



 **Computer Solution Limited**
- Affordable High Quality Training

- ★ Authorized - Official Cisco Networking Academy Partner
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- ★ Authorized - Official Oracle Training Partner (WDP)
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By the end of the course, you should be able to meet the following objectives:

- Use the Horizon Administrator web client, log files, and both VMware and third-party tools to analyze, diagnose, and troubleshoot problems in a Horizon environment
- Optimize the display protocol and the virtual desktop to ensure an optimal end-user experience
- Identify infrastructure problems as they relate to Horizon
- Discuss Horizon installation problems and best practices



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Outline:

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 Horizon problems
- Understand how to use the command line to troubleshoot Horizon problems
- Understand how to use VMware and third-party tools to identify and troubleshoot Horizon problems
- Interpret log files

4. Troubleshooting Virtual Desktops

- Analyze, diagnose, and troubleshoot virtual desktop problems
- Use VMware tools to optimize virtual desktops
- Describe the network ports used in a View environment
- Configure View Connection Server for logging
- Analyze, diagnose, and troubleshoot View Connection Server problems



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5. Troubleshooting USB Connectivity and Printing

- Discuss how Horizon 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 Horizon
- 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 Horizon environment
- Discuss best practices for data center infrastructure for Horizon