VMware Horizon 8 Virtual Desktop Troubleshooting

Duration 3 Days

COURSE DESCRIPTION

This two-day course builds your skills in resolving common issues that occur in a VMware Horizon® environment. You will 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 Tier 1 virtual desktop administrators and operators.

This course also provides a challenge lab designed to present participants with virtual desktops issues that may arise in actual Horizon environments. The lab objective is to put into practice the contents covered during the training to create a working environment.

COURSE OBJECTIVES

By the end of the course, you should be able to meet the following objectives:
- Implement a structured approach to troubleshooting
- Resolve common issues that occur in a VMware Horizon environment
- Describe key Horizon Connection Server features that are available as CLI options with the vdmadmin command
- Identify the log locations for each VMware Horizon component
- Identify procedures to diagnose and fix problems related to the creation and use of VMs and desktop pools
- Discuss how to troubleshoot problems related to linked cloned VMs
- Discuss how to troubleshoot problems related to instant clone VMs
- Identify steps that you can follow to solve problems related to Horizon Client
- Discuss troubleshooting techniques for common client connection issues
- Discuss troubleshooting steps applicable to device redirection in VMware Horizon

COURSE OUTLINE

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

WHO SHOULD ATTEND

New or junior administrators and operators; system managers accountable for staffing and training Horizon operators and administrators.

PREREQUISITES

Customers attending this course should have, at a minimum, the following VMware infrastructure skills:
- Use VMware vSphere® Web Client to view the state of virtual machines, datastores, and networks
- Open a virtual machine console on VMware vCenter Server® and access the guest operating system

Attendees should also have the following Microsoft Windows system administration experience:
- Configure Active Directory services, including DNS, DHCP, and time synchronization
- Restrict user activities by implementing Group Policy objects
- Configure Windows systems to enable Remote Desktop Connections
- Build an ODBC connection to an SQL Server database

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