

General Contest Briefing

- Watch the [briefing video](#) before competing; confirm your PC meets listed specs
- In guacamole, background colors are often rewritten to black to save bandwidth. If you are sitting on a black screen, you may want to use the on screen keyboard by pressing Ctrl + Alt + Shift to try and see if you can issue a Ctrl + Alt + Delete
- Virtualbox will try to resize your screen a few moments after the first login. Once you have your browser window resized to your liking, don't adjust it
- The modules are virtualized with VirtualBox software. If you see any references to VirtualBox Guest Additions, leave that software alone.
- If you encounter unexpected behavior during your module, contact the proctor immediately.

On a more personal note...

- Don't cheat. Have some integrity and just don't cheat.
- Treat every module as if you are employed by a repair shop working on a customer's machine. There is no "reset button" if you make the problem worse. The same would be true in the industry; if you were to wipe a customer's hard drive if they asked you to configure some software, you would likely be fired.
- The modules are designed to be difficult; no one is going to get a 100% on every module. There is opportunity for partial credit in every module. Be sure to read the module description sheets and prioritize your time to get the most points possible
- These modules are all based on real-world scenarios encountered by experts in the field. You may not have received explicit training on the exact solutions, but you should be able to reason and deduce to find where the root causes may be located.