

# Getting ready for your Red Hat Remote Certification Exam

Red Hat® remote exams provide an entire operating system tailored for the purpose of delivering a Red Hat exam. Follow the steps below to ensure you are prepared for your remote exam.

**Note:** For Preliminary Exams please follow this [link](#)

## Before you schedule your exam:

1

**Check system requirements >>**

2

**Download and create a remote exam  
LiveUSB >>**

3

**Boot to the remote exam LiveUSB  
and configure your internet and other  
settings >>**

4

**Log in to the remote exam LiveUSB  
environment >>**

5

**Run a compatibility test\* in the  
remote exam LiveUSB environment  
>>**



Make sure to run the compatibility test a few days before at the time of day your exam is scheduled to get the most accurate evaluation possible.

**\*Please do not schedule the exam if your  
system doesn't pass all compatibility checks  
Reschedule is allowed only up to 24 hours  
prior to exam start time**



Read the **FAQ** or chat with our support team if you have questions during exam preparation.

**Contact support**

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## Mandatory System Requirements

- Computer:** You will need a computer with a single active monitor. Red Hat Remote Exam live USB supports many but not all computers based on X86\_64 processor architecture computers. Note that computers with ARM processors, such as Apple Silicon Macs are not compatible.
- Hard drive:** The hard disk of your laptop/desktop should have at least 8 GB of free space (for downloading ISO and creating LiveUSB).
- USB drive:** One USB drive with at least 4 GB capacity to create remote exam LiveUSB  
*NOTE: The entire USB drive will be formatted/overwritten, so make sure you have saved/copied any contents you may have on the usb drive before following the procedure for creating the remote exam LiveUSB.*
- External Webcam(wired):** One wide angled external webcam with at least 1m cable and minimum 720p resolution is mandatory. Refer to this [link](#) to learn about camera placement. Your face, hands and keyboard should be visible throughout the exam. It is recommended that the external webcam be connected directly to the USB port on your laptop/desktop and not to the USB hub or docking station. Webcam with the recording feature is not allowed.
- 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 configuration will require the use of an external monitor and wired mouse as well. Wireless keyboards are not permitted.
- Monitors:** Only one physical display will be allowed for the exam.
- Sound and microphone:** A working microphone is required. Verify that the audio and microphone are not set on mute prior to the exam. Built-in microphone in the external webcam can be used as well.
- Network connection and speed:** Unless it is physically not possible, a wired network connection should be used, not wireless, to ensure the most reliable delivery of your exam. USB (dongle) modems are NOT allowed. Minimum 2 Mbps Download and 1 Mbps upload speed (exclusive, not shared). Higher speed is recommended for a better exam experience. Upload speed is critical as well as it may affect the upload of multiple video feeds.
- RAM:** Minimum 8 GB of RAM is required.
- Operating system:** N/A

## Other System Requirements

- USB hub:** One wired USB hub is allowed if a hub is needed to accommodate permitted peripheral devices as described below.
- Connecting an external monitor to a laptop:** You are only allowed to use one monitor, one wired keyboard, and one wired mouse. If you choose 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.
- Firewalls:** Firewalls that allow normal web activities will typically work. More restrictive firewalls that limit outgoing access and require additional authentication may cause problems. Most firewall issues will show up when you run the compatibility test, causing certain test to fail
- 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.
- Desktop or tower computer placement:** All desktop or tower computers and connected devices used for remote exams must be placed either on top of the desk or in a position that allows a full 360-degree scan of the computer.

**For a real-time assessment of your network and hardware requirements, we recommend running the compatibility check within the remote exam LiveUSB before scheduling the exam.**

The ISO can be downloaded from this [link](#).

## Creating a remote exam LiveUSB

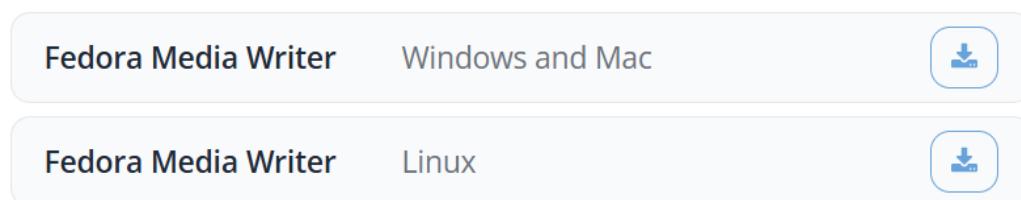
### Operating system: Windows 10 and later versions

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

**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 or computer to create a LiveUSB if admin rights cannot be provided for security reasons.

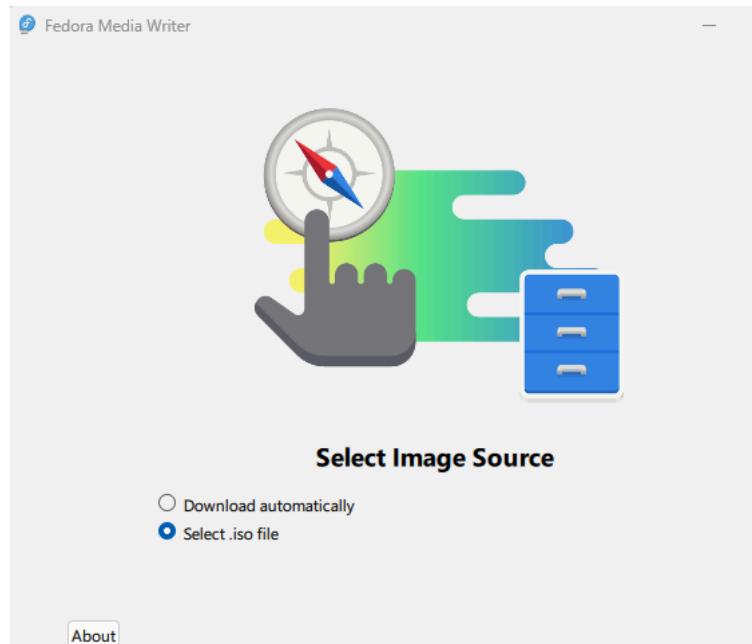
1. **Download the latest [remote exam LiveUSB](#)**, and save it on the local hard drive. Older versions of remote exam ISO may not work - It is recommended to always download the latest version.
2. **Connect the USB drive** intended for creation of the LiveUSB.
3. **Download** and install [Fedora® Media Writer](#).

(If you face any issue with Fedora Media Writer, you can use "Rufus" or any other third party tool that you are familiar with to create the LiveUSB.)

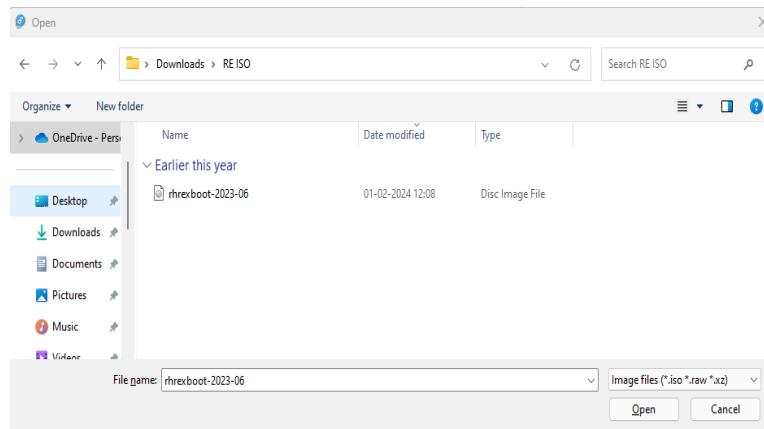


4. **Use [Fedora Media Writer](#)** to write the downloaded file **rhrexboot2023-06.iso** file to your USB drive.
  - o Launch Fedora Media Writer from the list of installed programs

- Click on select .iso file



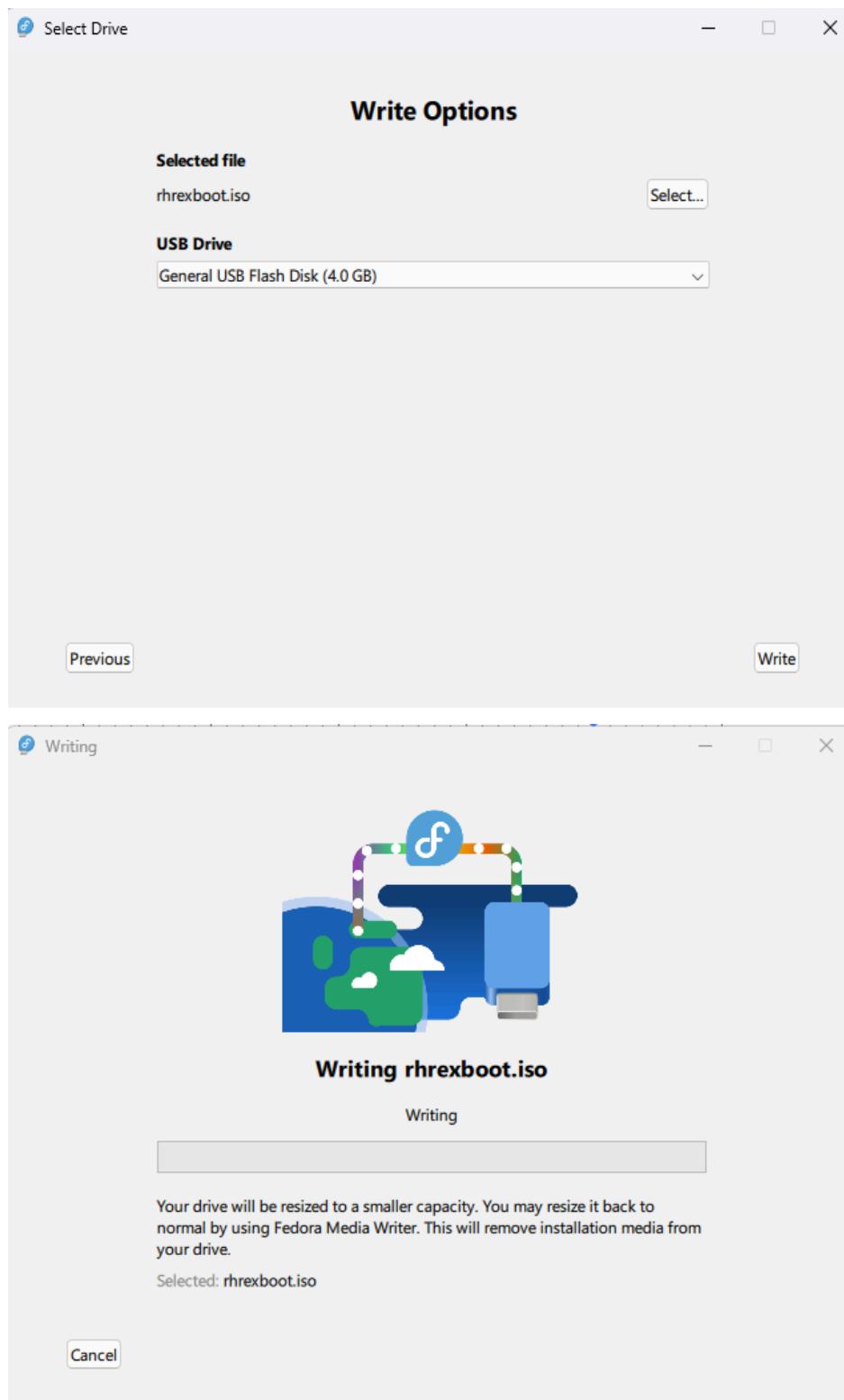
- Navigate to the remote exam LiveUSB stored on your computer, click on "open" and bring up the "write to Disk" window.



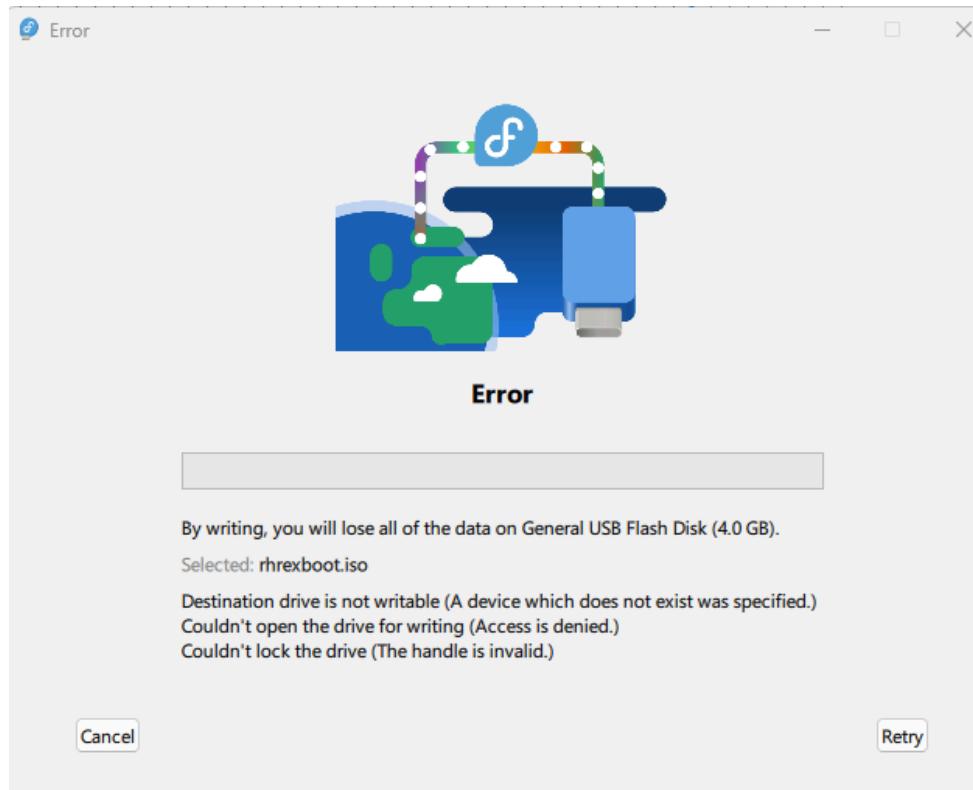
- If you have a USB drive connected to your computer, Fedora Media Writer will display that as the target device to create a LiveUSB.

