

VMware Horizon 8: Virtual Desktop Troubleshooting

Course Duration:16 Hours

Course code: VMHVDT

1. Course Overview

This two-day course builds your skills in resolving common issues that occur in a VMware Horizon® environment. Students will engage in a series of lab exercises to bring existing environment issues to resolution. The exercises mirror real-world troubleshooting use cases, equipping learners with the knowledge and practical skills to manage typical challenges faced by virtual desktop administrators and operators.

2. What you'll learn?

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 Horizon environment
- Troubleshooting issues with linked and instant clones
- Optimize protocols for best end-user experience

3. Target Audience

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

4. Pre-Requisites

- Experience with virtualized desktop implementation
- Familiarity with VMware Horizon
- VMware Horizon 8 Skills for Virtual Desktop Management

5. Course content

1 Course Introduction

- Introductions and course logistics
- Course objectives

2 Overview of Virtualization Desktop Troubleshooting

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

3 Command-Line Tools and Backup Options

- Command-line tools
- Backing-up and restoring VMware Horizon databases

4 Troubleshooting Horizon Linked Clone Desktops

- Horizon linked clone desktops

5 Troubleshooting Instant Clones

- Troubleshooting instant clones

6 Windows Client

- Windows client

7 Ports and Protocols

- Key ports and protocols
- Optimize Blast
- Black Screen
- Applying GPO's