

Omnissa Workspace ONE® UEM: Troubleshooting

Varighed: 3 Days Kursus Kode: OMWS1UEMTS

Beskrivelse:

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.

Målgruppe:

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

Agenda:

- 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.
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Forudsætninger:

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.
 - OMWS1DM - Omnissa Workspace ONE: Deploy and Manage
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Indhold:

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
- Omnisia Access and Workspace ONE Intelligent Hub

7 Endpoint troubleshooting

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

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

Flere Informationer:

For yderligere informationer eller booking af kursus, kontakt os på tlf.nr.: 44 88 18 00

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