

# Expert Seminar: Frequently Asked Questions (FAQs)

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## Getting Started

### How do I get help with expert seminars?

Answers for content-related questions and technical support are available by opening a support case. To open a support case, complete the following steps:

1. Open a [support ticket](#).
2. In the dropdown menu that appears, click the link in **Submit your content-related question or request technical support here**, then click **Open New Case**.
3. In the support ticket, select **Red Hat Online Learning** in the product dropdown menu, enter a case name in the **Case Name** field, and provide a detailed description of the problem in the **Case Description** field. Indicate that you are accessing an expert seminar and include the seminar name, operating system, and browser. When all fields are completed, click **Submit**.

CREATE A NEW SUPPORT CASE Chat with Support

**3**

Product: Red Hat Online Learning

Product Version: 1.0

Case Name:

Case Description:

**Get faster results.** Attaching logs or other diagnostics files typically results in faster resolution.

Attach File

Support Level: Select an Option

Severity: 4 (Low)

Send Email Notifications to: No results ma

Case Group (Optional): Ungrouped Case

Submit Cancel

## Getting additional account support

If you have questions related to your account, enrollment, payment, etc., please contact your local Red Hat Training representative for further information.

[https://rol.redhat.com/rol/vtc/account\\_support](https://rol.redhat.com/rol/vtc/account_support)

## System Requirements

### What are the minimum system requirements for viewing expert seminars?

Expert seminars can be viewed across the following platforms with an Internet connection. A high-speed Internet connection is recommended:

- Operating systems: Linux, OS X, iOS, Windows (versions 7, 8, 8.1, and 10)
- Browsers: Mozilla Firefox, \*Google Chrome, and Safari
- Additionally, the latest version of Adobe Flash Player must be installed for devices using Flash. To determine your Flash version and install Adobe Flash Player, go to <https://helpx.adobe.com/flash-player.html>

Bandwidth Issues: To ensure the best video quality, please eliminate or reduce other users and programs that may be sharing your network.

\*If you receive the following error on Chrome: "This page is trying to load scripts from unauthenticated sources". You can override the alert for the page by clicking the gray shield in the top right of the browser window and selecting, Load unsafe script.

### Can I view expert seminars on mobile devices?

Mobile devices can be used to view expert seminars.

We recommend using high-speed Wi-Fi connections on the following devices:

- iOS iPad/iPad Mini
- Android

When using touch screen interfaces:

- The first touch of any menu item or button reveals hover text on how that element works.
- Additional touches complete a button's specific function. Double-tap a button to navigate to the interface

## Features and Use

### How do I use the expert seminar player?

The expert seminar player interface includes basic navigation/quality controls, including the following:

1. Play clip/Pause clip
2. Mute (volume)
3. Closed Captions
4. Playback Speed
5. Quality Settings (resolution) - choose lower or higher settings, based on bandwidth
6. Full Screen - watch the clip in full-screen mode (click **ESC** to return)

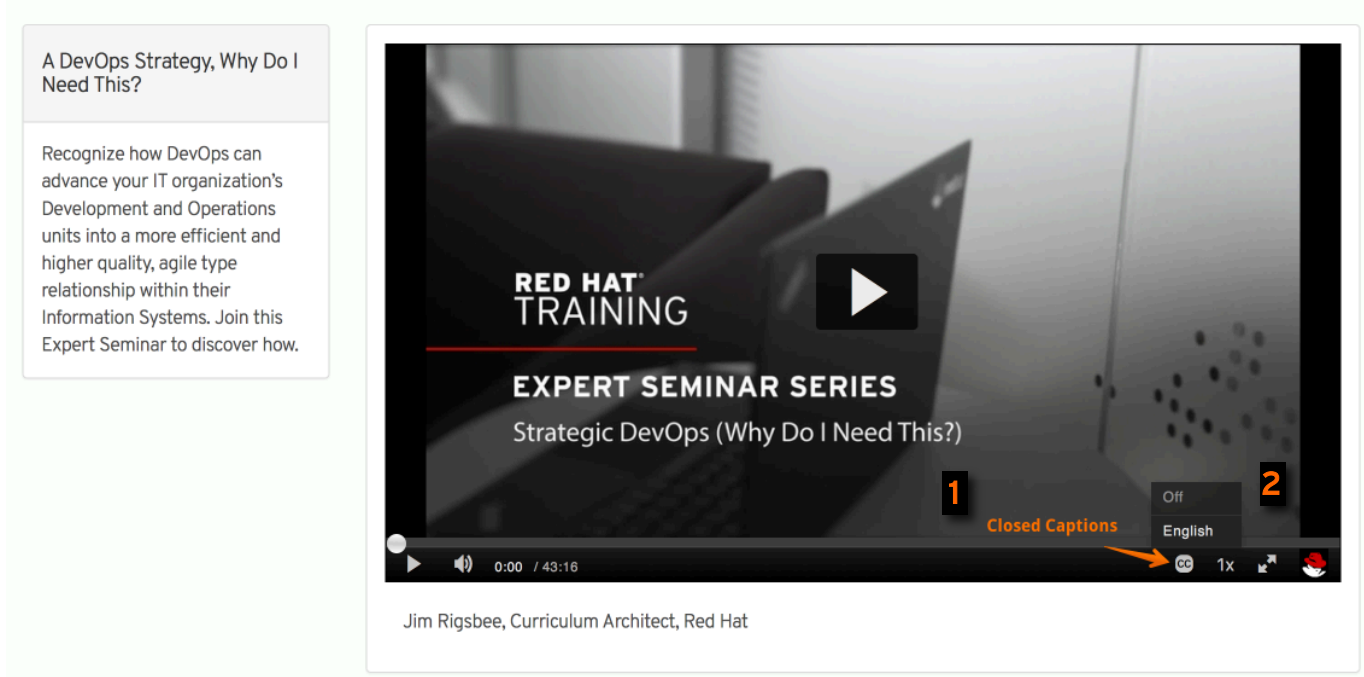


## How do I use closed captioning (CC)?

Closed captioning provides written captions of the instructor's speech as the video plays. Closed captioning displays in both normal and full-screen mode.

