

Getting Ready for your Red Hat Remote Exam

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Process Overview and Important Notes

- Ensure that you meet the system requirements listed below.
- Download and create the Remote Exam Live ISO
- Boot to the remote exam live ISO and configure your internet and other settings
- Login to the exam environment with the same username that was used to schedule your exam
- Run a Compatibility Test in the Remote Exam Live Environment ISO
 - In advance of your exam, **you are required** to run a compatibility check in the Remote Exam Live Environment ISO on the hardware and network that you are planning to use for the exam.
 - The compatibility check should be done, preferably at the same time of day, at least 2 to 3 business days prior to the scheduled exam date. You can only proceed with your scheduled Red Hat Remote Exam if your compatibility test is successful. Please cancel your scheduled exam and do not reschedule until you have resolved the issues raised by the compatibility test.
 - Please note that office, home, and other networks can vary widely in their available bandwidth depending on the time of day, so please make sure to run the compatibility test at the time of day your exam is scheduled to get the most accurate evaluation possible. We recommend running the compatibility test two to three days prior to your scheduled exam date. Please note that we have configured and restricted the Remote Exam Live Environment for the sole purpose of taking the Red Hat exam and running the compatibility test.

System Requirements

- ❑ **Computer:** You will need a computer with a single active monitor. Red Hat supports many Intel compatible X86_64-bit architecture computers.
- ❑ **USB:** One USB Drive (2.0 or higher) with at least 8 GB capacity.
NOTE: The entire disk will be overwritten, so make sure you have saved any contents you may have on the disk before following the procedure for creating the live exam environment.
- ❑ **USB Hub:** One wired USB hub is allowed if a hub is needed to accommodate permitted peripheral devices as described below.
- ❑ **Hard Drive:** A hard drive with free storage capacity of at least 4 GB (for Live USB creation only).
- ❑ **Mouse:** A wired mouse is optional but recommended. A wireless mouse is not allowed. A wired mouse is required if you use a laptop with the lid closed as described below.
- ❑ **Keyboard:** Only one keyboard is allowed for the exam. If you wish to use an external, wired keyboard with your laptop, you will have to keep the lid closed. This will require the use of an external monitor and wired mouse as well. Wireless keyboards are not permitted.
- ❑ **Webcam:** One external webcam with at least a 1m cable.
- ❑ **Monitors:** Only one physical display will be allowed for the exam.

- ❑ **Connecting an external monitor to a laptop:** You are only allowed to use one monitor, one keyboard and one external mouse. If you chose to connect an external monitor to your laptop, the laptop lid must be closed throughout the duration of the exam session. You will be required to use a wired keyboard and a wired mouse.
- ❑ **Sound and microphone:** A working microphone is required. Verify that the audio and microphone are not set on mute prior to the exam.
- ❑ **Operating system:** N/A.
- ❑ **Firewalls:** Firewalls that allow normal web activities will typically work. More restrictive firewalls that limit outgoing access and that require additional authentication may cause problems. Most firewall issues will show up when you run the compatibility test.
- ❑ **RAM:** Minimum 4GB of RAM are required.
- ❑ **Internet connection speed:** Download speed requirements are 2.0 Mbps and upload speed requirements are 1.0 Mbps.
- ❑ **Network connection:** Unless it is physically not possible, a wired network connection should be used, not wireless, to ensure the most reliable delivery of your exam.
- ❑ **Laptop battery:** If using a laptop, please ensure that the built-in battery is fully charged just in case there is an interruption of power. Do not rely on the battery as the principal power source.
- ❑ **Power:** We recommend the use of an uninterrupted power supply (UPS) for your computer, external monitor (if used) and networking equipment to maintain internet connectivity during power outages.
- ❑ **All desktop or tower computers used for remote exams must sit either on top of the desk being used or in a place that allows a full 360 degree scan of the computer.**

For a real time assessment of your network and hardware requirements, run the compatibility check within the Live Environment, which will be provided after the exam is scheduled.

Creating a Remote Exam Bootable Live USB

OS: Windows 10, Windows 8.1, Windows 7

**The display prompts and screens shown below might vary slightly depending on the version of Windows used.

- You will need a USB key with at least 8 GB storage, USB 2.0 or higher
 - Important: You need to be an administrator of the system. Obtain administrator privileges from your IT department if you are using a laptop provided by your organization. Use your personal laptop/computer to create a bootable USB If admin rights cannot be provided for security reasons.
1. **Download the Remote Exam Bootable Live USB** from [here](#) and save it in the local hard drive.
 2. **Connect the USB drive** intended for creation of Live USB

3. Go [here](#) to download and install Fedora Media Writer

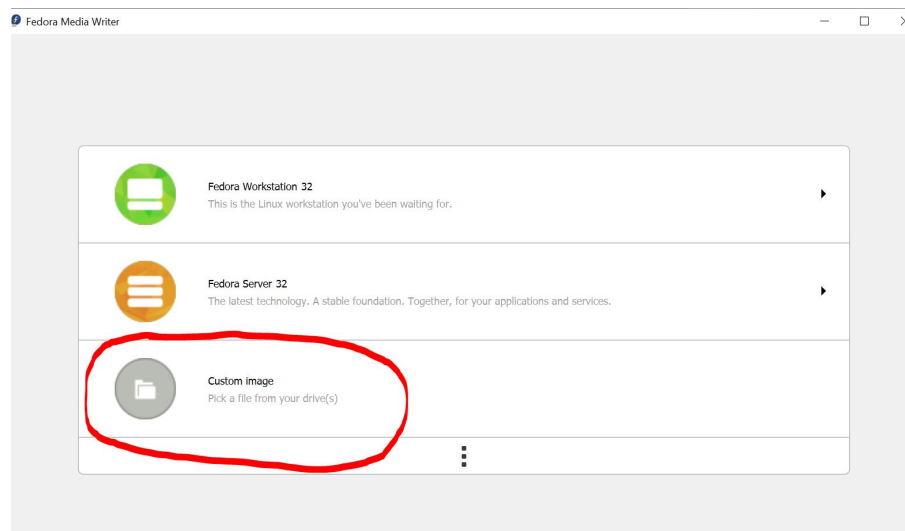
On Windows or MacOS?

Get started by using **Fedora Media Writer**, which makes it super easy to give Fedora a try.

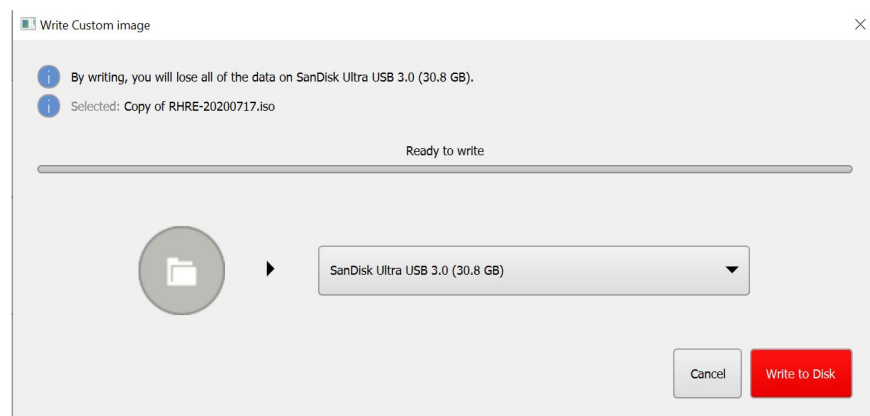
Fedora Media Writer



4. Use the **Fedora Media Writer** to write the downloaded .iso file to your USB drive.
- Launch Fedora Media Writer from the list of installed programs
 - Select Custom Image



