any VMs that are already that are already *Suspended* will remain suspended. Any VMs that are *Powered Off* will remain powered off. *Powering off running VMs may result in data loss or corruption of the environment.*
- If you click **Select All** then click **Power Off** and then click the **Reset** button, any VMs that are *Running* will change to a *Powered Off* state. They will then be run automatically. Any VMs that are *Powered Off* will remain powered off. *This process only resets the power status of the environment – it does not revert the data within the environment to a previous state. Note that this process does power off the machines, thus data loss or corruption of the environment may occur.*