Juniper vLabs FAQ

v1.6

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YEAR 2000 NOTICE
Juniper Networks hardware and software products are Year 2000 compliant. Junos OS has no known time-related limitations through the year 2038. However, the NTP application is known to have some difficulty in the year 2036.

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Juniper vLabs FAQ
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General

Q. How is my usage data stored, and how is it used?
A: Usage data is used for system capacity management and topology usefulness studies. We also monitor usage for abuse of vLabs.

Q: Is there a User Guide?
A: Yes. See the Juniper vLabs User Guide.

Q: Are there How-to Videos?
A: Yes. See the How-to Videos.

Q: I'm not sure how to use the topologies. Do you have specific guidance on what to do once I'm in one?
A: In general the topologies are self-serve, which requires you to have a general knowledge of what you'd like to try out. Some topologies include an 'activity guide'. Overall, we recommend using Juniper's technical documentation to learn more about features and technologies related to the products in your sandbox.

Q. What is the recommended browser and OS for Juniper vLabs?
A: Juniper vLabs was tested using Mozilla Firefox and Google Chrome, but should generally work with any web browser.
Note - Safari is known to have some occasional display issues.
Note - Microsoft Edge supports SSH-in-a-browser (Guacamole) sessions, but appears to *not* support support the copy-paste option,

General vLab Sandbox Information

Q: How long does it take to start up a sandbox?
A: Sandbox startup times vary based on the devices used and complexity of the topology. For example, the *Standalone vMX* sandbox starts up in about 5 minutes, while the *BGP - Multi-AS* sandbox takes 15-20 minutes.

Q: How long is a sandbox session?
A: By default, a session is set to run for three hours.

Q: What is the maximum sandbox session time?
A: Maximum reservation time is six hours.

Q: Can I extend my sandbox session?
A: Yes. You can extend your sandbox session - during initial reservation or while the session is running - up to the full six-hour session limit.

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Q: Can I change the sandbox topology or add more devices?
A: No, topologies are fixed.

Q: How do I know which software version the sandbox devices are using?
A: Version information is shown on the Topologies menu page. For Junos devices, you can also enter the `show version` CLI command.

Q: Which features are supported on the devices running in my sandbox?
A: See Juniper's Feature Explorer site to confirm feature support for the sandbox devices. Or, start up a sandbox session and try it out!

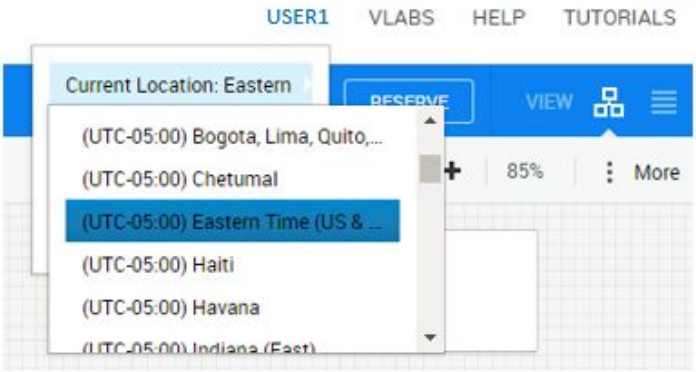
Q: Are features on the virtualized Junos devices in my sandbox the same as the related physical devices?
A: In many cases yes, features on physical Junos devices are also available on the related virtual devices; however, this is not true in every case. See Juniper's Feature Explorer site to confirm feature support. Or, start up a sandbox session and try it out!

Q: Is it possible to save my device configurations and re-apply them to a new sandbox session?
A: Yes, **but** the sandbox session does **not** save your configurations automatically. You must manually save the configurations from the current session, and reload them onto the devices in a new session.

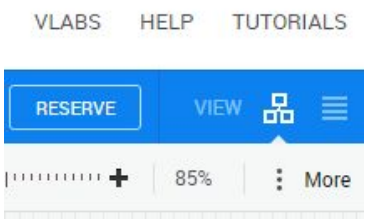
Q: Is my work on from a previous session recoverable?
A: No.

Managing vLab Sandbox Sessions

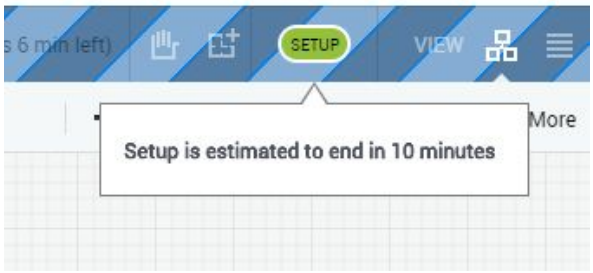
Q. How do I set the timezone for my reservation?
A: You can set your time zone by clicking your username.

