



Enterprise Computing Solutions - Education Services

## OFERTA FORMATIVA

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### Detalles de contacto

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# omnissa™ **Workspace ONE Troubleshooting**

**CÓDIGO:** **DURACIÓN:** **Precio:**  
OMN\_WS1AI22 24 Hours (3 días) A consultar

## Description

Master real world Workspace ONE UEM problem solving with Omnisss certified instruction  
Delivered by an OmnisssCertified 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.

## Objetivos

- 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.

## Público

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

## Requisitos Previos

Recommended:

A working knowledge of OmnisssWorkspace 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.