Omnissa Horizon® 8: Troubleshooting

Duration: 3 Days **Course Code: OMHTB** **Version: 8** **Delivery Method: Company Event**

Overview:

Master real world Horizon 8 problem solving with Omnissa certified instruction
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.

Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

Target Audience:

Intermediate to advanced practitioners that support Horizon 8 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.

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.

Content:

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

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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