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## VMware Horizon 8: Virtual Desktop Troubleshooting

**Duration: 2 Days**    **Course Code: VMHVDT**

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### Overview:

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

**Product Alignment:** VMware Horizon 8 2006

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### Target Audience:

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

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### 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
    - Troubleshooting issues with linked and instant clones
    - Optimize protocols for best end-user experience
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### Prerequisites:

- Experience with virtualized desktop implementation
  - Familiarity with VMware Horizon
  - VMware Horizon 8 Skills for Virtual Desktop Management
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## Content:

### 1 Course Introduction

- Introductions and course logistics
- Course objectives

### 2 Overview of Virtualization Desktop Troubleshooting

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

### 3 Command-Line Tools and Backup Options

- Command-line tools
- Backing-up and restoring VMware Horizon databases

### 4 Troubleshooting Horizon Linked Clone Desktops

- Horizon linked clone desktops

### 5 Troubleshooting Instant Clones

- Troubleshooting instant clones

### 6 Windows Client

- Windows client

### 7 Ports and Protocols

- Key ports and protocols
- Optimize Blast
- Black Screen
- Applying GPO's

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## Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

[training@globalknowledge.com.eg](mailto:training@globalknowledge.com.eg)

[www.globalknowledge.com/en-eg/](http://www.globalknowledge.com/en-eg/)

Global Knowledge, 16 Moustafa Refaat St. Block 1137, Sheraton Buildings, Heliopolis, Cairo