

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
To Access your Exam use your Red Hat Login and Exam Code >>

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 is permitted for the exam, which can be either a built-in laptop screen or an external computer monitor. The use of any other device, including but not limited to Televisions, Smart TVs, Smart Monitors, or Smart Screens, as a display is NOT permitted
- ☑ **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. Wireless headset/microphone is not permitted.
- ☑ **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
- ☑ **Wireless** devices/accessories are **NOT** allowed.

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

Creating a remote exam LiveUSB

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 ISO](#)**, 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. **Create the LiveUSB [Bootable USB]** : Use any standard USB imaging tool (e.g., Fedora Media Writer, Rufus, balenaEtcher or any other tool). Select the downloaded ISO and write it to a blank 4 GB+ USB drive. Note: this process will **delete** all data on the USB.
4. Boot using the remote exam LiveUSB. [Go to instructions](#).

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.

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.

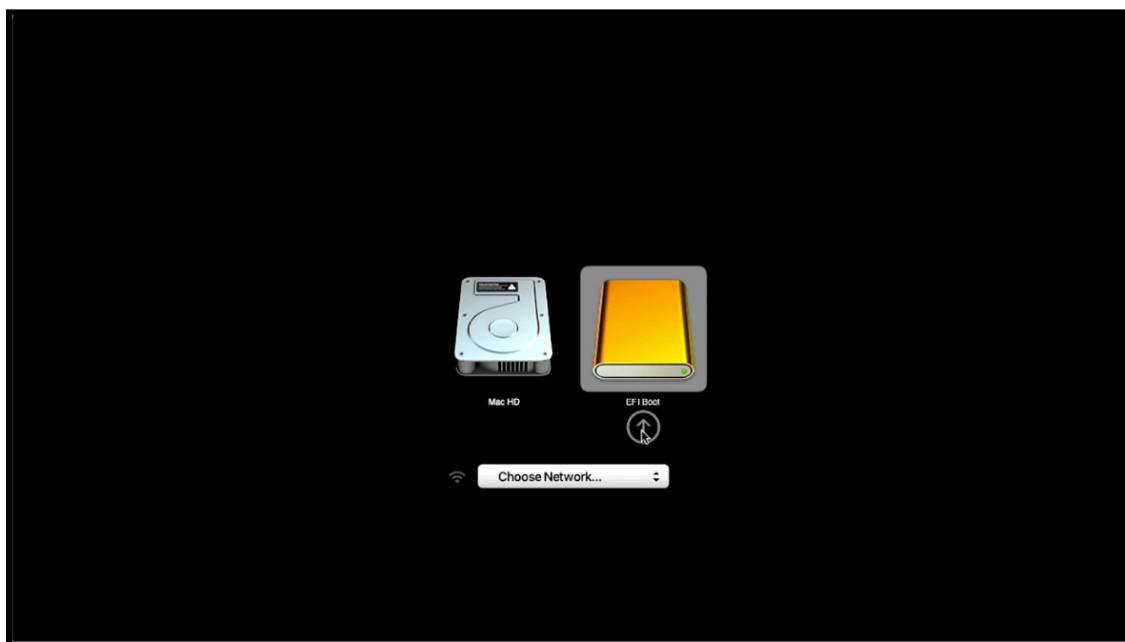
Booting to the remote exam LiveUSB

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.

