

RED HAT TRAINING: RED HAT ONLINE LEARNING

FREQUENTLY ASKED QUESTIONS

INTRODUCTION

The increasing complexity of business environments can make finding time for training difficult. Travel expenses and time constraints, such as project deadlines, can prevent professionals from attending in-person training courses. Red Hat Online Learning (ROL) is a self-paced online learning environment that includes access to Red Hat’s course materials, dozens of recorded webinars delivered by senior instructors, and cloud-based labs at your own pace, any time and anywhere.

Learn more from answers to frequently asked questions about ROL courses from Red Hat Training.

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GETTING STARTED

QUESTION: What are the components of Red Hat Online Learning?

ANSWER: Red Hat Online Learning is our self-paced online learning that addresses the real needs of the modern technology professional. These courses feature the same high quality course content found in our traditional classrooms, complete with cloud-provided lab environments. Most of our online learning courses also include dozens of recorded webinars by senior instructors.

- **Online Learning Content:** Online content that is based upon the same course content you would find in traditional classroom courses, covering the same concepts and tasks. The course materials have been optimized for self-study, with each workbook including code snippets and graphics to illustrate the text and aid learning.
- **Online Learning Labs:** Same high-quality, robust lab environment found in the traditional classroom environment. Labs are delivered over the cloud via the same platform Red Hat uses in the Virtual Classroom environment.
- **Online Learning Webinars:** Series of 30+ pre-recorded webinars on a variety of topics. Webinars range from 5-7 minutes in length and are conducted by senior Red Hat instructors, examiners, and members of the curriculum team.

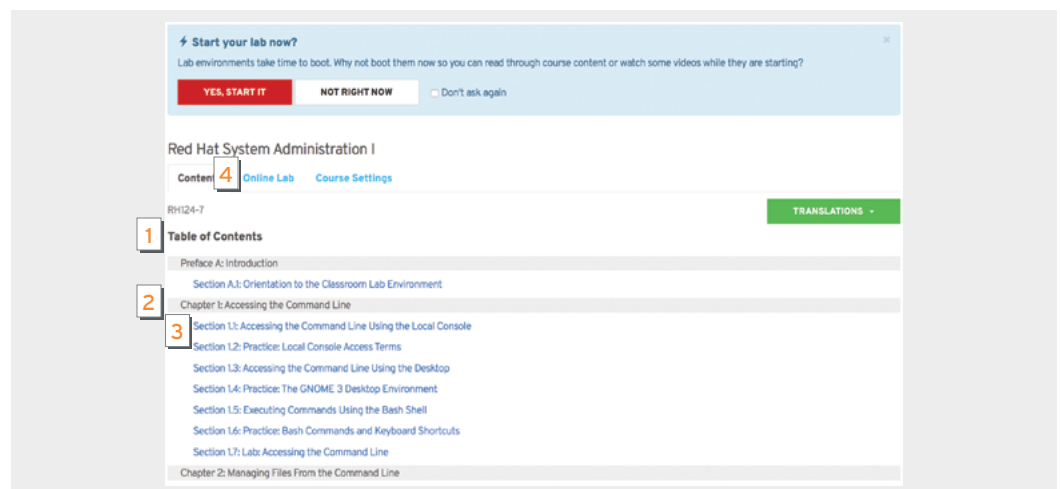
Visit <http://www.redhat.com/training/ways/role.html> for a complete list of available courses.

QUESTION: Are the Red Hat Online Learning labs and content the same as classroom-based training materials?

ANSWER: Yes. The hands-on labs provide the same content as delivered in the classroom environment but deployed using regionally-located cloud instances. Course materials have been authored by Red Hat Curriculum Architects and optimized for online learning.

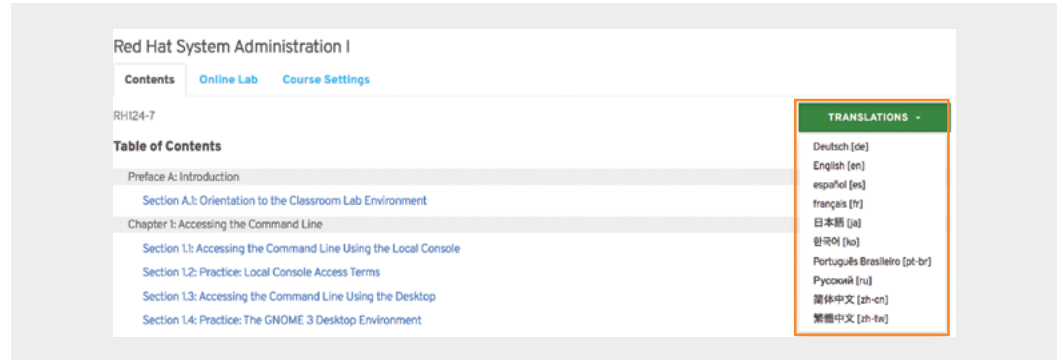
QUESTION: What functionality is available in my ROL course?