**Caution:** Fedora Media Writer deletes all data on the USB drive when creating a LiveUSB. We recommend you back up the contents of your USB drive beforehand.

- Select "write" to initiate the remote exam LiveUSB creation process. The "write option" window should identify the connected USB drive.



- o If you encounter the below error message, you may use "Rufus" or any other third party tool that you are familiar with to create the LiveUSB if you face any issue with Fedora Media Writer)



5. Close the window once the writing process is completed.
6. Boot using the remote exam LiveUSB. [Go to instructions.](#)

## **Operating system: Fedora**

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

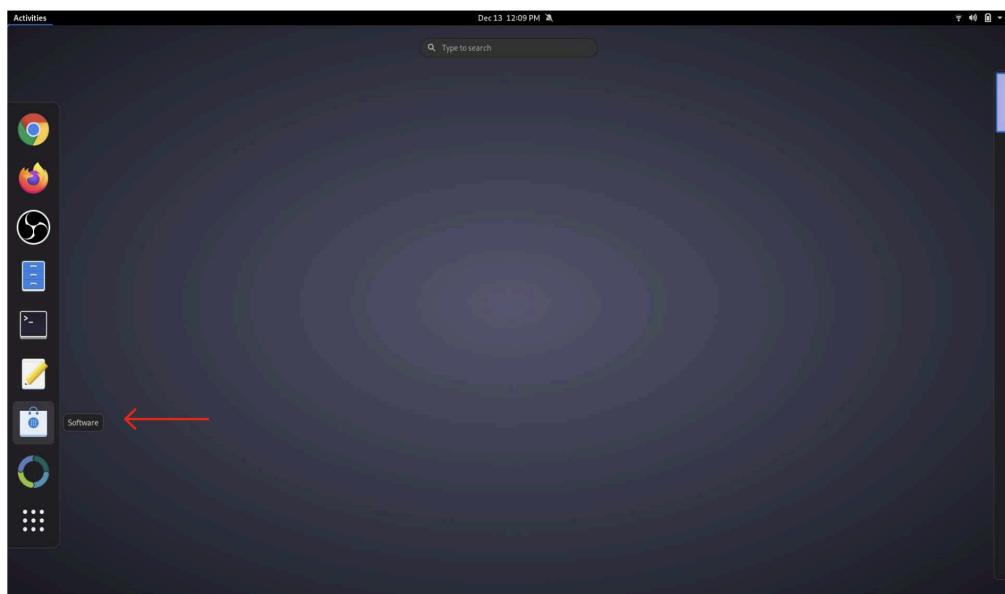
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**Important:** Root access or sudo access is needed to perform these operations.

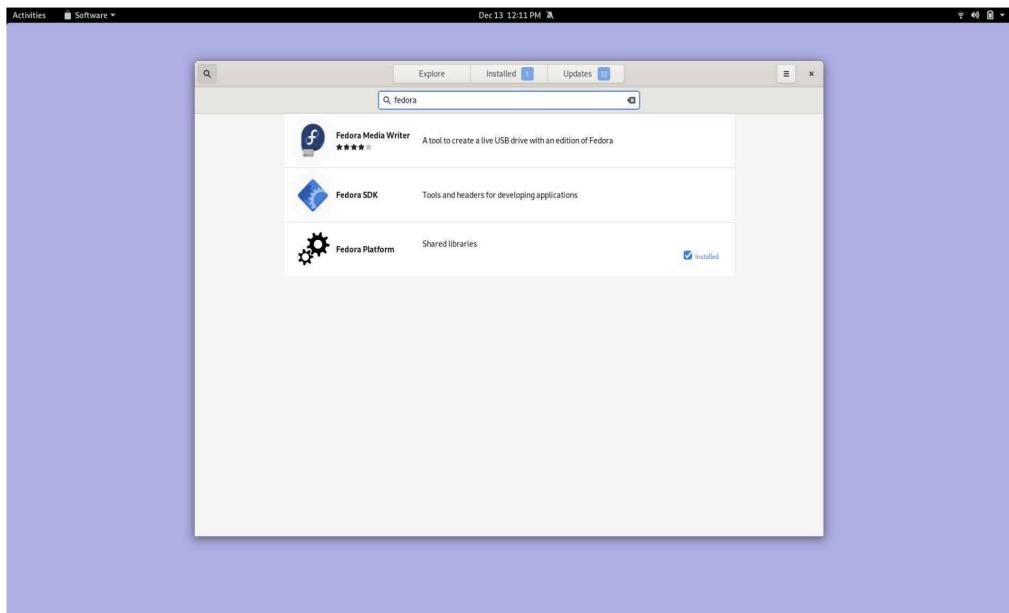
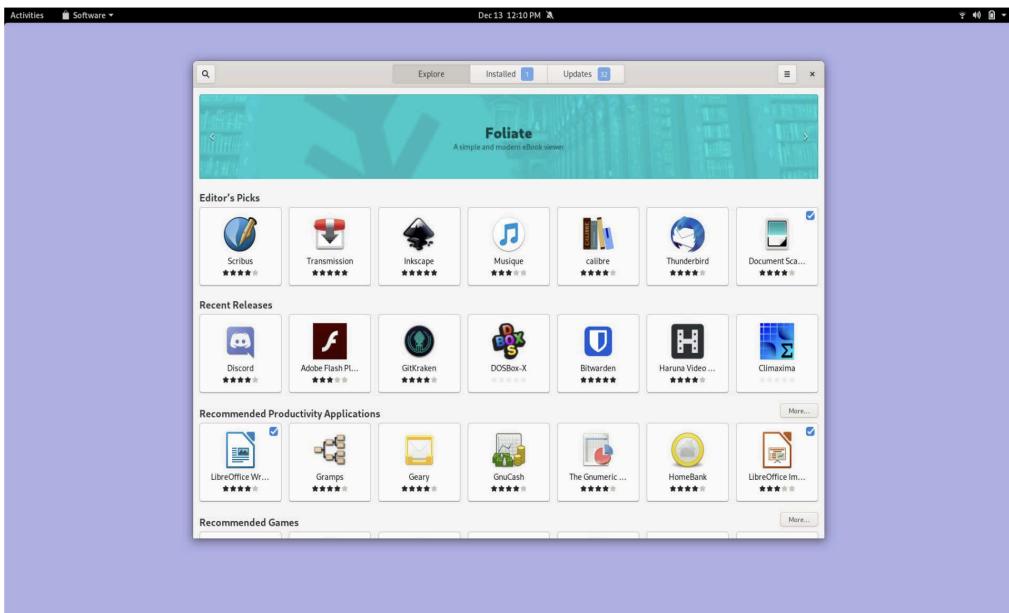
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### **Method 1—Using Fedora Media Writer**

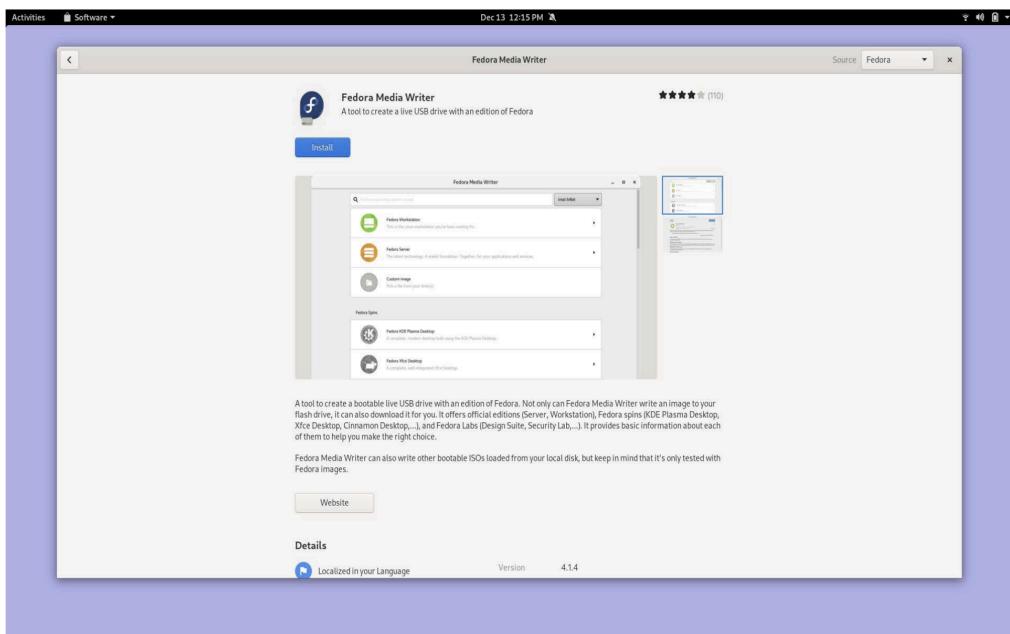
1. **Download the latest [remote exam LiveUSB](#)**, and save it on the local hard drive. Older versions of remote exam ISO may not work – It is recommended to always download the latest version.
2. **Download Fedora Media Writer** from the software download utility.



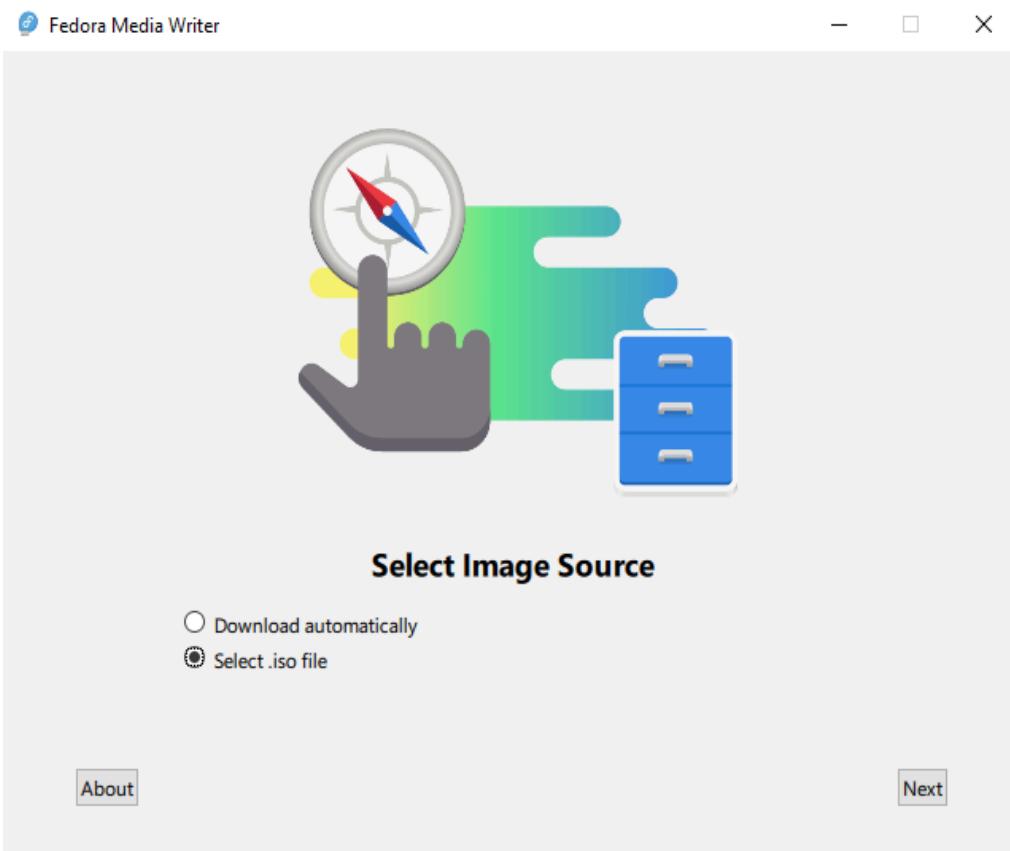
3. **Search for Fedora Media Writer** in the software download utility.