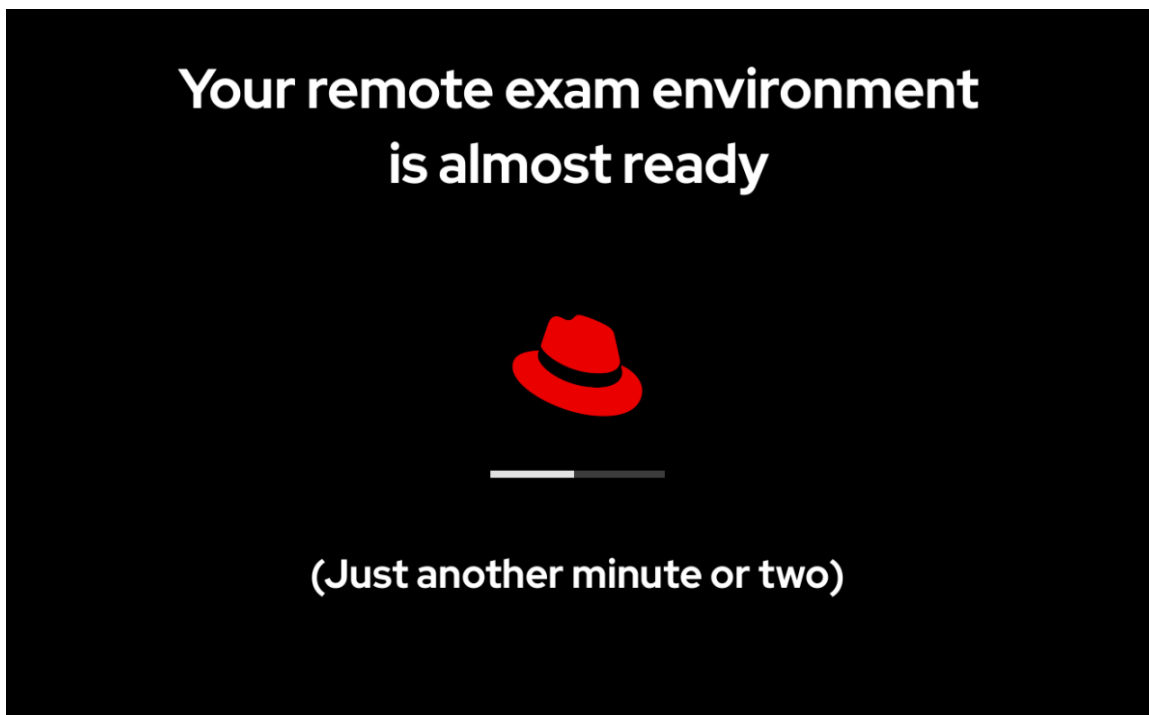
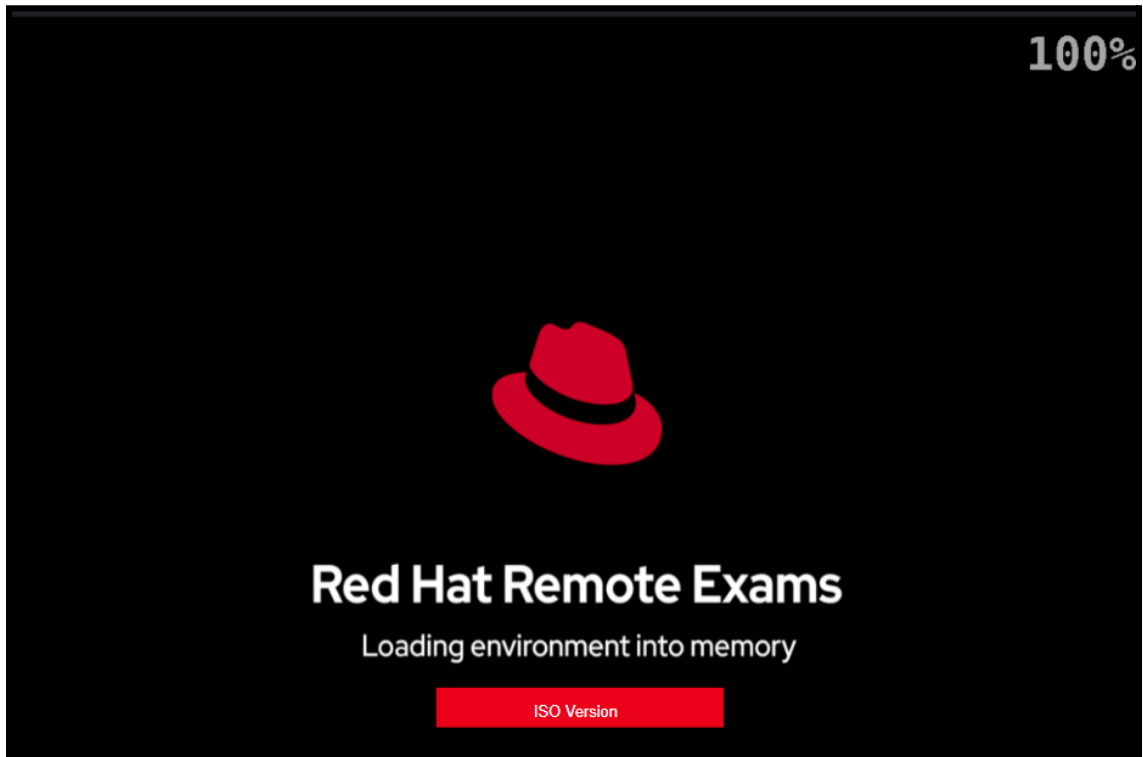
Look at the splash screen when your computer starts to know the key to interrupt the booting process and enter the temporary boot menu.

