

## Skytap Remote Access/Connectivity Checker Troubleshooting Guide

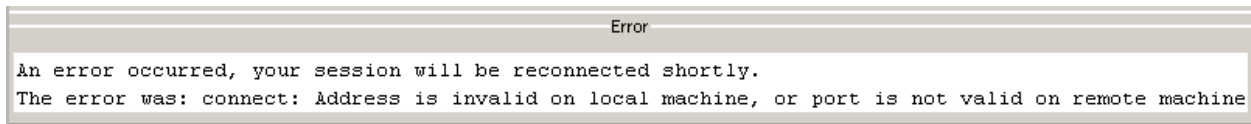
The Skytap Remote Access Client (SRA) supports multiple Operating Systems, Browsers, and Java versions. To ensure the most seamless experience when accessing a Skytap Cloud environment using the SRA, please verify that your environment meets the following requirements:

Recommended Environment for the Skytap Remote Access	
Operating System:	<ul style="list-style-type: none"> <li>Windows XP/2003/Vista/2008/Windows 7/2008 R2</li> <li>Mac OS 10.5.3 or higher (Leopard and Snow Leopard)</li> <li>Linux variants with supported browser and Java Versions</li> </ul>
Browsers:	<ul style="list-style-type: none"> <li>Internet Explorer 6, 7, and 8 (IE 7 and 8 strongly recommended)</li> <li>Firefox 3.5.2 and higher</li> <li>Mac OS Safari 4.x and higher</li> </ul>
Java Version:	Java 1.5 Update 14 and higher (Java 1.6 Update 14 and higher strongly recommended)
Connectivity:	Internet Broadband connection 30 KB/sec minimum (100 KB/sec or higher recommended)

The easiest way to verify that your environment will support accessing virtual machines via the SRA, is to run a test using the Skytap Connectivity checker at <https://cloud.skytap.com/connectivity>.

### Troubleshooting the Skytap Remote Access / Connectivity Checker:

When either accessing a Skytap Virtual Machine using the SRA, or running the connectivity checker, you are unable to connect. You could get an error such as the one below, or the Skytap Remote Access Client might not even load.



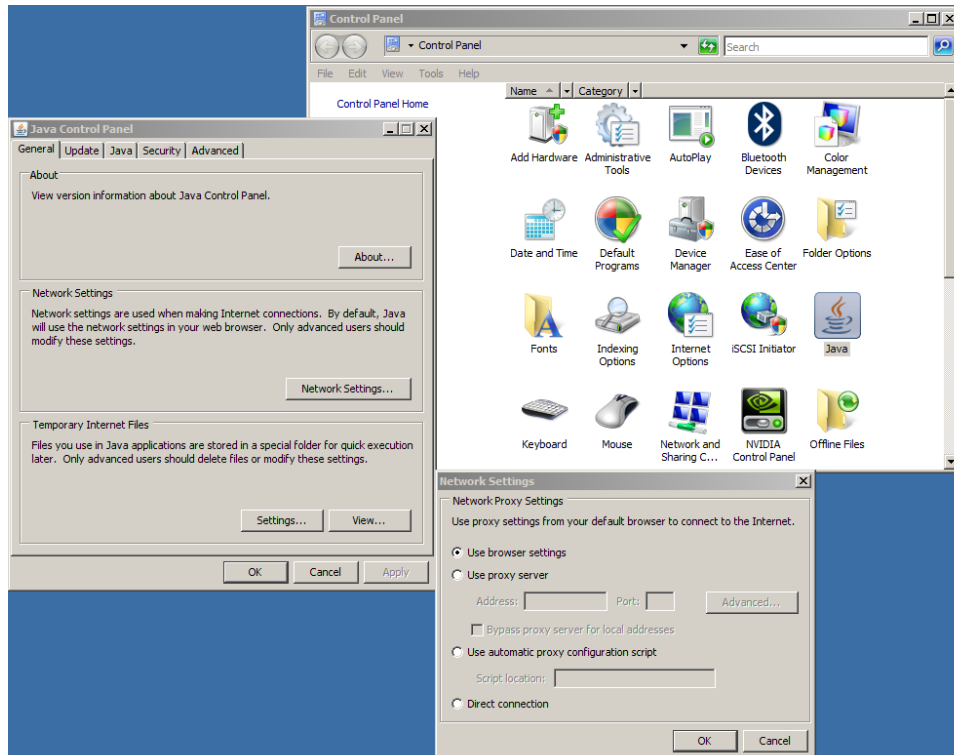
Often times, being unable to connect to the SRA can be caused by a misconfigured environment and/or not having the correct version of Java. If you are experiencing connectivity issues, please try the following steps:

#### Step 1: Verify that Java is configured to use any proxy settings from your Default Browser

1. Click on Start -> Settings -> Control Panel or Start -> Control Panel (Depending on your version of Windows)
1. Double Click on "Java"
2. In the Java Control Panel Dialog, Click "Network Settings"
3. Make sure "Use browser settings" is checked
4. Click "OK"
5. Click "OK" again to close the Java Control Panel
6. Restart your browser

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7. Go to <https://cloud.skytap.com/connectivity> to verify if you are able to connect to the Skytap Remote Console (SRA)
8. If you are still unable to connect, try Step 2

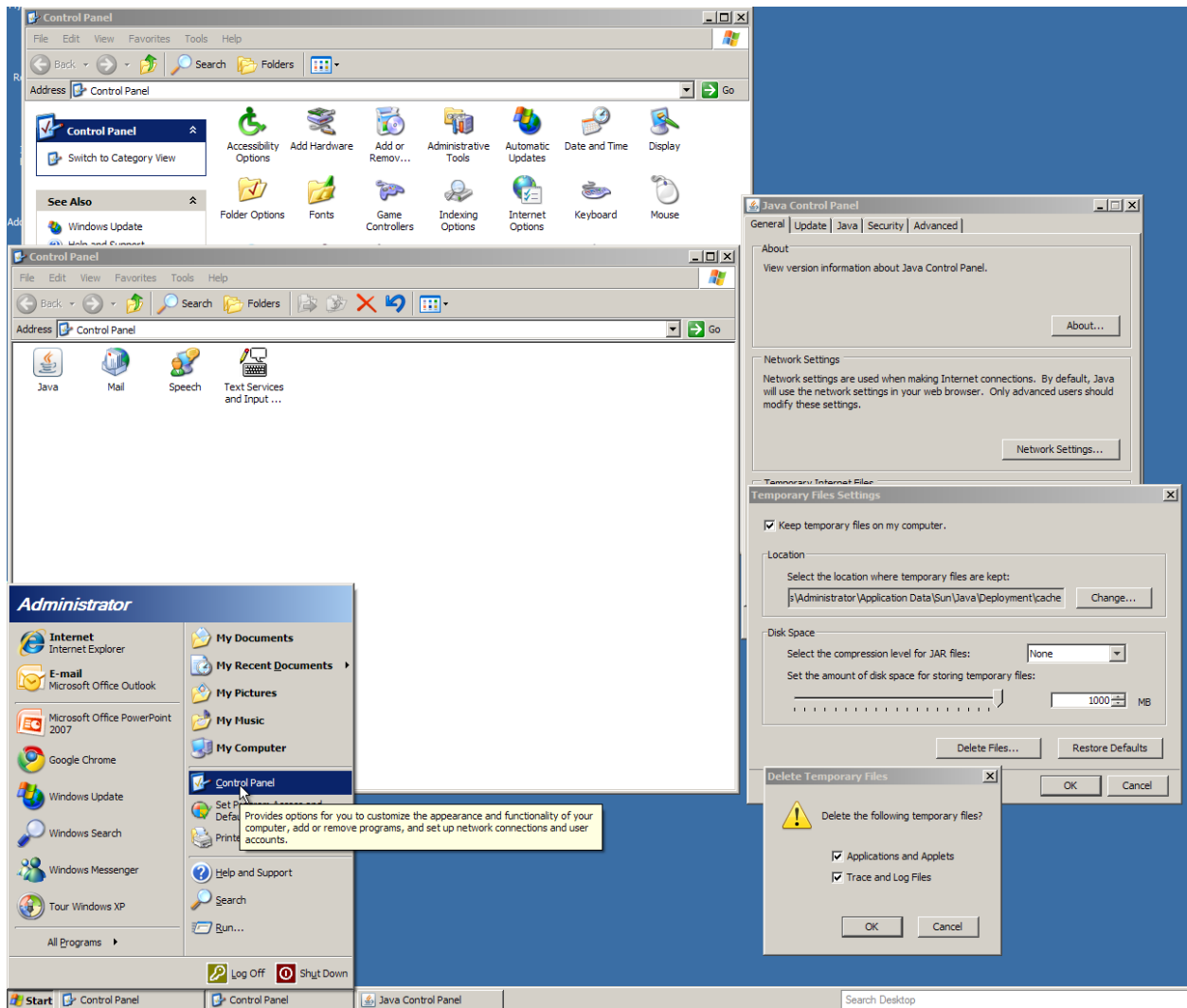


### Step 2: Clear the Java Cache

2. Click Start -> Settings -> Control Panel, or Start -> Control Panel (Depending on your version of Windows)
