Omnissa Workspace ONE® UEM: Troubleshooting

Duration: 3 Days Course Code: OMWS1UEMTS

Overview:

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.

Target Audience:

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

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.

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.
- OMWS1DM - Omnissa Workspace ONE: Deploy and Manage

Content:

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

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

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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