

# **Enterprise Computing Solutions - Education Services**

# **TRAINING OFFERING**

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# **Omnissa**<sup>™</sup> Horizon 8: Troubleshooting

CODE: LENGTH: PRICE:

OMN WS1DMUEMT22 24 Hours (3 days) kr56,900.00

# **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<br>Zone | Language | Туре                     | Guaranteed | PRICE       |
|----------------|-------------------------------|--------------|----------|--------------------------|------------|-------------|
| 08 Dec<br>2025 | Virtual Classroom (GMT / UTC) | GMT          | English  | Instructor Led<br>Online |            | kr56,900.00 |

# Tilleggsinformasjon

Denne treningen er også tilgjengelig som trening på stedet. Kontakt oss for å finne ut mer.