

INE Members Frequently Asked Questions

GENERAL

I'm having problems with Firefox

If your Firefox browser displays some of our web pages incorrectly, the latest Firefox update could be the problem. Follow these steps to correct the problem:

1. Open Firefox.
2. Open a new tab.
3. In the address bar, type **about:config**, and then press Enter.
4. If prompted, click the **I'll be careful, I promise!** button.
5. In the search box, type **layout.css.devPixelsPerPx**.
6. Double-click the row (there should only be one) under the **Preference Name** column.
7. Change the value to **1.0** and press Enter.
8. Restart Firefox.

Does INE offer instructor-led classes?

Yes! Most of the INE content is self-paced, meaning that you can work on it anywhere that you have access to either our streaming videos or your downloaded videos or workbooks. However, we also offer CCIE Bootcamps, which are instructor-led, live classes. These classes are available in 3-, 5-, or 10-day sessions, depending on the track. To view more information about our Bootcamps, go to the [INE homepage](#) and select the track or class that you wish to view on the **Bootcamps** tab at the top of the page. To reserve a spot in an upcoming Bootcamp, please [contact our Sales Team](#).

Where are your Bootcamps offered?

Currently, our training locations are as follows:

- Chicago, Illinois
- London, United Kingdom
- Los Angeles, California
- New York, New York
- Orlando, Florida
- RTP, North Carolina
- San Jose, California
- Seattle, Washington

Not all Bootcamps are available in all locations. For more information on Bootcamps in a specific track, visit the [INE homepage](#) and click the **Bootcamps** tab at the top of the page. Select the Bootcamp that interests you, and you will be redirected to a page that displays the applicable dates and locations.

Are additional discounts available?

At INE, we are committed to helping our students achieve their CCIEs, and we want our content to be available to as many students as possible. Because our pricing structure is extremely competitive within the market, we cannot offer further discounts on our products (this includes Cisco employee discounts, military discounts, etc.). We offer many of our products at discounted rates through our bundle offers. We also recognize that our pre-made bundles may not be appropriate for every user based on your current knowledge level, previous purchases, and other factors. If none of the existing bundles suit your training needs, we recommend [contacting our Sales Team](#) to find out if a custom bundle can be built to fulfill your unique training needs.

ACCOUNTS

How do I change the email address associated with my INE account from an employer-provided account to a personal email account?

If your employer purchased your INE products or subscriptions, we must verify that you still have permission to access the material before we can change your email address. Please have someone in a position to authorize access [contact a Training Advisor](#).

If you purchased this subscription yourself, please provide us with the email address that you would like to use for your account by contacting [Customer Support](#).

Can I transfer my tokens to another account?

Yes, you can. To transfer tokens from one account to another, [contact our Customer Service](#) team. To initiate a transfer, you must be the owner of the tokens, and you must have the email address associated with the account to which you would like to transfer tokens.

How do I change my time zone?

In your INE Members account, at the top right, click your name, and then click **Account Settings**. Next to **Date and Time Settings**, click **Edit** to select your country and time zone.

How do I deactivate my account?

If you would like to deactivate your account, please [contact our Customer Service](#) team. So that we can continue to offer the best possible service to our customers, please let us know in your email why you would like to deactivate your account and how we could improve our service in the future.

Can I access my Members account from multiple devices?

You can access your account from any device with an Internet connection: home PC, laptop, work PC, tablet, or mobile device. It is important that you familiarize yourself with the information in our [Terms & Conditions](#) that pertains to [Member Account Security](#).

How do I change my password?

To change your password:

1. Click your name at the top right of your INE home page, and then click **Account Settings**.
2. Next to **Password**, click **Edit**.
3. Enter your current password, enter your new password twice in the fields provided, and then click **Save Changes**.

ALL ACCESS PASS

What's included in the All Access Pass?

Simply put, every video that we have recorded. This means you have access to our entire library of more than 10,000 hours of videos, walkthroughs, and lab strategies across multiple Cisco tracks and levels. For a full detailed list of products, please contact your training advisor.

How do I change the payment method for my All Access Pass?

