

## COURSE OVERVIEW:

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In this five-day course, students will learn how to troubleshoot the View component of VMware Horizon 7. This Troubleshooting and Performance Optimization course enhances students 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 a comprehensive environment to test your skills at identifying and solving a broad range of issues.

## PREREQUISITES:

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This course requires students complete the following course:

- VMware Horizon 7: Install, Configure, Manage [V7]

## COURSE OBJECTIVES

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Upon completing this course, the learner will be able to meet these overall 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
- Infrastructure problems as they relate to View
- View installation problems and best practices

## WHO SHOULD ATTEND:

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The primary audience for this course is as follows:

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



## COURSE OUTLINE:

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### Module 1: Course Introduction

- Introductions and course logistics
- Course objectives

### Module 2: Introduction to Troubleshooting

- Discuss troubleshooting techniques
- Describe methods for efficient troubleshooting in a consistent and repeatable manner

### Module 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

### Module 4: Troubleshooting Virtual Desktops

- Analyze, diagnose, and troubleshoot virtual desktop problems
- Use VMware tools to optimize virtual desktops

### Module 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

### Module 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

## Module 7: Troubleshooting View Composer

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

## Module 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

## Module 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

## Module 10: Infrastructure

## Module 11: Best Practices