Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Workspace ONE Troubleshooting

CODE:	LENGTH:	PRICE:
OMN_WS1AI22	24 Hours (3 days)	€5,000.00

Description

Master real world Workspace ONE UEM problem solving with Omnissa certified instruction
Delivered by an OmnissaCertified Instructor, the Workspace ONE UEM: Troubleshooting course provides commoninfrastructure 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.

Objectives

- Summarize the basic troubleshootingmethodology.
- 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.

Audience

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

Prerequisites

Recommended:

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

Programme

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

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
07 Dec 2026	Virtual Classroom (GMT / UTC)	GMT	English	Instructor Led Online		€5,000.00
22 Feb 2027	Virtual Classroom (CET / UTC +1)	CET	English	Instructor Led Online		€5,000.00
10 May 2027	Virtual Classroom (CET / UTC +1)	CEDT	English	Instructor Led Online		€5,000.00
20 Sep 2027	Virtual Classroom (CET / UTC +1)	CEDT	English	Instructor Led Online		€5,000.00
06 Dec 2027	Virtual Classroom (CET / UTC +1)	CET	English	Instructor Led Online		€5,000.00

Additional Information

This training is also available as onsite training. Please contact us to find out more.