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## VMware Horizon 8: Virtual Desktop Troubleshooting

**Duration: 2 Days**    **Course Code: VMHVDT**    **Version: 8.0**    **Delivery Method: Virtual Learning**

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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

### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

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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 Head Office 01189 123456 / Northern Office 0113 242 5931

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