ANSWER: Your ROL course includes a (1) Table of Contents of the online student guide. Click the (2) chapter name, then click on a (3) section, to read the online student guide. You will have access to online quizzes, and instructions that will guide you in completing hands-on practices and labs. You will have direct access to the (4) lab environment from your ROL course.



QUESTION: How can I view my ROL course in a different language?

ANSWER: Many of our ROL courses have been translated in multiple languages. Click the **TRANSLATIONS** button and choose from the available languages in the drop-down list.



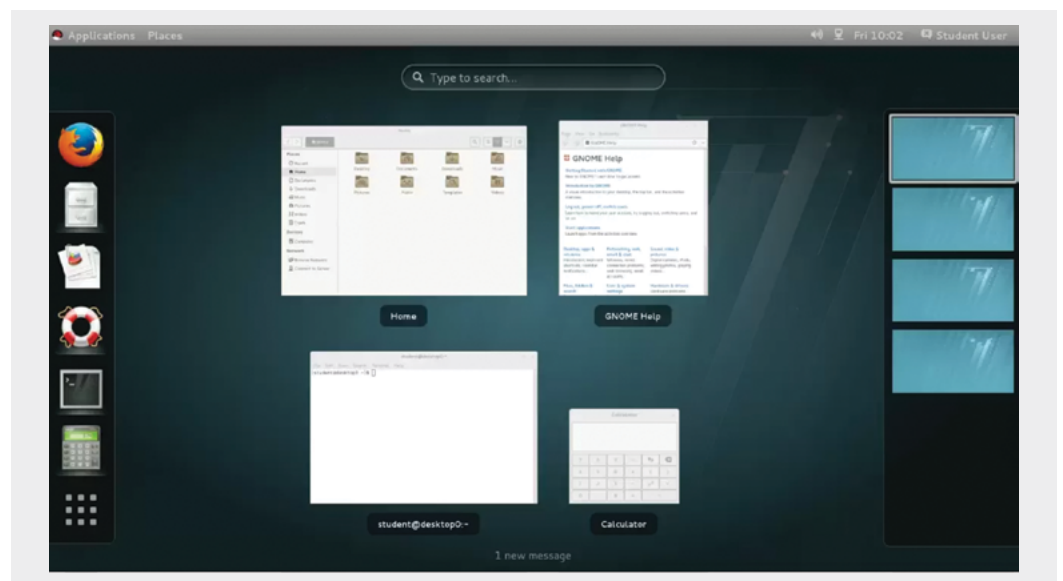
QUESTION: How do I track my progress in the course?

ANSWER: The progress grid at the top of the screen will display a (1) red mark indicating your current location within the course. Course pages you have not yet visited will display in (2) light blue, visited pages will display in (3) dark blue.



QUESTION: How can I watch recorded webinars in the ROL course?

ANSWER: Many of the ROL chapters will include multiple embedded recorded webinars of approximately 5-7 minutes in length. When you see an embedded video, simply click the play icon in the middle of the player screen to watch the video. Following is an example of a webinar.



QUESTION: How do I take quizzes in the ROL course?

ANSWER: Knowledge-based chapters usually contain quizzes so that you can check your understanding of the content.

- Drag the term over to the right description.

Practice: Locating Files and Directories

Match the following items to their counterparts in the table.

Drag and drop the items to the cell by the correct answer. Each cell should contain one answer. If you wish to change an answer, either drag it to another location, or click **Reset** to return the quiz to its original settings.

When you have completed the quiz, click **Check**. Your correct answers will have a blue background and your incorrect answers will be crossed out. If you wish to try again, click **Reset**. Note: if you have trouble getting the quiz to function a second time, try refreshing your browser. Click **Show Solution** to see all of the correct answers.

cd **ls -l -** pwd cd ../.. cd - cd bin ls -al cd .. cd /bin

Action to accomplish	Command
List the current user's home directory (long format) in simplest syntax, when it is not the current location.	
Return to the current user's home directory.	
Determine the absolute path name of the current location.	
Return to the most previous working directory.	
Move up two levels from the current location.	
List the current location (long format) with hidden files.	
Move to the binaries location, from any current location.	
Move up to the parent of the current location.	
Move to the binaries location, from the root directory.	

