

# VIRTUAL TRAINING

## FREQUENTLY ASKED QUESTIONS

### INTRODUCTION

Here you will find frequently asked questions about virtual training, our instructor-led, online classroom way to learn. If you have other questions not answered here, [contact Red Hat Training and Certification](#).

### TABLE OF CONTENTS

<b>1 ABOUT VIRTUAL TRAINING</b>	<b>2</b>
What is virtual training?	2
What are the main benefits of virtual training?	2
How does virtual training compare to classroom training?	2
How does virtual training compare to online learning?	2
How does virtual training compare to video classroom?	2
Can a virtual training course help prepare me for a Red Hat certification exam?	2
Is there an option to take an exam at the end of class, similar to traditional classroom course?	2
<b>2 AVAILABILITY OF VIRTUAL TRAINING</b>	<b>3</b>
Where are virtual training courses available?	3
Are virtual training courses included in the Red Hat Learning Subscription?	3
Are all Red Hat courses offered in virtual training?	3
At what times during the day do virtual training courses typically run?	3
<b>3 HARDWARE, SOFTWARE, AND CONNECTIVITY REQUIREMENTS</b>	<b>3</b>
What platform does the virtual training classroom use?	3
What hardware and software am I required to have?	3
How do labs work?	3
How will I know that my Internet connectivity will be good enough?	3
<b>4 CLASS EXPERIENCE</b>	<b>4</b>
What steps should I take to ensure a successful virtual training experience?	4
How and when will I have access to course materials?	4
What do I do if I experience technical difficulties during class?	4
My virtual machine (VM) does not restart during class. I press [Start Station] and nothing happens. What should I do?	4



facebook.com/redhatinc  
@redhatnews  
linkedin.com/company/red-hat

redhat.com

## ABOUT VIRTUAL TRAINING

---

**QUESTION:** What is virtual training?

**ANSWER:** Virtual training is real-time training conducted by live instructors in an online environment. You get the same industry-respected content and hands-on labs as the corresponding classroom-based courses.

**QUESTION:** What are the main benefits of virtual training?

**ANSWER:**

- Courses provide real-time training by Red Hat-certified instructors.
- Train from your home or office and eliminate travel expenses.
- Courses include hands-on labs, delivered through an online practice environment.
- Most classes offer convenient 5 1/2-hour increments over a 3- to 5-day period, allowing for partial work days.
- Virtual training enables teams to train together when they're in different locations.
- Virtual training can also be delivered as an on-site, team training option.
- Students use virtual lab machines that run actual products.
- Students can interact with the instructor and each other during class.

**QUESTION:** How does virtual training compare to classroom training?

**ANSWER:** Like traditional classroom training, virtual training courses are live sessions at a predetermined time and with a live instructor. Unlike traditional classroom training, courses are conducted over the Internet.

**QUESTION:** How does virtual training compare to online learning?

**ANSWER:** Like online learning courses, virtual training courses (content and labs) are accessed online. However, virtual training courses are live events, whereas online learning courses are self-paced. A virtual training course could last anywhere from 3-5 days. With online learning, you have 24/7 access to the online learning environment and labs for 90 days.

**QUESTION:** How does virtual training compare to video classroom?

**ANSWER:** Both virtual training and video classroom courses are conducted online. However, virtual training courses are live events and video classroom courses, like online learning courses, are self-paced, granting students 90 days of access to the learning environment.

**QUESTION:** Can a virtual training course help me in my preparation for a Red Hat certification exam?

**ANSWER:** Yes. Just like our traditional classroom courses, virtual training courses can help you in your preparation for the related certification exam (if available).

**QUESTION:** Is there an option to take an exam at the end of the class, similar to a traditional classroom course?

**ANSWER:** No. Unlike a classroom delivery, there is no physical classroom or hardware that is needed for the exam. You must purchase and take the exam separately from the class. An option for students wishing to take an exam is to register for an Individual Exam in addition to virtual training.

## AVAILABILITY OF VIRTUAL TRAINING

---

**QUESTION:** Where are virtual training courses available?

**ANSWER:** Virtual training courses are available in many places throughout the world, including Africa, Argentina, Australia, Austria, Bangladesh, Belgium, Brazil, Brunei, Cambodia, Canada, Chile, Colombia, Cyprus, Denmark, Eastern Europe, Fiji, Finland, France, Germany, Greece, Hong Kong, India, Indonesia, Ireland, Israel, Italy, Malaysia, Mexico, Middle East, Myanmar, Nepal, Netherlands, New Zealand, Norway, Philippines, Portugal, Russia, Singapore, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Turkey, United Kingdom, and United States. For a country or region not listed here, please [contact us](#).

