Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow ECS, Woluwedal 30, 1932 Sint-Stevens-Woluwe

Email: education.ecs.benelux@arrow.com
Phone: +32 2 332 19 57

Horizon Administration and Operations

CODE:	LENGTH:	PRICE:
OMN_EUCD	40 Hours (5 days)	€5,000.00

Description

Streamline Horizon 8 Administration: deliver, monitor, and troubleshoot with confidence
Delivered by an Omnissa Certified Instructor, the Horizon 8: Administration and Operations course teaches IT professionals to effectively manage desktops and users with Horizon Console. Learners will alsogain practical skills to optimize performance and troubleshoot common issues.

Objectives

- Understand the architecture and components of Omnissa Horizon 8.
- Build and optimize Windows and Linux images for virtual desktop deployment.
- Create and manage Instant Clone and Full Clone desktop pools.
- Configure and manage Remote Desktop Services (RDS) farms and application pools.
- Administer user entitlements and access permissions for desktops and applications.
- Customize pool settings to meet performance, security, and user experience requirements.
- Deliver use cases such as persistent/non-persistent desktops, remote apps, and complex scenarios.
- Use Omnissa OS Optimization Tool (OSOT) to optimize desktop images.
- Monitor and analyze the Horizon environment using the helpdesk console and performance monitoring tool.
- Perform basic troubleshooting across Horizon, App Volumes, and DEM components.
- Identify and resolve common issues related to connectivity, performance, and user experience.
- Review the architecture and operational components of App Volumes.
- Create, assign, and manage Application Packages and Writable Volumes.
- Integrate App Volumes with Horizon desktop pools for dynamic application on-demand delivery.
- Troubleshoot common App Volumes issues related to provisioning, assignment, and performance.
- Understand the role of DEM in user environment personalization and policy enforcement.
- Create and manage Application Personalization settings
- Create and manage user and computer environment settings, including focusing on the top 5 DEM use cases.
- Apply condition sets and policies for contextual user experience.
- Troubleshoot DEM configurations and user profile issues.

Audience

Intermediate to advanced practitioners that manage, optimize and troubleshoot enterprise desktops and applications in their environment.

Prerequisites

Recommended:

- A working knowledge of Horizon 8
- A background in End-User Computing
- Completed Horizon 8 Deploy and Manage course

Programme

1 Course introduction

- Introductions and course logistics
- Course objectives

2 Introduction to Omnissa Horizon 8

- Review Horizon 8 architecture
- Understanding Roles and Privileges in Horizon 8

3 Navigating the Horizon Console

- Horizon Console
- Horizon Help Desk Tool
- Horizon Performance Tracker
- Working with Role-Based Delegation Administration

4 Horizon Agent

- Introduction to the Horizon Agent
- Securing Horizon connections
- Installation and configuration options
- Horizon Agent and Remote Desktop Features

5 Horizon Client

- Introduction to Horizon Client
- Install and configure
- Horizon Client settings
- Horizon Client connectivity and security
- Horizon Client features

6 Creating the Windows Desktop Image

- Build a Windows Desktop Image
- Preparation for Image Build
- Agents
- Optimizing the Windows Image
- Understand Templates and Snapshots

7 Preparing Virtual Desktop Pools

- Overview of Windows virtual desktop pools
- Pool creation process workflows
- Pool administration tasks

8 Horizon Remote Desktop Session Host Services

- Introduction to RDS Desktop and Application Pools
- How Does RDS Works
- Creating the RDS Application and Desktop Pools
- Remote Desktop Services Host Manual Farms
- Accessing and Configuring RDS Pools
- Remote Desktop Services Host Automated Farms
- Horizon Remote Desktop Services Load Balancing

9 Creating Linux Virtual Desktops

- Linux Deployment Overview
- Linux Machine Preparation
- Working with the Easy Setup Tool

10 Update images and pools

- Upgrading a Golden Image
- Upgrading a virtual desktop pool

11 Introduction to monitoring, logs, and troubleshooting

- Understanding Monitoring in Horizon 8
- Understanding Horizon 8 Logs

- Introduction to Troubleshooting

12 Horizon connection troubleshooting

- Understanding Horizon connections
- Horizon connections load balancing
- Troubleshooting Horizon connections
- Key ports and protocols
- Black screen

13 Troubleshooting machines and desktops

- Help Desk tool deep dive
- Troubleshooting machines and desktops
- Troubleshooting Linux desktops

14 Optimizing Windows desktops and servers

- Why optimize a Windows image?
- Windows OS Optimization Tool for Horizon
- Using Automation to build optimized Windows images
- Lab: Building a Windows image using the OS Optimization Tool for Horizon

15 Troubleshooting Instant Clones

- Troubleshooting Instant Clones

16 Troubleshooting Horizon Client

- Horizon Client for Windows
- Horizon Client for Linux
- Horizon Client for Mac
- Horizon Web Client (HTML Access)

17 Troubleshooting device redirection

- Device redirection
- Nested RDSH redirection

18 Introduction to App Volumes

- App Volumes Overview
- App Volumes Applications and Packages
- Understand Application Lifecycle Management
- Writable Volumes
- App Volumes Architecture

19 Capture and deliver App Volumes packages

- Packaging Applications
- Delivering Applications
- Updating Applications

20 Introduction to Dynamic Environment Manager

- Dynamic Environment Manager Overview
- Explore the DEM Management Console
- Learn about DEM Personalization
- Learn about DEM User and Computer Environment
- Learn about DEM Condition Sets
- Dynamic Environment Manager Architecture

21 Deliver a persistent user experience with Dynamic Environment Manager

- Explore DEM Personalization
- Configure ADMX-Based settings, Application Blocking, and Privilege Elevation
- Deliver the experience with Horizon Smart Policies, Condition Sets, and Triggered Tasks

22 Troubleshooting App Volumes and Dynamic Environment Manager

- App Volumes troubleshooting basics
- Dynamic Environment Manager troubleshooting basics

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
25 Jan 2027	Virtual Classroom (GMT / UTC)	GMT	English	Instructor Led Online		€5,000.00
22 Feb 2027	Virtual Classroom (GMT / UTC)	GMT	English	Instructor Led Online		€5,000.00
26 Apr 2027	Virtual Classroom (GMT / UTC)	BST	English	Instructor Led Online		€5,000.00
24 May 2027	Virtual Classroom (GMT / UTC)	BST	English	Instructor Led Online		€5,000.00
26 Jul 2027	Virtual Classroom (GMT / UTC)	BST	English	Instructor Led Online		€5,000.00
23 Aug 2027	Virtual Classroom (GMT / UTC)	BST	English	Instructor Led Online		€5,000.00
25 Oct 2027	Virtual Classroom (GMT / UTC)	BST	English	Instructor Led Online		€5,000.00
22 Nov 2027	Virtual Classroom (GMT / UTC)	GMT	English	Instructor Led Online		€5,000.00

Additional Information

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