

# VMware Horizon 8: Virtual Desktop Troubleshooting



## VMware Horizon 8: Virtual Desktop Troubleshooting

This two-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.

### 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

**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: Skills for Virtual Desktop Management

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

### Dieser Kurs im Web



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

### 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.	
<b>Termine in Deutschland</b>		<b>2 Tage</b>	<b>CHF 1.645,-</b>
<b>Online Training</b>		<b>2 Tage</b>	<b>CHF 1.645,-</b>
<b>Termin/Kursort</b>		Kurssprache Deutsch	
30.09.-01.10.24	Frankfurt	16.12.-17.12.24	Frankfurt
30.09.-01.10.24	Online	16.12.-17.12.24	Online

Stand 27.04.2024



# Inhaltsverzeichnis

## VMware Horizon 8: Virtual Desktop Troubleshooting

### 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**