**QUESTION:** Are virtual training courses included in the Red Hat Learning Subscription (RHLS)?

**ANSWER:** No. Virtual training courses are not included in the Red Hat Learning Subscription. Only Red Hat online learning and video classroom courses are included.

**QUESTION:** Are all Red Hat courses offered in virtual training sessions?

**ANSWER:** No. Most of our courses are offered with virtual training as an option, but some are not. Please see a course page to determine if virtual training is available for that course and in your country or region.

**QUESTION:** At what times during the day do virtual training courses typically run?

**ANSWER:** This depends largely on the region where the virtual training is being delivered, but, broadly, class runs from the late morning to the early afternoon. Days are generally shorter, but an additional day is added to delivery, as compared to classroom-based training, to account for students taking classes in different time zones.

## HARDWARE, SOFTWARE, AND CONNECTIVITY REQUIREMENTS

---

**QUESTION:** What platform does the virtual classroom use?

**ANSWER:** The virtual classroom uses both a browser-based environment for accessing a virtual lab environment, and a Java™-based virtual classroom tool, which manages chat, audio, and video so that the instructor and students can interact effectively. To test if your system can connect to our virtual classroom, use our [compatibility test page](#).

**QUESTION:** What kind of hardware and software am I required to have prior to taking a virtual training course?

**ANSWER:** A modern web browser and a Java runtime environment are required to access virtual training. Google Chrome and Mozilla Firefox are available free of charge. Similarly, Java may be downloaded free of charge from Oracle. We strongly recommend you use our [compatibility test page](#) prior to purchasing a virtual training course, to test that your system meets the requirements.

**QUESTION:** How do labs work with virtual delivery?

**ANSWER:** Our lab environment is run in the cloud, and is accessed using a web browser. To test if your system can connect to our virtual classroom, use our [compatibility test page](#).

**QUESTION:** How will I know that my Internet connectivity will be good enough to take a virtual training course?

**ANSWER:** We strongly recommend you use our [compatibility test page](#) prior to purchasing a virtual training course, to ensure you meet the Internet connectivity and browser requirements and have a positive learning experience.

## CLASS EXPERIENCE

---

**QUESTION:** What steps should I take to ensure a successful virtual training experience?

**ANSWER:**

- Make sure you have the [proper experience and knowledge](#) prior to enrolling in a course.
- Ensure your working environment and [connectivity and browser requirements](#) are appropriate.
- Read your confirmation email with all instructions at least one day in advance of class for a smooth start.
- Prior to the start of the class, test your headset on the computer or your phone line you will use.
- Have undivided attention during the session. Plan for it like it is personal time off and remove all potential distractions.

**QUESTION:** How and when will I have access to course materials?

**ANSWER:** Course materials are provided to you approximately one week before the start of class. The lab environment is available from the first day of class through the final day of class, and is available 24 hours a day during class delivery.

**QUESTION:** What do I do if I experience technical difficulties with my computer or online environment during class?

**ANSWER:** Reach out to your instructor during class hours for assistance. Your instructor will be able to assist with many issues and will have access to a dedicated support team to help with any issues that cannot be easily resolved.

**QUESTION:** My virtual machine (VM) does not restart. I press Start Station and nothing happens. What should I do?

**ANSWER:** When you restart a lab VM, it will take approximately 5 minutes to start up. During this time, there will be little-to-no indication of activity or action. It is easy to think that nothing is happening. In addition to that, if you press reset and/or restart and/or shutdown repeatedly during this process, you might end up with a VM that is not restartable. Information is being saved during shutdown. If shutdown is interrupted, then the “save state” is not properly saved, and subsequent restarts will fail. The solution is to reset and wait. A reset usually takes 7-10 (or more) minutes.

## ANYTHING ELSE?

---

**QUESTION:** I have a question about virtual training that is not answered in this document? Where can I go to ask that question?

**ANSWER:** [Contact Red Hat Training and Certification](#) and someone will answer your question.



facebook.com/redhatinc  
@redhatnews  
linkedin.com/company/red-hat

### ABOUT RED HAT

Red Hat is the world's leading provider of open source software solutions, using a community-powered approach to reliable and high-performing cloud, Linux, middleware, storage, and virtualization technologies. Red Hat also offers award-winning support, training, and consulting services. As a connective hub in a global network of enterprises, partners, and open source communities, Red Hat helps create relevant, innovative technologies that liberate resources for growth and prepare customers for the future of IT.

**NORTH AMERICA**  
1 888 REDHAT1

**EUROPE, MIDDLE EAST,  
AND AFRICA**  
00800 7334 2835  
europe@redhat.com

**ASIA PACIFIC**  
+65 6490 4200  
apac@redhat.com

**LATIN AMERICA**  
+54 11 4329 7300  
info-latam@redhat.com