



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Workspace ONE Troubleshooting

CODE:	LENGTH:	PRICE:
OMN_WS1AI22	24 Hours (3 days)	kr54,500.00

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.

Objectives

- 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.

Audience

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

Prerequisites

Recommended:

- A working knowledge of Omnissa Workspace 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
- Omnisia 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
19 Jan 2026	Virtual Classroom (GMT)	GMT	English	Instructor Led Online		kr54,500.00
13 Jul 2026	Virtual Classroom (GMT)	BST	English	Instructor Led Online		kr54,500.00
07 Dec 2026	Virtual Classroom (GMT)	GMT	English	Instructor Led Online		kr54,500.00

Ytterligare information

[Denna utbildning finns också som utbildning på plats. Kontakta oss för mer information.](#)