#### 4. Select and install.



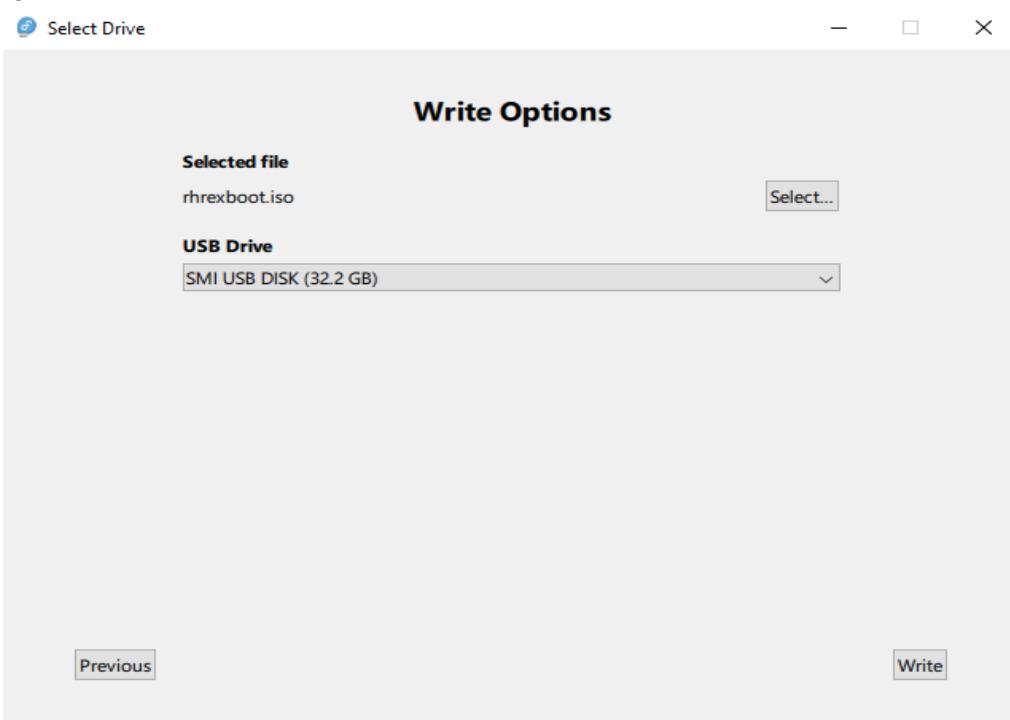
5. Click on "launch" after installation.
6. Select ".ISO file" at the Fedora Media Writer screen.



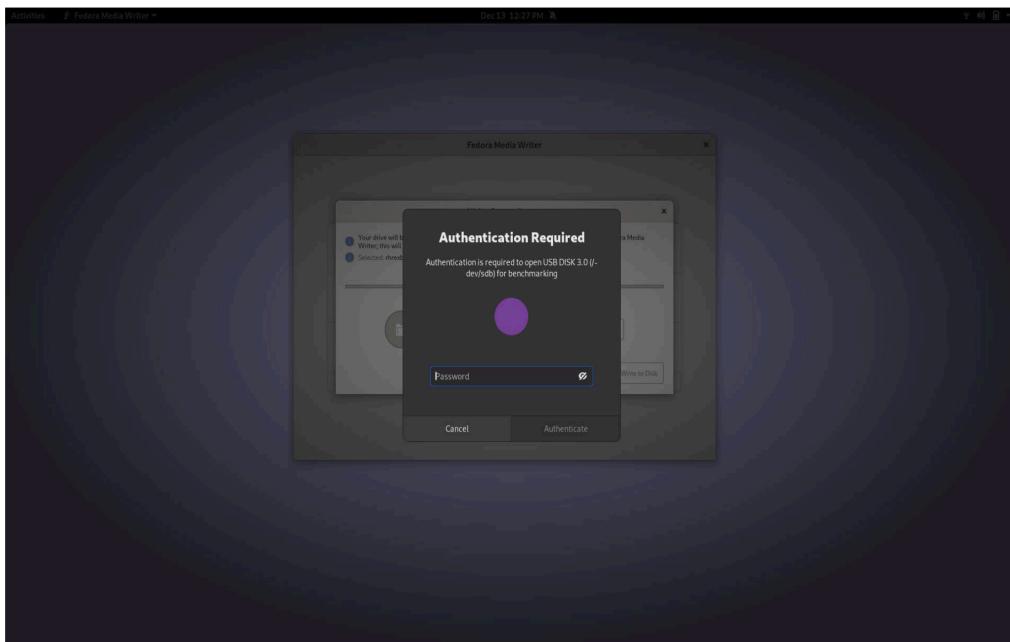
7. Select the “remote exam LiveUSB file” stored on your computer.



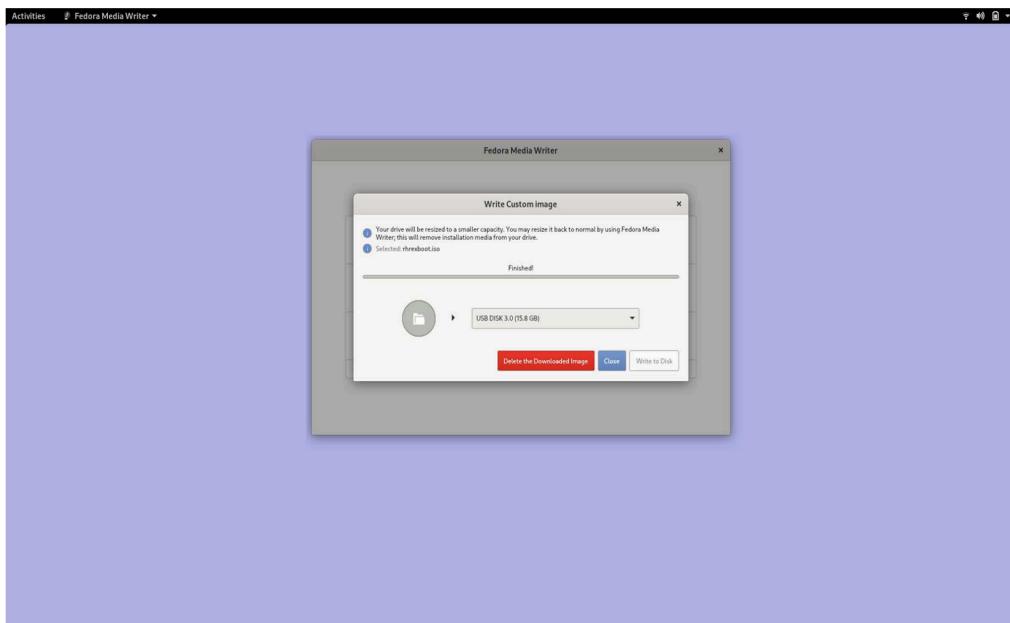
8. Select “write”. Plug in the USB drive if you haven’t already done so, and ensure that the right USB drive is detected in the Fedora Media Writer screen.



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 LiveUSB.** [Go to instructions.](#)

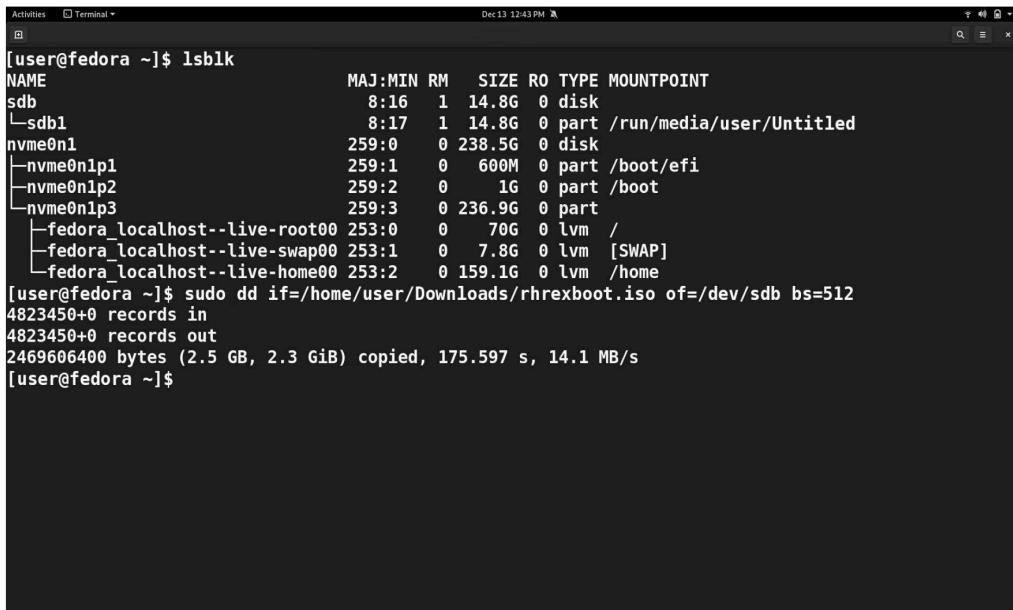
## Method 2–Using the dd utility

**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 latest [remote exam LiveUSB](#)**, and save it on the local hard drive. Older versions of remote exam ISO may not work – It is recommended to always download the latest version.
2. **Open a terminal window and run the dd command** to write the remote exam LiveUSB image directly to the USB drive.
3. **Use the lsblk command to find the attached USB drive.** (For example, it can be sda,sdb or sdc). Here is an sdb example:\$ lsblk

```
[user@fedora ~]$ lsblk
NAME      MAJ:MIN RM  SIZE RO TYPE MOUNTPOINT
sdb        8:16   1 14.8G  0 disk 
└─sdb1     8:17   1 14.8G  0 part /run/media/user/Untitled
nvme0n1   259:0   0 238.5G  0 disk 
├─nvme0n1p1 259:1   0 600M  0 part /boot/efi
├─nvme0n1p2 259:2   0    1G  0 part /boot
└─nvme0n1p3 259:3   0 236.9G  0 part 
  ├─fedora_localhost--live-root00 253:0   0    70G  0 lvm   /
  ├─fedora_localhost--live-swap00 253:1   0    7.8G  0 lvm   [SWAP]
  └─fedora_localhost--live-home00 253:2   0 159.1G  0 lvm   /home
[user@fedora ~]$
```

4. **To run the dd command as a sudo user**, 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:  
\$ sudo dd if=/home/<<user>>/Downloads/<<File\_name\_of\_image.iso>> of=/dev/sdX bs=512k



```
Activities Terminal Dec 13 12:43 PM
[ user@fedora ~ ]$ lsblk
NAME          MAJ:MIN RM  SIZE RO TYPE MOUNTPOINT
sdb            8:16   1 14.8G  0 disk
└─sdb1         8:17   1 14.8G  0 part /run/media/user/Untitled
nvme0n1        259:0   0 238.5G  0 disk
├─nvme0n1p1    259:1   0 600M  0 part /boot/efi
├─nvme0n1p2    259:2   0     1G  0 part /boot
└─nvme0n1p3    259:3   0 236.9G  0 part
  ├─fedora_localhost--live-root00 253:0   0    70G  0 lvm  /
  ├─fedora_localhost--live-swap00 253:1   0    7.8G  0 lvm  [SWAP]
  └─fedora_localhost--live-home00 253:2   0 159.1G  0 lvm  /home
[ user@fedora ~ ]$ sudo dd if=/home/user/Downloads/rhrexboot.iso of=/dev/sdb bs=512
4823450+0 records in
4823450+0 records out
2469606400 bytes (2.5 GB, 2.3 GiB) copied, 175.597 s, 14.1 MB/s
[ user@fedora ~ ]$
```

5. **Boot to the remote exam LiveUSB.** [Go to instructions.](#)

## Operating system: Red Hat Enterprise Linux 8 or above

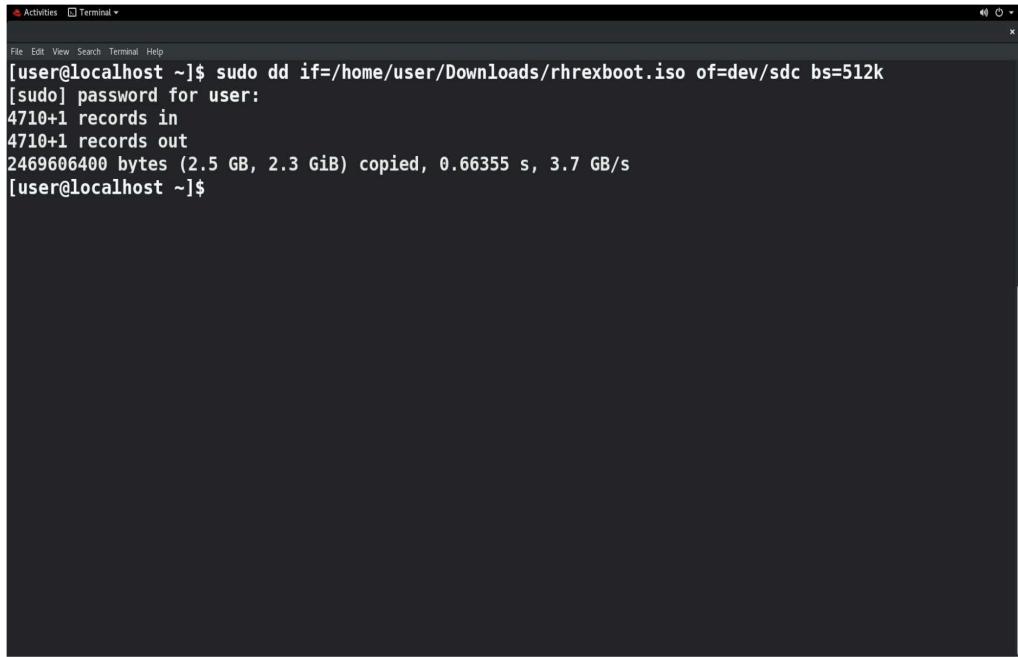
**Important:** Root access or sudo access is needed to perform these operations.

