

## Horizon Troubleshooting (HT)

ID HT Price CHF 3,300.—(excl. VAT) Duration 3 days

### Who should attend

Intermediate to advanced practitioners that support Horizon 8 environments.

### Prerequisites

Recommended:

- A working knowledge of Omnisia Horizon infrastructure
- A background in End-User Computing
- Completed [Horizon Deploy and Manage \(HDM\)](#) course

### Course Objectives

- 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.

### Course Content

- Course introduction
- Review of Omnisia Horizon
- Introduction to troubleshooting
- Horizon infrastructure troubleshooting
- Unified Access Gateway troubleshooting
- Blast configuration verification
- Blast optimization
- Horizon connections troubleshooting
- TLS certificate troubleshooting
- Cloud Pod architecture troubleshooting
- Command line tools
- Troubleshooting machines and desktops
- Optimizing Windows desktops and servers
- Troubleshooting instant clones
- Troubleshooting Horizon Client
- Troubleshooting device redirection

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## 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>