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# VMware Workspace ONE: UEM Troubleshooting

# Duration: 2 Days Course Code: VMWS1UEMTS Version: 22.x

#### Overview:

In this two-day course, you learn to investigate, analyze, and determine issues that might occur with all the different components of VMware Workspace ONE® UEM. Troubleshooting is the backbone of service maintenance and management. To effectively troubleshoot product issues, administrators must understand how product services communicate and function. This in turn helps optimize service and software health management.

#### ProductsVMware Workspace ONE

#### **Target Audience:**

Workspace ONE administrators, account managers, solutions architects, solutions engineers, sales engineers, technical support engineers, and consultants

#### **Objectives:**

- By the end of the course, you should be able to meet the following objectives:
- Summarize the basic troubleshooting methodologies
- 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 VMware Unified Access Gateway<sup>TM</sup> platform and individual edge services
- Outline useful troubleshooting tools, such as the Self-Service Portal and VMware Workspace ONE®

#### Prerequisites:

This course requires completion of one of the following courses:

- <u>VMware Workspace ONE: Skills for UEM [V22.x]</u>
- <u>VMware Workspace ONE: UEM Bootcamp [V22.x]</u>
- AWWS1DM VMware Workspace ONE: Deploy and Manage
  AWWS1S VMware Workspace ONE: Skills for UEM

## Content:

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• Understand internal application issues and potential causes

### **Further Information:**

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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