CHECK RESET SHOW SOLUTION

pwd cd cd /bin cd ../.. cd - cd .. ls -al cd bin

Action to accomplish	Command
List the current user's home directory (long format) in simplest syntax, when it is not the current location.	ls -l -
Return to the current user's home directory.	
Determine the absolute path name of the current location.	
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Move up two levels from the current location.	
List the current location (long format) with hidden files.	
Move to the binaries location, from any current location.	
Move up to the parent of the current location.	
Move to the binaries location, from the root directory.	

CHECK RESET SHOW SOLUTION

- Click the (1) **CHECK** button to check whether your answer(s) are correct.
- Click the (2) **RESET** button to reset your answers.

pwd
cd /bin
cd ../..
cd -
ls -al
cd bin

Action to accomplish	Command
List the current user's home directory (long format) in simplest syntax, when it is not the current location.	ls -l ~
Return to the current user's home directory.	cd
Determine the absolute path name of the current location.	cd ..
Return to the most previous working directory.	
Move up two levels from the current location.	
List the current location (long format) with hidden files.	
Move to the binaries location, from any current location.	
Move up to the parent of the current location.	
Move to the binaries location, from the root directory.	

CHECK
RESET
SHOW SOLUTION

1
2

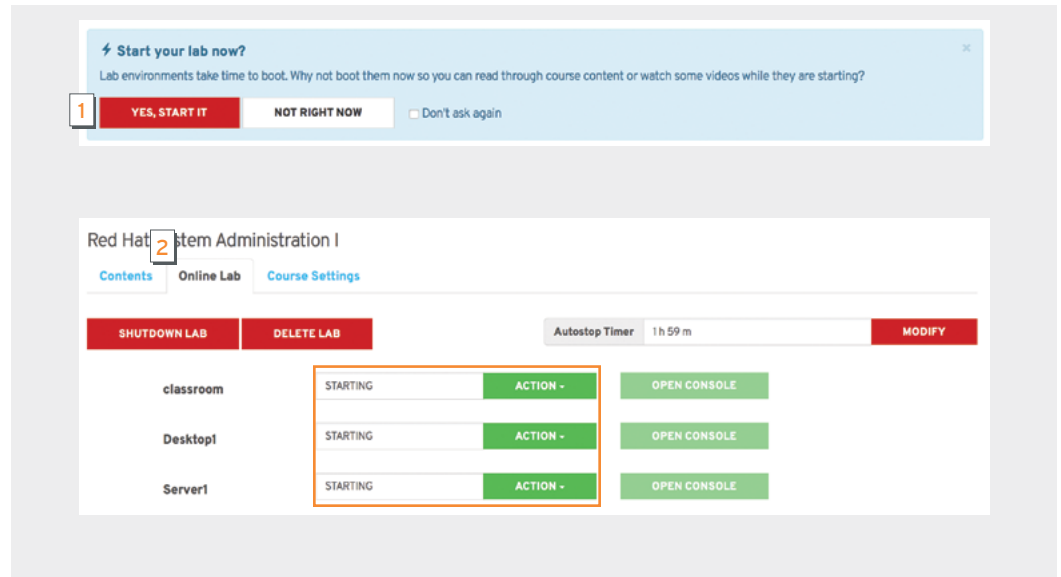
- Click **SHOW SOLUTION** to see the correct answers.

Action to accomplish	Command
List the current user's home directory (long format) in simplest syntax, when it is not the current location.	ls -l ~
Return to the current user's home directory.	cd
Determine the absolute path name of the current location.	pwd
Return to the most previous working directory.	cd -
Move up two levels from the current location.	cd ../..
List the current location (long format) with hidden files.	ls -al
Move to the binaries location, from any current location.	cd /bin
Move up to the parent of the current location.	cd ..
Move to the binaries location, from the root directory.	cd bin

