



Enterprise Computing Solutions - Education Services

OFERTA FORMATIVA

Detalles de contacto

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Workspace ONE Troubleshooting

CÓDIGO:	DURACIÓN:	Precio:
OMN_WS1AI22	24 Hours (3 días)	A consultar

Description

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.

Objetivos

- 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.

Público

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

Requisitos Previos

Recommended:

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

Programa

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

Examen y certificación

OmniSSA Certified Advanced Professional Workspace (OCAPW)

Fechas Programadas

A petición. Gracias por [contactarnos](#).

Información Adicional

Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.