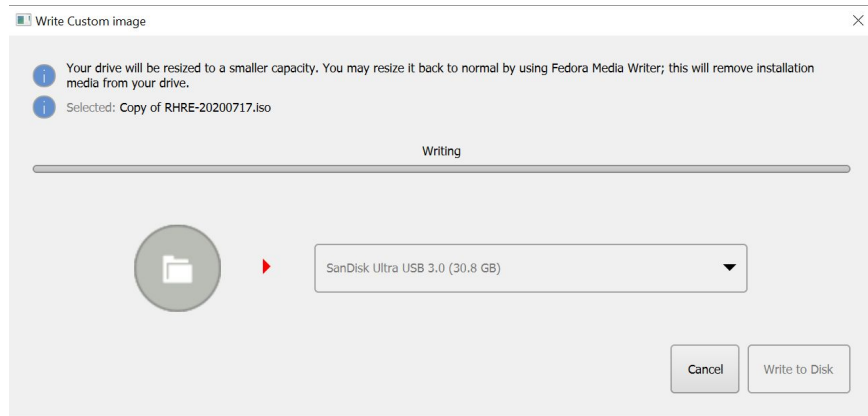
- Navigate to the bootable live usb image (.iso) stored in your computer, click on 'Open' and bring up the 'Write Custom Image' window



- If you have a USB drive connected to your computer, Fedora Media Writer will display that as the target device to create a bootable image. *Note:* Fedora Media Writer destroys all data on the USB stick while creating a Live USB

media. We recommend you back up the contents of your USB drive beforehand

- e. Select 'Write To Disk' to initiate the Live USB creation process. The 'Write Custom Image' window should identify the connected USB drive



5. **Close the window** once the writing process is completed
6. **Boot to the Remote Exam Bootable Live USB** - [Go to instructions](#)

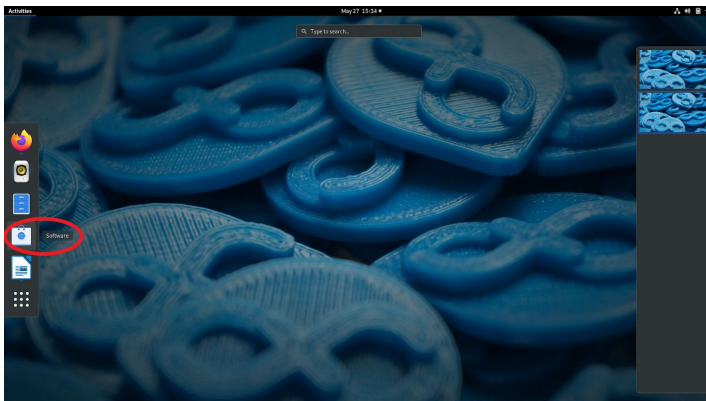
OS: Fedora 30.0 - Fedora 32.0

**The display prompts and screens shown below might vary slightly depending on the version of Fedora used.

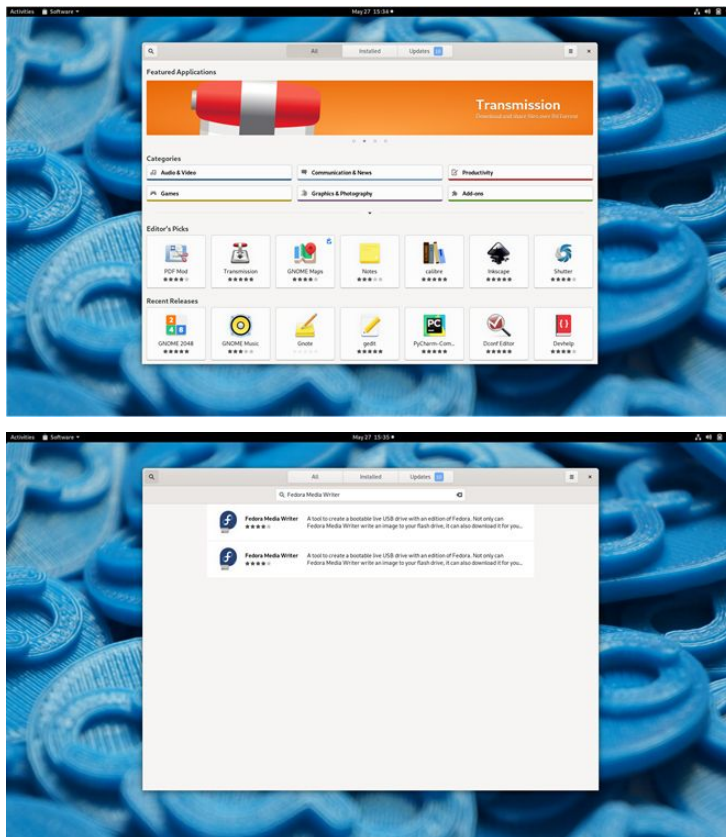
- You will need a USB key with at least 8 GB storage, USB 2.0 or higher
- Important: Root access or SUDO access is needed to perform these operations.

Method 1 - Using Fedora Media Writer

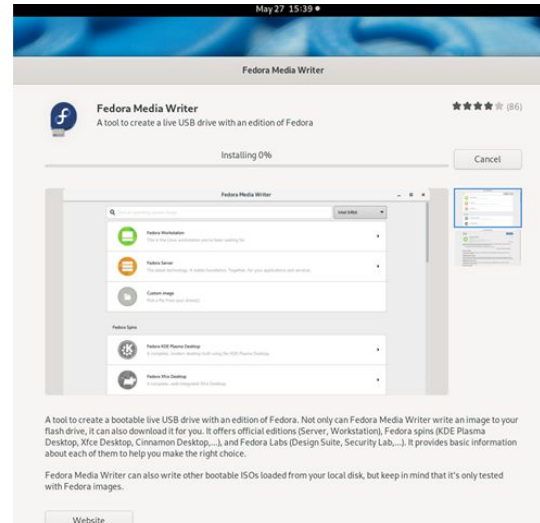
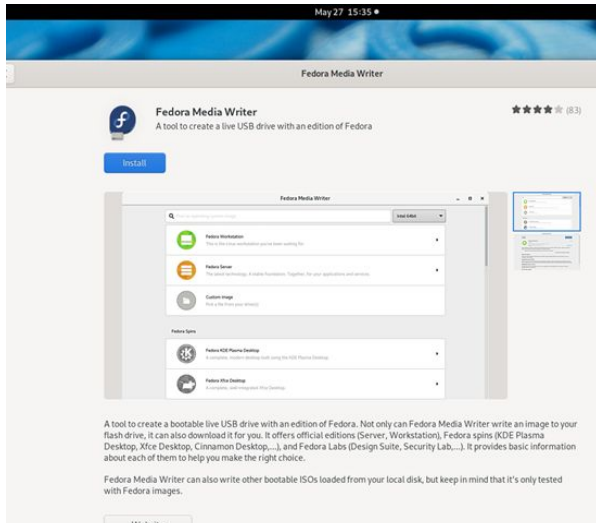
1. **Download the Remote Exam Bootable Live USB** from [here](#) and save it in the local hard drive.
2. **Download 'Fedora Media Writer'** from the Software Download Utility



