ARROW

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TRAINING OFFERING

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Horizon Troubleshooting Bootcamp

CODE:

OMN_WS1DMUEMT22

LÄNGE:

40 Hours (5 Tage)

PREIS:

€3,290.00

Description

Horizon Troubleshooting Bootcamp is a five-day combination course of Horizon Virtual Desktop Troubleshooting & Horizon Infrastructure Troubleshooting. This training collection gives you the hands-on skills in resolving common issues that occur in a Horizon® environment.

You 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 Tier 1 virtual desktop administrators and operators, as well as advanced knowledge, skills, and abilities to troubleshoot Horizon infrastructure. This workshop teaches the required skill and competence for troubleshooting Horizon Connection Server, Unified Access Gateway, protocols, connections, and certificates.

Horizon Troubleshooting bootcamp provides two challenge labs designed to present participants with virtual desktops and 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.

Lernziel

By the end of this session, attendees should be able to:
   Implement a structured approach to troubleshooting
   Resolve common issues that occur in a Horizon environment
   Describe key Horizon Connection Server features that are available as CLI options with the vdmadmin command
   Identify the log locations for each Horizon component
   Identify procedures to diagnose and fix problems related to the creation and use of machines and desktop pools
   Discuss the Logon Monitor requirements
   Explain how to optimize Horizon Windows desktops
   Discuss how to troubleshoot problems related to Instant cloned machines
   Identify steps that you can follow to solve problems related to Horizon Client
   Discuss troubleshooting techniques for common client connection issues
   Discuss troubleshooting steps applicable to device redirection in Horizon
   Discuss Connection Server advanced configurations
   List troubleshooting techniques for Connection Server common issues
   Interpret Horizon 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 different security options for the Horizon environment.
   Describe BLAST optimization recommendations for different use cases
   Describe Horizon Connections and how to troubleshoot related issues
   Describe Horizon Certificates
   List troubleshooting steps for Horizon certificates common issues
   Describe Cloud Pod Architecture troubleshooting scenarios
   Identify and fix problems in a Horizon environment

Zielgruppe

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

Voraussetzungen

   Horizon Deploy and Manage
Before attending this course, you must have the following skills:

Use vSphere Web Client
Configure Windows systems to enable Remote Desktop Connections

Inhalt

1 Course Introduction
   Introductions and course logistics
   Course objectives

2 Overview of Virtual Desktop and Application Virtualization Troubleshooting
   Identify Horizon architecture and supportability using Horizon Documentation
   Apply systematic troubleshooting methods to logically diagnose faults by collecting valid and accurate information regarding the environment and problems
   Identify the different approaches to take when a problem occurs and how to document them

3 Command-Line Tools and Backup Options
   Describe key Horizon Connection Server features that are available as CLI options with the vdmadmin command
   Identify and collect the log locations for each Horizon component
   Describe the Horizon backup and restore and its benefits
   Identify the Database reporting functionality and the steps to resolve inconsistencies

4 Troubleshooting Machines and Desktops
   Identify the information captured in the Help Desk Tool
   List the procedures to diagnose and fix problems encountered when creating or using machines and desktop pools
   Identify procedures you can follow to diagnose and fix problems while creating and using Linux desktops

5 Horizon End User Performance and Optimization
   Discuss the Logon Monitor requirements
   Describe the Logon Monitor configuration
   List the Logon Monitor metrics
   Identify the advantages of image optimization
   Explain how to optimize Horizon Windows desktops

6 Troubleshooting Instant Clones
   Describe how instant clones are created
   Explain what gets logged when an instant clone is created
   Identify the keywords to look for in logs when troubleshooting instant clones
   Discuss how to troubleshoot problems with instant clones

7 Troubleshooting Horizon Client
   Identify steps that you can follow to solve problems related to Windows Horizon Client
   Identify steps to solve problems related to Horizon Client for Linux
   Identify steps that you can follow to solve problems related to Horizon HTML Access
   Identify steps to solve problems related to Horizon Client for Mac

8 Troubleshooting Common Client Connection Issues
   Identify the key ports in the Horizon environment
   Discuss how to troubleshoot black screen problems

9 Troubleshooting Device Redirection
   List troubleshooting steps applicable to USB Redirection issue
   Discuss Nested RDSH Redirection

10 Troubleshooting Horizon Connection Server
   Identify general troubleshooting techniques for Horizon Connection Server
   Explain how to use logs to identify common Horizon Connection Server problems
   Describe Active Directory (AD) Lightweight Directory Service (LDS) Replication
   Discuss Horizon Connection Server Replication common issues
   Explain how to interpret Horizon Connection Server logs
   Compare successful and unsuccessful logs from common infrastructure administration tasks

11 Troubleshooting Unified Access Gateway
   List and identify common UAG deployment issues
   Explain how to monitor the health of a Unified Access Gateway deployment
   Identify and Troubleshoot UAG certificate issues
   Explain how to monitor, test, and troubleshoot network errors using tcpdump and curl
   Detail general Unified Access Gateway troubleshooting methods

12 BLAST Configuration
   Discuss BLAST Codecs and Encoder Switch settings
   Describe how to verify BLAST configuration using logs and settings

13 Optimizing BLAST
   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

14 Troubleshooting Horizon Connections
   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 the steps for troubleshooting Horizon connections

15 Troubleshooting Horizon Certificates
   List Horizon certificate functions
   Describe Horizon certificate scenarios
   Discuss potential challenges related to certificates in Horizon
   Describe the troubleshooting approach to Horizon certificates issues

16 Cloud Pod Architecture
   Describe Cloud Pod Architecture troubleshooting scenarios

Test und Zertifizierung

Omnissa Certified Professional Desktop (OCPD)

Kurstermine

Datum	Lokation	Time Zone	Sprache	Type	Durchführungsgarantie	PREIS
16 Feb 2026	Wien	CET	English	Classroom		€3,290.00
16 Feb 2026	Wien	CET	English	Instructor Led Online		€3,290.00
08 Jun 2026	Wien	CEDT	English	Classroom		€3,290.00
08 Jun 2026	Wien	CEDT	English	Instructor Led Online		€3,290.00
21 Sep 2026	Wien	CEDT	English	Classroom		€3,290.00
21 Sep 2026	Wien	CEDT	English	Instructor Led Online		€3,290.00
14 Dec 2026	Wien	CET	English	Classroom		€3,290.00
14 Dec 2026	Wien	CET	English	Instructor Led Online		€3,290.00

Zusätzliche Information

Diese Schulung ist auch als Vor-Ort-Schulung verfügbar. Bitte kontaktieren Sie uns, um mehr zu erfahren.