

## [VMHTPOV7]: VMware Horizon 7: Troubleshooting and Performance Optimization [V7.7]

Length : 5 Days  
Delivery Method : Instructor-led (Classroom)

### Course Overview

During this five-day, hands-on training, you gain the advanced knowledge, skills, methodology, and abilities to achieve competence in troubleshooting the Horizon component of VMware Horizon® 7. You increase your skills and competence in using VMware and third-party tools to analyze and solve problems associated with a Horizon 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 7.7
- VMware vSphere 6

### Audience Profile

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

### At Course Completion

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

### Pre-Requisites

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

- VMware Horizon 7: Install, Configure, Manage
- VMware Data Center Virtualization Fundamentals

### Course Outline

#### Module 1: Course Introduction

##### Lessons

- Introductions and course logistics
- Course objectives

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**Module 2: Introduction to Troubleshooting****Lessons**

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

**Module 3: Troubleshooting Tools****Lessons**

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

**Module 4: Troubleshooting Virtual Desktops****Lessons**

- Analyze, diagnose, and troubleshoot virtual desktop problems
- Use VMware tools to optimize virtual desktops
- Describe the network ports used in a View environment
- Configure View Connection Server for logging
- Analyze, diagnose, and troubleshoot View Connection Server problems

**Module 5: Troubleshooting USB Connectivity and Printing****Lessons**

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

**Module 6: Troubleshooting Display Protocols****Lessons**

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

**Module 7: Troubleshooting View Composer****Lessons**

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

**Module 8: Troubleshooting Instant Clones****Lessons**

- 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

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**Module 9: Troubleshooting SSL Certificates****Lessons**

- 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

**Module 10: Infrastructure****Lessons**

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

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