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

GOPAS Praha
Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno
Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava
Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk

Copyright © 2026 GOPAS, a.s.,
All rights reserved

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

GOPAS Praha
Na Strži 2097/63
140 00 Praha 4 - Krč
Tel.: +420 226 201 390
info@gopas.cz

GOPAS Brno
Nové sady 996/25
602 00 Brno
Tel.: +420 530 513 590
info@gopas.cz

GOPAS Bratislava
Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 902 903 132
info@gopas.sk

Copyright © 2026 GOPAS, a.s.,
All rights reserved