1. **Download the latest [remote exam LiveUSB](#),** and save it on the local hard drive. Older versions of remote exam ISO may not work - It is recommended to always download the latest version.
2. **Use the lsblk command to find the attached USB drive.** (For example, it can be sda,sdb or sdc). In the below example, it is sdc.  
\$ lsblk

```
[user@localhost ~]$ lsblk
NAME      MAJ:MIN RM  SIZE RO TYPE MOUNTPOINT
sdb          8:16   0 223.6G  0 disk 
├─sdb1      8:17   0 576M  0 part /boot/efi
├─sdb2      8:18   0    1G  0 part /boot
└─sdb3      8:19   0 221.9G  0 part 
  ├─rhel-root 253:0   0 70G  0 lvm   /
  ├─rhel-swap 253:1   0 7.9G  0 lvm   [SWAP]
  └─rhel-home 253:2   0 144G 0 lvm   /home
sdc          8:32   1 14.8G  0 disk 
└─sdc1      8:33   1 14.8G  0 part
[user@localhost ~]$
```

**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. **To run the dd command as a sudo user,** enter the sudo password when prompted.  
Syntax:  
if=/home/<<user>>/Downloads/<<File\_name\_of\_image.iso>>  
of=/dev/<<destination USB drive>> bs=512k  
Example:  
\$ sudo dd if=/home/<<user>>/Downloads/<<File\_name\_of\_image.iso>> of=/dev/sdX bs=512k



A screenshot of a terminal window titled "Activities Terminal". The window shows the command `sudo dd if=/home/user/Downloads/rhrexboot.iso of=/dev/sdc bs=512k` being run. The terminal prompts for a password, then displays the progress of the copy operation: 4710+1 records in, 4710+1 records out, 2469606400 bytes (2.5 GB, 2.3 GiB) copied, 0.66355 s, 3.7 GB/s. The command concludes with "[user@localhost ~]\$".

**Note:** The dd command will return results faster when the actual ISO to USB process is complete. Wait for about 15-20 minutes before ejecting the USB drive. Typically, if you try to eject the USB drive (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 USB drive (USB 2.0 or USB 3.0).

4. **Boot to the remote exam LiveUSB.** [Go to instructions.](#)

## **Operating system: Apple Mac OS**

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**Important:** 2018 and later series of Apple Mac systems with M1, M2, M3,M4 chips also referred as Silicon Macs have been found to have compatibility issues with several Linux® distributions. These issues impact the remote exam LiveUSB as well.

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The issues include, but are not limited to:

- T2 security system prevents booting from an external device by default.
- 2018 and later Apple MacBook keyboard and touchpad doesn't work when booted from an external media.
- Other internal components such as webcam, microphone, 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 drive with at least 4 GB storage, USB 2.0 or higher.
- Important: Root access or sudo access is needed to perform these operations.
- Important: Newer Apple 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 or keyboard.

1. **Download the [remote exam LiveUSB](#),** and save it in the local hard drive.

2. **Connect the USB drive**, and run this command to list the disks: \$ diskutil list.

```
Last login: Wed Dec 16 09:58:23 on ttys000
userabc@Macintosh ~ % 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 disk1    1.0 TB   disk0s2

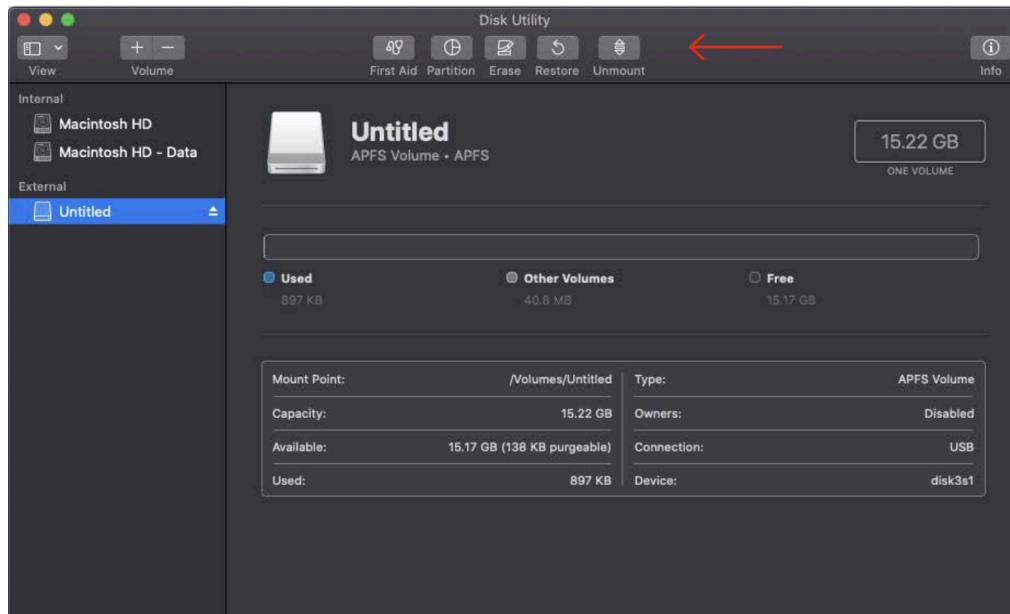
/dev/disk1 (synthesized):
#:          TYPE NAME                SIZE    IDENTIFIER
0: APFS Container Scheme -         +1.0 TB   disk1
                                           Physical Store disk0s2
1:        APFS Volume Macintosh HD - Data  597.4 GB  disk1s1
2:        APFS Volume Preboot       81.8 MB   disk1s2
3:        APFS Volume Recovery     529.0 MB  disk1s3
4:        APFS Volume VM           2.1 GB    disk1s4
5:        APFS Volume Macintosh HD  11.3 GB   disk1s5

/dev/disk2 (external, physical):
#:          TYPE NAME                SIZE    IDENTIFIER
0: GUID_partition_scheme          *15.8 GB  disk2
1:           EFI NO NAME          629.1 MB disk2s1
2: Apple_APFS Container disk3    15.2 GB  disk2s2

/dev/disk3 (synthesized):
#:          TYPE NAME                SIZE    IDENTIFIER
0: APFS Container Scheme -         +15.2 GB  disk3
                                           Physical Store disk2s2
1:        APFS Volume Untitled      897.0 KB  disk3s1

userabc@Macintosh ~ %
```

- The connected drive address and name would be listed. In the above example, the USB drive is /dev/disk2.
- Unmount the disk named /dev/disk2 (if this step is not completed, then you will get a “resource busy” error while attempting to write a bootable image).  
\$ diskutil unmountDisk /dev/disk2  
Sample output: Unmount of all volumes on disk2 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



**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 remote exam LiveUSB with dd:** In the terminal, run Syntax:\$ sudo dd if=/Users/<<user>>/Downloads/<<File\_name\_of\_image.iso>> of=/dev/<<destination USB drive>> bs=512k Example: \$ sudo dd if=/Users/<<user>>/Downloads/<<File\_name\_of\_image.iso>> of=/dev/diskX bs=512k \*\*Replace "/Users/<<user>>/Downloads/<<File\_name\_of\_image.iso>>" by the actual path to the remote exam LiveUSB image in the Apple Mac hard drive.

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

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

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 when the actual ISO to USB process is complete. Wait for about 15-20 minutes before ejecting the USB drive. Typically, if

you try to eject the USB drive (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 USB drive (USB 2.0 or USB 3.0).

5. **Boot to the remote exam LiveUSB.** [Go to instructions.](#)

## Booting to the remote exam LiveUSB

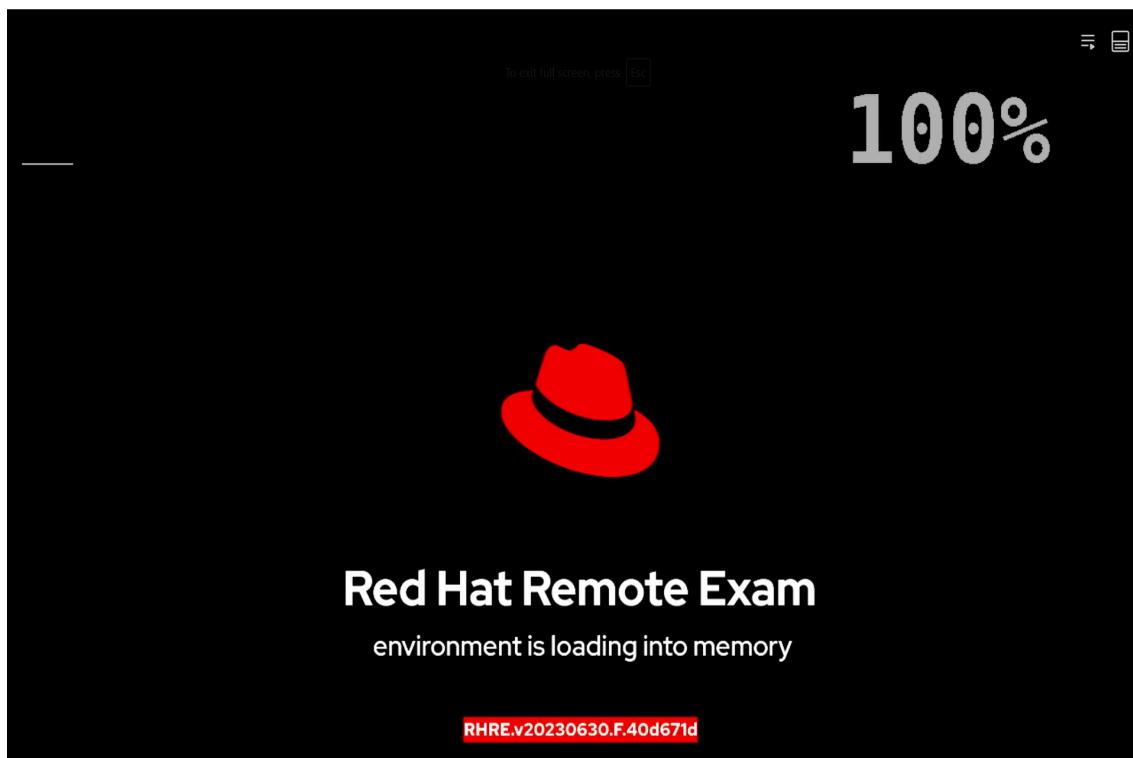
1. **Connect all the external devices you will be using during the remote exam to your computer before booting. Setup may include any of the following:**
  - **Laptops:** LiveUSB, an external webcam (wired), a network cable (or Wi-Fi connection), and a wired mouse (Optional).
  - **Desktops:** LiveUSB, an external webcam(wired), a network cable (or wi-fi connection option), a wired keyboard, and a wired mouse.
  - **Laptop with external monitor:** LiveUSB, an external webcam(wired), a network cable (or wi-fi connection), a wired keyboard, a wired mouse, and an external monitor. If using an external monitor, please keep the laptop lid closed.
2. **Restart your computer/Apple Mac and go to the boot menu.** Select USB drive as boot device

**Note:** Boot menu is available in most computers to select the boot device temporarily without entering the BIOS Setup Utility. Depending on your hardware, the keystroke to enter the boot menu at start up may differ.  
Look at the splash screen when your computer starts to know the key to interrupt the booting process and enter the temporary boot menu.  
For Apple Mac systems, press and hold the Option ( ) or Alt key to access the startup manager and select the boot device.
3. **Review boot order selection screen.** An example of a typical Apple Mac boot screen is as follows. Select any of the EFI boot icons