3. **Search for "Fedora Media Writer"** in the Software Download Utility

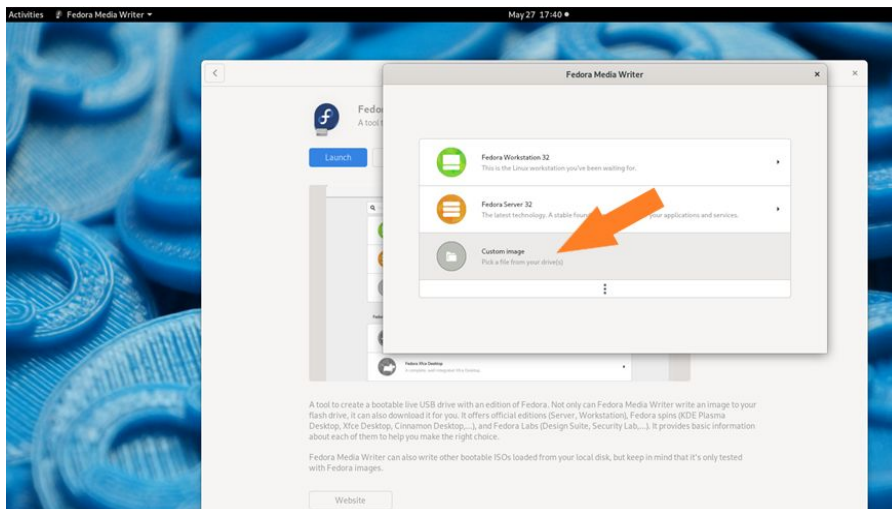


4. Select and Install

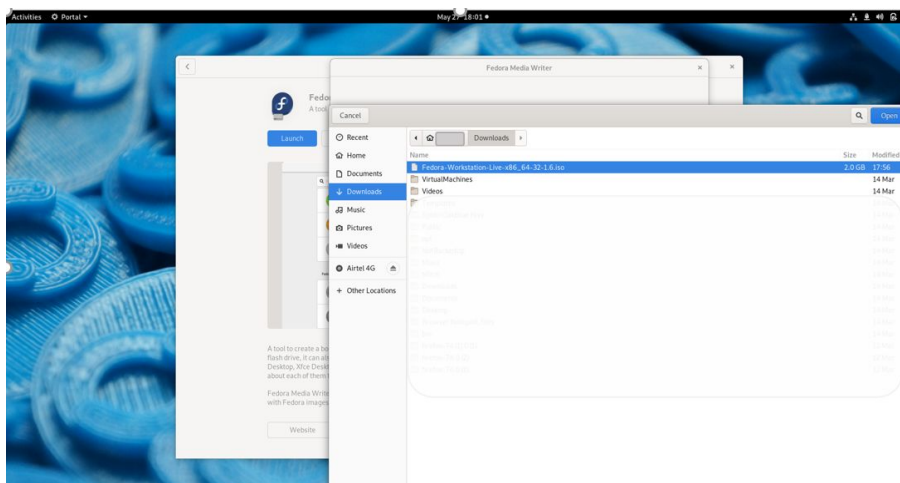


5. Click on Launch after installation

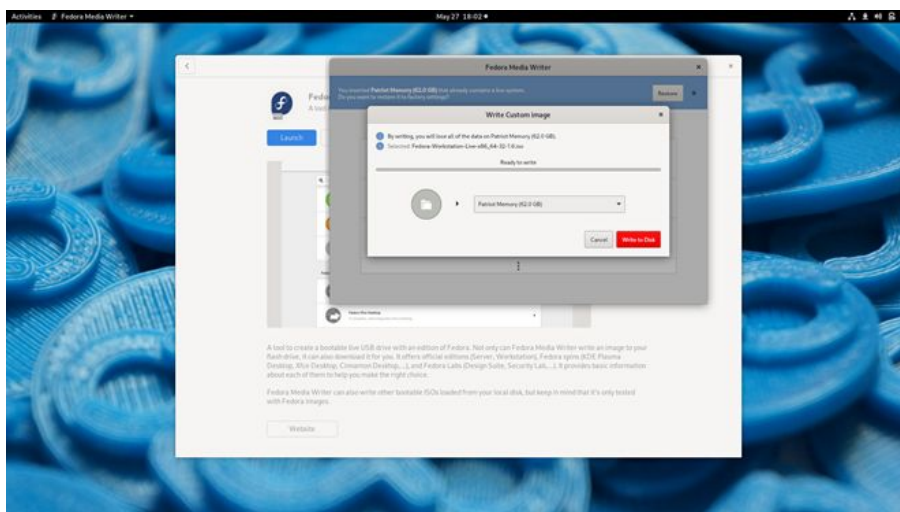
6. Select 'Custom Image' at the Fedora Media Writer screen



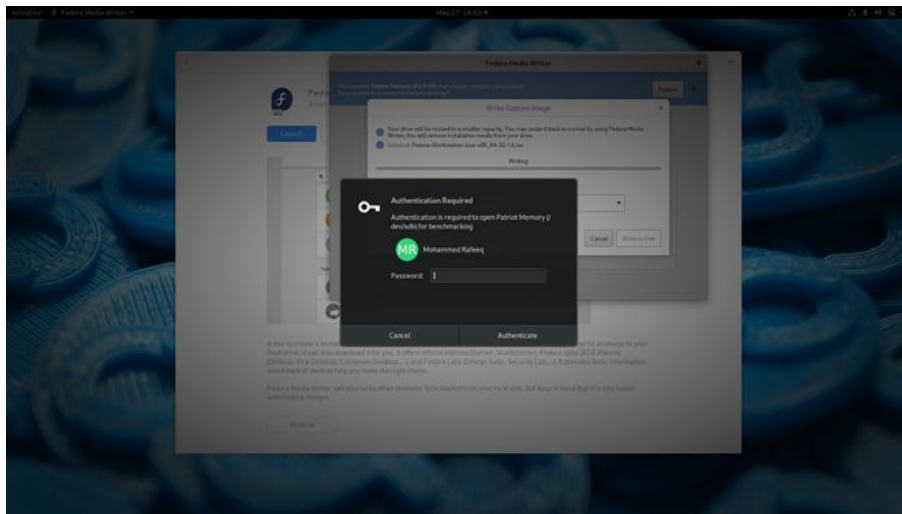
7. Select the Remote Exam Bootable Live USB image stored in your computer



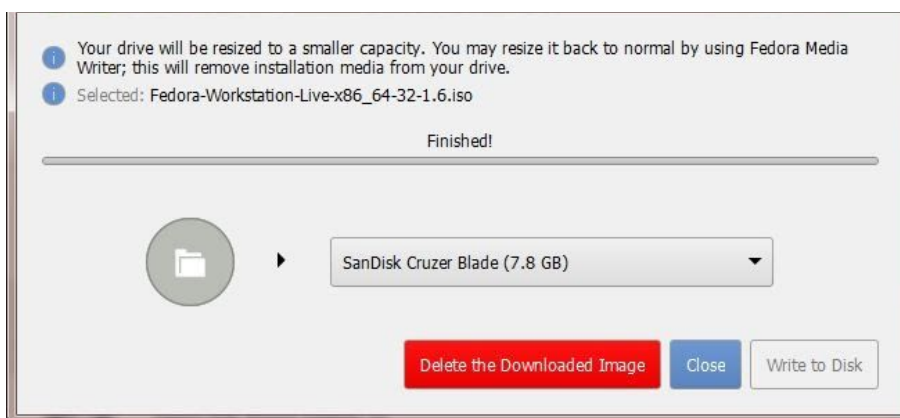
8. Select Write To Disk - Plugin the USB disk if you haven't already done so and ensure that the right USB disk is detected in the Fedora Media Writer screen



9. Enter the root password to your Fedora operating system to proceed



10. **Close and remove the USB Drive** once finished



11. **Boot to the Remote Exam Bootable Live USB** - [Go to instructions](#)

Method 2 – Using the dd utility

Caution:

Use **dd** utility with extreme caution. Using the wrong destination drive letter in the dd command can wipe out or overwrite the content of a different drive than intended – even your computer's hard drive.

Read the command and ensure accuracy of syntax and parameters before running the dd utility.