3. Double Click on the Java Control Panel, or Java icon
4. From the Java Control Panel, click the "Settings..." button under "Temporary Internet Files"
5. Click "Delete Files..."
6. Make sure all options are checked
7. Click "OK"
8. Click "OK" to close the Java Control Panel
9. Restart your browser, and retry <https://cloud.skytap.com/connectivity>, or accessing your Virtual Machine directly via the Skytap Remote Access Client
10. If you are still unable to connect, try Step 3

A reference on this process is provided at [http://www.java.com/en/download/help/plugin\\_cache.xml](http://www.java.com/en/download/help/plugin_cache.xml)

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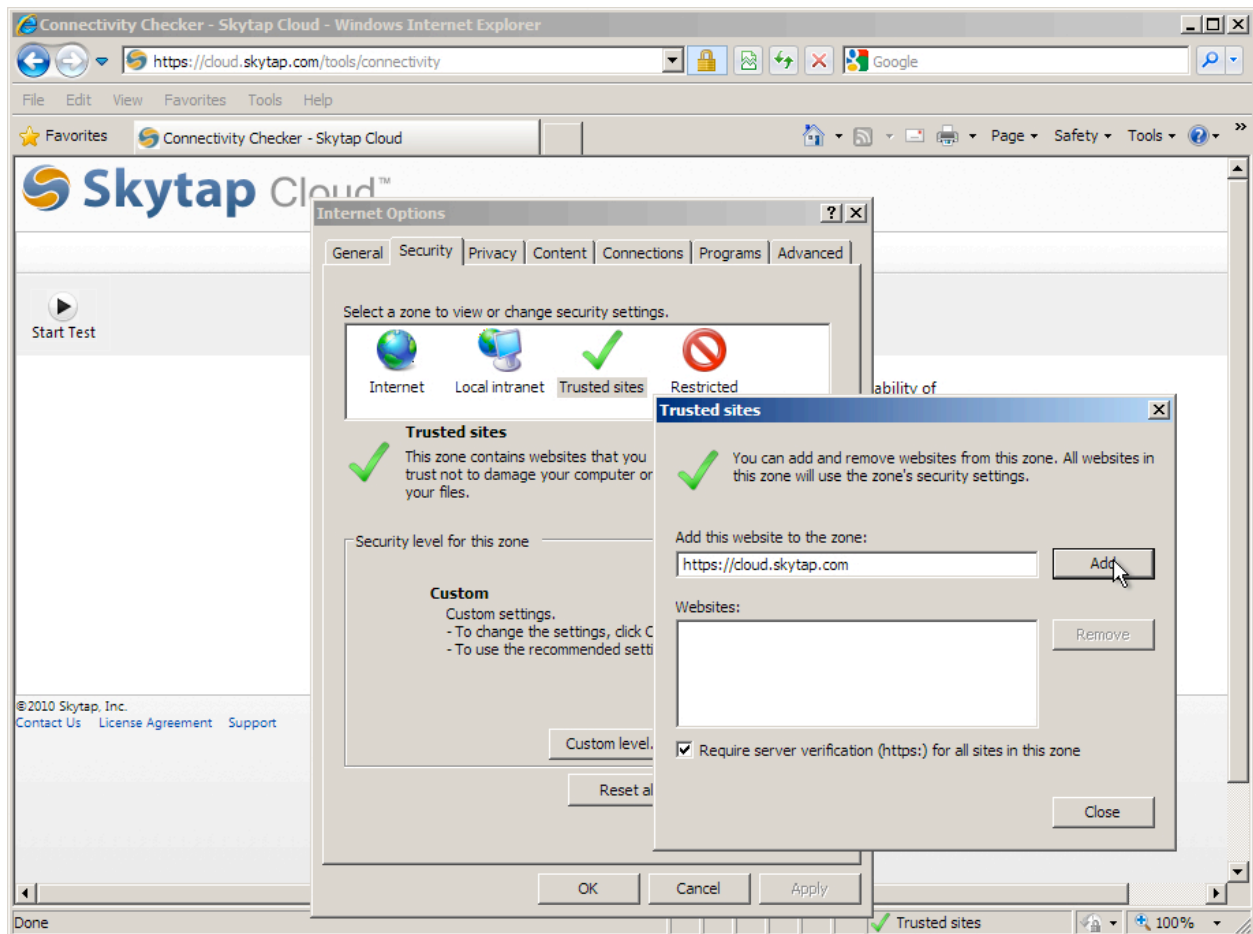
### Step 3: Make sure that cloud.skytap.com is a trusted site if using Internet Explorer

