ARROW

Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Horizon 8: Troubleshooting

CODE:

LENGTH:

PRICE:

OMN_WS1DMUEMT22

24 Hours (3 days)

kr54,500.00

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
08 Jun 2026	Virtual Classroom (GMT)	BST	English	Instructor Led Online		kr54,500.00
21 Sep 2026	Virtual Classroom (GMT)	BST	English	Instructor Led Online		kr54,500.00
14 Dec 2026	Virtual Classroom (GMT)	GMT	English	Instructor Led Online		kr54,500.00

Ytterligare information

Denna utbildning finns också som utbildning på plats. Kontakta oss för mer information.