1. **Download the Remote Exam Bootable Live USB** from [here](#) and save it in the local hard drive.
2. **Open Terminal window and run the dd command** to write the installation ISO image directly to the USB device
3. **Use the lsblk command to find the attached usb drive** (For ex: It can be sda,sdb or sdc). Here it is sdb.

```
$ lsblk
```



```
[xyz@localhost ~]$ lsblk
NAME                                MAJ:MIN RM  SIZE RO TYPE MOUNTPOINT
sda                                8:0    0  477G  0 disk
├─sda1                            8:1    0    1G  0 part /boot
├─sda2                            8:2    0 463.4G  0 part
│   └─fedora_localhost--live-root00 253:0    0 454.1G  0 lvm /
│       └─fedora_localhost--live-swap00 253:1    0  9.3G  0 lvm [SWAP]
sdb                                8:16    1  57.7G  0 disk
├─sdb1                            8:17    1    1M  0 part
├─sdb2                            8:18    1   50M  0 part
├─sdb3                            8:19    1  150M  0 part /run/media/xyz/RHTINST
└─sdb4                            8:20    1   1.7G  0 part
[xyz@localhost ~]$
```

4. **As a sudo user run the dd command**, enter the sudo password when prompted

Syntax: \$ sudo dd if=/home/⟨⟨user⟩⟩/Downloads/⟨⟨File_name_of_image.iso⟩⟩

of=/dev/⟨⟨destination USB drive⟩⟩ bs=512k

Example below:

\$ sudo dd if=/home/⟨⟨user⟩⟩/Downloads/⟨⟨File_name_of_image.iso⟩⟩ of=/dev/sdX bs=512k

```
[xyz@localhost ~]$ sudo dd if=/home/xyz/Downloads/RHRE-20200908.iso of=/dev/sdb bs=512k
[sudo] password for xyz:
301+0 records in
300+0 records out
157286400 bytes (157 MB, 150 MiB) copied, 0.0675654 s, 2.3 GB/s
[xyz@localhost ~]$
```

5. **Unplug the usb and connect it again** and run lsblk: you can see the mount point now

/run/media/⟨⟨user⟩⟩/⟨⟨Live_USB_Image_Name⟩⟩

```
[xyz@localhost ~]$ lsblk
NAME                                MAJ:MIN RM  SIZE RO TYPE MOUNTPOINT
sda                                8:0    0  477G  0 disk
├─sda1                            8:1    0    1G  0 part /boot
├─sda2                            8:2    0 463.4G  0 part
│   └─fedora_localhost--live-root00 253:0    0 454.1G  0 lvm /
│       └─fedora_localhost--live-swap00 253:1    0  9.3G  0 lvm [SWAP]
sdb                                8:16    1  57.7G  0 disk
├─sdb1                            8:17    1    1M  0 part
├─sdb2                            8:18    1   50M  0 part
├─sdb3                            8:19    1  150M  0 part /run/media/xyz/0cddb23d-ea2a-44d1-bc72-6b054c40d4b9
├─sdb4                            8:20    1  150M  0 part
└─sdb5                            8:21    1   3.7G  0 part
[xyz@localhost ~]$
```

6. **Boot to the Remote Exam Bootable Live USB** - [Go to instructions](#)

OS: RHEL 7.0 or 8.0

- You will need a USB key with at least 8 GB storage, USB 2.0 or higher
- Important: Root access or SUDO access is needed to perform these operations.

1. **Download the RE Bootable Image** from [here](#) and save it in the local hard drive.

2. **Open Terminal window and run the dd command** to write the installation ISO image directly to the USB device
3. **Use the lsblk command to find the attached usb drive** (For ex: It can be sda,sdb or sdc). In the below example, it is sdb.

\$ lsblk

```

NAME                                MAJ:MIN RM  SIZE RO TYPE  MOUNTPOINT
sdb                                  8:16  1    7.2G  0 disk
├─sdb1                              8:17  1    1.2G  0 part
├─sdb2                              8:18  1      8M  0 part
├─sdb3                              8:19  1    17M  0 part
nvme0n1                             259:0  0 238.5G  0 disk
├─nvme0n1p1                         259:1  0      3G  0 part  /boot
├─nvme0n1p2                         259:2  0 235.5G  0 part
└─┌ luks-bd8deee0-216a-4de1-9408-caa07a605a80 253:0  0 235.5G  0 crypt
   │ ── RHEL7CSB-Root                       253:1  0   48.8G  0 lvm    /
   │ ── RHEL7CSB-Swap                       253:2  0    7.7G  0 lvm    [SWAP]
   └─ RHEL7CSB-Home                         253:3  0   100G  0 lvm    /home

```

Caution:

Use **dd** utility with extreme caution. Using the wrong destination drive letter in the dd command can wipe out or overwrite the content of a different drive than intended - even your computer's hard drive.

Read the command and ensure accuracy of syntax and parameters before running the dd utility.

4. **As a sudo user run the dd command**, enter the sudo password when prompted

Syntax: `$ sudo dd if=/home/<<user>>/Downloads/<<File_name_of_image.iso>>`

`of=/dev/<<destination USB drive>> bs=512k`

Example below:

\$ sudo dd if=/home/<<user>>/Downloads/<<File_name_of_image.iso>> of=/dev/sdX bs=512k

```

[~]$ sudo dd if=/home/ro/Downloads/rhrexboot.iso of=/dev/sdb bs=512k
[sudo] password for ro:
2417+1 records in
2417+1 records out
1267597312 bytes (1.3 GB) copied, 316.851 s, 4.0 MB/s
[ro@ro ~]$

```

Note: The dd command will return results faster than when the actual ISO to USB process is complete. Hence wait for about 15-20 minutes before ejecting the USB drive. Typically, if you try to eject the USB media (Places > USB Drive > Eject button) while the files are being copied, you will see a warning message.

The speed of the data transfer depends on the speed of your USB ports and the flash drive (USB 2.0 or USB 3.0)

5. **Unplug the usb and connect it again** and run lsblk: you can see the mount point now

`/run/media/<<user>>/<<Live_USB_Image_Name>>`

```

~]$ lsblk
NAME                                MAJ:MIN RM  SIZE RO TYPE  MOUNTPOINT
sdb                                8:16   1    7.2G  0 disk
├─sdb1                            8:17   1    1.2G  0 part  /run/media/n.../RHRE-20200630
├─sdb2                            8:18   1     8M  0 part
└─sdb3                            8:19   1     17M  0 part
nvme0n1                          259:0   0   238.5G  0 disk
├─nvme0n1p1                      259:1   0     3G  0 part  /boot
└─nvme0n1p2                      259:2   0   235.5G  0 part
    ├─luks-bd8deee0-216a-4de1-9408-caa07a605a80 253:0   0   235.5G  0 crypt
    │   ├─RHEL7CSB-Root            253:1   0    48.8G  0 lvm    /
    │   ├─RHEL7CSB-Swap           253:2   0     7.7G  0 lvm    [SWAP]
    │   └─RHEL7CSB-Home           253:3   0   100G   0 lvm    /home
~]$

```

6. Boot to the Remote Exam Bootable Live USB - [Go to instructions](#)

OS: Macintosh - El Capitan, Mojave and Catalina

Important: 2018 and later series of Mac systems have been found to have compatibility issues with several Linux distributions. This is impacting the remote exam image as well. Some of the issues are, but not limited to:

- T2 security system prevents booting from an external device by default.
- 2019 Macbook Pro keyboard and touchpad doesn't work when booted from an external media
- Other internal components such as Webcam, Mic and wifi adapters are not detected by many Linux distributions

If your system encounters such issues, please use another laptop that meets the system requirements and passes the compatibility test.

