

# VMware Horizon 8: Infrastructure Troubleshooting

## Course Overview

This three-day, hands-on training provides you with the advanced knowledge, skills, and abilities to troubleshoot VMware Horizon® 8 infrastructure. This workshop teaches the required skill and competence for troubleshooting VMware Horizon® Connection Server™, VMware Unified Access Gateway™, protocols, connections, and certificates.

## Course Objectives

By the end of the course, you should be able to meet the following objectives:

- Discuss Horizon Connection Server advanced configurations
- List troubleshooting techniques for Horizon Connection Server common issues
- Interpret Horizon 8 Connection Server logs
- Identify Unified Access Gateway configuration and certificate issues
- List troubleshooting steps for Unified Access Gateway common issues
- Describe BLAST configuration verification using logs and settings
- Describe BLAST optimization recommendations for different use cases
- Describe Horizon 8 Connections and how to troubleshoot related issues
- Describe Horizon 8 certificates
- List troubleshooting steps for common issues with Horizon 8 certificates
- Leverage Horizon infrastructure troubleshooting steps to resolve issues

## Target Audience

- System administrators
- System integrators

## Prerequisites

This course requires completion of one of the following:

- [VMware Horizon 8: Deploy and Manage](#)
- VMware Horizon 7: Install, Configure, Manage

## Course Delivery Options

- Classroom
- Live Online
- [Private Training](#)
- [On Demand](#)

## Course Modules

### 1 Course Introduction

- Introduction and course logistics
- Course objectives

### 2 Horizon Connection Server Troubleshooting

- Discuss Horizon Connection Server general troubleshooting techniques
- Identify Horizon Connection Server common issues through logs
- Describe AD LDS replication
- Discuss Horizon Connection Server replication common issues
- Review and Interpret Horizon Connection Server logs
- Compare successful and unsuccessful logs from everyday infrastructure administration tasks

### 3 Unified Access Gateway Troubleshooting

- List and identify common Unified Access Gateway deployment issues
- Monitor the Unified Access Gateway deployment to identify health and issues
- Identify and troubleshoot Unified Access Gateway certificate issues
- Monitor, test, and troubleshoot network problems
- Discuss general Unified Access Gateway troubleshooting processes

### 4 BLAST Configuration Verification

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

### 5 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.

### 6 VMware 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

### 7 VMware 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 certificate issues

### 8 VMware Horizon Challenge Lab

- Leverage Horizon infrastructure troubleshooting steps to resolve issues

## Contact

If you have questions or need help registering for this course, click [here](#).



VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 [www.vmware.com](http://www.vmware.com)

© 2021 VMware, Inc. All rights reserved. The product or workshop materials is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at <http://www.vmware.com/download/patents.html>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

VMware warrants that it will perform these workshop services in a reasonable manner using generally accepted industry standards and practices. THE EXPRESS WARRANTY SET FORTH IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES AND DELIVERABLES PROVIDED BY VMWARE, OR AS TO THE RESULTS WHICH MAY BE OBTAINED THEREFROM. VMWARE WILL NOT BE LIABLE FOR ANY THIRD-PARTY SERVICES OR PRODUCTS IDENTIFIED OR REFERRED TO CUSTOMER. All materials provided in this workshop are copyrighted by VMware ("Workshop Materials"). VMware grants the customer of this workshop a license to use and make reasonable copies of any Workshop Materials strictly for the purpose of facilitating such company's internal understanding, utilization and operation of its licensed VMware product(s). Except as set forth expressly in the sentence above, there is no transfer of any intellectual property rights or any other license granted under the terms of this workshop. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.