CHECK
RESET
SHOW SOLUTION

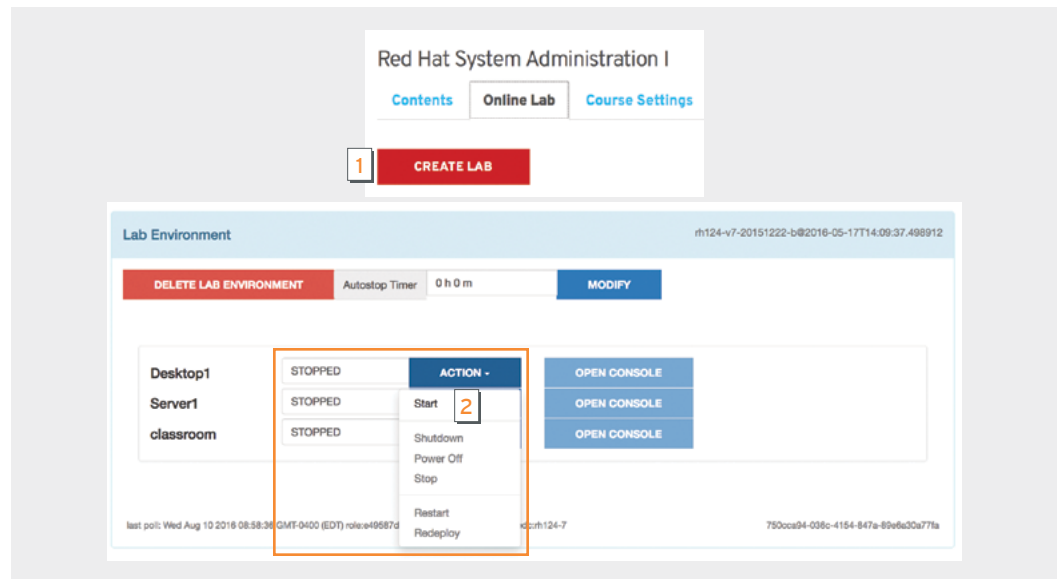
QUESTION: When, and how, should I start my lab environment?

ANSWER: It's a good practice to start your lab at the beginning of each session. That way, while you read through the course materials, your lab environment will be starting in the background. Click the (1) **YES, START IT** button. Your lab environment will be started in the background. If you click the (2) **Online Lab** tab, you'll be able to see the lab start progress.



QUESTION: How do I access the virtual lab environment?

ANSWER: Click the (1) CREATE LAB button. Then (2) click ACTION and then select Start to start your classroom, desktop, or server, depending upon the instructions within your practice or lab.

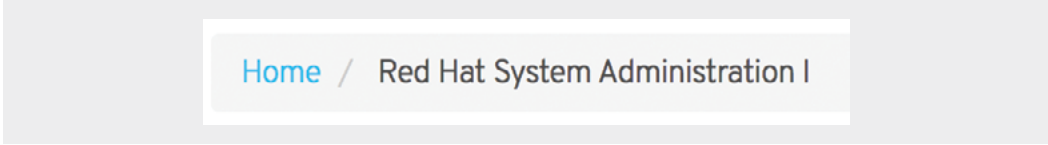


QUESTION: Can I download the student guide?

ANSWER: Not at this time.

QUESTION: How do I return to the course catalog?

ANSWER: Click the **Home** link at the top left of the page.



Home / Red Hat System Administration I

QUESTION: What are the minimum system requirements for viewing ROL courses?

ANSWER: Content and Recorded Webinars: Any browser updated within the last two years

Red Hat Online Labs:

A browser that supports websockets, which includes the following supported browsers (other browsers may work, but only these are supported):

- Firefox
- Chrome
- Internet Explorer

QUESTION: Can I view ROL courses on mobile devices?

ANSWER: Course materials and webinars can be viewed on tablets and mobile devices, but the preferred interface is a laptop or desktop computer.

TROUBLESHOOTING

PERFORMANCE ISSUES

If performance issues occur, please try the following:

- Make sure your operating system has all its current patches and updates.
- Make sure you have the latest Adobe Flash version: <https://helpx.adobe.com/flash-player.html>
- Enable JavaScript and cookies.
- Use a supported platform/browser. Try using a different supported browser.
- The online lab environment and video content does consume internet bandwidth, both upload and download. Additional users, accessing multiple streams of content (such as on-demand video and audio services), and other use of internet services can impact the bandwidth available for your Red Hat Online Learning content and labs.

You may also need to disconnect from a VPN as a VPN will route your internet traffic through other networks, and any content limitations or content rules enforced on that network.