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**



Note: If the SecureBoot is enabled in the BIOS then you will see the following screens followed by a prolonged Blank screen (this is expected behavior, kindly wait for few minutes)

```
*** The Red Hat remote exam LiveUSB image will boot shortly ***

-----
NOTE: Your computer has Secure Boot enabled
-----

A black screen will appear for up to SEVERAL MINUTES while the system is booting.

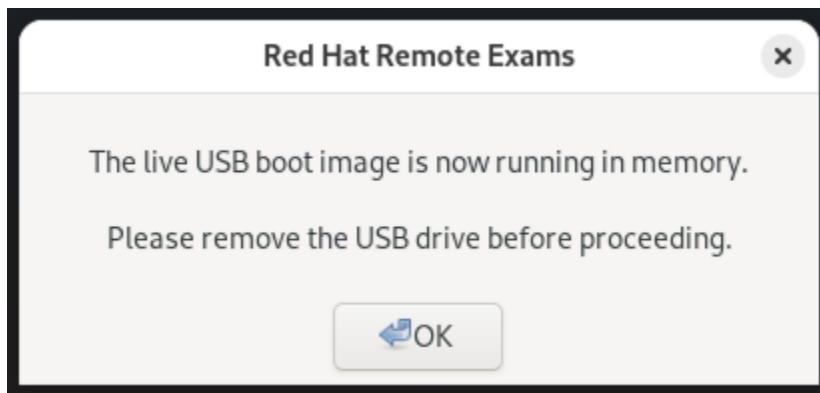
*** PLEASE BE PATIENT DURING THIS PROCESS ***

Booting in:

10..9..8..7..6..5..4..3..2..1..0

BOOTING ...
```

