

# 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:

- [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 Professional – Desktop and Mobility 2019 \(VCP-DTM 2019\)](#)

## Course Delivery Options

- Classroom
- Live Online
- Onsite

## Product Alignment

- VMware Horizon 7.7
- 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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