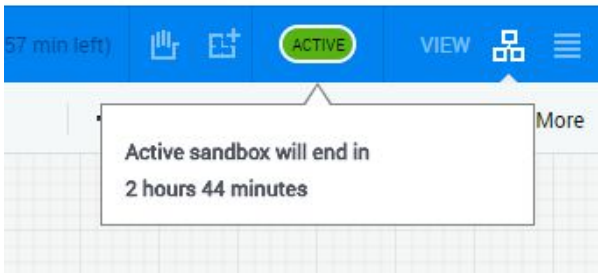


Q: How do I reserve / start a new sandbox session?
A: Click the **RESERVE** button in the upper right corner of the vLabs UI to get started. See the Juniper vLabs User Guide and How-to Videos for further information.

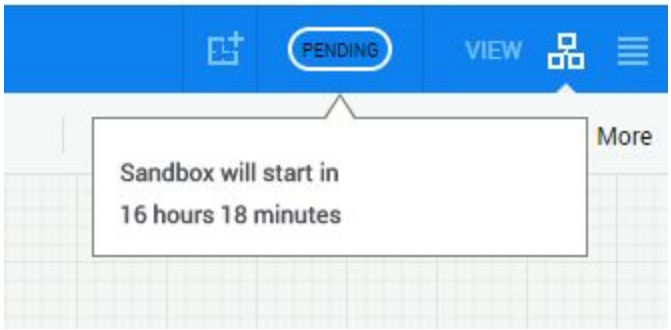


Q: How can I monitor the setup status of my sandbox?
A: You can monitor the sandbox setup in the upper right corner of the vLabs UI. The status icon shows SETUP while the sandbox is being created; the status icon changes to ACTIVE when the sandbox is ready to use.





Q: I reserved / started a new sandbox session; however the status icon shows as PENDING. What happened?
A: When you reserve a new session for a future date/time, the sandbox performs some initial checks to ensure the proper resources are available,and then goes into PENDING state. When the session start time arrives, the status icon changes to SETUP while the sandbox is being created, and then ACTIVE when the sandbox is ready to use.



Q: How can I monitor the teardown status of my sandbox?
A: You can monitor the sandbox teardown in the upper right corner of the vLabs UI. The status icon shows TEARDOWN while the sandbox is being created; the status icon changes to COMPLETED when the sandbox is fully shut down.

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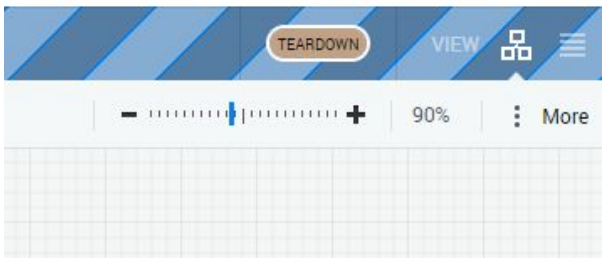
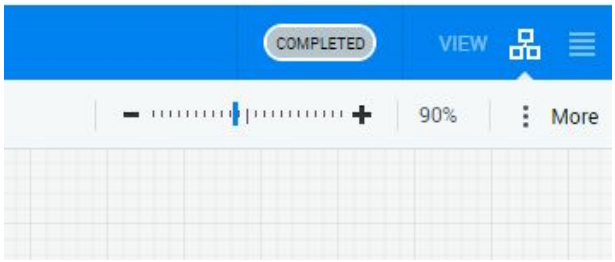
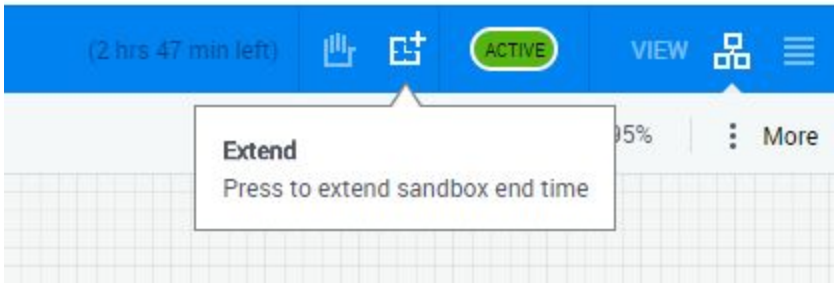
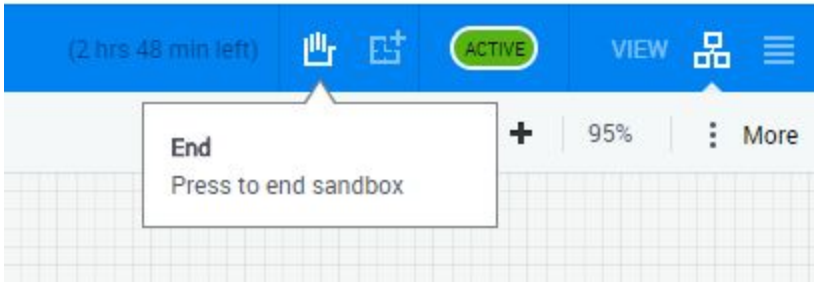




Q: How can I extend my sandbox session?
A: In the upper right corner of the vLabs UI, click the **Extend** icon.



Q: How can I end my sandbox session?
A: In the upper right corner of the vLabs UI, click the **End** icon.