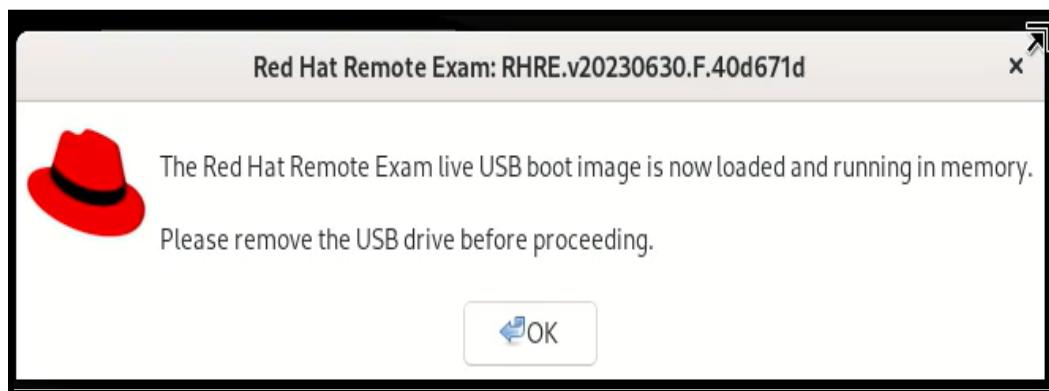


4. **Wait for the image to load.**

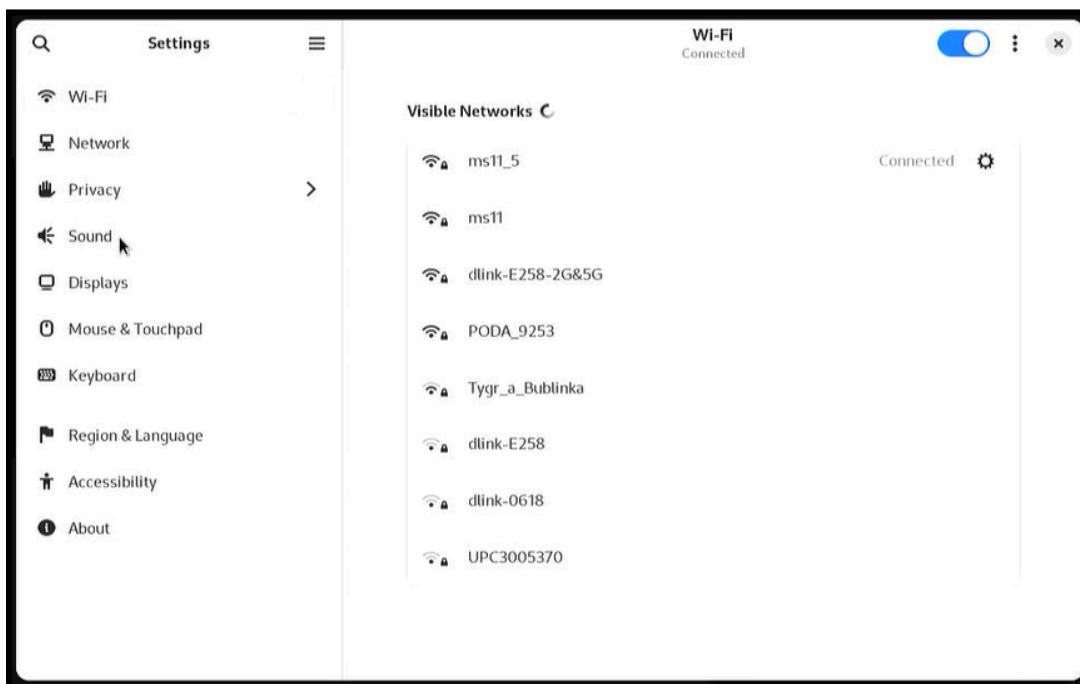
5. **Allow the LiveUSB resources to be loaded to the random access memory. Also the version number is mentioned here for reference**



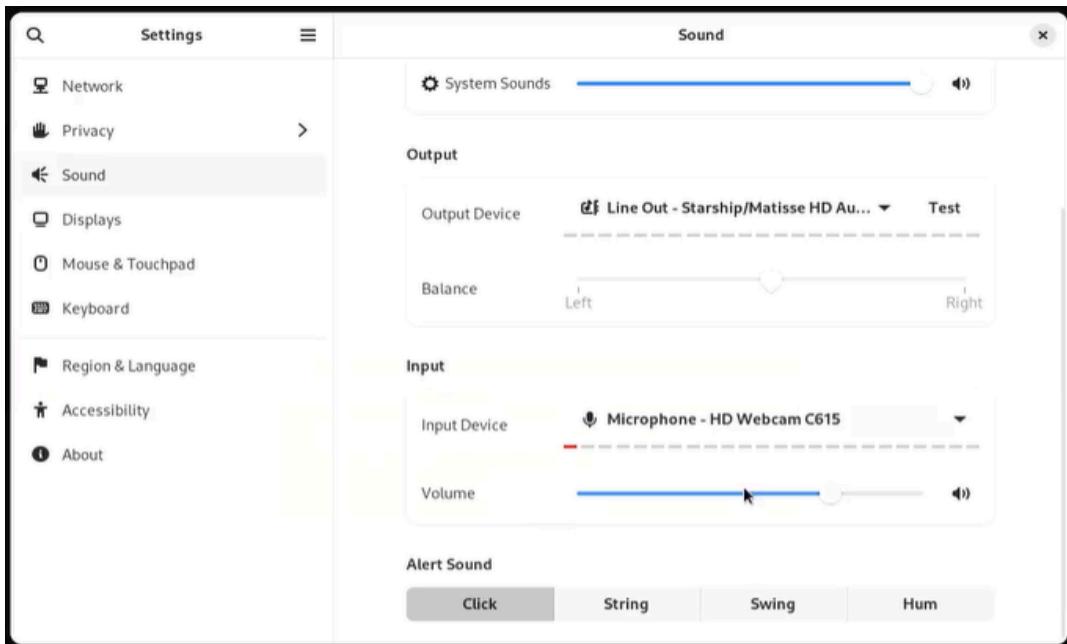
6. **Remove the USB drive and click Ok.**



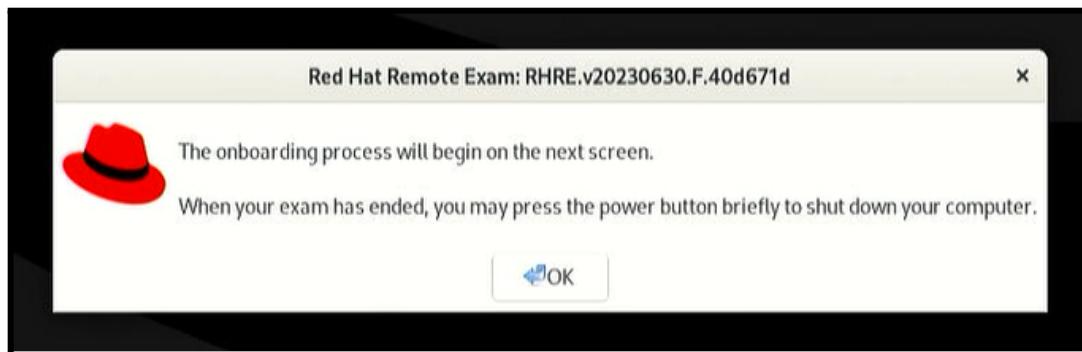
7. **Use the settings page to make changes**, such as mouse and touchpad speed, region and language, and sound levels. The hamburger button next to “settings” provides a list of available keyboard shortcuts.
8. **Go to network** and make sure that your wired internet connection is recognized.
  - Wifi compatibility with the remote exam LiveUSB 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.



9. **Important:** Keep the input - volume slider towards the right side so that your microphone can pick up sound and pass the compatibility test. Do not move the slider to the extreme right as it may over amplify the sound and create a static noise.

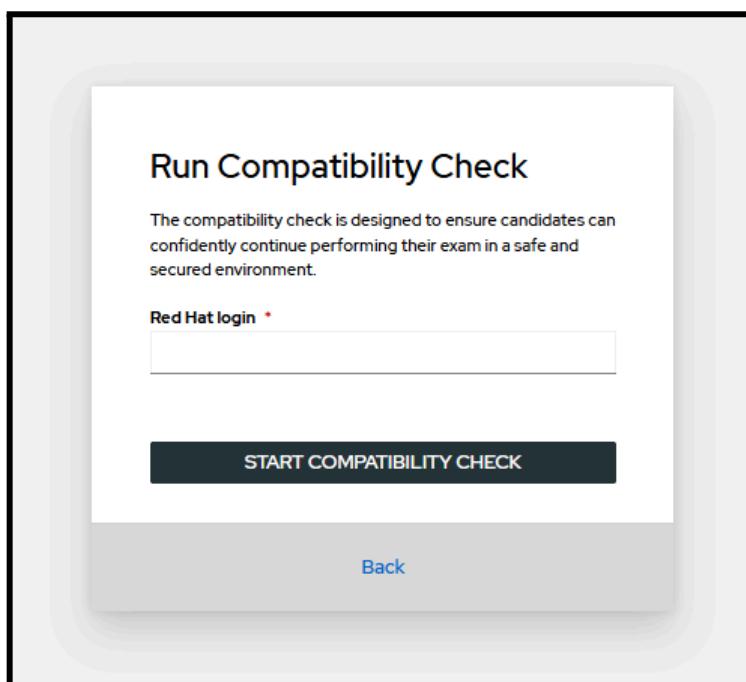
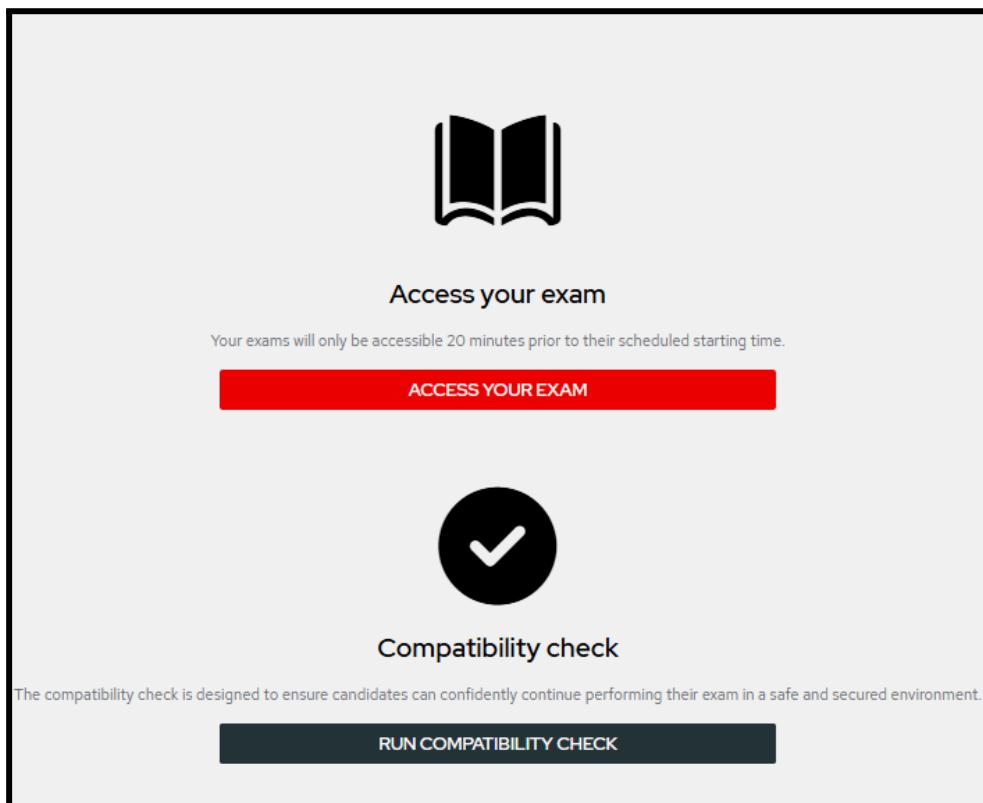


10. **Adjust display resolution.** If the default resolution of your screen is higher than 1920\*1080, we recommend adjusting it to 1920\*1080 for better screen readability inside the exam environment. Leave the settings as is if the default screen resolution is less than 1920\*1080.
11. **Adjust the mouse/touchpad settings per your preference.** If you plan to use only the touchpad, it is advised to test your touchpad functionality, as well as your click and scroll settings here.
12. **After connecting to the internet,** close the settings window to connect to the remote exam landing page



## To run compatibility test provide your Red Hat Login

Ensure that this is the same account that was used to purchase the exam.



## To Access Your Exam use your Red Hat login and Exam code

Red Hat Login ID (Username) and Exam Code is mentioned in the exam confirmation email

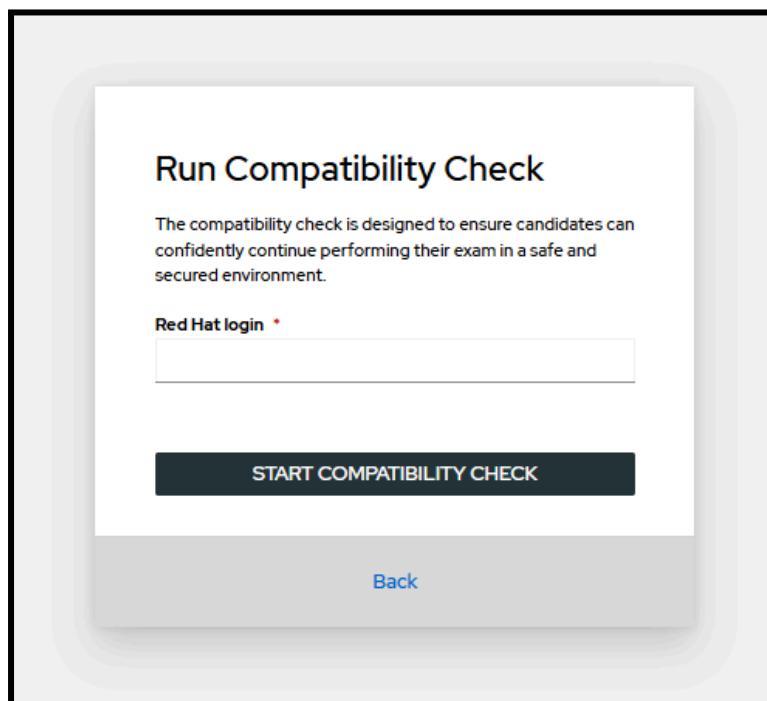
The screenshot shows a web-based interface for accessing an exam. At the top, the title "Access your exam" is displayed. Below it, a message states: "Your exams will only be accessible 20 minutes prior to their scheduled starting time." There are two input fields: one for "Red Hat login" containing a placeholder, and another for "Exam code" containing the value "EX200". A large, dark blue button labeled "ACCESS YOUR EXAM" is centered below the input fields. At the bottom of the form, there is a "Back" link.