To change your payment method, log in to your Members account, click **All Access Pass** on the left, and then click **Manage Subscription**. If you do not see this option, please contact our [Billing Department](#) within two days of your desired modification date.

I just signed up for the All Access Pass, but I can't access the streaming videos.

When you log in to your INE Members account, on the left side of your dashboard under **Training**, select **All Access Pass**. This tab gives you access to all of the streaming videos that you are entitled to under the All Access Pass.

How do I cancel my All Access Pass?

To cancel your All Access Pass, log in to your Members account, click **All Access Pass** on the left, and then click **Manage Subscription**. If you do not see this option, please contact our [Billing Department](#) within two days of your desired cancellation date to prevent the recurring charge.

Is download access included with the All Access Pass?

The All Access Pass is an online streaming subscription to the world's best Cisco training content. Although download access isn't included with the All Access Pass, members do receive a discounted price for most downloads.

Are workbooks included with the All Access Pass?

The All Access Pass is designed for candidates who want a single solution to their video training needs. All Access Pass members also receive either significant workbook discounts or free workbook bundles, depending on their subscription level.

Can I watch/download the videos from anywhere?

Yes! We use a global streaming solutions provider to provide you with the optimal bandwidth to your location. Our downloads are hosted on Amazon's distributed S3 servers, and our streaming videos are brought to you from BitGravity.

How fast does my Internet connection have to be to watch your streaming videos?

For your convenience, we provide streams at three different bandwidths. Our "Low" stream is set at a maximum of 350 Kbps, our "High" stream at a maximum of 2 Mbps, and our "HD" stream at a maximum of 2.5 Mbps. These are maximum bit rates. For example, the actual bit rate for a "High" video stream does not typically exceed 750 Kbps.

Can I pause my video and save my place?

Yes, you can save your current place in any streaming video by using our bookmark feature. For older material that has not yet been converted to this new format (and is hosted on our Adobe Classroom server), you can manually skip ahead in the video.

Can I watch your videos from multiple computers?

Yes! You can watch videos from multiple computers or devices. Also, video downloads do not contain digital rights management (DRM), so you are free to watch videos on any device you own.

My videos are skipping/pausing/not working.

If you experience problems with video playback or quality, please try installing the latest Adobe Flash Player: <http://get.adobe.com/flashplayer/>.

Can I download all the videos at once, or do I have to download one at a time?

Currently, videos must be downloaded one at a time. We are currently seeking ways to improve this experience.

Can the videos that I haven't purchased be hidden or greyed out on my profile?

We are aware that the current Members site might seem overwhelming, especially for customers with the All Access Pass. We are currently working to design an improved user experience for the Members site.

RACK RENTALS

How do I report a possible issue with the labs or solutions?

We have a ticketing system to help track any issues ("bugs") with our products. If you feel you have encountered a bug in any of our products, email the details of the issue to bug@ine.com. The quality control team will work closely with the development team to ensure that your issue is handled properly. We will respond within two business days. This allows time to verify and/or re-create the issue.

If you are currently in a lab or a rack rental session and experiencing these difficulties, please open an emergency ticket by clicking the link in the session. This will create a priority ticket that will be addressed as soon as possible.

What if I don't have an issue to report but I would like to discuss a lab task or solution?

The [IEOC Forum](#) is the best place to discuss labs and solutions. Our forum is actively moderated by our authors and instructors, and our community includes hundreds of networking professionals, CCIEs, and students who have already encountered the same or similar situations.

Please note when creating a thread on the IEOC Forum that it may take a day or two for someone to get back to you! In the meantime, you should take some time to browse the existing forum topics, which may have already answered your question.

How do I schedule a rack session?

You schedule your rack sessions through your Members account. When you sign in to the Members site, you will see a page like this:

The screenshot shows the INE Members account dashboard. The top navigation bar includes the INE logo, a Theme dropdown, and the user's name. The left sidebar contains navigation links for Training (Home, All Access Pass, Workbooks, Rack Rentals, Mock Labs, Graded Labs, Bookmarks), Resources (Store, FAQs, INE Homepage, Online Community), and Account Information (Profile, Account Activity, Order History, Log Out). The main content area is titled "My Products" and features a link for Workbooks. Below this, there are two sections: "Data Center" and "Live Courses", each with a table of products.

