Horizon 8: Troubleshooting Training

BILGINC IT Academy
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Duration: **3 Day**

Overview

Delivered by an **Omnissa Certified Instructor**, this course focuses on **common troubleshooting scenarios** within **Horizon 8 infrastructures**.
It develops structured problem-solving skills and ensures that solutions are **effective, repeatable, and safe for production environments**.

Participants will gain practical knowledge of diagnosing and resolving issues related to Horizon Connection Server, Unified Access Gateway, Blast protocol, certificates, instant clones, and Horizon Clients.

Prerequisites

Participants should have:

- A working knowledge of **Omnissa Horizon infrastructure**
- Background in **End-User Computing**
- Completion of **Horizon Deploy and Manage** course

Who Should Attend

This course is designed for:

- Intermediate to advanced practitioners supporting Horizon 8 environments.
- End-User Computing professionals.
- Horizon system administrators and technical support engineers.

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What You Will Learn

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

- Develop a **structured troubleshooting approach**
- Resolve common Horizon infrastructure issues
- Interpret **Connection Server logs** and diagnose configurations
- Identify **Unified Access Gateway (UAG)** certificate problems
- Verify **Blast protocol** configuration and optimize performance
- Troubleshoot **TLS/SSL certificates**
- Analyze **Cloud Pod Architecture (CPA)** issues
- Use command-line tools and database backup utilities
- Optimize **Windows images** for Horizon environments
- Diagnose issues with **Instant Clone VMs**
- Troubleshoot **Horizon Client** (Windows, Linux, Mac, HTML) problems
- Troubleshoot **device redirection** and nested RDSH configurations

Outline

Course Introduction

- Objectives and logistics

Review of Horizon 8 Architecture

Introduction to Troubleshooting

- How to troubleshoot and available resources

Horizon Infrastructure Troubleshooting

- Connection Server issues
- AD LDS replication
- Log analysis

Unified Access Gateway Troubleshooting

- Deployment errors, certificate issues, and tools

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Blast Configuration and Optimization

- Verification and performance tuning

Horizon Connections Troubleshooting

- Load balancing, ports, and protocol analysis
- Black screen and connectivity issues

TLS/SSL Certificates

- Horizon certificate configuration and troubleshooting

Cloud Pod Architecture Troubleshooting

Command Line Tools

- Using CLI tools, backup and restore databases

Troubleshooting Machines and Desktops

- Using the Help Desk Tool
- Troubleshooting Windows and Linux desktops

Optimizing Windows Desktops and Servers

- Using the **OS Optimization Tool** and automation

Troubleshooting Instant Clones

Troubleshooting Horizon Client

- Windows, Linux, Mac, and HTML Access

Device Redirection Troubleshooting

- Common redirection problems and nested RDSH

Hands-On Labs

Each module includes **practical lab exercises**, where learners practice:

- Log analysis
- Network and protocol troubleshooting
- Resource monitoring
- Instant clone recovery

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- Certificate and connection validation

Exams and Certification

There is **no certification exam** associated with this course.
However, it serves as preparation for **advanced Omnissa Horizon certifications**.