



**Enterprise Computing Solutions - Education Services**

## **TRAINING OFFERING**

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**You can reach us at:**

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CODE:	LENGTH:	PRICE:
VMW_HVDT8	16 Hours (2 days)	£1,410.00

## Description

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.

## 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
- Troubleshoot issues with linked and instant clones
- Configure the Windows client
- Identify the correct log level for gathering logs
- Optimize protocols for best end-user experience

## Audience

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

## Prerequisites

- 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

## Programme

### 1 Course Introduction

- Introductions and course logistics
- Course objectives

### 2 Overview of Virtual Desktop Troubleshooting

- • Structured approach to troubleshooting configuration and operational problems
- • Applying troubleshooting methods
- • Documenting the steps to resolving the problem

### 3 Command-Line Tools and Backup Options

- • Using command-line tools
- • Backing-up and restoring VMware Horizon databases

### 4 Troubleshooting Horizon Linked Clone Desktops

- • Describe the components that make up a VMware 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

### 5 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

### 6 Windows Client

- • Correctly configure the Windows Client
- • Identify the correct log level for gathering logs
- • Enable the required SSL configuration level for the environment

### 7 Ports and Protocols

- • Discuss the key ports on a Horizon Environment
- • Discuss protocols used in the Horizon Environment
- • Understand the benefit of optimizing Blast
- • Become familiar with the optimization features for Blast
- • Implement GPO changes for Blast
- • Become familiar with the causes for Black Screens
- • Discuss how to troubleshoot Black Screen problems
- • Identify problems encountered when applying GPOs
- • Discuss how to troubleshoot GPO-related problems

## Session Dates

On request. Please [Contact Us](#)

## Additional Information

This training is also available as onsite training. Please contact us to find out more.