Product Name	Format
Video-on-Demand	
CCIE Data Center: Nexus 1000v on UCS Download (Now Available!)	download
CCIE Data Center: Nexus Course Download CURRENT	download
CCIE Data Center: Nexus NX-OS Primer Download CURRENT	download
CCIE Data Center: Storage Course Download CURRENT	download
CCIE Data Center: Unified Communications on UCS (Now Available!)	stream
CCIE Data Center: Unified Communications on UCS Download (Now Available!)	download
CCIE Data Center: Unified Computing Course Download CURRENT	download
CCIE Data Center: Written Bootcamp CURRENT	stream

Product Name	Format
CCIE Routing & Switching Troubleshooting Bootcamp CURRENT	download
Video-on-Demand	
CCIE Routing & Switching Bootcamp CURRENT	stream
Live Classes	
CCIE Routing & Switching Bootcamp Live CURRENT	download

When you click **Rack Rentals** on the left side of the page, you will see this:

The screenshot shows the INE Rack Rentals dashboard. On the left is a navigation menu with options like Home, All Access Pass, Workbooks, Rack Rentals (selected), Rack Labs, Graded Labs, Bookmarks, Resources, Store, FAQs, INE Homepage, and Online Community. The main content area is titled 'Rack Rentals' and includes a 'Set a Rack Password' link. Below the title are tabs for Overview, Upcoming Rentals, and Past Rentals. A table lists current sessions with columns for Start Time, Duration, Username / Password, Telnet Information, and Action. Two sessions are listed: one for 'rsrack3 - blazer' (2 hours, 19 minutes) and another for 'rsrack2 - blazer' (1 day, 23 hours, 19 minutes). Below the table are four cards for different tracks: CCIE Routing & Switching (12 Tokens/Session), CCIE Voice (10 Tokens/Session), CCIE R&S Troubleshooting (30 Tokens/Session), and CCIE Data Center (20 Tokens/Session). Each card has a 'Schedule/Cancel Session' button and a 'Rack Resources' link. At the bottom left, there's a 'Free CCNA Streaming' section and a 'Current Token Balance' of 181 Tokens with a 'Purchase Tokens' button.

Click **Schedule/Cancel Session** for your track to see the rack session booking page. We use a Routing & Switching rack rental here as an example.

The screenshot shows the INE Rack Rental Scheduler page for Routing & Switching. The breadcrumb trail is 'Dashboard / Rack Rentals / Scheduler : Routing & Switching'. The page title is 'Routing & Switching Rack Rental' with a 'Quick Tour' link. A date range selector shows '2013-08-19 01:00 PM' to '2013-08-19 04:00 PM'. Below this is a table with columns for Start Date, Duration, and End Date. A single session is listed: '2013-08-19 01:00 PM' with a duration of '3h' and an end date of '2013-08-19 04:00 PM'. A green button next to the session says 'Rent Now | 42 Tokens'. On the right side, there's a 'Current Balance' section showing '1002 Tokens'. Below that is a 'Reserved Sessions' section with tabs for 'Active Sessions' and 'Upcoming Sessions'. A message box states 'You do not have any active sessions.'

In this section, enter a preferred start date and time for your rack rental session.

Routing & Switching Rack Rental [Quick Tour](#)

2013-08-19 03:30 PM to 2013-08-19 04:00 PM

Current Balance
1002 Tokens

Reserved Sessions

Active Sessions Upcoming Sessions

You do not have any active sessions.

In this section, enter a preferred end date and time for your rack rental session.

Routing & Switching Rack Rental [Quick Tour](#)

2013-08-19 03:30 PM to 2013-08-19 07:30 PM

Start Date	Duration	End Date
2013-08-19 03:30 PM	— 0h 30m →	2013-08-19 07:30 PM

Current Balance
2 Tokens

Reserved Sessions

Active Sessions Upcoming Sessions

You do not have any active sessions.

This panel shows all sessions that are available to rent based on your chosen start and end times.

