New Horizons®
Learning Centres

VMware Horizon 7 Troubleshooting and Performance Optimisation [V7]

Duration: **5 Days**

Overview:

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 Horizons® 7. You will increase your skills and competence in using VMware and third-party tools to analyse 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 Horizons 7 and vSphere 6

This course helps prepare you for the following certifications: VMware Certified Implementation Expert 6 – Desktop and Mobility (VCIX6-DTM)

Target Audience:

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

Pre-requisites:

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 Virtualisation Fundamentals Experience with working with View is Helpful

Module 1: Course Introduction

- Introductions and course logistics
- Course objectives

Module 2: Introduction to Troubleshooting

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

Module 3: 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

Module 4: Troubleshooting Virtual Desktops

- Analyse, diagnose, and troubleshoot virtual desktop problems
- Use VMware tools to optimise virtual desktops

Module 5: Troubleshooting USB Connectivity and Printing

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

Module 6: Troubleshooting Display Protocols

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

Module 7: Troubleshooting View Composer

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

Module 8: Troubleshooting Instant Clones

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

Module 9: Troubleshooting SSL Certificates

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

Module 10: Infrastructure

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

Course Completion:

After completing this course, students will be able to:

- Use the Horizon Administrator Web Client, log files and VMware and third-party tools to analyse, diagnose, and troubleshoot problems in a View environment
- Optimise 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