Depending on your organization's security profile, it may be blocking the use of Skytap's Java Applet. As a result, let's first see if you can add Skytap as a Trusted Site:

1. From Internet Explorer, select Tools -> Internet Options
2. In the Internet Options Dialog, click on the "Security" Tab
3. Click on "Trusted Sites" icon (check mark)
4. Click the "Sites..." Button
5. In the "Add this website to the zone:" type <https://cloud.skytap.com>
6. Click the "Add" button
7. Click "Close"
8. Click "OK"

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After making the change, navigating to <https://cloud.skytap.com> should result in your status bar saying "Trusted Sites".



Note: Depending on your organization, Active Directory Group Policy may prevent you from making this change. Please let us know if this is the case. Another option is to try a different browser, such as Firefox.

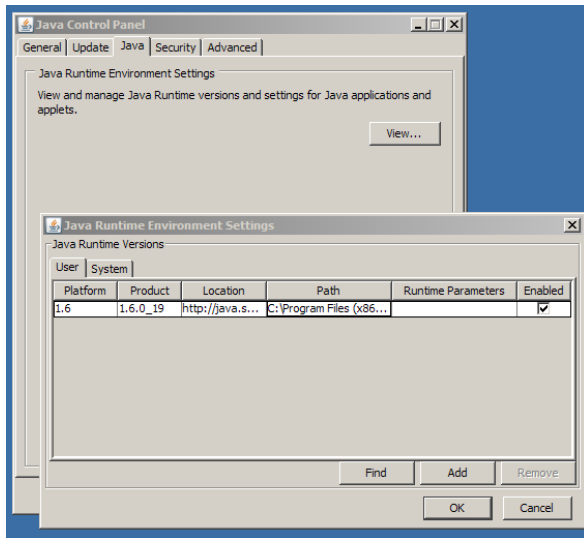
## Step 4: Make sure the correct Java Runtime is enabled

On some machines there can be several versions of Java installed. It is important to ensure the latest version is enabled.

1. Click Start -> Settings -> Control Panel, or Start -> Control Panel (Depending on your version of Windows)
2. Double Click on the Java or Java Control Panel icon
3. From the Java Control Panel, click the "Java" tab
4. Under the Java Applet Runtime Settings area, click "View..."

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5. Make sure the latest version of Java (Should be 1.6 Update 14 or higher) is checked. If the Skytap Remote Access Client does not continue to work, you may need to uncheck all other versions of Java.
6. If you are still unable to connect, go to Step 4



### Step 5: Upgrade your Java version to 1.6.14 or higher

1. Go to [www.java.com](http://www.java.com)
2. Click “Free Java Download”
3. Click the “Free Java Download” button on the next page
4. Proceed with the Installation (You may need to close your browser)
5. Go to <https://cloud.skytap.com/connectivity> to verify if you are able to connect to the Skytap Remote Console (SRA)

### Step 6: Contact your Skytap Administrator or Skytap Technical Support

Skytap support can be contacted at <https://cloud.skytap.com/support>, or <http://www.skytap.com/support>

When contacting Skytap Support, please provide the following:

- Your Skytap Customer Name
- The diagnostics information from the Skytap Connectivity Checker (<https://cloud.skytap.com/connectivity>)
- The steps from above that you tried