## Compatibility Test

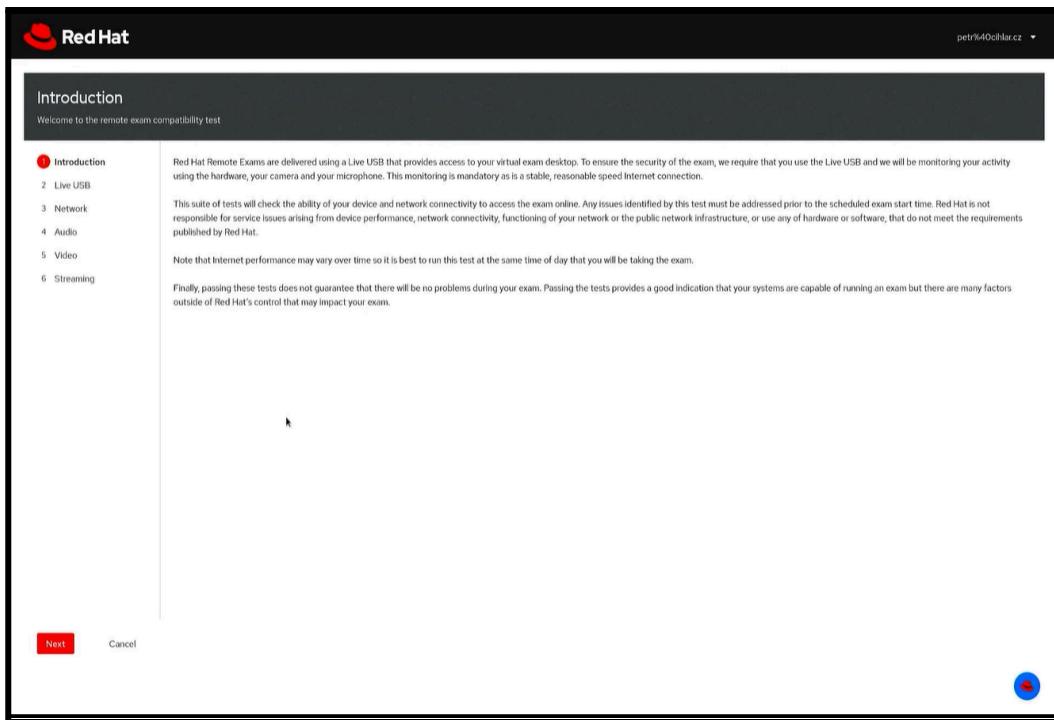
**Note:** Run the compatibility test before scheduling the exam and then once again 2-3 business days before the exam date at about the same time of day your exam is scheduled. Running the test well in advance helps you work out any technical issues or reschedule the exam if the system requirements are not met. If a part of the test fails, you can rerun the failed test or the entire set of tests in that page.

**A successful run of the compatibility tool does not guarantee the absence of issues when the exam is delivered.**

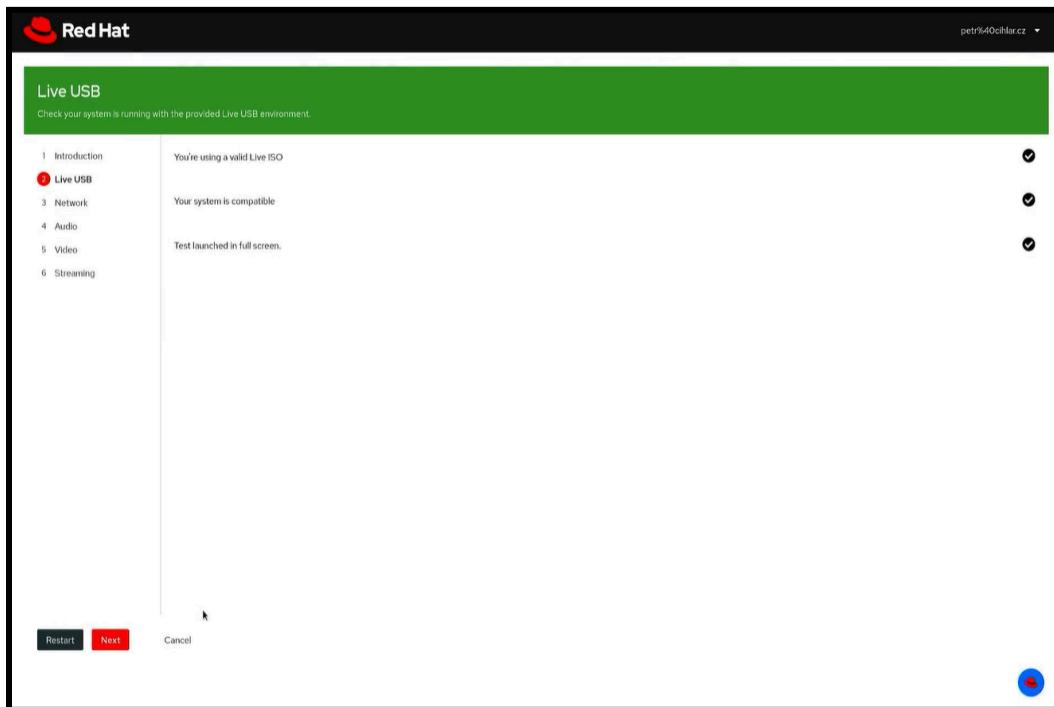
### 1. Click on Start Compatibility Check.



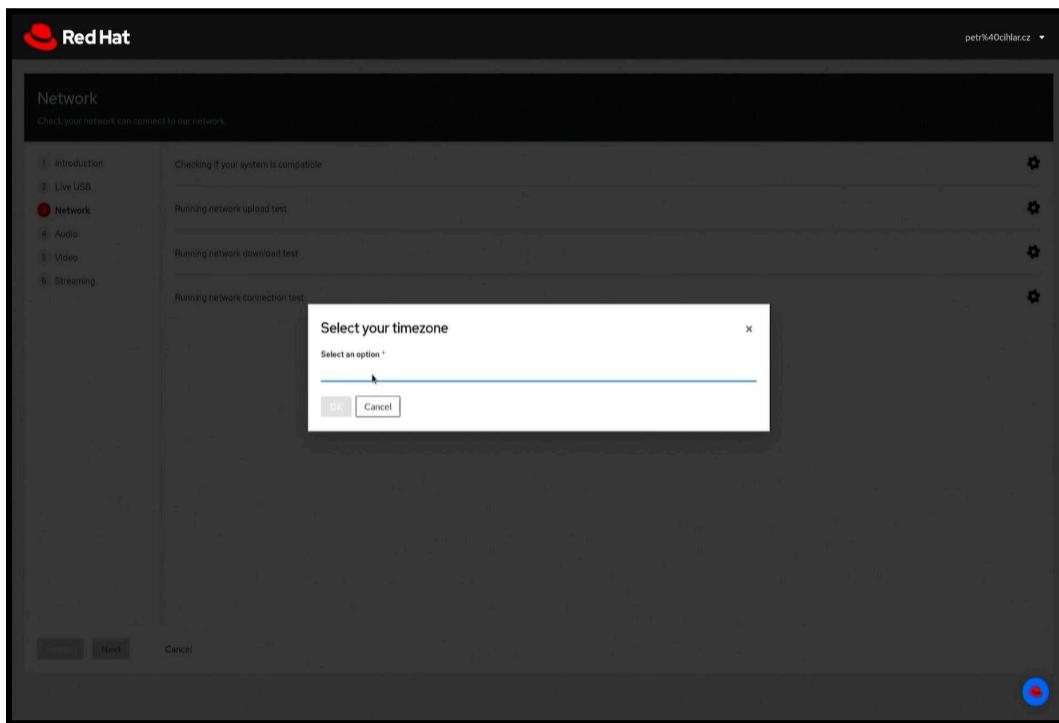
Click on the chat widget on the lower right corner to raise a chat for assistance



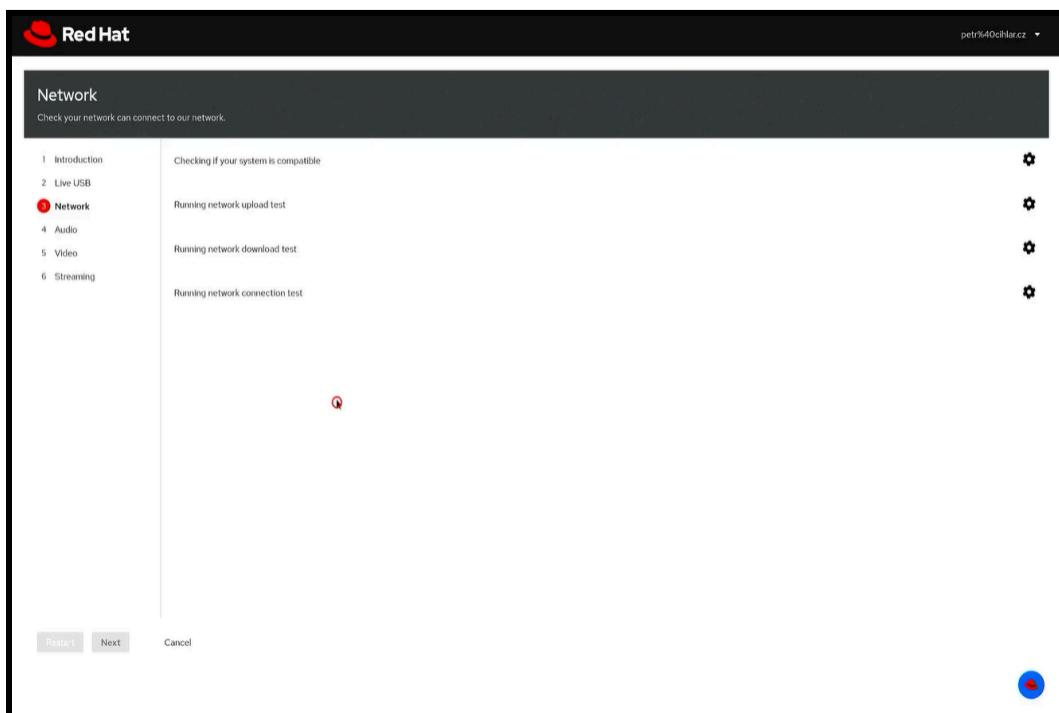
## 2. LiveUSB compatibility check checks for the valid remote exam LiveUSB image.



