

# VMware Horizon 8: Virtual Desktop Troubleshooting

## Course Overview

This two-day course builds your skills in resolving common issues that occur in a VMware Horizon® environment. You 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 virtual desktop administrators and operators.

## 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 VMware Horizon environment
- Troubleshoot issues with linked and instant clones
- Configure the Windows client
- Identify the correct log level for gathering logs
- Optimize protocols for best end-user experience

## Target Audience

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

## Prerequisites

- [VMware Horizon 8: Skills for Virtual Desktop Management](#)

This course also requires knowledge of the following:

- Using VMware vSphere® Web Client to view the state of virtual machines, datastores, and networks
- Opening a virtual machine console on VMware vCenter Server® and accessing the guest operating system
- Configuring Active Directory services, including DNS, DHCP, and time synchronization
- Restricting user activities by implementing Group Policy objects
- Configuring Windows systems to enable Remote Desktop Connections
- Building an ODBC connection to an SQL Server database

## Course Delivery Options

- Classroom
- Live Online
- [Onsite](#)

## Product Alignment

- VMware Horizon 8 v2006

## Course Modules

### 1 Course Introduction

- Introductions and course logistics
- Course objectives

### 2 Overview of Virtual Desktop Troubleshooting

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

### 3 Command-Line Tools and Backup Options

- Using command-line tools
- Backing-up and restoring VMware Horizon databases

### 4 Troubleshooting Horizon Linked Clone Desktops

- Describe the components that make up a VMware 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

### 5 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

### 6 Windows Client

- Correctly configure the Windows Client
- Identify the correct log level for gathering logs
- Enable the required SSL configuration level for the environment

### 7 Ports and Protocols

- Discuss the key ports on a Horizon Environment
- Discuss protocols used in the Horizon Environment
- Understand the benefit of optimizing Blast
- Become familiar with the optimization features for Blast
- Implement GPO changes for Blast
- Become familiar with the causes for Black Screens
- Discuss how to troubleshoot Black Screen problems
- Identify problems encountered when applying GPOs
- Discuss how to troubleshoot GPO-related problems