

# Omnissa Horizon 8: Troubleshooting

Course code: VMW\_HTB

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.

## Who is the course for

- Intermediate to advanced practitioners that support Horizon 8 environments.

## What we teach you

- 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.

## Required skills

### Recommended:

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

## Course outline

### 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

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# OmniSSA Horizon 8: Troubleshooting

- 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

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