Using the dd utility

- You will need a USB key with at least 8 GB storage, USB 2.0 or higher
 - Important: Root access or SUDO access is needed to perform these operations.
 - Important: Newer Mac users will need a USB-C to Ethernet adapter converter for plugging in a network cable and a USB to Thunderbolt adapter to connect a conventional wired mouse/keyboard
1. **Download the Remote Exam Bootable Live USB** from [here](#) and save it in the local hard drive.
 2. **Connect the USB drive** and run the below command to list the disks

```
$ diskutil list
```

```

The default interactive shell is now zsh.
To update your account to use zsh, please run `chsh -s /bin/zsh`.
For more details, please visit https://support.apple.com/kb/HT208050.
iMac:~ syed$ diskutil list
/dev/disk0 (internal, physical):
#          TYPE NAME              SIZE       IDENTIFIER
0:        GUID_partition_scheme   *1.0 TB    disk0
1:          EFI EFI                209.7 MB   disk0s1
2:        Apple_APFS Container disk2 1000.0 GB  disk0s2

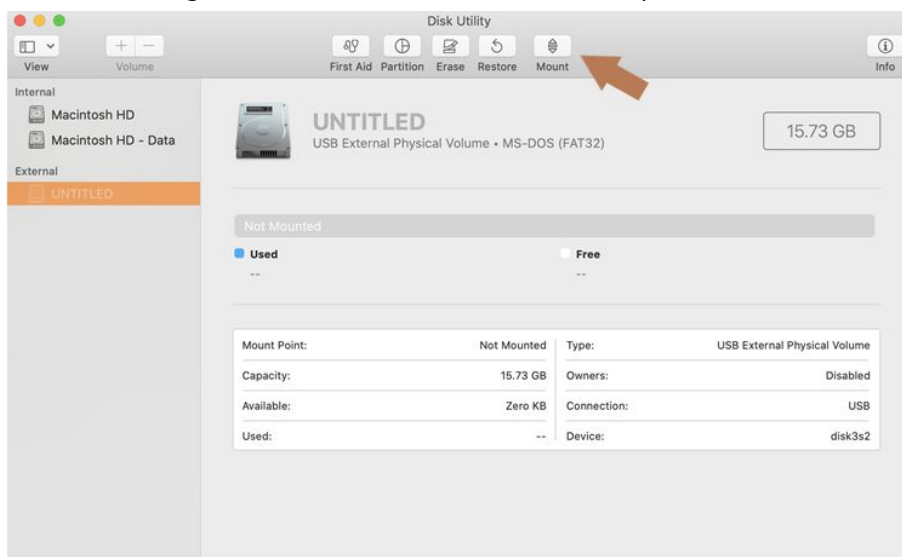
/dev/disk1 (internal, physical):
#          TYPE NAME              SIZE       IDENTIFIER
0:        GUID_partition_scheme   *28.0 GB   disk1
1:          EFI EFI                314.6 MB   disk1s1
2:        Apple_APFS Container disk2 27.7 GB    disk1s2

/dev/disk2 (synthesized):
#          TYPE NAME              SIZE       IDENTIFIER
0:        APFS Container Scheme -   +1.0 TB    disk2
           Physical Stores disk1s2, disk0s2
1:        APFS Volume Macintosh HD - Data 170.6 GB   disk2s1
2:        APFS Volume Preboot             81.8 MB    disk2s2
3:        APFS Volume Recovery             528.5 MB   disk2s3
4:        APFS Volume VM                   2.1 GB     disk2s4
5:        APFS Volume Macintosh HD         11.2 GB    disk2s5

/dev/disk3 (external, physical):
#          TYPE NAME              SIZE       IDENTIFIER
0:        Apple_partition_scheme   *15.9 GB   disk3
1:        Apple_partition_map       6.1 KB     disk3s1
2:        Apple_HFS                 8.4 MB     disk3s2
3:        Apple_HFS Red Hat Remote Exams 17.9 MB    disk3s3

```

- The connected drive address and name would be listed. In the above example, the USB drive is /dev/disk3
- Unmount the disk named /dev/disk3 (if this step is not completed, then you will get a "Resource Busy" error while attempting to write a bootable image)
\$ diskutil unmountDisk /dev/disk3
Sample Output: **Unmount of all volumes on disk3 was successful**
- The disk can also be unmounted by going to the Disk Utility, locating the USB drive and clicking on the 'Unmount' button at the top



Caution:

Use **dd** utility with extreme caution. Using the wrong destination drive letter in the dd command can wipe out or overwrite the content of a different drive than intended - even your computer's hard drive.

Read the command and ensure accuracy of syntax and parameters before running the dd utility.

3. **Create the disk image with dd:** In the terminal, run

Syntax: `$ sudo dd if=/home/⟨⟨user⟩⟩/Downloads/⟨⟨File_name_of_image.iso⟩⟩
of=/dev/⟨⟨destination USB drive⟩⟩ bs=512k`

Example below:

```
$ sudo dd if=/home/⟨⟨user⟩⟩/Downloads/⟨⟨File_name_of_image.iso⟩⟩ of=/dev/diskX bs=512k
```

****Replace "/home/⟨⟨user⟩⟩/Downloads/⟨⟨File_name_of_image.iso⟩⟩" by the actual path to the remote exam image in the Mac hard drive**

4. **Enter sudo password at the prompt:**



The .iso to usb writing process takes time. Wait patiently at the terminal screen. Final output could look something like below:

```
2358+1 records in
```

```
2358+1 records out
```

```
1236664320 bytes transferred in 514.656396 secs (2402893 bytes/sec)
```

Note: The dd command will return results faster than when the actual ISO to USB process is complete. Hence wait for about 15-20 minutes before ejecting the USB drive. Typically, if you try to eject the USB media (Places > USB Drive > Eject button) while the files are being copied, you will see a warning message.

The speed of the data transfer depends on the speed of your USB ports and the flash drive (USB 2.0 or USB 3.0)

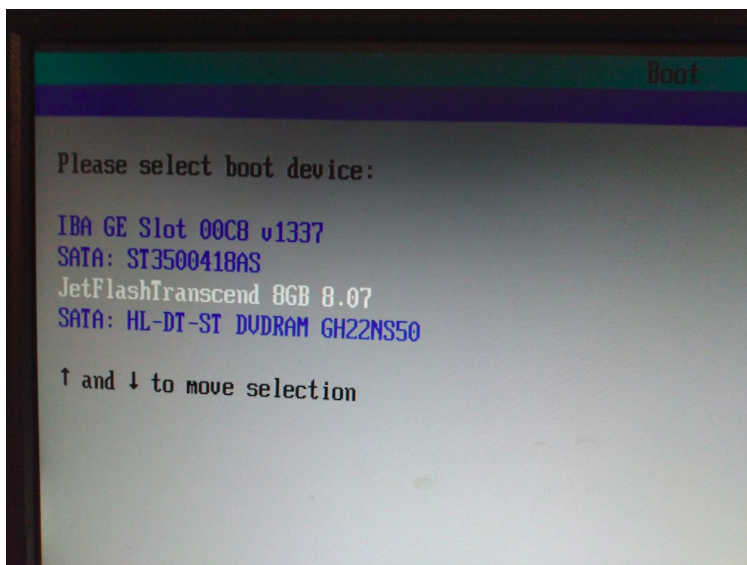
5. **Boot to the Remote Exam Bootable Live USB** - [Go to instructions](#)

Note to Red Hat Associates

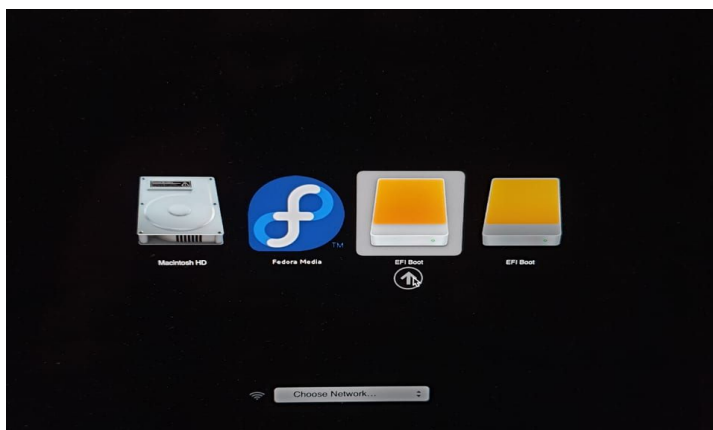
- [Click Here](#) for steps to create a Live USB on a Red Hat corporate operating system
- Booting to the Remote Exam Live USB - see section below.

