# VMware Horizon 7: Troubleshooting and Performance Optimization

## Course 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 Horizon® 7. You will increase your skills and competence in using VMware and third-party tools to analyze 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.

## Course Objectives

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

- Use the Horizon Administrator Web client, log files, and VMware and third-party tools to analyze, diagnose, and troubleshoot problems in a View environment
- Optimize 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

## Target Audience

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

## Prerequisites

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

- Horizon (with View): Install, Configure, Manage or VMware Horizon 7: Install, Configure, Manage
- VMware Data Center Virtualization Fundamentals

Experience with working with View and VMware vSphere® is helpful.

## Certifications

This course helps prepare you for the following certifications:

- VMware Certified Implementation Expert 6 – Desktop and Mobility (VCIX6-DTM)

## Course Delivery Options

- Classroom
- Live Online
- Onsite

## Product Alignment

- VMware Horizon 6
- VMware Horizon 7
- vSphere 6

# Course Modules

**1   Course Introduction**
- Introductions and course logistics
- Course objectives

**2   Introduction to Troubleshooting**
- Discuss troubleshooting techniques
- Describe methods for efficient troubleshooting in a consistent and repeatable manner

**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

**4   Troubleshooting Virtual Desktops**
- Analyze, diagnose, and troubleshoot virtual desktop problems
- Use VMware tools to optimize virtual desktops

**5   Troubleshooting USB Connectivity and Printing**
- Discuss how View supports connecting USB devices to clients as well as printing to local and remote printers
- Analyze, diagnose, and troubleshoot USB connectivity and printing problems

**6   Troubleshooting Display Protocols**
- Discuss the topology and architecture of display protocols in View
- Analyze, diagnose, and troubleshoot Remote Desktop Protocol, Blast Extreme, HTML Access, and PCoIP problems
- Optimize PCoIP and Blast Extreme for performance

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

**8   Troubleshooting Instant Clones**
- 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

**9   Troubleshooting SSL Certificates**
- 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

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

# Contact

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

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