Routing & Switching Rack Rental [Quick Tour](#)

2013-08-19 02:00 PM to 2013-08-22 05:00 PM

Start Date	Duration	End Date
2013-08-19 02:00 PM	— 2d →	2013-08-21 02:00 PM
2013-08-21 02:00 PM	— 3h 30m →	2013-08-21 05:30 PM
2013-08-21 05:30 PM	— 23h 30m →	2013-08-22 05:00 PM

Current Balance
381 Tokens

Reserved Sessions

Active Sessions Upcoming Sessions

You do not have any active sessions.

FULLY BOOKED means that the session is not available to rent.

Book means that you may reserve this session. It also displays the number of tokens required to reserve this session.

Rent Now means that the session is available for immediate rental.

When you have chosen your session, a dialog box asks you to confirm the session reservation and displays the number of tokens required. Click **OK** to reserve the session. Then click **OK** again when you see confirmation of your reservation.

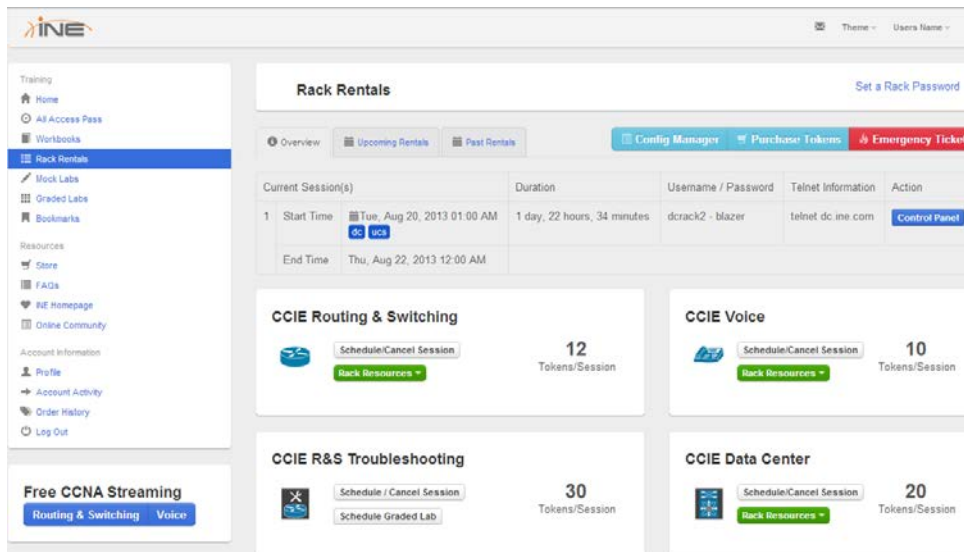
The **Current Balance** area displays the number of tokens available in your account. In the **Reserved Sessions** area, the **Active Sessions** tab displays any sessions that have already started. These sessions cannot be cancelled. The **Upcoming Sessions** tab displays your reserved sessions, which can be cancelled at any time before the start time of the session.

The screenshot shows the iNE Rack Rentals interface. At the top, there is a navigation bar with the iNE logo on the left and 'Users Name' and 'Logout' on the right. Below the navigation bar, there is a breadcrumb trail: 'Dashboard / Rack Rentals / Scheduler : Routing & Switching'. The main content area is titled 'Routing & Switching Rack Rental' with a 'Quick Tour' button. The interface is divided into two main sections. The left section is a booking form with a date range selector showing '2013-08-19 02:30 PM' to '2013-08-19 05:00 PM'. Below this, there is a table with columns for 'Start Date', 'Duration', and 'End Date'. The table contains one row: '2013-08-19 02:30 PM', '— 2h 30m →', and '2013-08-19 05:00 PM'. To the right of this row is a green button labeled 'Rent Now | 10 Tokens'. The right section contains two panels. The top panel is titled 'Current Balance' and displays '181 tokens'. The bottom panel is titled 'Reserved Sessions' and has two tabs: 'Active Sessions' and 'Upcoming Sessions'. The 'Upcoming Sessions' tab is selected. Below the tabs is a table with columns for 'Start Date' and 'Duration'. The table contains two rows: '2013-08-20 12:30 AM' with a duration of '02:30:00' and '2013-08-20 12:00 AM' with a duration of '48:00:00'. Each row has a small blue icon with 'rs' next to the start date.