Booting to the Remote Exam Live USB image

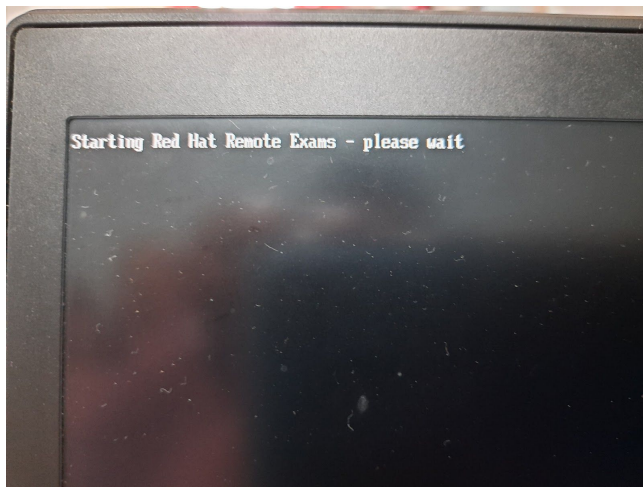
1. **Restart your computer/Mac and go to the Boot Menu.** Select your boot device as USB Flash Drive.
 - a. Note: Depending on your hardware, the keystroke to enter the boot menu may differ. The typical keys used for various hardware are, but not limited to 'delete', 'enter', F2, F4, F10 and F12. Look at the splash screen when the computer starts to know the key to enter startup or modify boot order.
 - b. For Mac, press and hold the Option key to access the startup manager and select the boot device
2. **Boot order selection screen** - will differ on various systems, a typical screen given below:



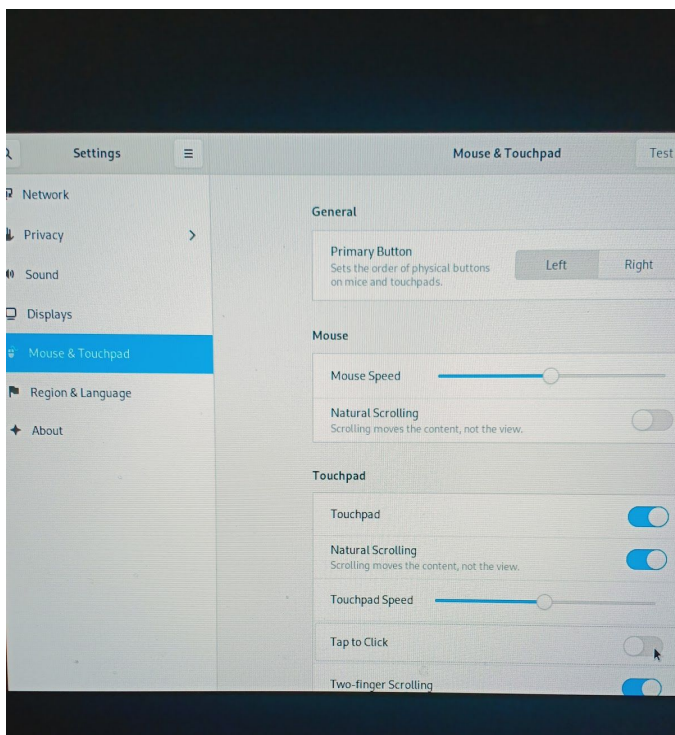
A typical Macintosh boot screen would look like below. **Select any of the EFI Boot icons



3. **Wait for the exam to load**



4. **Click OK at the welcome screen**
5. **Use the Settings page to make changes** such as mouse and touchpad speed, region/language, sound levels etc. The hamburger button next to 'Settings' provides a list of available keyboard shortcuts

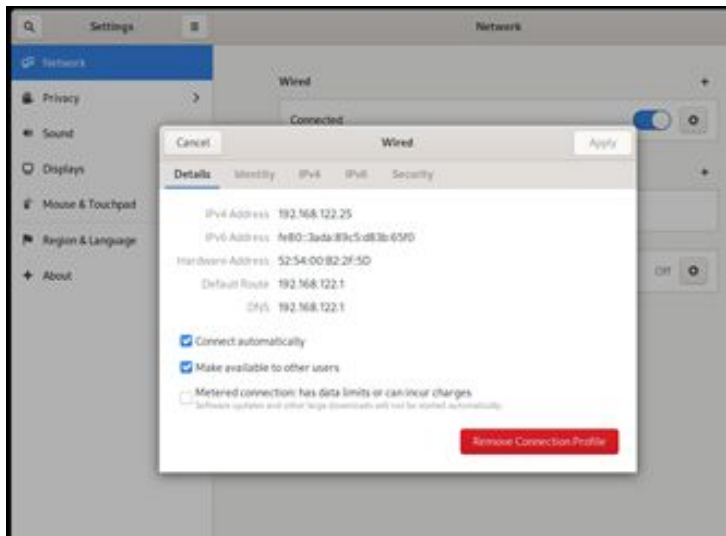


6. **Go to Network** and make sure that your wired internet connection is recognized.

Wifi compatibility with the Remote Exam Live USB cannot be guaranteed on all makes of hardware. Wifi may not be listed if the wireless adapter is not recognized by the image.

If the Wifi adapter in your computer is recognized, you may be able to connect to a wireless router with the router password. Additional credentials may be needed to connect to your Internet Service Provider. Please note that network performance and stability will depend on

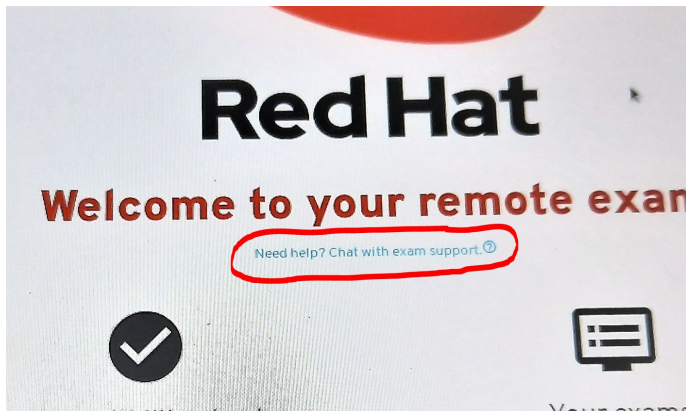
various aspects such as the distance between your computer and the wifi router, bandwidth shared with other connected devices etc.



7. **After connecting to the internet**, close the settings window to connect to the Red Hat Individual Exam Scheduler page
8. **Login using your redhat.com account username and password.** Ensure that this is the same that was used to purchase the exam
9. **Once inside the Live Environment**, run the **Compatibility Check** to verify that your system requirements are met.



10. **Raise a live chat with support** if you have questions during the compatibility test.