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

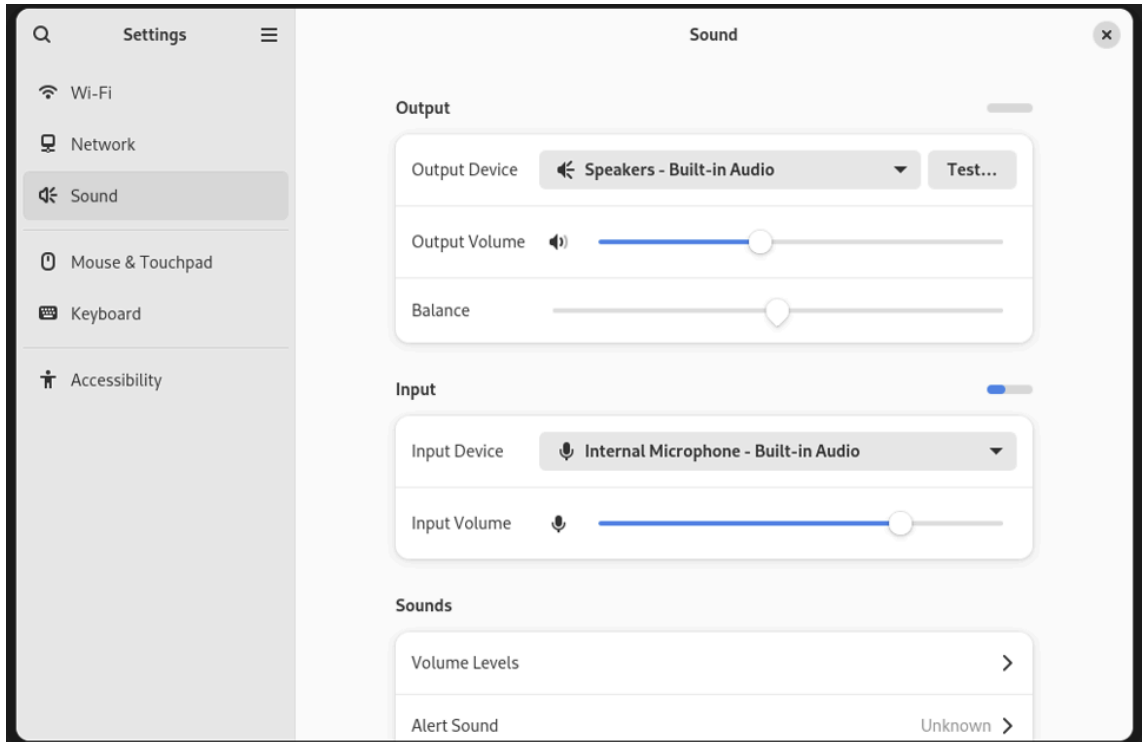


7. **Use the settings page to make changes,** such as mouse and touchpad speed, region and language, and sound levels. The hamburger button next to "settings" provides a list of available keyboard shortcuts.

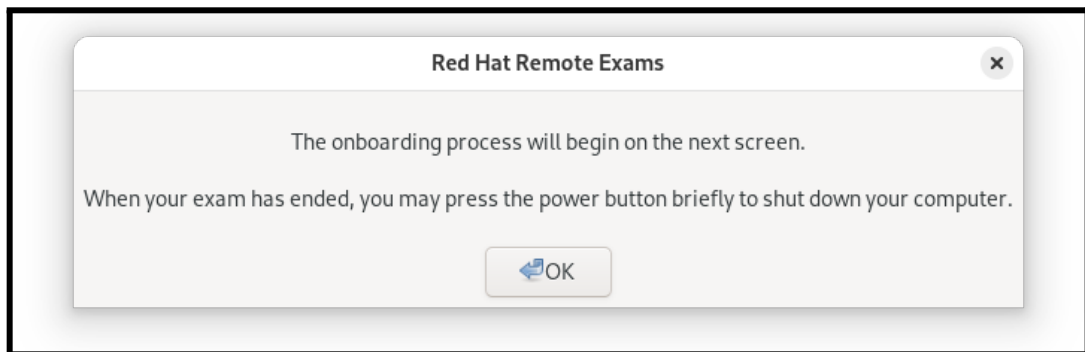
8. **Go to network** and make sure that your wired internet connection is recognized.
- Wifi compatibility with the remote exam LiveUSB cannot be guaranteed on all makes of hardware. Wifi may not be listed if the wireless adapter is not recognized by the image.
 - If the wifi adapter in your computer 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.