- Try a wired versus a wireless connection. If you must use wireless, place your system as close to your router as possible.
- Log out of the course and log back in.
- Clear your web browser's cache and cookies and restart your system.

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

VIRTUAL LAB
ACCESS ISSUES

Problem: I have 'repeat' or 'stutter' keys.

Solution: Generally, this is caused by latency in your internet connection. Our recommendation is to use the compatibility tool (<https://www.redhat.com/rhtapps/compatibility/>) to test whether your system still meets the bandwidth and latency requirements. Additional tools that may provide some diagnostics: mtr or traceroute.

Problem: The machine consoles intermittently disconnect.

Solution: When the internet connection does not have enough available bandwidth to maintain the connection to the machines, the connection will be terminated. Use the compatibility tool (<https://www.redhat.com/rhtapps/compatibility/>) to test whether your connection meets the bandwidth requirements for the product. Additionally, a tool like mtr can indicate if a router in your connection path is dropping packets, which would also cause a connection termination.

Problem: I received a forbidden or other type of connection error when accessing the machine consoles.

Solution: Ensure your machine is not connected to a VPN. Heavily regulated or proxied networks may cause issues connecting to the machine consoles as the consoles are a streamed data connection. Some proxy servers do experience issues when attempting to proxy this type of data. Some firewalls or proxies block this specific protocol of content. If you are unable to use a different network, you may need to request a security or proxy exception from your network security team to permit the connections to the lab system consoles.

Problem: My machines periodically shut down.

Solution: Since lab machine time is limited, we employ a timer, which is by default set to two (2) hours, to shut down the lab systems. When the timer runs out of time, it will automatically shut down the machines. The timer keeps an accidental oversight from consuming all of your machine time. You can reset the timer to as much as four (4) hours. Time can also be added to the timer, up to four (4) hours, to keep the machines running.

Problem: I have issues with networking between the machines.

Solution: Ensure all the machines provided with the lab environment are running. Some of these machines, like classroom or workstation, can provide DHCP or routing services. If these systems are not running, it could be the cause of the network problems. You might also connect to the machine consoles to ensure that they all booted correctly.

Problem: The lab script keeps reporting a usage message and not running.

Solution: Ensure the classroom system is running. The first time you run a lab script, the contents of that operation are downloaded from the classroom machine. If the classroom machine is not able to be reached, that download cannot occur and may be the cause of your issue.

HELP

You may get help for technical issues or content-related questions by opening a support case:

1. Browse to Red Hat Technical Support at: <https://access.redhat.com/support>
2. Click **OPEN NEW CASE**.
3. In the support ticket, select **Red Hat Online Learning** in the product drop-down menu.
4. Enter a case name in the **Case Name** field.
5. Provide a detailed description of the problem in the **Case Description** field. Indicate that you are accessing a ROL course and include the course name, operating system, and browser.
6. Click **Submit**.

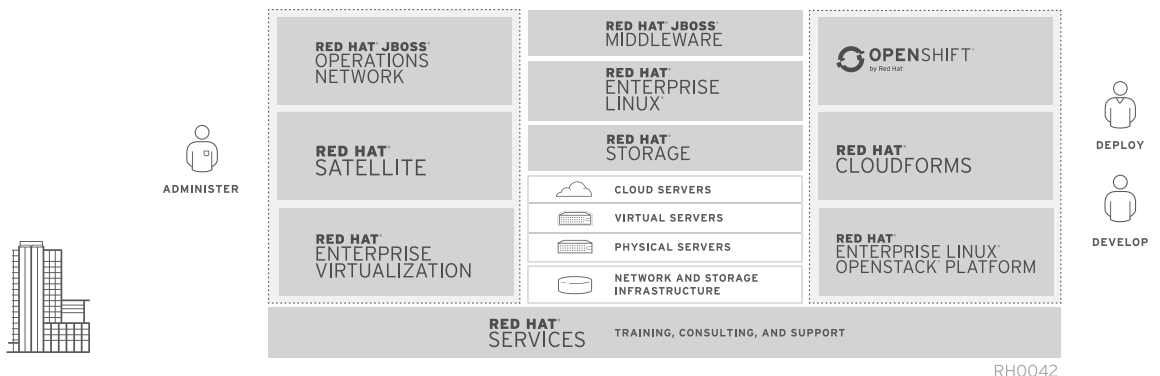
GETTING ADDITIONAL ACCOUNT SUPPORT

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

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.



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