If you encounter difficulties booking your rack session, please consult the rack rental guide for your track or [contact our Support Team](#).

How do I cancel a rack session?

Up to 35 minutes before your session is scheduled to start, you can cancel a rack session in your Members account. When you click **Rack Rentals** on the left side of the page, you will see this:



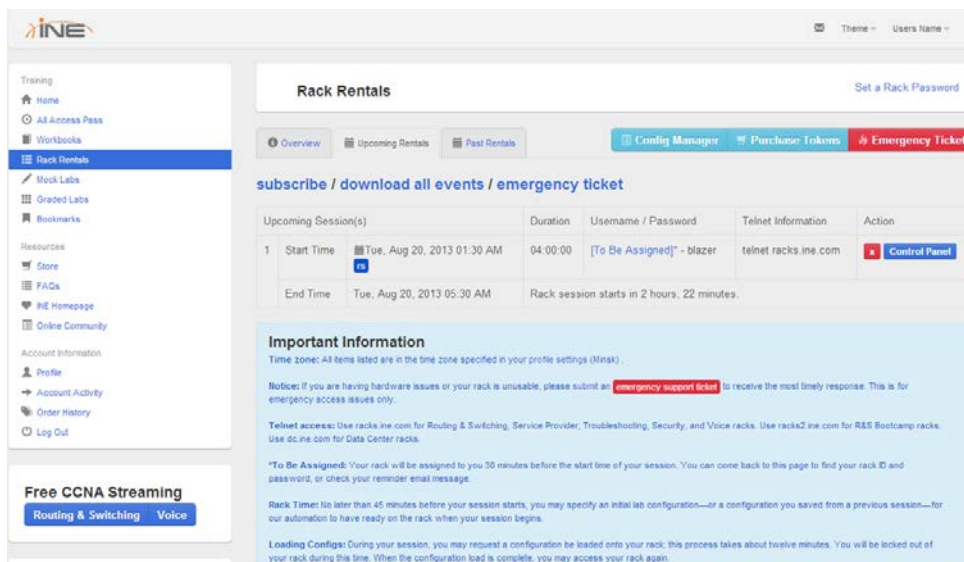
The screenshot shows the INE Rack Rentals interface. The left sidebar contains navigation links for Training, Home, All Access Pass, Workbooks, Rack Rentals (highlighted), Mock Labs, Graded Labs, Bookmarks, Resources, Store, FAQs, NE Homepage, and Online Community. Below the sidebar is a 'Free CCNA Streaming' section with links for Routing & Switching and Voice. The main content area is titled 'Rack Rentals' and includes a 'Set a Rack Password' link. It features tabs for Overview, Upcoming Rentals, and Past Rentals. A table displays the current session details:

Current Session(s)	Duration	Username / Password	Telnet Information	Action
1 Start Time: Tue, Aug 20, 2013 01:00 AM	1 day, 22 hours, 34 minutes	dcrack2 - blazer	telnet dc.ine.com	Control Panel
End Time: Thu, Aug 22, 2013 12:00 AM				

Below the table are four session cards for different topics, each with 'Schedule/Cancel Session' and 'Rack Resources' buttons:

- CCIE Routing & Switching: 12 Tokens/Session
- CCIE Voice: 10 Tokens/Session
- CCIE R&S Troubleshooting: 30 Tokens/Session
- CCIE Data Center: 20 Tokens/Session

Click the **Upcoming Rentals** tab at the top. The page should look like this:



The screenshot shows the INE Rack Rentals interface with the 'Upcoming Rentals' tab selected. The main content area displays a table of upcoming sessions:

Upcoming Session(s)	Duration	Username / Password	Telnet Information	Action
1 Start Time: Tue, Aug 20, 2013 01:30 AM	04:00:00	[To Be Assigned] - blazer	telnet racks.ine.com	Control Panel
End Time: Tue, Aug 20, 2013 05:30 AM	Rack session starts in 2 hours, 22 minutes.			

Below the table is an 'Important Information' section with the following text:

Important Information
Time zone: All items listed are in the time zone specified in your profile settings (Minsk).