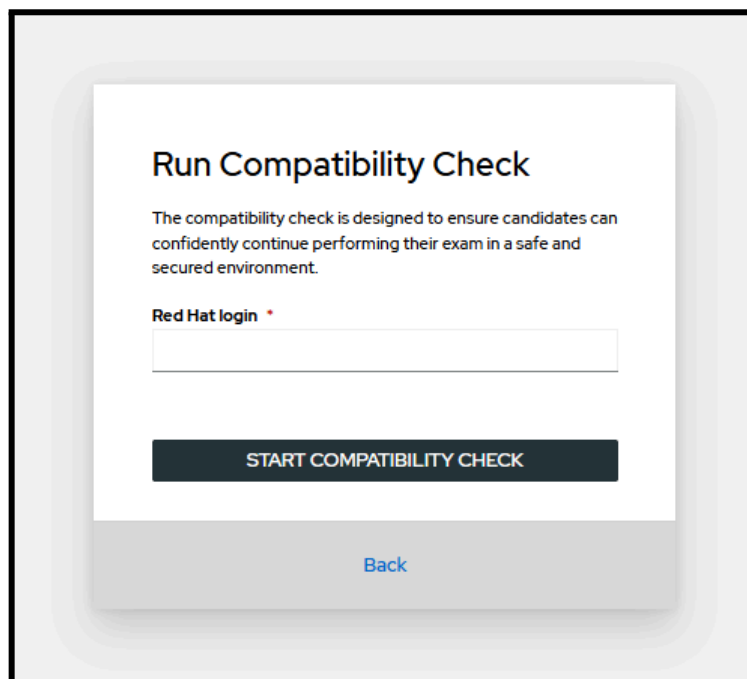
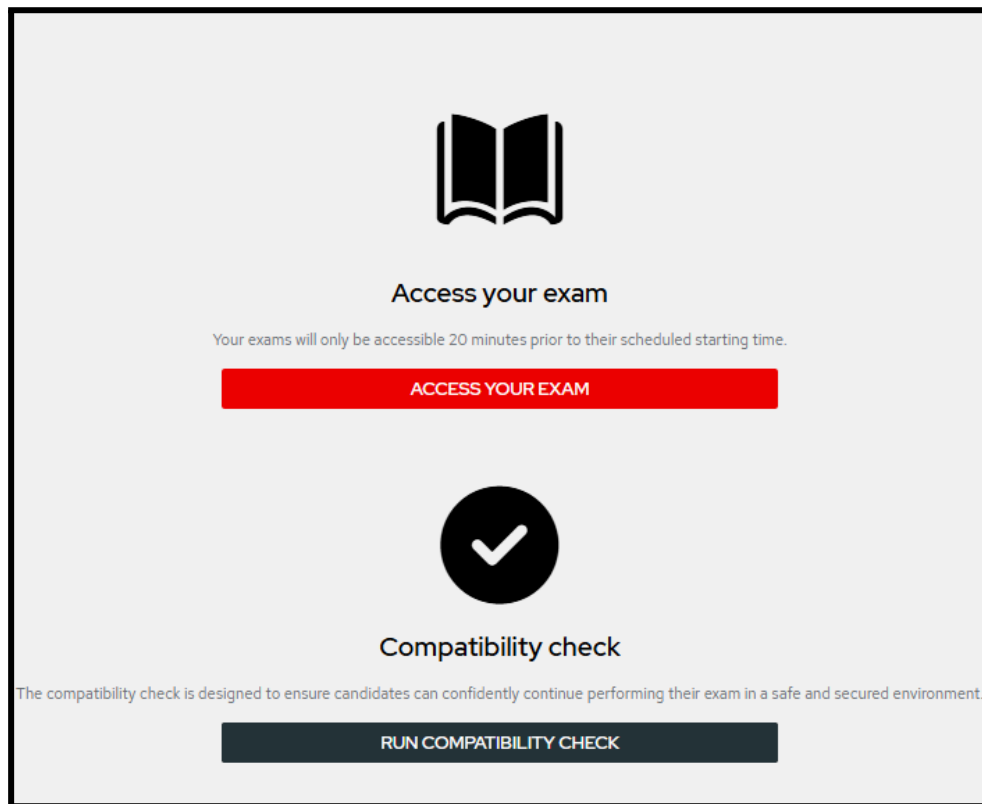


10. **Adjust display resolution.** If the default resolution of your screen is higher than 1920*1080, we recommend adjusting it to 1920*1080 for better screen readability inside the exam environment. Leave the settings as is if the default screen resolution is less than **1920x1080**.
11. **Adjust the 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 and click ok on the following prompt.



