

# VMware Horizon 7: Troubleshooting and Performance Optimization [V7]

Duration 5 Days

## COURSE DESCRIPTION

During this five-day, hands-on training, you will gain the advanced knowledge, skills, methodology, and abilities to achieve competence in troubleshooting the View component of VMware Horizon® 7. You will increase your skills and competence in using VMware and third-party tools to analyze and solve problems associated with a View implementation. This lab-intensive course provides you with a comprehensive environment to test your skills at identifying and solving a broad range of issues.

### Product Alignment

- VMware Horizon 6
- VMware Horizon 7
- vSphere 6

## COURSE OBJECTIVES

By the end of the course, you should be able to meet the following objectives:

- Use the Horizon Administrator Web client, log files, and VMware and third-party tools to analyze, diagnose,
- and troubleshoot problems in a View environment
- Optimize the display protocol and the virtual desktop to ensure an optimal end-user experience
- Identify infrastructure problems as they relate to View
- Discuss View installation problems and best practices

### Certifications

This course helps prepare you for the following certifications:

- VMware Certified Implementation Expert 6 – Desktop and Mobility (VCIX6-DTM)

## COURSE OUTLINE

### Course Introduction

- Introductions and course logistics
- Course objectives

### Introduction to Troubleshooting

- Discuss troubleshooting techniques
- Describe methods for efficient troubleshooting in a consistent and repeatable manner

### Troubleshooting Tools

- Understand how to use Horizon Administrator to troubleshoot View problems
- Understand how to use the command line to troubleshoot View problems
- Understand how to use VMware and third-party tools to identify and troubleshoot View problems
- Interpret log files

**Troubleshooting Virtual Desktops**

- Analyze, diagnose, and troubleshoot virtual desktop problems
- Use VMware tools to optimize virtual desktops

**Troubleshooting USB Connectivity and Printing**

- Discuss how View supports connecting USB devices to clients as well as printing to local and remote printers
- Analyze, diagnose, and troubleshoot USB connectivity and printing problems

**Troubleshooting Display Protocols**

- Discuss the topology and architecture of display protocols in View
- Analyze, diagnose, and troubleshoot Remote Desktop Protocol, Blast Extreme, HTML Access, and PCoIP problems
- Optimize PCoIP and Blast Extreme for performance

**Troubleshooting View Composer**

- Discuss the architecture, purpose, and benefits of View Composer
- Analyze, diagnose, and troubleshoot View Composer problems

**Troubleshooting Instant Clones**

- Discuss the architecture, purpose, and benefits of instant clones
- Understand how to create and deploy instant-clone desktop pools
- Analyze, diagnose, and troubleshoot instant-clone problems

**Troubleshooting SSL Certificates**

- Discuss certificate authority and SSL certificates
- Discuss the proper method to install and replace certificate authority and SSL certificates
- Analyze, diagnose, and troubleshoot SSL certificate problems

**Infrastructure**

- Discuss how a data center's infrastructure can affect the performance of a View environment
- Discuss best practices for data center infrastructure for View

**PREREQUISITES**

This class requires understanding the concepts and topics presented in the following courses:

- Horizon (with View): Install, Configure, Manage or Horizon 7: Install, Configure, Manage
- VMware Data Center Virtualization Fundamentals

Experience with working with View is helpful.

**WHO SHOULD ATTEND**

Experienced system administrators and system integrators responsible for maintaining the View component of VMware Horizon 7