Notice: If you are having hardware issues or your rack is unusable, please submit an **emergency support ticket** to receive the most timely response. This is for emergency access issues only.

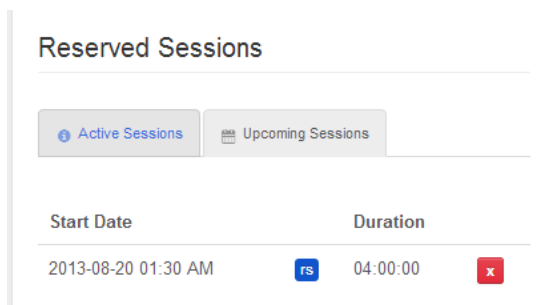
Telnet access: Use racks.ine.com for Routing & Switching, Service Provider, Troubleshooting, Security, and Voice racks. Use racks2.ine.com for R&S Bootcamp racks. Use dc.ine.com for Data Center racks.

***To Be Assigned:** Your rack will be assigned to you 35 minutes before the start time of your session. You can come back to this page to find your rack ID and password, or check your reminder email message.

Rack Timer: No later than 45 minutes before your session starts, you may specify an initial lab configuration—or a configuration you saved from a previous session—for our automation to have ready on the rack when your session begins.

Loading Configs: During your session, you may request a configuration be loaded onto your rack; this process takes about twelve minutes. You will be locked out of your rack during this time. When the configuration load is complete, you may access your rack again.

You will see your booked session(s) on the **Upcoming Sessions** tab. To cancel a session, click the red X button next to it.



The screenshot shows the 'Reserved Sessions' page. It features two tabs: 'Active Sessions' and 'Upcoming Sessions'. Below the tabs is a table with the following data:

Start Date	Duration
2013-08-20 01:30 AM	04:00:00

The duration cell contains a blue 'rs' button and a red 'X' button.

A confirmation message will appear. Click **Confirm**. Another message states the number of tokens that have been returned to your account. Click **OK**. Your session will be cancelled and your tokens refunded.

INE rack rentals are considered *on-demand*, which means that you can rent an available rack at any time, even if the start time for the rack session has already passed. Rack sessions are 2 hours 30 minutes in length, but you may rent the remaining portion of a session that is already in progress if the rack is available.

Benefits:

- You are not required schedule your session in advance.
- The cost of your rental (the number of tokens required) is prorated according to the length of your session.
- You may extend your current session within 40 minutes of the next session start time (although we recommend doing so earlier). Simply return to the scheduling calendar and select the next session.

Restrictions:

- If you schedule a session that has less than **1 hour** remaining, you must schedule at least two consecutive sessions.
- If your session starts within **40 minutes** of scheduling, you must also schedule the session immediately preceding it.

What are tokens, and do they expire?

All CCIE rack rentals are scheduled in 2.5-hour sessions using our exclusive token system. This system is designed to give you the flexibility to schedule and reschedule your own sessions at your convenience. Each token purchased represents \$1 USD, although we do offer discounts on tokens when purchasing packages or bundles. Tokens can only be used to purchase rack time or labs, whether those are mock labs or graded labs; you cannot use tokens to purchase products. Tokens are non-refundable, so please consider carefully how much rack time you need before purchasing tokens. However, tokens never expire and will stay in your account for life. Also, tokens can be used to book rack time for all tracks, so if you purchase tokens while you are studying Security and then move on to a different track, they will still be applicable for future rack rentals. Tokens are also transferable to other INE members. More information on tokens and rack rentals can be found [here](#).

I loaded my own configuration and lost VPN connectivity.

This happens when you load a configuration onto your PSTN router that you saved from a previous session. You may have changed the interface FastEthernet0/0's IP address, so the VPN link is broken. Here is the correct configuration for the interface on the PSTN router:

```
interface FastEthernet0/0 description == VPN Uplink
ip address 177.253.#.1 255.255.255.0
duplex auto
speed auto
no shutdown
!
```

Where “#” is the voice rack ID number: “1” for VORack1, “12” for VORack12.

