



**Enterprise Computing Solutions - Education Services**

## **TRAINING OFFERING**

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## Horizon 8: Troubleshooting

**CODE:**

OMN\_WS1DMUEMT22

**LENGTH:**

24 Hours (3 days)

**PRICE:**

£3,250.00

### 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
21 Sep 2026	Virtual Classroom	BST	English	Instructor Led Online		£3,250.00
14 Dec 2026	Virtual Classroom	GMT	English	Instructor Led Online		£3,250.00

### Additional Information

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