Turn closed captioning on or off:

1. Click the **CC** icon in the navigation bar to open the menu.
2. Choose **English** or preferred language (where available).

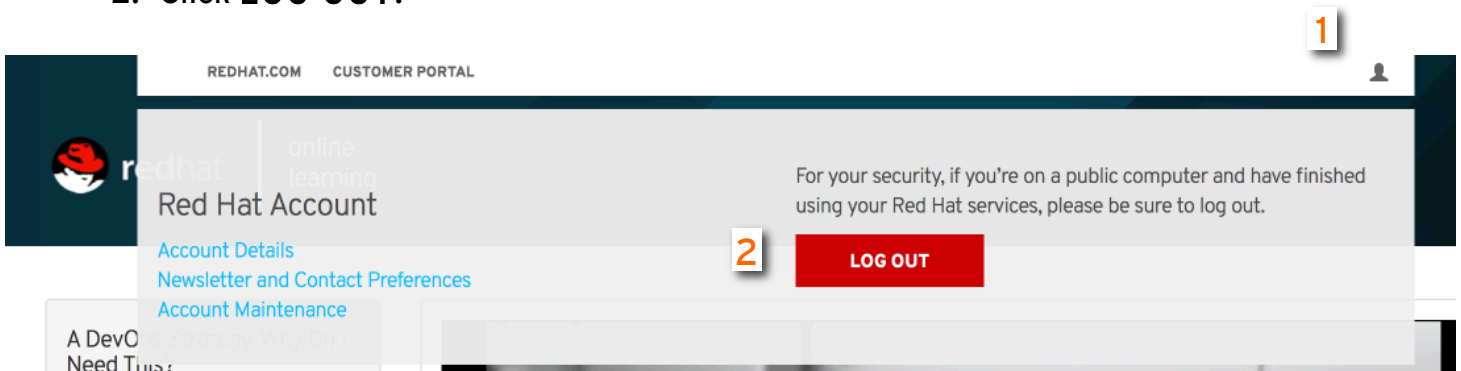


The screenshot shows a video player interface. On the left, there is a text box with the title "A DevOps Strategy, Why Do I Need This?" and a paragraph of text: "Recognize how DevOps can advance your IT organization's Development and Operations units into a more efficient and higher quality, agile type relationship within their Information Systems. Join this Expert Seminar to discover how." The video player itself shows a play button, the text "RED HAT TRAINING" and "EXPERT SEMINAR SERIES Strategic DevOps (Why Do I Need This?)". The video progress bar shows "0:00 / 43:16". In the bottom right corner of the video player, there is a "Closed Captions" menu. An orange arrow labeled "1" points to the "CC" icon in the video player's control bar. Another orange arrow labeled "2" points to the "English" option in the "Closed Captions" menu. Below the video player, the text "Jim Rigsbee, Curriculum Architect, Red Hat" is visible.

## How do I log out of the video player?

Log out of the video player using the following methods:

1. Click the log out icon in the upper-right corner of the screen.
2. Click **LOG OUT**.



The screenshot shows the Red Hat Customer Portal account page. At the top, there is a navigation bar with "REDHAT.COM" and "CUSTOMER PORTAL". On the right side of the navigation bar, there is a user profile icon labeled "1". Below the navigation bar, there is a header section with the Red Hat logo and the text "Red Hat Account". To the right of the header, there is a security warning: "For your security, if you're on a public computer and have finished using your Red Hat services, please be sure to log out." Below the header, there is a menu with three items: "Account Details", "Newsletter and Contact Preferences", and "Account Maintenance". A red button labeled "LOG OUT" is visible, with an orange arrow labeled "2" pointing to it. At the bottom left, there is a partial view of the text box from the previous screenshot.

# Troubleshooting

## Performance Issues

If performance issues occur, please try the following:

- Make sure your operating system has all its current patches and updates. To determine your current Flash version, as well as steps to download Flash, go to:

<https://helpx.adobe.com/flash-player.html>.

- Use a supported platform/browser. Try using a different supported browser.
- Make sure you have the latest Adobe Flash version: <https://helpx.adobe.com/flash-player.html>
- Make sure your network connection is strong. Eliminate or reduce additional users or processes on your network. Close any messaging programs and disconnect additional devices that may be using bandwidth. Turn off VPN.
- Try a wired versus a wireless connection. If you must use wireless, place your system as close to your router as possible.
- Clear your web browser's cache and cookies and restart your system.
- Log out of the seminar and log back in.
- Make sure any privacy software, security software, or browser add-ons you may be running are not creating performance issues.
- Enable JavaScript and cookies.

If these methods do not solve your problem, please open a [support ticket](#).

## Chrome Browser Errors

While using Chrome, if the error below or a similar error appears:



- Click the browser's back arrow and re-enter the course, or
- Click the History menu, then click the back button and re-enter the course.

If you are using an older version of Chrome, make sure that [rol.redhat.com](http://rol.redhat.com) is not blocked. Go to **Preferences > Settings > Show advanced settings... > Content settings... > Full screen > Manage exceptions...** Ensure that the Hostname pattern Behavior for [rol.redhat.com](http://rol.redhat.com) is set to **Allow**. Click **Done**. Click **Done**.