R&S Rack Configuration Overview

Important Notes

- Telnet connectivity is disabled in Internet Explorer. We recommend using either Chrome or FireFox.
- A screen resolution of *at least* 1024 x 768 is necessary for optimum use of these tools.

The icons you see on the **Device Management** tab represent devices in your rack session topology. When you click any device icon, you will see the following menu:

- **Open Telnet**
- **Show Configuration**
- **Clear Line**
- **Power Cycle**
- **Test Connection**

Open Telnet*

Selecting this option opens a window to the Telnet connection of that device. Our system immediately begins recording all activity within that window. You may click the **Minimize** button to place the window in a tab at the bottom of the topology, or you can open a new window by clicking the **Window** button (you may resize the window to your preferred size). All configurations are recorded throughout the session. Closing the Telnet connection window closes the Telnet session, and all recordings are lost. You must clear the lines before you can open another Telnet session to that device, at which time the system will begin recording a new session.

Show Configuration

Selecting this option provides a screen shot of the current running configuration on the device.

Clear Line

This option clears the line on the connection. This gives you access to the device if you accidentally close the Telnet connection before the end of your session.

Power Cycle

If your connection freezes, you can use this option to cut the power and restart the boot cycle.

Test Connection

Selecting this option provides basic feedback on device accessibility; use this option to determine whether the hostname has been configured.

*You do not need a separate Telnet client on your computer; our system handles the Telnet connection for you. You also do *not* need to have port 23 open to establish a Telnet connection.

VIDEOS

Why can't I download all of the videos in one file?

We optimize the file sizes of our video downloads for the average user. While some users may have high-speed connectivity and would prefer one large file, many customers have slower connections that require a smaller set of files. You may want to use a download manager to make your download go faster.

I'm having trouble getting videos to download completely.

Some Internet service providers have file size limits. They may also restrict your ability to download files after you have reached a certain limit during a particular period of time. Check with your ISP for more information.

Try downloading just one file at a time; multiple simultaneous downloads are much more likely to fail with slower Internet connections. Users with fast connections can download many files at a time. Download speeds may vary on local networks. If the problem continues to occur, you may wish to attempt clearing your data cache, as this can lead to download issues.

If your hard drive is 80% full or more, there may be problems writing the large download files to your hard drive. In this case, try writing the files to a drive that is less full, or try using the defrag utility on your hard drive to create more usable space.

If these fixes do not resolve your issue, please [contact our Support Team](#).

Nothing happens when I click on the download.

Your web browser has a default directory in which it automatically stores downloaded files. Check your browser's preferences for this location and ensure that you have enough space for the downloaded files. In some cases, files may download in the background and you may not see the progress.

If this still doesn't resolve your issue, please [contact our Support Team](#).

The audio is out of sync with the video stream.

This issue is common with outdated versions of Adobe Flash Player. Please go to <http://get.adobe.com/flashplayer> and download the latest version. If you continue to experience audio syncing problems, please [contact Customer Support](#).

I can't view the video streams on my Android device.

Because Adobe stopped supporting mobile devices in August of 2012, our streaming videos do not require Adobe Flash player to be installed. However, if you have upgraded your device to the latest Android operating system, version 4.1 or later, Adobe Flash may be still installed, and this may cause the video streams to fail. To uninstall Flash:

1. Open **Settings** on your device.
2. Go to **About Device** and confirm that you have version 4.1 or later installed.
3. Go to **Applications**, find Adobe Flash Player, and uninstall it.
4. Restart your device and test your video stream.

What's the difference between downloadable and streaming videos?

Our downloadable videos and streaming videos have the same content. However, it is important to note a few key differences. Our streaming videos are free to access for our All Access Pass members as long as their All Access Pass is active; this will include any updates made to those video courses. All Access Pass members can purchase videos for download at a discounted rate of up to 50% off. If you purchase a downloadable video, you will be able to watch it at your leisure indefinitely, without requiring Internet access; however, you will only receive relevant updates to that video within six months of your purchase date.

I have downloaded videos onto an Android device, but they will not play.

After loading downloaded videos (from a computer) to your Android device by means of a USB cable or a micro SD card, you will need a player to watch the .mov files. MX Player is an example of one that works well for our videos.