Using the vLabs UI

Q: My sandbox session has started. How do I access the resources?
A: See the Juniper vLabs User Guide and How-to Videos for details on how to access the sandbox and the devices in it.

Q: How do I enable HTTPS access to the devices in my sandbox session?
A: See the Juniper vLabs User Guide and How-to Videos for details.on how to enable this option.

Q: How do I enable SSH 'direct access' to the devices in my sandbox session?
A: See the Juniper vLabs User Guide and How-to Videos for details.on how to enable this option.

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Q. I am accessing a device using SSH in the browser. Why am I having issues copying and pasting text to/from the CLI?
A: The SSH-in-browser method of accessing devices is OK for small amounts of copy-pasting. To do this:

- Google Chrome may (depending on your setup) support copy-paste as usual.
- In all other cases, do a Google search on 'guacamole copy paste' to learn the 'Ctrl+Alt+Shift' method.

For larger amounts of copy-pasting, a better option will be to enable 'direct access' and SSH to the devices using tools on your machine. See the Juniper vLabs User Guide and How-to Videos for details.on how to enable this option.

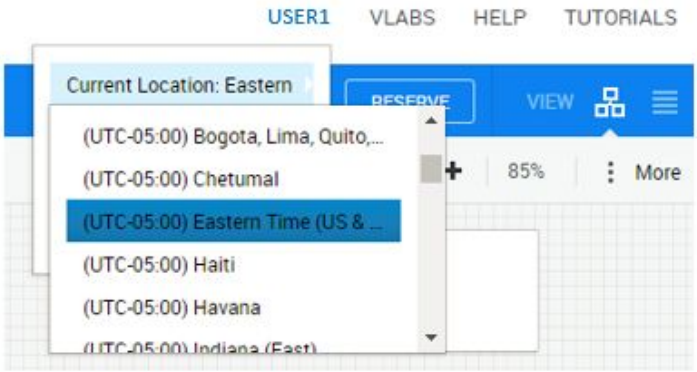
Q. My sandbox is running slowly, and the CLI interface on the devices has a lag. Why?
A: Slowness can be caused by the distance between you and the lab (Juniper vLabs is based in the US) or due to the lab environment overall being under heavy load. Using the 'direct access' method may help to some degree. See the Juniper vLabs User Guide and How-to Videos for details.on how to enable this option.

Q: How can I save my configurations?
A: Your sandbox session does **not** automatically save your configurations. You must manually save the configurations. To do this, you may find it easier to enable 'direct access' to the devices so you can copy-paste using your local SSH tools. See the Juniper vLabs User Guide and How-to Videos for details.on how to enable this option.

Q: Can I update the software on the devices in my sandbox?
A: No.

Troubleshooting, Support, and More Information

Q. When I create a reservation for a future date/time, the sandbox session does not start up at the correct time. What is wrong?
A: Your time zone may be set to UTC. Check your time zone by clicking your username at the upper right of the vLabs UI.



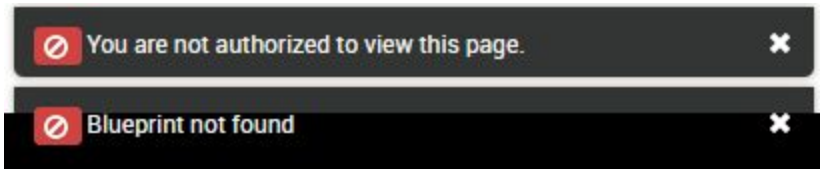
Q. Why am I not getting the emails as part of the sandbox setup process?
A: Some email systems send these emails to the spam or clutter folder. Some systems may also block these emails.

Q: Does vLabs include real-time support?
A: No. vLabs is intended as a self-serve offering. We do not offer real-time support.

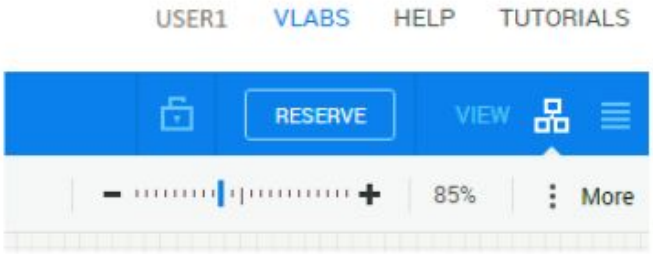
Q: Is there a troubleshooting guide?
A: See the Monitoring/Troubleshooting section of the Juniper vLabs User Guide.

Q: How can I report an issue?
A: You can contact us at vlabs@juniper.net. To help us resolve your issue, please as much information about the issue as possible, including a description of the problem, the sandbox URL, etc.

Q. I'm a Juniper Employee or Partner. When I try to Launch a vLabs topology, why do I get an error message like this?



A: Check the upper right corner of the vLabs UI, beside your username, and ensure that **VLABS** appears. If anything else appears there, click it and change to **VLABS**.



Feedback and Suggestions

Q: Can I submit an idea/request for a new vLabs topology?
A: Sure! Send requests to vlabs@juniper.net.