# Horizon Administration and Operations Training

Duration: **5 Day**

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## Overview

Delivered by an **Omnissa Certified Instructor**, this course teaches IT professionals how to effectively manage and operate **Omnissa Horizon 8 environments** using the **Horizon Console**.

Learners will develop advanced administrative skills for managing desktop pools, optimizing images, integrating App Volumes and Dynamic Environment Manager (DEM), and performing troubleshooting across Horizon components.

## Prerequisites

Participants should have:

- Working knowledge of **Horizon 8**
- Background in **End-User Computing**
- Completion of the **Horizon 8 Deploy and Manage** course

## Who Should Attend

This course is designed for:

- Intermediate to advanced Horizon administrators
- EUC professionals managing enterprise desktops and applications
- IT engineers responsible for Horizon 8 optimization and troubleshooting

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## What You Will Learn

By the end of this course, participants will be able to:

- Understand **Omnissa Horizon 8 architecture and components**
- Build and optimize **Windows and Linux desktop images**
- Create and manage **Instant Clone and Full Clone pools**
- Configure and manage **RDS farms and app pools**
- Administer **user entitlements** and **access permissions**
- Use **OS Optimization Tool (OSOT)** for performance tuning
- Monitor and analyze the Horizon environment using **Help Desk Tool** and **Performance Tracker**
- Troubleshoot issues across **Horizon, App Volumes, and DEM**
- Manage **App Volumes** packages and writable volumes
- Implement **DEM personalization and smart policies**
- Troubleshoot **DEM** and **App Volumes** configurations

## Outline

**Course introduction**

- Introductions and course logistics
- Course objectives

**Introduction to Omnissa Horizon 8**

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

**Navigating the Horizon Console**

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

**Horizon Agent**

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

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**Horizon Client**

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

**Creating the Windows Desktop Image**

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

**Preparing Virtual Desktop Pools**

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

**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

**Creating Linux Virtual Desktops**

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

**Update images and pools**

- Upgrading a Golden Image
- Upgrading a virtual desktop pool

**Introduction to monitoring, logs, and troubleshooting**

- Understanding Monitoring in Horizon 8
- Understanding Horizon 8 Logs
- Introduction to Troubleshooting

**Horizon connection troubleshooting**

- Understanding Horizon connections
- Horizon connections load balancing
- Troubleshooting Horizon connections

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- Key ports and protocols
- Black screen

**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

**Troubleshooting Instant Clones**

- Troubleshooting Instant Clones

**Troubleshooting Horizon Client**

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

**Troubleshooting device redirection**

- Device redirection
- Nested RDSH redirection

**Introduction to App Volumes**

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

**Capture and deliver App Volumes packages**

- Packaging Applications
- Delivering Applications
- Updating Applications

**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

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**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

**Troubleshooting App Volumes and Dynamic Environment Manager**

- App Volumes troubleshooting basics
- Dynamic Environment Manager troubleshooting basics

## Hands-On Learning

Includes **practical labs** covering:

- Image optimization
- App Volumes deployment
- DEM personalization
- Horizon performance monitoring and troubleshooting

## Exams and Certification

There is **no exam** associated with this course.
However, it directly supports preparation for **Omnissa Horizon Expert-level certifications**.