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

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

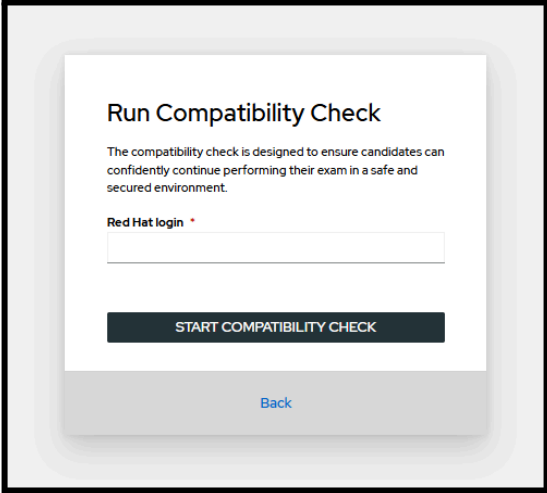
[Back](#)

Compatibility Test

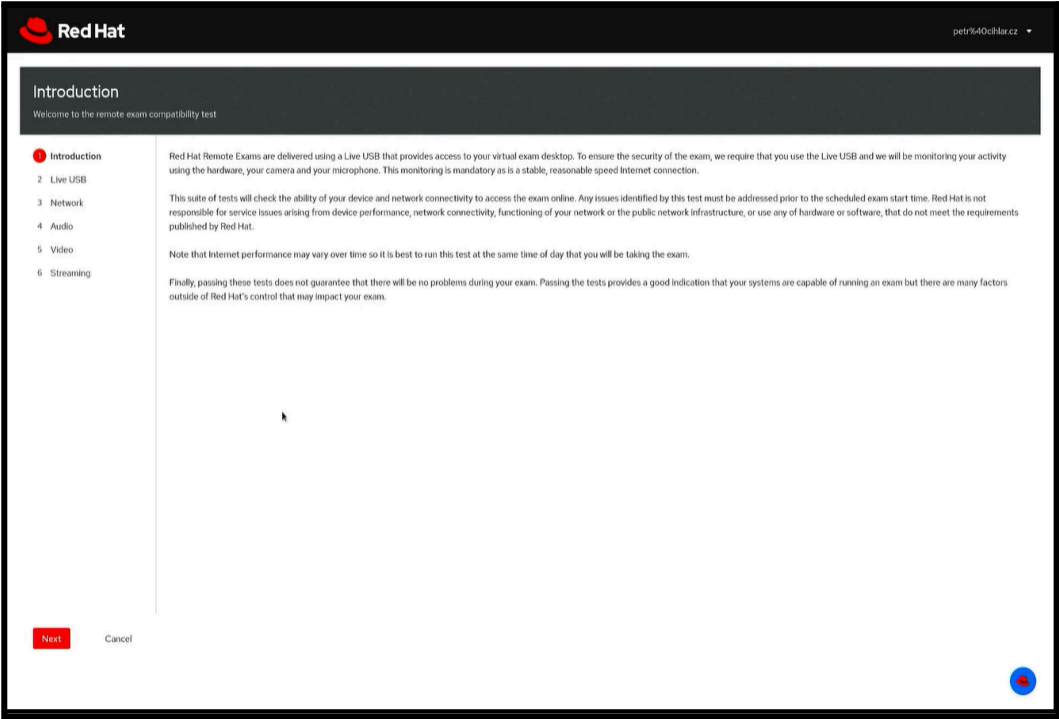
Note: Run the compatibility test before scheduling the exam and then once again 2-3 business days before the exam date at about the same time of day your exam is scheduled. Running the test well in advance helps you work out any technical issues or reschedule the exam if the system requirements are not 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.

