Workspace ONE® UEM: Troubleshooting

Master real world Workspace ONE UEM problem solving with Omnissa certified instruction

Delivered by an Omnissa Certified Instructor, the Workspace ONE UEM: Troubleshooting course provides common infrastructure troubleshooting scenarios, focusing on developing problem-solving skills and mastering console navigation, resolving device and resource communication issues, and using built-in tools to identify root causes.

Course duration

Three (3) days of instructor-led training or self-paced on demand

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Workspace ONE® UEM: Troubleshooting

Course objectives

- Summarize the basic troubleshooting methodology.

- Outline common troubleshooting techniques in the Workspace ONE UEM console.

- Outline common troubleshooting techniques when integrating enterprise solutions in the Workspace ONE UEM console.

- Summarize common troubleshooting strategies for Workspace ONE UEM managed devices.

- Outline common application management troubleshooting techniques in the Workspace ONE UEM console.

- Summarize common troubleshooting techniques for email management in the Workspace ONE UEM console.

- Explain common troubleshooting approaches for the Unified Access Gateway platform and individual edge services.

Target audience
- Intermediate to advanced practitioners that support Workspace ONE UEM environments.

Course delivery options
- Instructor-led in person
- Instructor-led online
- On demand, self-paced featuring our top instructors

Prerequisites
Recommended:
- A working knowledge of Omnissa Workspace ONE UEM infrastructure

- A background in End-User Computing

- Completed Workspace ONE UEM Deploy and Manage course

Technical requirements
- Bring a full-size laptop.

- A secondary device is recommended for reading and lab materials, which are only delivered electronically.

- Please ensure you have the US keyboard mapping added to your devices.

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Course modules

1 Course introduction
- Introductions and course logistics
- Course objectives

2 Workspace ONE foundations
- Navigating and customizing the console
- Workspace ONE UEM console foundations
- Workspace ONE Hub Services
- Workspace ONE UEM accounts

3 Workspace ONE architecture
- Workspace ONE & modern SaaS architecture
- Workspace ONE UEM architecture
- Additional Workspace ONE components
- Workspace ONE example use cases

4 Fundamentals of troubleshooting Workspace ONE UEM
- Software troubleshooting and support methods
- Core components topology
- Integrated components topology
- Workspace ONE UEM log files

5 Workspace ONE UEM console troubleshooting
- Workspace ONE UEM troubleshooting overview
- Group management and assignment
- System settings and roles
- Analytic events
- Collecting and analyzing Workspace ONE UEM logs

6 Integration troubleshooting
- Integration overview
- **AirWatch Cloud Connector**
- **Directory Services integration**
- **Directory Users and Groups synchronization**
- **Certificate Authority integration**
- **Omnissa Access and Workspace ONE Intelligent Hub**

7 Endpoint troubleshooting
- Endpoint topology overview
- Tools and resources for troubleshooting
- Workspace ONE Assist
- Troubleshooting common issues

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Course modules (cont.)

8 Application troubleshooting

- Applications overview
- Configuration review
- Tools and resources for troubleshooting
- Public applications
- Internal applications
- Purchased applications

9 Unified Access Gateway and Edge services troubleshooting

- Unified Access Gateway architecture overview
- Unified Access Gateway configuration review
- Tools and resources for troubleshooting
- Content Gateway on Unified Access Gateway
- Workspace ONE Tunnel on Unified Access Gateway

10 Email troubleshooting

- Email architecture overview
- Email profile configuration review
- Tools and resources for troubleshooting
- Workspace ONE Secure Email Gateway on Unified Access Gateway
- PowerShell integration

If you have questions or need help registering for this course, email learning_support@omnissa.com.

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