

## CommVault System Requirements for Version 9 Training

As an alternative to public scheduled courses, CommVault offers private training (single customer only) at the customer's site or a leased facility. An added value to both public and private training is for students to have an opportunity for hands-on experience with the Simpana® software suite. CommVault can provide this hands-on opportunity in one of two methods.

In order for CommVault to provide hands-on opportunity, the **customer MUST CONFIRM with CommVault which method they would prefer to use** and their ability to meet the stated requirements at **least 5 working days prior to the start of training**. If neither method can be supported then the training will be conducted using instructor demonstration. In all training a LCD projector and white board must be made available to the instructor.

### Method 1: Locally-based Virtual Training Environment

This (preferred) method requires that the facility provide the following hardware/software support:

- Physical PC for each student and the instructor with 60GB free disk space and a minimum of 4GB RAM
- Windows OS 32/64bit (Recommend Windows XP or 7. 2003/2008/Vista Server can also be used). User must have local admin rights to install VMware Player 3.1 and temporarily disable User Account Control.

CommVault will provide a set of DVDs containing the training environment. The contents of the DVDs are to be copied to each PC's hard drive with the specified free disk space. If a distributed image is being used, distribution should occur at this point. Once the training environment is in place, the facility provider must run `../Training/Install.cmd` which will expand the virtual environment and install the necessary software. Systems must be rebooted before they are ready for training.

### Method 2: Remotely provide Virtual Training Environment

In some facilities the hardware/software requirements of Method 1 cannot be met. In these cases, CommVault may be able to provide the training environment remotely via the web. The facility/individual student system requirements for this method are:

- Internet Explorer (IE) version 7 or version 8, or Firefox version 3 web browser. Note: If using IE web browser the Microsoft Licensed Class Manager 1.0 plug-in must be installed.
- Active-x plug-ins are allowed (required for VNC and VMware VMRC browser plug-ins)
- CommVault's virtual training environment source IP address **199.255.247.116** added as a trusted site.
- Minimum of 56Kbps available bandwidth dedicated to servicing the training environment
- Outward bound port access for **ports 8443 and 5901** to connect to IP address **199.255.247.116**.

It is important that the required port access is verified before using this method to access the CommVault remote virtual environment. To do this, download and install the port query utility from Microsoft Support website <http://support.microsoft.com/kb/832919>. From a command prompt, change to the install directory (e.g. `C:\portqryv2`) and execute the following command:

```
portqry -n 199.255.247.116 -p TCP -o 8443,5901 -l c:\portqryresults.txt
```

Results of the command should show that both ports 8443 and 5901 are in a **Listening** state. If any other state is listed - such as **Not Listening** or **Filtered**, check with your Network/Security Administrator and ask to allow communications on these ports. Re-run the command as necessary to verify both port's Listening status.

As would be expected, this remote method's success is subject to the availability of all involved components. Additionally, CommVault's ability to provide this remote capability may be limited due to demand. Customer's selecting this method must also confirm its availability for the scheduled training event.