Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow Enterprise Computing Solutions Ltd, Part 1st Floor, Suite 1D/1, Central House, Otley Road, Harrogate, HG3 1UG

Email: education.ecs.baltic@arrow.com
Phone: 0870 251 1000

Horizon 8: Troubleshooting

CODE:	LENGTH:	PRICE:
OMN_WS1DMUEMT22	24 Hours (3 days)	€4,995.00

Description

Delivered by an Omnissa Certified Instructor, the Horizon 8: Troubleshooting course provides common Horizon infrastructure troubleshooting scenarios, focusing on developing problem-solving skills and ensuring solutions are effective and free of side effects in real-world environments.

Objectives

• Develop a structured approach to troubleshooting.
• Resolve common issues that occur in a Horizon environment.
• Discuss Horizon Connection Server advanced configurations.
• Interpret Horizon Connection Server logs.
• Identify Unified Access Gateway configuration and certificate problems.
• Describe BLAST configuration verification using logs and settings.
• Describe how Horizon connections work and how to troubleshoot issues.
• Describe the use of TLS/ SSL certificates in Horizon and list troubleshooting steps for common problems.
• Describe Cloud Pod Architecture troubleshooting scenarios.
• Learn about the command line tools available.
• Learn the importance of optimizing Windows for use in Horizon and learn what should be optimized to improve system performance and reliability.
• Discuss how to troubleshoot problems related to instant clone VMs.
• Identify steps that you can follow to solve problems related to Horizon Client.
• Discuss troubleshooting steps applicable to device redirection in HorizonTroubleshoot redirection common problems.

Audience

• Intermediate to advanced practitioners that support Horizon 8 environments.

Prerequisites

Recommended:
• A working knowledge of Omnissa Horizon infrastructure
• A background in End-User Computing
• Completed Horizon Deploy and Manage course

Technical requirements
• Bring a full-size laptop.
• A secondary device is recommended for reading and lab materials, which are only delivered electronically.
• Please ensure you have the US keyboard mapping added to your devices.

Programme

1 Course introduction
• Introductions and course logistics
• Course objectives

2 Review of Omnissa Horizon
• Review Horizon 8 architecture

3 Introduction to troubleshooting

• How to troubleshoot
• Troubleshooting resources

4 Horizon infrastructure troubleshooting
• Horizon Connection Server general troubleshooting
• Active Directory Lightweight Directory Service replication
• Working with Horizon Connection Server logs

5 Unified Access Gateway troubleshooting
• Unified Access Gateway deployment errors
• Monitor the Unified Access Gateway
• Troubleshoot a Unified Access Gateway Certificate
• Tools for troubleshooting connections on the Unified Access Gateway
• Troubleshooting the Unified Access Gateway

6 Blast configuration verification
• How to verify the current Blast configuration

7 Blast optimization
• Blast optimization overview
• Optimizing Blast for Wide Area Networks
• Work from home and home office to cloud
• Optimizing for quality

8 Horizon connections troubleshooting
• Understanding Horizon connections
• Horizon connections load balancing
• Troubleshooting Horizon connections
• Key ports and protocols
• Black screen

9 TLS certificate troubleshooting
• Horizon 8 TLS certificates
• Troubleshooting TLS certificates in Horizon 8

10 Cloud Pod architecture troubleshooting
• Cloud Pod architecture troubleshooting

11 Command line tools
• About the command line tools and how to use them
• Backing up and restoring Horizon 8 databases

12 Troubleshooting machines and desktops
• Help Desk tool deep dive
• Troubleshooting machines and desktops
• Troubleshooting Linux desktops

13 Optimizing Windows desktops and servers
• Why optimize a Windows image?
• Windows OS optimization tool for Horizon
• Using automation to build optimized Windows images

14 Troubleshooting instant clones
• Troubleshooting instant clones

15 Troubleshooting Horizon Client
• Horizon Client for Windows
• Horizon Client for Linux
• Horizon Client for Mac
• Horizon Web Client (HTML Access)

16 Troubleshooting device redirection
• Device redirection
• Nested RDSH redirection

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
14 Dec 2026	Virtual Classroom (GMT / UTC)		English	Instructor Led Online		€4,995.00

Additional Information

This training is also available as onsite training. Please contact us to find out more.