11. **Return to the main section** and press the power button of your computer briefly to get the prompt to shut the machine down
12. **Your Exams section** will display your scheduled exams about 1 hour before the start time and will allow you to access it 10 minutes before the start time. Please click on this section next to the compatibility check to proceed if you are going to start your exam.

Frequently Asked Questions

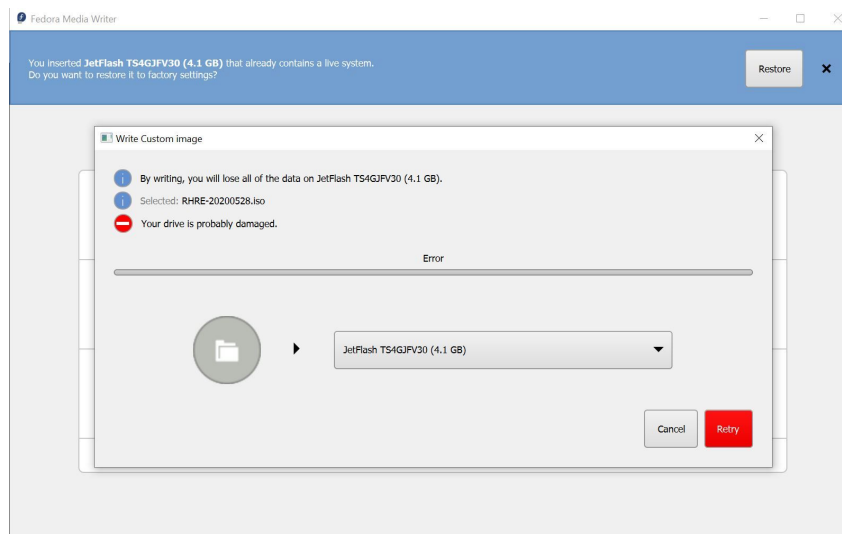
Hardware and Bootable Media

Why does it take a very long time to download the Remote Exam Live USB image?

The Remote Exam Live USB image is approximately 2 GB in size. Download speeds can vary depending on a variety of factors such as the available bandwidth and download speed of your internet connection at the time of downloading, number of users connected to the same router, distance from your wifi router, hardware specifications etc.

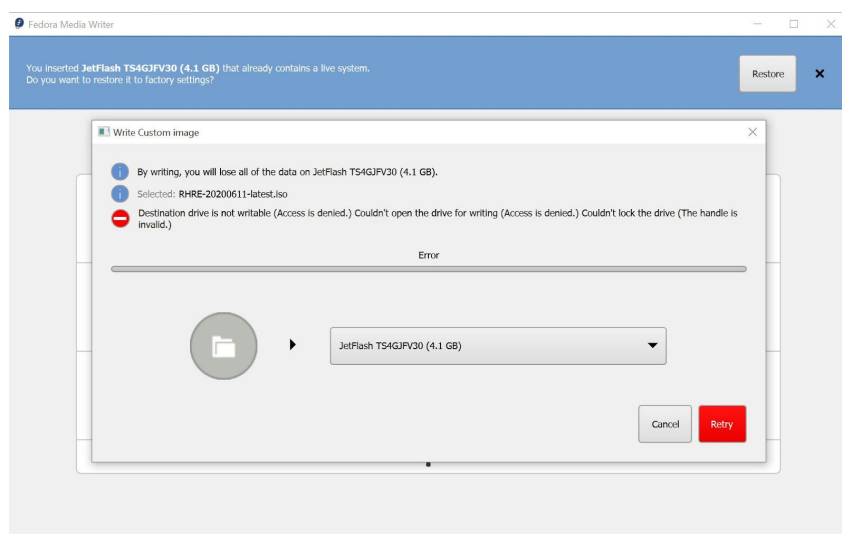
Fedora Media Writer throws errors while creating a Live USB on Windows 10

There are a few errors seen occasionally when Fedora Media Writer is used to create a Live USB from an iso file in Windows 10. Some of the screenshots given below.



- IT restrictions on a corporate laptop preventing ISO to USB writing process
- Fedora Media Writer saves the ISO to your USB and then reads it back to verify that it gets the same data back as it wrote. If the read does not match the write, FMW will show an error saying 'Your Disk is Probably Damaged'. This is a very stark message which actually means "Warning - there are inconsistencies between what was written and what was read back". There are many possible reasons why the read might not match the write and it doesn't always necessarily mean that the write failed or that the USB will not work. You can ignore this message on an otherwise known good USB and continue using the same.

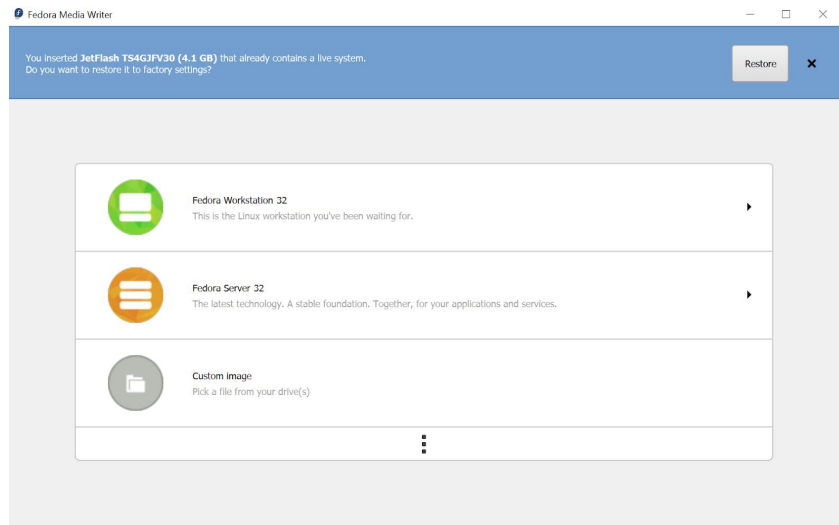
Click on 'Cancel' to exit Fedora Media Writer, reboot your system and try to boot from the USB drive. If it boots successfully to the Remote Exam image, the USB drive and the image on it is fine and can be used for your exam.



- Clicking on the Retry button and re-attempting the write process may fix the error
- The above error may also appear if there is an existing Live USB in the disk already. The presence of a Live USB will be detected by FMW and a 'Restore' option will be available to format the drive. Click on Restore, finish the format process and reattempt the process of creating a Live USB.
- If you are using a work laptop, your organization's IT might have imposed restrictions around writing an ISO to USB.

After the exam, how do I reformat my USB drive?

Using Fedora Media Writer: Connect the USB drive to your computer and start Fedora Media Writer. You will see a prompt to restore the USB drive to “Factory Settings”:



Follow the instructions to restore your USB drive to the Factory Settings:

****Note to Windows Users:** “Factory Settings” would most likely imply that your USB drive is formatted in FAT32 file system. FAT32 does not allow transfer of files larger than 4GB and hence most Windows users prefer NTFS.

exFAT handles larger files and is Windows and Mac OS compatible. Hence, you will need to use an additional level of formatting using the Windows format utility.

Can I use a wireless internet connection?

Wifi is not advised. Wherever possible, use a wired internet connection for stability and compatibility. Wifi speeds can vary based on a variety of factors which may have an impact on your exam. The Remote Exam Live USB may not detect all wireless network adapters. If the wifi adapter of your computer is not detected by the Remote Exam Live USB image, then wired internet will be the only option.

How many free USB ports should be available for use during the exam?

You should ideally have a minimum of two USB ports available in a laptop for a bootable USB drive and an external web camera. In the case of a desktop computer, the requirement would be four ports for the following devices: One external webcam, USB drive, keyboard and mouse.