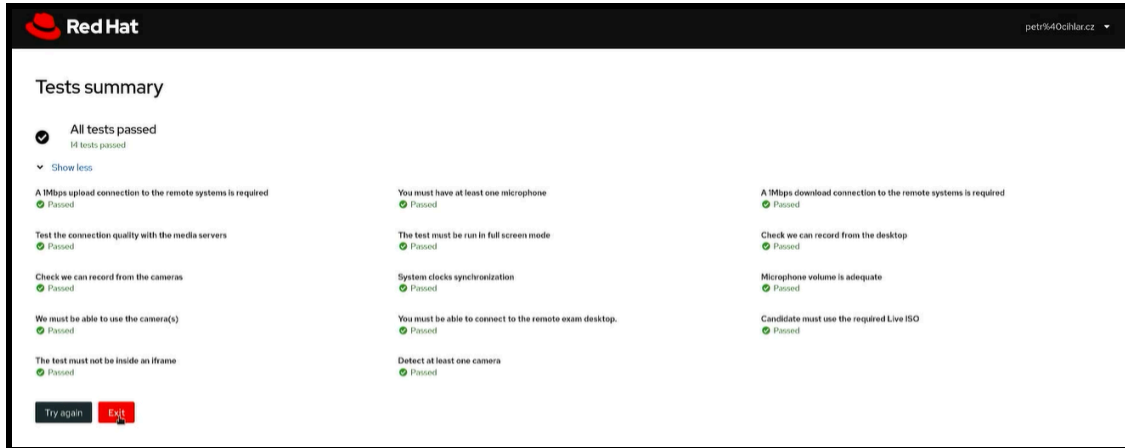
1. Click on Start Compatibility Check.



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

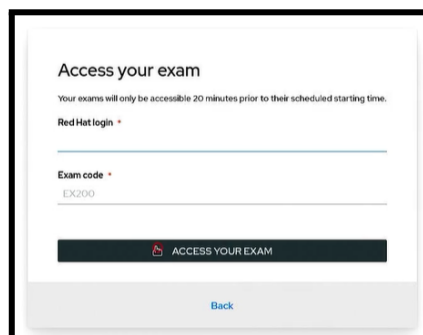
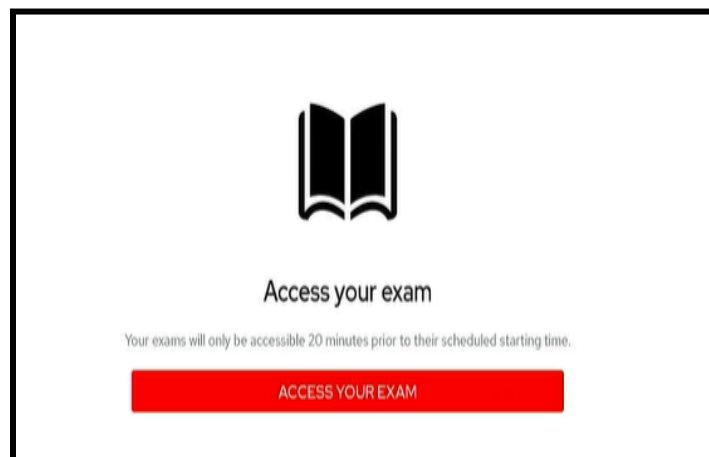


2. **LiveUSB compatibility check** checks for the valid remote exam LiveUSB image.
3. **Select your time zone** and click Accept. (Time zone should be same as you have selected while scheduling the exam)
4. **Network compatibility checks** test your internet performance. Results while connecting to our 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.



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.



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. [If the SecureBoot is enabled in the BIOS then you will see the following screens followed by a prolonged Blank screen (this is expected behavior, kindly wait for few minutes)]
- 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 2.5 GB.

MD5: The MD5 checksum is **e7f677dfb37eeb9554cb66fb0e55dfa4**

SHA256:

13ace95c6fd3d2a334ee26a0873822a5a5925651b8ea008dec69d1c5395d250f

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

The remote exam LiveUSB image is approximately 2.5 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 e7f677dfb37eeb9554cb66fb0e55dfa4
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
```

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.

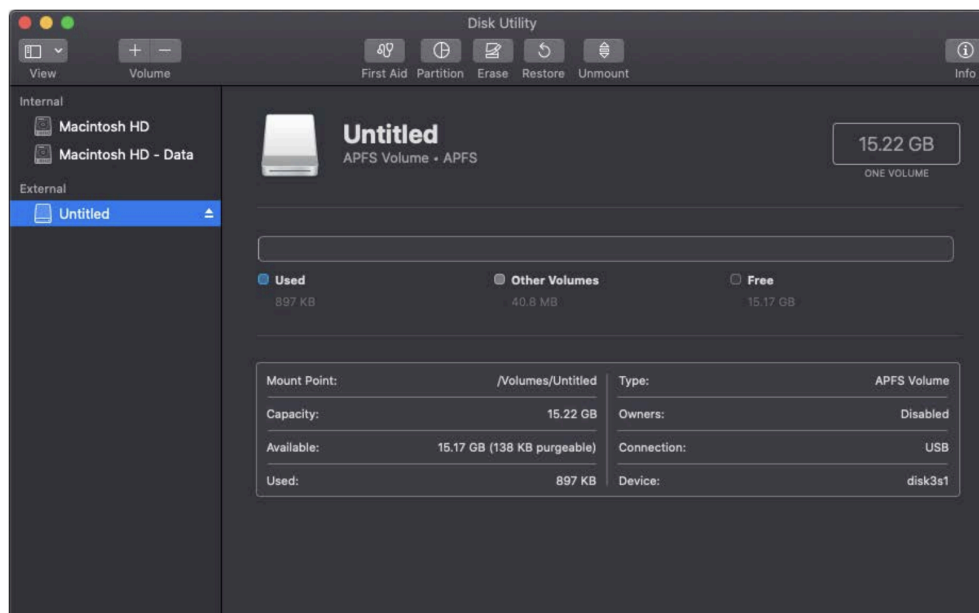
Why am I getting a "resource busy" error that is not allowing me to write to USB on my Apple MacBook?

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

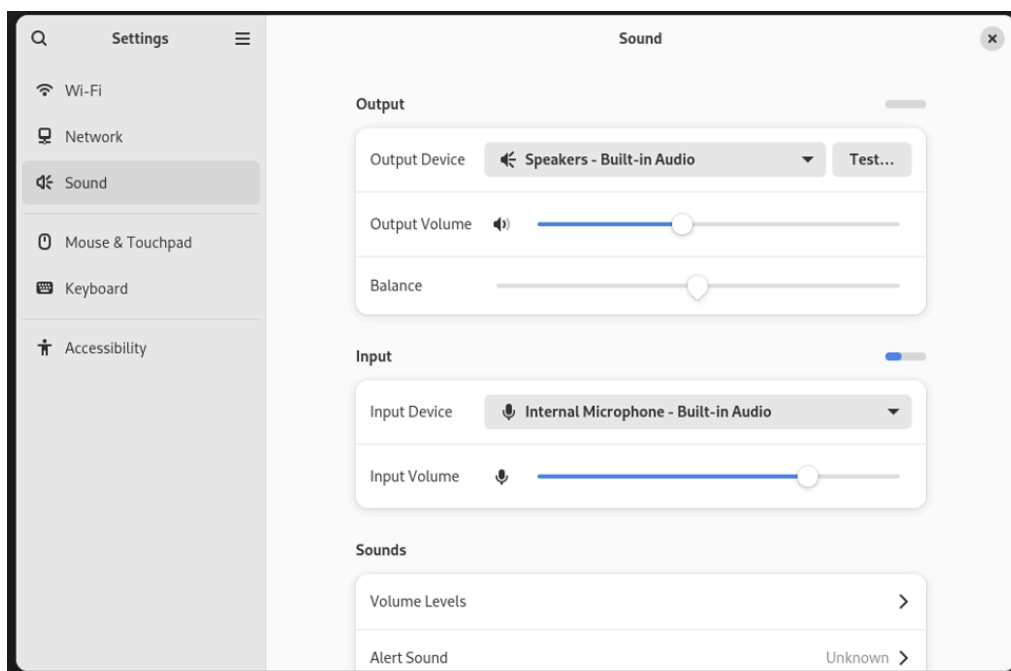
Instead of an external wired webcam, can I use a wireless camera or my mobile phone?

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](#)).