Fast Lane

Horizon Administration and Operations (HAO)

ID HAO   **Price** CHF 3,750.—(excl. VAT)   **Duration** 5 days

Who should attend

Intermediate to advanced practitioners that manage, optimize and troubleshoot enterprise desktops and applications in their environment.

Prerequisites

Recommended:

- A working knowledge of Horizon 8
- A background in End-User Computing
- Completed Horizon Deploy and Manage (HDM) course

Course Objectives

- Understand the architecture and components of Omnissa Horizon 8.
- Build and optimize Windows and Linux images for virtual desktop deployment.
- Create and manage Instant Clone and Full Clone desktop pools.
- Configure and manage Remote Desktop Services (RDS) farms and application pools.
- Administer user entitlements and access permissions for desktops and applications.
- Customize pool settings to meet performance, security, and user experience requirements.
- Deliver use cases such as persistent/non-persistent desktops, remote apps, and complex scenarios.
- Use Omnissa OS Optimization Tool (OSOT) to optimize desktop images.
- Monitor and analyze the Horizon environment using the helpdesk console and performance monitoring tool.
- Perform basic troubleshooting across Horizon, App Volumes, and DEM components.
- Identify and resolve common issues related to connectivity, performance, and user experience.
- Review the architecture and operational components of App Volumes.
- Create, assign, and manage Application Packages and Writable Volumes.
- Integrate App Volumes with Horizon desktop pools for dynamic application on-demand delivery.

- Troubleshoot common App Volumes issues related to provisioning, assignment, and performance.
- Understand the role of DEM in user environment personalization and policy enforcement.
- Create and manage Application Personalization settings
- Create and manage user and computer environment settings, including focusing on the top 5 DEM use cases.
- Apply condition sets and policies for contextual user experience.
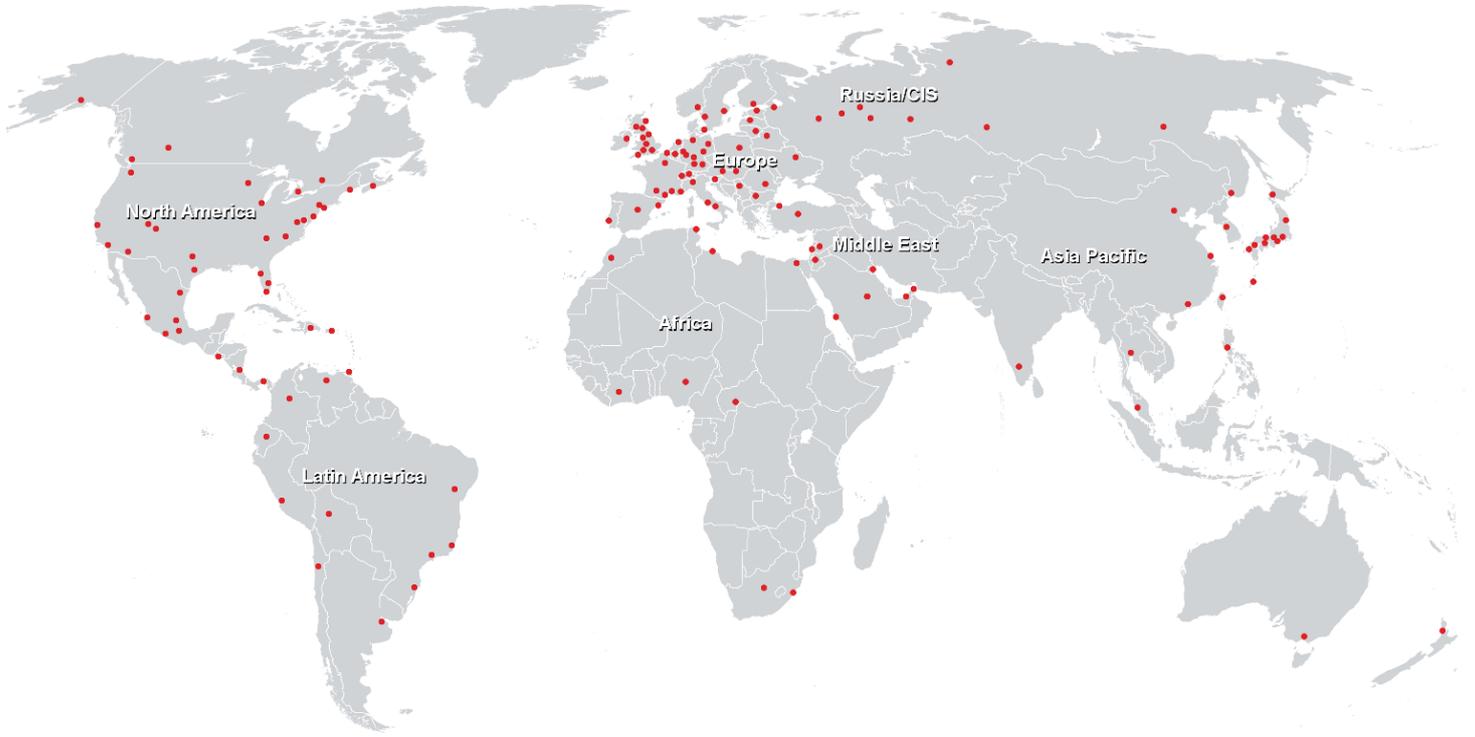- Troubleshoot DEM configurations and user profile issues.

Course Content

- Course introduction
- Introduction to Omnissa Horizon 8
- Navigating the Horizon Console
- Horizon Agent
- Horizon Client
- Creating the Windows Desktop Image
- Preparing Virtual Desktop Pools
- Horizon Remote Desktop Session Host Services
- Creating Linux Virtual Desktops
- Update images and pools
- Introduction to monitoring, logs, and troubleshooting
- Horizon connection troubleshooting
- Troubleshooting machines and desktops
- Optimizing Windows desktops and servers
- Troubleshooting Instant Clones
- Troubleshooting Horizon Client
- Troubleshooting device redirection
- Introduction to App Volumes
- Capture and deliver App Volumes packages
- Introduction to Dynamic Environment Manager
- Deliver a persistent user experience with Dynamic Environment Manager
- Troubleshooting App Volumes and Dynamic Environment Manager

Training Centres worldwide

Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, https://www.flane.ch