

Omnissa Workspace ONE® UEM: Troubleshooting

Cursusduur: 3 Dagen Cursuscode: OMWS1UEMTS

Beschrijving:

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.

Doelgroep:

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

Doelstelling:

- **After completing this course you should be able to:**
- 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.

Vereiste kennis en vaardigheden:

Recommended:

- A working knowledge of Omnissa Workspace ONE UEM infrastructure
- A background in End-User Computing
- Completed Workspace ONE UEM Deploy and Manage course
- OMWS1DM - Omnissa Workspace ONE: Deploy and Manage

Examens en certificering

Recommended as preparation for the following exam:

- **2W0_25** - Omnissa Workspace ONE engineer - 2025 which leads to Omnissa certified engineer – Workspace ONE (OCE-W)

Cursusinhoud:

Course introduction

- Introductions and course logistics
- Course objectives

Workspace ONE foundations

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

Workspace ONE architecture

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

Fundamentals of troubleshooting Workspace ONE UEM

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

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

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

Endpoint troubleshooting

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

Application troubleshooting

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

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

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

Extra informatie:

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.

Nadere informatie:

Neem voor nadere informatie of boekingen contact op met onze Customer Service Desk 030 - 60 89 444

info@globalknowledge.nl

www.globalknowledge.com/nl-nl/

Iepenhoeve 5, 3438 MR Nieuwegein