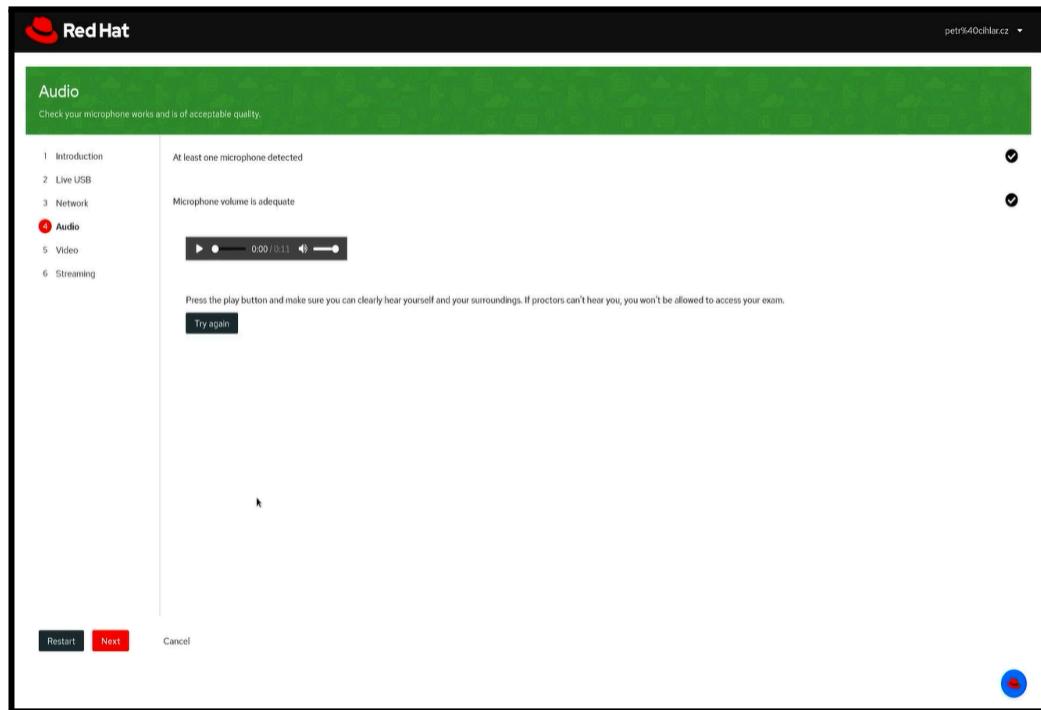
3. **Select your time zone** and click Accept. (Time zone should be same as you have selected while scheduling the exam)



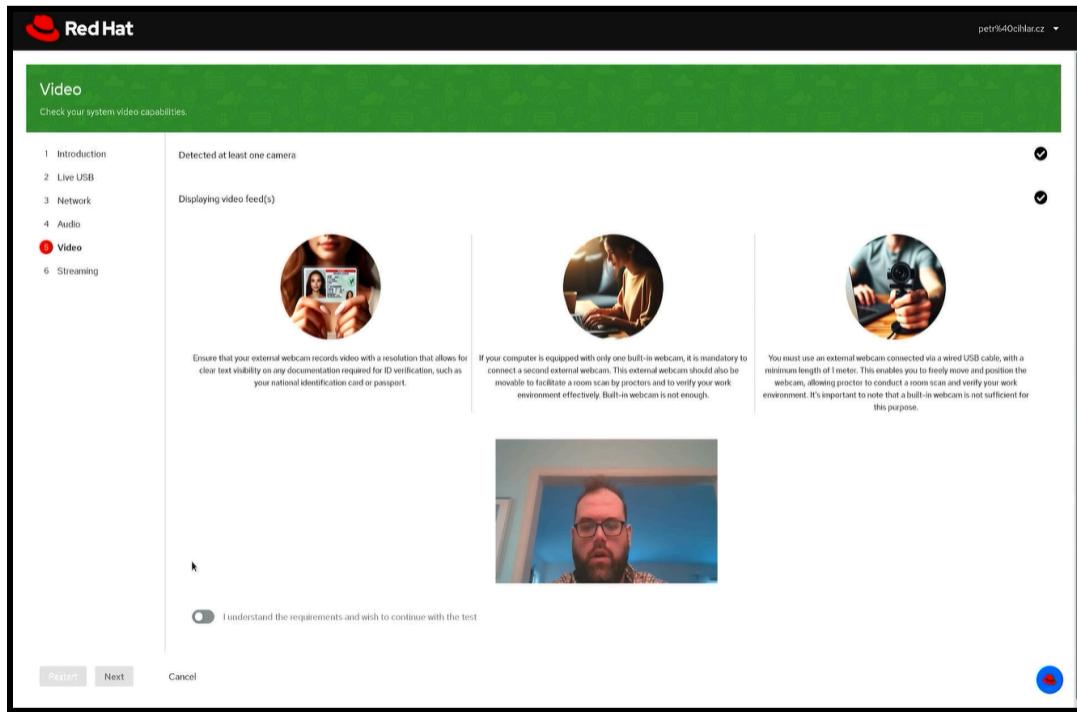
4. **Network compatibility checks** test your internet performance. Results while connecting to our remote systems will vary depending on a number of factors such as the load on your router at time of running the test and distance to our servers.



5. **Audio compatibility checks:** If the microphone volume test fails, try speaking while rerunning the test. Play the sample audio file to hear yourself during playback and check the box to confirm. If the microphone test continues to fail, reboot to the remote exam LiveUSB environment, access settings and set the Input - Volume slider to the right side for the input device you wish to use. Typically, you will find the system's integrated microphone (if any) and the microphone of your external webcam listed as input devices, you can select any one that works.

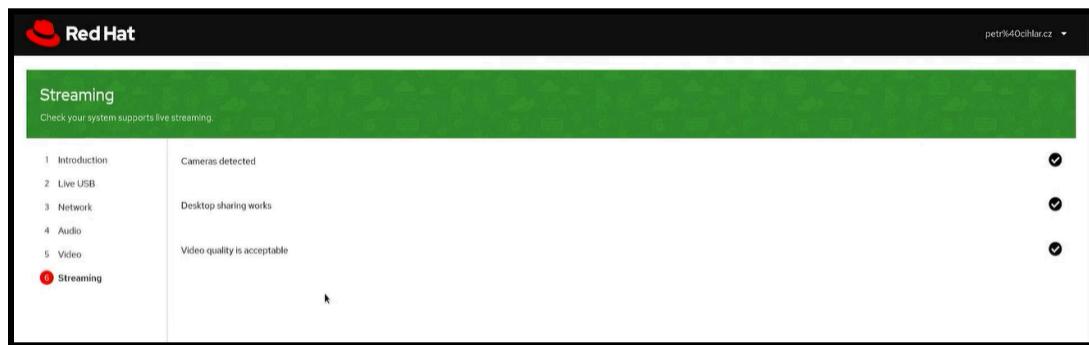


6. **Video** Ensure that you are able to see a feed from your external webcam as it is mandatory to conduct the exam. The ability to read small text off your photo ID card is important for the remote exam proctor to validate your identity. Hold your photo ID card close to the webcam feed and confirm if the text is clearly visible. It is okay even if your video feed appears flipped. The exam proctor will be able to see your un-inverted feed.



## 7. Streaming compatibility checks

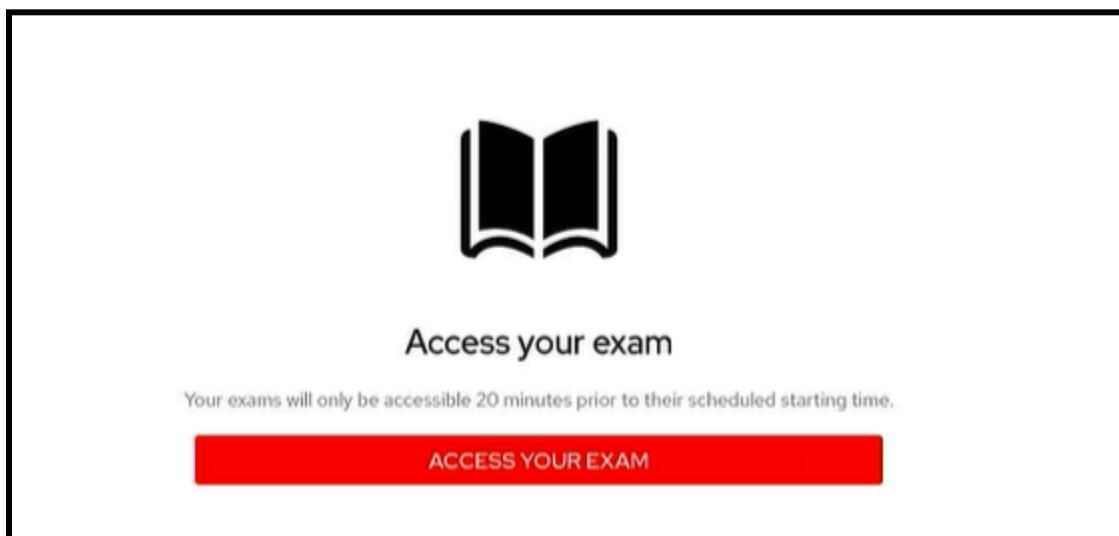
This tests your system's ability to connect to the media servers and the quality of the video feed. Connecting from firewalled networks may affect media streaming. Try unrestricted internet connection instead.



8. **Compatibility Check Summary** provides a summary of all the tests. You can rerun failed tests or restart the whole test if needed. Click exit and return to the main section once all tests are successful. A successful run of the compatibility tool does not guarantee the absence of issues when the exam is delivered.

The screenshot shows a 'Tests summary' page from Red Hat. At the top left is the Red Hat logo. The URL 'petr%40chlar.cz' is at the top right. The main heading is 'Tests summary'. Below it, a section says 'All tests passed' with a checkmark and '14 tests passed'. There are 14 items listed under this section, each with a green 'Passed' status. The items include: 'A 1Mbps upload connection to the remote systems is required', 'Test the connection quality with the media servers', 'Check we can record from the cameras', 'We must be able to use the camera(s)', 'The test must not be inside an iframe', 'You must have at least one microphone', 'The test must be run in full screen mode', 'System clocks synchronization', 'You must be able to connect to the remote exam desktop.', 'Detect at least one camera', 'A 1Mbps download connection to the remote systems is required', 'Check we can record from the desktop', 'Microphone volume is adequate', and 'Candidate must use the required Live ISO'. At the bottom are two buttons: 'Try again' (grey) and 'Exit' (red).

9. **You can access the exam only 20 minutes prior to the scheduled start time.**  
If the exam is not listed please contact support via Live Chat Widget available on the lower right corner of the page within the LiveUSB environment. Click on Access your exam and enter your Red Hat Login and Exam Code and follow the onscreen instructions.



**Access your exam**

Your exams will only be accessible 20 minutes prior to their scheduled starting time.

**Red Hat login \***

---

**Exam code \***

---

EX200

 **ACCESS YOUR EXAM**

[Back](#)

10. **Return to the main section** and press the power button of your computer briefly to get the prompt to shut the machine down.

## Frequently asked questions

### I created the remote exam LiveUSB. However, I am unable to boot from the USB drive.

#### Why?

Common reasons why an external USB drive would not be allowed to boot include:

- Security restrictions imposed by your organization's IT if this is a work computer.
- Secure boot enabled in the UEFI/BIOS setup.
- 2018 and later Apple Mac systems have a T2 security chip that may prevent external media boot. See Apple Startup Security Utility

### How do I verify if I downloaded the remote exam LiveUSB image successfully?

The size of the rhrexboot.iso is about 2.3 GB.

MD5: The MD5 checksum is a58eb6d4f588ad261f8d0e79745b67ee

SHA256:

FE8726912B4ECD7C6A3E80C9BB0F48B2B37B1FCB365EEBAD20CBB514EFB6250

### Why does it take a very long time to download the remote exam LiveUSB image?

The remote exam LiveUSB image is approximately 2.3 GB in size. Download speeds can vary depending on a variety of factors, including 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, and hardware specifications.

### How do I check the integrity of the remote exam LiveUSB image I have downloaded?

The MD5 checksum for the LiveUSB Image is: MD5 a58eb6d4f588ad261f8d0e79745b67ee

Windows cmd:

C:\Users\user>Certutil -hashfile C:\Users\user\Downloads\rhrexboot.iso

MD5

**Linux:** From the folder where the file is stored, run:

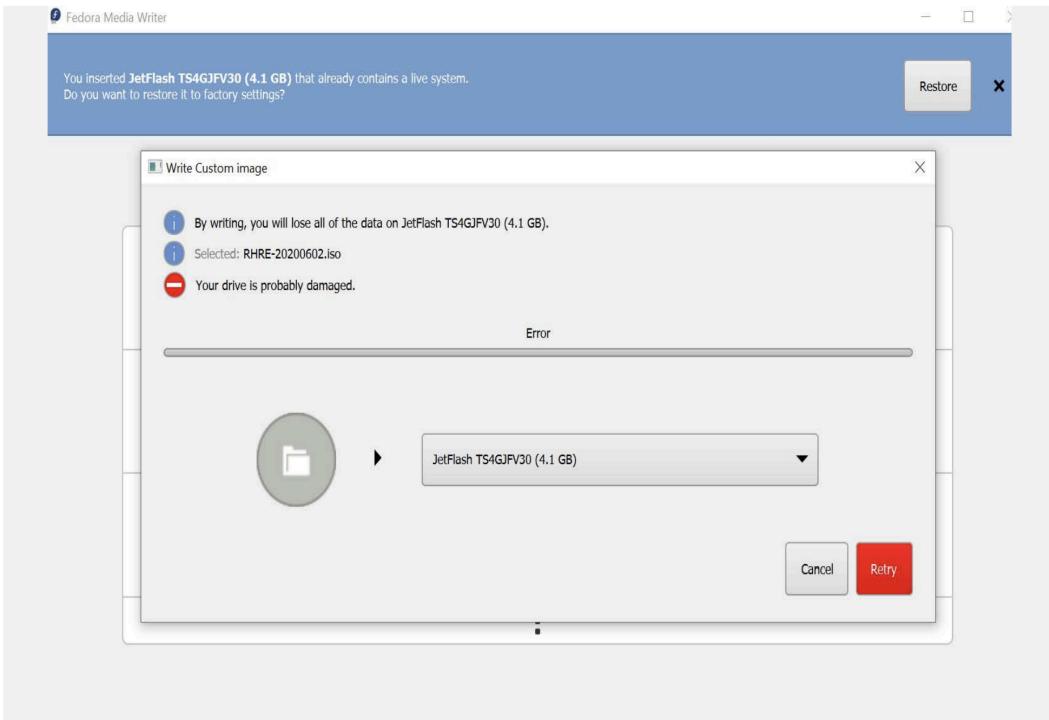
md5sum rhrexboot.iso

**Apple Mac OS:**

md5 rhrexboot.iso

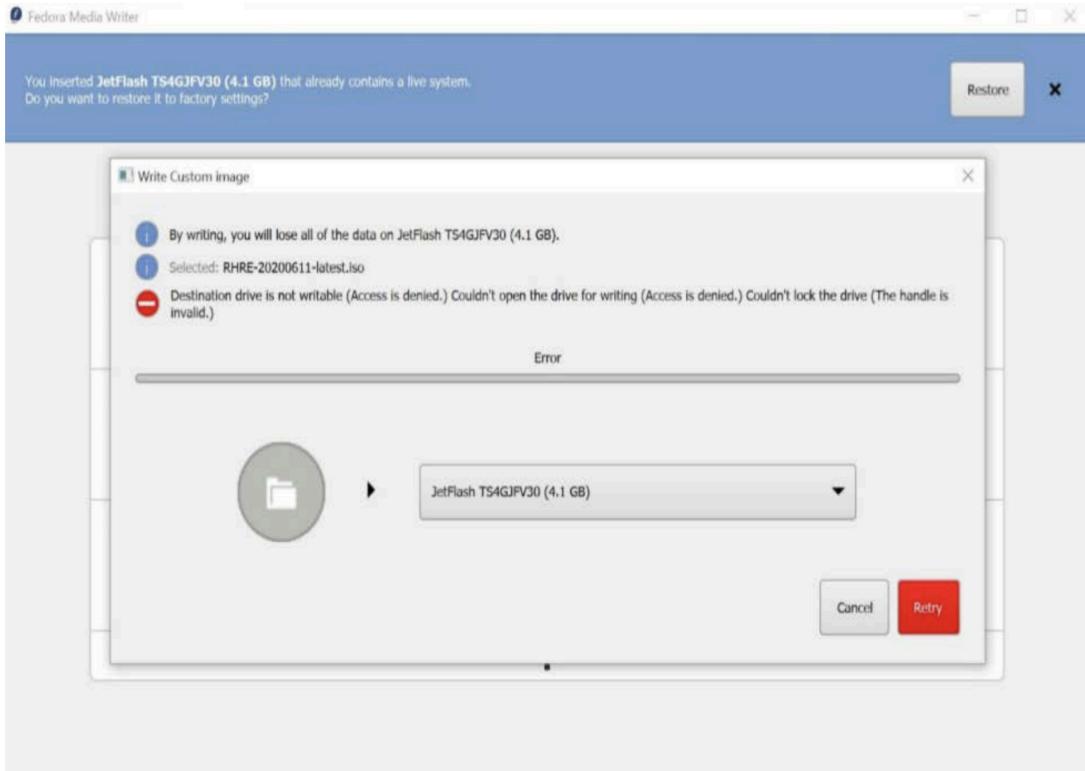
### Why am I getting errors in Fedora Media Writer when creating a LiveUSB on Windows ?

There are a few errors seen occasionally when Fedora Media Writer is used to create a LiveUSB from a .iso file in Windows. Examples include:



- IT restrictions on a corporate laptop preventing ISO to USB writing process.
- Fedora Media Writer saves the ISO to your USB drive 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, Fedora Media Writer will show an error saying "your disk is probably damaged". This message 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 drive will not work. You can ignore this message on an otherwise known good USB drive and continue using the same.

Click on 'Cancel' and use the 'Restore' option to reformat the USB drive. Close all other open applications except the Fedora Media Writer. Keep it as the active window and resume the 'Write Custom Image' process again. ISO to USB writing process can be interrupted if other applications or background processes access the USB drive in between. Restarting your computer and running this process without any other open application is another good way to ensure that the writing process is not interrupted. If you are using a work laptop, your organization's IT might have imposed restrictions on writing an ISO to USB. Please check with your organization's IT team before proceeding.



- Clicking on the “Retry” button and reattempting the writing process may fix the error.
- The above error may also appear if there is an existing LiveUSB in the disk already. The presence of a LiveUSB will be detected by Fedora Media Writer 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 LiveUSB.
- Close all other open applications except the Fedora Media Writer. Keep it as the active window and resume the 'Write Custom Image' process again. ISO to USB writing process can be interrupted if other applications or background processes access the USB drive in between. Restarting your computer and running this process without any other open application is another good way to ensure that the writing process is not interrupted. If you are using a work laptop, your organization's IT might have imposed restrictions on writing an ISO to USB. Please check with your organization's IT team before proceeding.

### **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

most Windows users prefer NTFS. Therefore, you will need to use an additional level of formatting using the Windows format utility to switch to NTFS while formatting the USB drive.

### **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 that may have an impact on your exam. The remote exam LiveUSB may not detect all wireless network adapters. If the wifi adapter of your computer is not detected by the remote exam LiveUSB 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 webcam. 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.

### **Why am I unable to download the remote exam LiveUSB 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/Apple Mac). Firewalls and security restrictions on your network setup might block such downloads. Try a personal computer or home network to perform these tasks.

### **Can I boot to the remote exam LiveUSB 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 remote exam LiveUSB by keeping my existing data in the same USB drive?**

No. The process of LiveUSB 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. However, if your iMac boots into the remote exam LiveUSB environment, then you can proceed. A few things to note:

- iMacs often come with wireless keyboard and mouse. Wireless keyboard and mouse are not allowed.
- 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 a successful compatibility test within the remote exam LiveUSB environment.
- One external webcam with at least 1 meter cable length is required.

### **Are there known issues with Apple Mac systems?**

Our compatibility tests passed on some older versions of Apple MacBook Pro and MacBook Air. However many Apple Mac systems have compatibility issues with several Linux distributions.

These issues impact the remote exam LiveUSB image as well. The issues include:

- T2 security system may prevent booting from an external device by default.
- 2018 Apple MacBook Pro keyboard and touchpad doesn't work when booted from remote exam ISO.
- Other internal components, such as webcam, microphone, and wifi adapters are not detected by many Linux distributions.
- Latest Apple Mac systems with M1, M2, M3, M4 (Silicon Macs) do not work with the remote exam LiveUSB

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

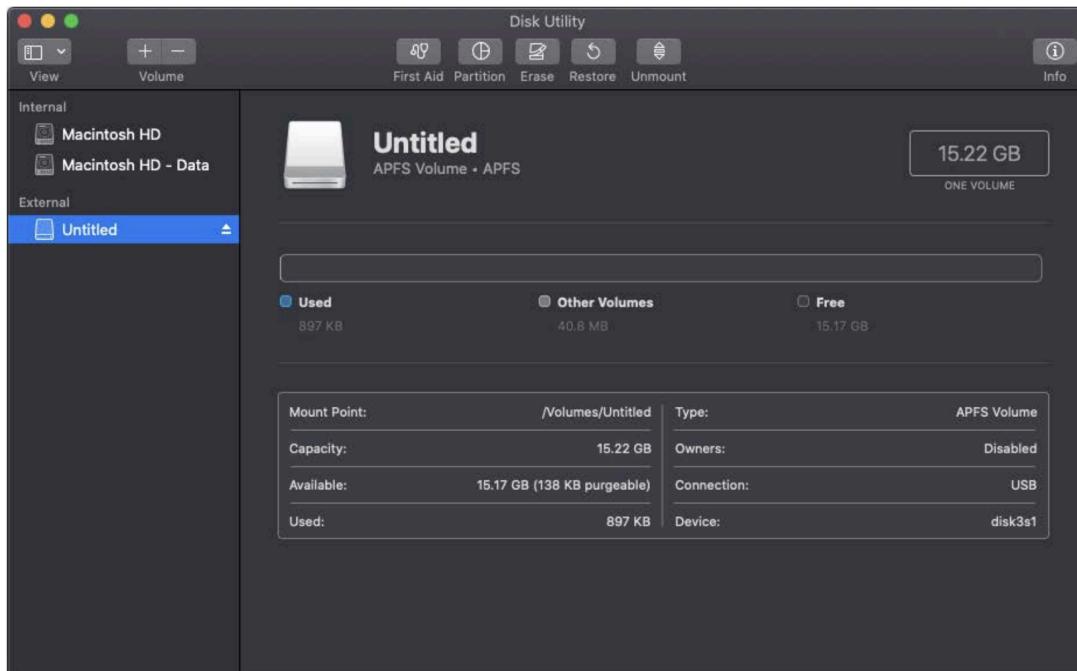
### **Why am I getting a “resource busy” error that is not allowing me to write to USB on my Apple MacBook?**

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

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

Sample output: Unmount of all volumes on disk3 was successful where disk3 is the USB drive used to create the remote exam LiveUSB

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 or simply by dragging the icon from the desktop to the trash in dock.



### **Can I use an external monitor or keyboard?**

The [system requirements](#) describe the conditions for using external keyboards and monitors.

Examples of acceptable combinations of screens, keyboard, and touchpad/mouse include:

- Laptop screen, external webcam, integrated keyboard, and touchpad only
- Laptop screen, external webcam, integrated keyboard, and wired 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 mobile phone?**

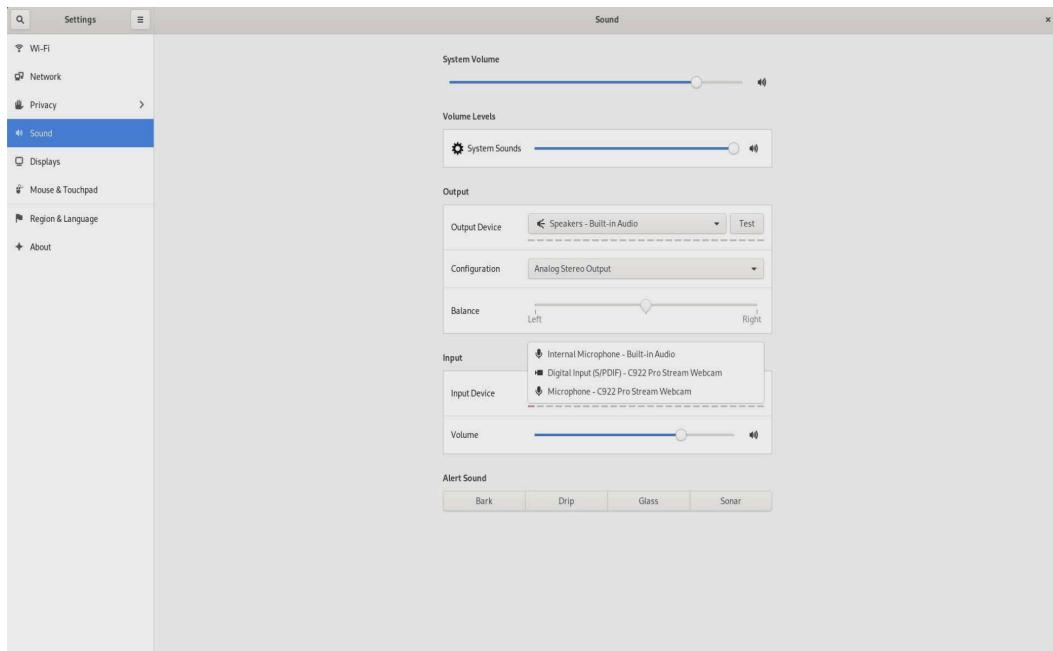
No. Wireless cameras, IP cameras, cell phone cameras, etc. are not allowed. An external wired webcam with about 1 m cable length is required.

### **Why does my compatibility test detect low microphone volume?**

Boot to the remote exam LiveUSB environment, go to **settings > sound > select the input device**.

When you select the microphone, move the volume slider towards the right side so that your microphone can pick up sound and pass the compatibility test. Do not move the slider to the extreme right as it may over amplify the sound and create a static noise.. The microphone level indicator should respond when you make some noise. If the indicator is not responding, then

switch to any other input option in settings (like network) and click on "sound" again. The microphone level indicator should respond to noise levels now.



### What are keyboard shortcuts available for copy/paste ?

The use of shortcuts like control c,control x or control v are not recommended, sometimes using them can cause terminals or the exam browser consoles or the virtual keyboards to freeze up and it will force you to use precious time resetting your virtual machines and maybe even redoing some of your work, so we recommend that you use your mouse to do copy paste, to copy paste text into the terminal simply highlight text with your mouse right click and choose copy and then move the mouse to the terminal, right-click there and select paste.

If you need to paste text into a virtual machine console select text and copy it using mouse right click and then open text dialog button and then right click and paste that text into the dialog box then click send.

### How to position an external camera for a Red Hat remote exam

A wide-angle external webcam with a minimum 720p resolution and at least a 1-meter cable is mandatory. Please refer to this [link](#) for guidance on proper camera placement. It is recommended to connect the external webcam directly to your laptop or desktop's USB port, rather than through a USB hub or docking station. -

Your face, hands, and keyboard must remain visible throughout the exam, so ensure you have sufficient desk space to position the camera accordingly. Small desks are not recommended, as they may not provide adequate space to achieve the required view.

If you face any issues or have any questions, you can refer to [FAQs](#) or you may reach out to the Remote Exam Readiness Support Team on [LiveChat](#) (24X5) (Chat widget is available at the lower right corner on this [page](#)).

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