I am unable to download the Remote Exam Live USB image

Your computer and the network you are connecting from must have the necessary privileges and permissions to download files from a third party source. The operating system used must have administrative (Windows) or root/sudo privilege (Linux/Mac). Firewalls and Security restrictions on your network setup might block such downloads. Try a personal computer and/or home network to perform these tasks.

Can I boot to the exam environment using a virtual machine rather than a USB drive?

No. The Remote Exam image must be loaded on a USB drive. Booting off a Virtual Machine is not allowed.

Can I create a bootable live USB by keeping my existing data in the same USB drive?

No. The process of live USB creation will wipe out any existing data and reformat your USB drive as needed.

Is a desktop computer allowed?

Yes

Is an iMac allowed?

Compatibility cannot be guaranteed. If your pre-exam test by booting in to the Remote Exam Live USB works fine, then you can proceed. A few things to note:

- iMacs come with wireless keyboard and mouse. Wireless devices may not work.
- Detection and stable performance of wifi internet is NOT guaranteed.
- Using a wired keyboard and mouse and a wired internet on an iMac should work fine subject to successful pre-exam testing.
- One external webcam with at least 1m cable and 90 degree field of view or more is required. The webcam must be focusable from 10 cm to 2 m.

Are there known issues with Mac systems?

Our tests passed on Macbook Pro and Macbook Air belonging to the 2016 and 2017 series. 2018 and later series of Mac systems have been found to have compatibility issues with several Linux distributions. This is impacting the remote exam image as well. Some of the issues are, but not limited to:

- T2 security system prevents booting from an external device by default.
- 2019 Macbook Pro keyboard and touchpad doesn't work when booted from an external media
- Other internal components such as Webcam, Mic and wifi adapters are not detected by many Linux distributions

If your system encounters such issues, please use another laptop that meets the system requirements and passes the compatibility test.

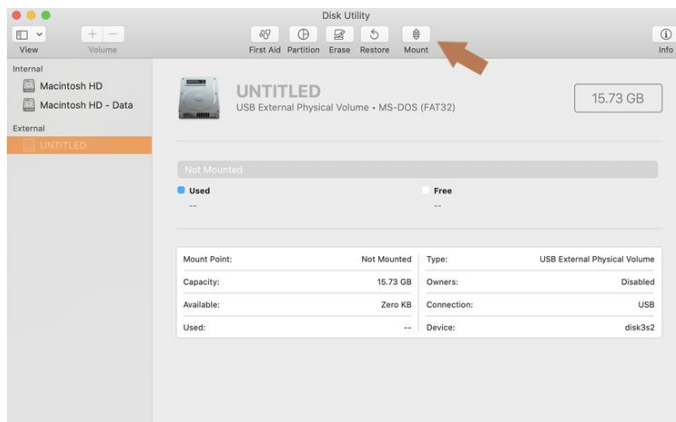
Why am I getting a "Resource Busy" error which is not allowing me to write to USB on my Macbook?

Prior to running the dd command, the disk must be unmounted. Try either of the below:

```
$ diskutil unmountDisk /dev/disk3
```

Sample Output: **Unmount of all volumes on disk3 was successful**

The disk can also be unmounted by going to the Disk Utility, locating the USB drive and clicking on the 'Unmount' button at the top



Can I use an external monitor or keyboard?

The [system requirements](#) table describes the conditions around usage of external keyboard and monitors. Below are a few examples of acceptable combinations of screens, keyboard and touchpad/mouse.

- ☐ Laptop screen, external webcam, integrated keyboard and touchpad only
- ☐ Laptop screen, external webcam, integrated keyboard and wired, external mouse
- ☐ Desktop computer with single monitor, external webcam, wired keyboard and wired mouse
- ☐ Laptop with lid closed, external monitor, external webcam, wired keyboard and wired mouse

Instead of an external wired webcam, can I use a wireless camera or my cell phone?

No. Wireless cameras, IP cameras, cell phone cameras etc. are not allowed. An external wired webcam with about 1 m. cable length is required.

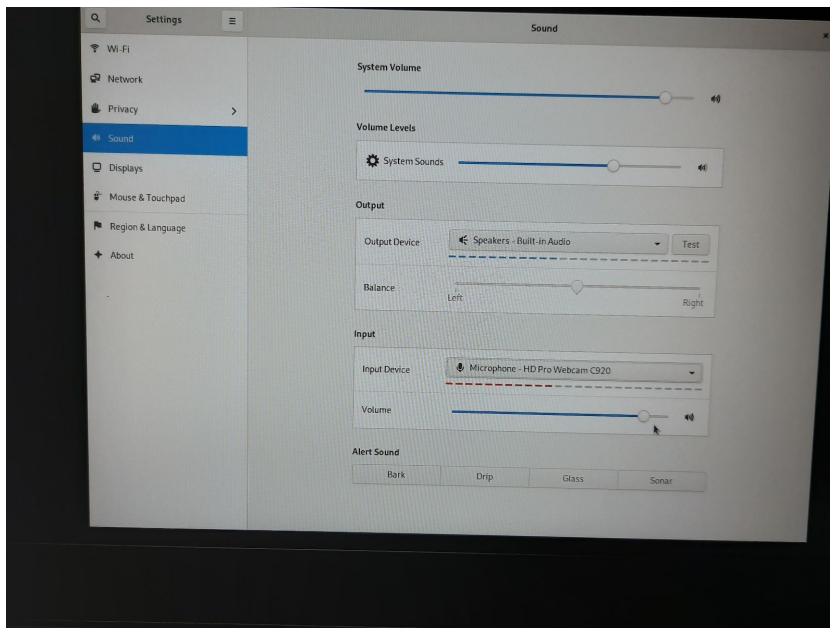
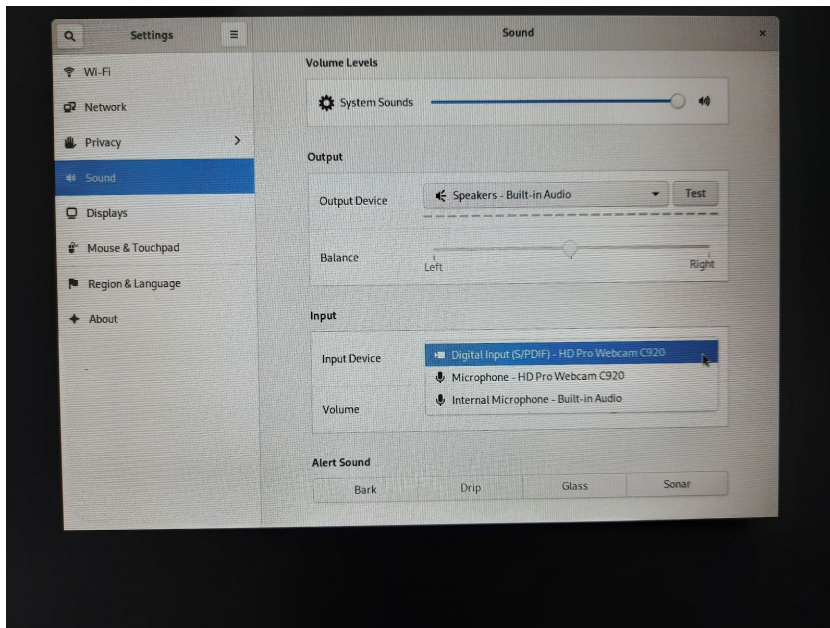
My compatibility test detects low microphone volume

Boot to the Remote Exam image, go to **settings > sound > select the input device**.

When you select the mic, after selecting, increase the volume slider all the way up.

The microphone level indicator should respond when you make some noise.

If the indicator is not responding, then switch to any other option in settings (like Network) and click on Sound again. The microphone level indicator should respond to noise levels now.



[Still Need Help? Chat with Support](#)