

# VMware Horizon 8: Troubleshooting BootCamp

## VMware Horizon 8: Troubleshooting BootCamp



This five-day course builds your skills in resolving common issues that occur in a VMware Horizon® environment. You engage in a series of lab exercises to bring existing environment issues to resolution. The exercises mirror real-world troubleshooting use cases. These exercises equip learners with the knowledge and practical skills to manage typical challenges faced by virtual desktop administrators and operators and provides you with the advanced knowledge, skills, and abilities to troubleshoot VMware Horizon® 8 infrastructure related issues. This workshop teaches the required skill and competence for troubleshooting VMware Horizon® Connection Server™, VMware Unified Access Gateway™, protocols, connections, and certificates.

### Kursinhalt

- Course Introduction
- Overview of Virtual Desktop Troubleshooting
- Command-Line Tools and Backup Options
- Troubleshooting Horizon Linked Clone Desktops
- Troubleshooting Instant Clones
- Windows Client
- Ports and Protocols
- Horizon Connection Server Troubleshooting
- Unified Access Gateway Troubleshooting
- BLAST Configuration Verification
- BLAST Optimization
- VMware Horizon Connections Troubleshooting
- VMware Horizon Certificates Troubleshooting
- VMware Horizon Challenge Lab

**E-Book** Sie erhalten englischsprachige Unterlagen von VMware als E-Book.

### Zielgruppe

Experienced system operators, administrators, and integrators responsible for managing and maintaining VMware Horizon solutions.

### Voraussetzungen

- VMware Horizon 8: Deploy and Manage

This course also requires knowledge of the following:

- Using VMware vSphere® Web Client to view the state of virtual machines, datastores, and networks
- Opening a virtual machine console on VMware vCenter Server® and accessing the guest operating system
- Configuring Active Directory services, including DNS, DHCP, and time synchronization
- Restricting user activities by implementing Group Policy objects
- Configuring Windows systems to enable Remote Desktop Connections
- Building an ODBC connection to an SQL Server database

Stand 27.04.2024

### Dieser Kurs im Web



Alle tagesaktuellen Informationen und Möglichkeiten zur Bestellung finden Sie unter dem folgenden Link: [www.expertech.ch/go/VHTB](http://www.expertech.ch/go/VHTB)

### Vormerkung

Sie können auf unserer Website einen Platz kostenlos und unverbindlich für 7 Tage reservieren. Dies geht auch telefonisch unter 06074 4868-0.

### Garantierte Kurstermine

Für Ihre Planungssicherheit bieten wir stets eine große Auswahl garantierter Kurstermine an.

### Ihr Kurs maßgeschneidert

Diesen Kurs können wir für Ihr Projekt exakt an Ihre Anforderungen anpassen.

Training	Preise zzgl. MwSt.
Termine in der Schweiz	5 Tage
Online Training	5 Tage CHF 4.065,-
Termine auf Anfrage	



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## VMware Horizon 8: Troubleshooting BootCamp

### 1 Course Introduction

- Introductions and course logistics
- Course objectives

### 2 Overview of Virtual Desktop and Application Virtualization Troubleshooting

- Identify VMware Horizon architecture and supportability using VMware Documentation
- Apply systematic troubleshooting methods to logically diagnose faults by collecting valid and accurate information regarding the environment and problems
- Identify the different approaches to take when a problem occurs and how to document them

### 3 Command-Line Tools and Backup Options

- Describe key Horizon Connection Server features that are available as CLI options with the vdmadmin command
- Identify and collect the log locations for each VMware Horizon component
- Describe the VMware Horizon backup and restore and its benefits
- Identify the Database reporting functionality and the steps to resolve inconsistencies

### 4 Troubleshooting Machines and Desktops

- Identify the information available in the Help Desk Tool
- Identify a variety of procedures to diagnose and fix problems that you encounter when you create and use machines and desktop pools
- Identify procedures you can follow to diagnose and fix problems while creating and using Linux desktops

### 5 Troubleshooting Horizon Linked Clone Desktops

- Describe the components that make up a Horizon desktop
- Explain how the View Agent Direct-Connection plug-in is useful for diagnosing problems
- Highlight the best practice for optimizing a VMware Horizon desktop
- Troubleshoot common problems with VMware Horizon desktops

### 6 Troubleshooting Instant Clones

- Discuss how instant clones are created
- Discuss what gets logged when an instant clone is created
- Discuss the keywords to look for in the logs when troubleshooting instant clones
- Discuss how to troubleshoot problems with instant clones

### 7 Troubleshooting Horizon Client

- Identify steps that you can follow to solve problems related to Windows Horizon Client
- Identify steps that you can follow to solve problems related to Linux Horizon Client
- Identify steps that you can follow to solve problems related to HTML Horizon Client
- Identify steps that you can follow to solve problems related to Mac Horizon Client

### 8 Troubleshooting Common Client Connection Issues

- Discuss the key ports and protocols used in Horizon Environment
- Discuss how to troubleshoot black screen problems

### 9 Troubleshooting Device Redirection

- List troubleshooting steps applicable to USB Redirection issue
- Discuss Nested RDSH Redirection

### 10 Horizon Connection Server Troubleshooting

- Discuss Horizon Connection Server General Troubleshooting techniques
- Use logs to identify Horizon Connection Server common issues
- Describe Active Directory (AD) Lightweight Directory Service (LDS) Replication
- Discuss Horizon Connection Server Replication common issues
- Review and Interpret Horizon Connection Servers logs.
- Compare successful and unsuccessful logs from common infrastructure administration tasks.

### 11 Unified Access Gateway Troubleshooting

- List and identify common UAG deployment issues
- Monitor the UAG deployment to identify health

### and issues

- Identify and Troubleshoot UAG certificate issues
- Monitor, test, and troubleshoot network errors
- Discuss general UAG troubleshooting processes.

### 12 BLAST Configuration Verification

- Discuss BLAST Codex and Encoder Switch settings.
- Describe how to verify BLAST configuration using logs and settings.

### 13 BLAST Optimization

- List general BLAST optimization recommendations.
- Summarize BLAST tuning recommendations that apply to WAN connections.
- Summarize BLAST tuning recommendations that apply to work-from-home and home-office-to-cloud use cases.
- Describe recommended tuning options to increase display protocol quality for all use cases and applications.

### 14 Horizon Connections Troubleshooting

- Explain Horizon Connections.
- Describe the role of Primary and Secondary protocols in Horizon Connections.
- Describe HTML Client Access Connections.
- Describe Horizon Connections Load Balancing.
- Describe timeout settings, supported health monitoring string, and suitable Load balancer persistence values.
- Identify troubleshooting steps for failing Horizon Load Balancer connections.
- List troubleshooting steps for Horizon Connections.

### 15 Horizon Certificates Troubleshooting

- List Horizon certificate functions.
- Describe Horizon certificates scenarios.
- Discuss potential challenges related to certificates in Horizon
- Describe the troubleshooting approach to Horizon certificates issues

### 16 Cloud Pod Architecture Troubleshooting

- Describe Cloud Pod Architecture troubleshooting scenarios

