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VMware Horizon 8: Troubleshooting Bootcamp

Course Overview

VMware Horizon 8: Troubleshooting Bootcamp is a five-day combination course of VMware Horizon 8: Virtual Desktop Troubleshooting & VMware Horizon 8: Infrastructure Troubleshooting. This training collection gives you the hands-on 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, as well as advanced knowledge, skills, and abilities to troubleshoot VMware Horizon 8 infrastructure. This workshop teaches the required skill and competence for troubleshooting Horizon Connection Server, Unified Access Gateway, protocols, connections, and certificates.

VMware Horizon 8 Troubleshooting bootcamp provides two challenge labs designed to present participants with virtual desktops and infrastructure 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 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 machines and desktop pools.
- Discuss how to troubleshoot problems related to linked cloned machines
- Discuss how to troubleshoot problems related to Instant cloned machines
- 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 Horizon
- Discuss Connection Server advanced configurations.
- List troubleshooting techniques for Connection Server common issues.
- Interpret VMware Horizon 8 Connection Server logs.
- Identify UAG configuration and certificate issues.
- List troubleshooting steps for UAG common issues.
- Describe BLAST configuration verification using logs and settings.
- Describe BLAST optimization recommendations for different use cases.

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- Describe VMware Horizon 8 Connections and how to troubleshoot related issues.
- Describe VMware Horizon 8 Certificates.
- List troubleshooting steps for VMware Horizon 8 certificates common issues.
- Describe Cloud Pod Architecture troubleshooting scenarios
- Identify and fix problems in a VMware Horizon environment

Target Audience

Tier 1 system administrators, and integrators responsible for managing and maintaining VMware Horizon Infrastructure.

Prerequisites

- VMware Horizon 8: Deploy and Manage

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

Certifications

VMware Horizon 8: Skills for Virtual Desktop Management is the first half of a two-course requirement for the following certification:

- VMware Certified Professional – Desktop and Mobility 2020 (VCP-DTM 2020).

VMware Horizon 8: Virtual Desktop Troubleshooting does not satisfy a course requirement for the VCP-DTM exam.

Course Delivery Options

- Classroom
- Live Online
- Private Training

Product Alignment

- VMware Horizon 8 V2103

Course Modules

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

10 **Horizon Connection Server Troubleshooting**
- Discuss Horizon Connection Server General Troubleshooting techniques
- Use logs to identity Horizon Connection Server common issues
- Describe Active Directory (AD) Lightweight Directory Service (LDS) Replication
- Discuss Horizon Connection Server Replication common issues
- Review and Interpret Horizon Connection Servers logs.
- Compare successful and unsuccessful logs from common infrastructure administration tasks.

11   Unified Access Gateway Troubleshooting

- List and identify common UAG deployment issues
- Monitor the UAG deployment to identify health and issues
- Identify and Troubleshoot UAG certificate issues
- Monitor, test, and troubleshoot network errors
- Discuss general UAG troubleshooting processes.

12   BLAST Configuration Verification

- Discuss BLAST Codecs and Encoder Switch settings.
- Describe how to verify BLAST configuration using logs and settings.

13   BLAST Optimization

- List general BLAST optimization recommendations.
- Summarize BLAST tuning recommendations that apply to WAN connections.
- Summarize BLAST tuning recommendations that apply to work-from-home and home-office-to-cloud use cases.
- Describe recommended tuning options to increase display protocol quality for all use cases and applications.

14   Horizon Connections Troubleshooting

- Explain Horizon Connections.
- Describe the role of Primary and Secondary protocols in Horizon Connections.
- Describe HTML Client Access Connections.
- Describe Horizon Connections Load Balancing.
- Describe timeout settings, supported health monitoring string, and suitable Load balancer persistence values.
- Identify troubleshooting steps for failing Horizon Load Balancer connections.
- List troubleshooting steps for Horizon Connections.

15   Horizon Certificates Troubleshooting

- List Horizon certificate functions.
- Describe Horizon certificates scenarios.
- Discuss potential challenges related to certificates in Horizon
- Describe the troubleshooting approach to Horizon certificates issues

16   Cloud Pod Architecture Troubleshooting

- Describe Cloud Pod Architecture troubleshooting scenarios

Contact

If you have questions or need help registering for this course, click here.