

VMware Horizon 8: Infrastructure Troubleshooting

COURSE DETAILS

Course Code:	VM-HIT
Delivery Type:	Instructor-Led
Duration:	3 days

PREREQUISITES

Customers attending this course should have, at a minimum, the following VMware infrastructure skills:

- Use VMware vSphere® Web Client to view the state of virtual machines, datastores, and networks
- Open a virtual machine console on VMware vCenter Server® and access the guest operating system

Attendees should also have the following Microsoft Windows system administration experience:

- Configure Active Directory services, including DNS, DHCP, and time synchronization
 - Restrict user activities by implementing Group Policy objects
 - Configure Windows systems to enable Remote Desktop Connections
 - Build an ODBC connection to an SQL Server database
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COURSE CONTENT

This three-day, hands-on training provides you with the advanced knowledge, skills, and abilities to troubleshoot VMware Horizon 8 infrastructure. This workshop teaches the required skill and competence for troubleshooting Horizon Connection Server, Unified Access Gateway, protocols, connections, and certificates.

This course also provides a challenge lab designed to present participants with infrastructure issues that may arise in actual Horizon environments. The lab objective is to put into practice the contents covered during the training to create a working environment.

COURSE OBJECTIVES

By the end of the course, you should be able to meet the following objectives:

- Discuss Connection Server advanced configurations.
 - List troubleshooting techniques for Connection Server common issues.
 - Interpret VMware Horizon 8 Connection Server logs.
 - Identify UAG configuration and certificate issues.
 - List troubleshooting steps for UAG common issues.
 - Describe BLAST configuration verification using logs and settings.
 - Describe BLAST optimization recommendations for different use cases.
 - Describe VMware Horizon 8 Connections and how to troubleshoot related issues.
 - Describe VMware Horizon 8 Certificates.
 - List troubleshooting steps for VMware Horizon 8 certificates common issues.
 - Describe Cloud Pod Architecture troubleshooting scenarios
 - Identify and fix problems in a VMware Horizon environment
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COURSE OUTLINE

1 Course Introduction

- Introductions and course logistics
- Course objectives

2 Horizon Connection Server Troubleshooting

- Discuss Horizon Connection Server General Troubleshooting techniques
- Use logs to identify Horizon Connection Server common issues
- Describe Active Directory (AD) Lightweight Directory Service (LDS) Replication
- Discuss Horizon Connection Server Replication common issues
- Review and Interpret Horizon Connection Servers logs.
- Compare successful and unsuccessful logs from common infrastructure administration tasks.

3 Unified Access Gateway Troubleshooting

- List and identify common UAG deployment issues
- Monitor the UAG deployment to identify health and issues
- Identify and Troubleshoot UAG certificate issues
- Monitor, test, and troubleshoot network errors
- Discuss general UAG troubleshooting processes.

4 BLAST Configuration Verification

- Discuss BLAST Codecs and Encoder Switch settings.
- Describe how to verify BLAST configuration using logs and settings.

5 BLAST Optimization

- List general BLAST optimization recommendations.
- Summarize BLAST tuning recommendations that apply to WAN connections.
- Summarize BLAST tuning recommendations that apply to work-from-home and home-office-to-cloud use cases.
- Describe recommended tuning options to increase display protocol quality for all use cases and applications.

6 Horizon Connections Troubleshooting

- Explain Horizon Connections.
- Describe the role of Primary and Secondary protocols in Horizon Connections.
- Describe HTML Client Access Connections.
- Describe Horizon Connections Load Balancing.
- Describe timeout settings, supported health monitoring string, and suitable Load balancer persistence values.
- Identify troubleshooting steps for failing Horizon Load Balancer connections.
- List troubleshooting steps for Horizon Connections.

7 Horizon Certificates Troubleshooting

- List Horizon certificate functions.
- Describe Horizon certificates scenarios.
- Discuss potential challenges related to certificates in Horizon
- Describe the troubleshooting approach to Horizon certificates issues

8 Cloud Pod Architecture

- Describe Cloud Pod Architecture troubleshooting scenarios

WHO SHOULD ATTEND

Tier 1 system administrators, and integrators responsible for managing and maintaining VMware Horizon Infrastructure.