

# Omnissa - Workspace ONE UEM: Troubleshooting

Download Whitepaper: Accelerate Your Modernization Efforts with a Cloud-Native Strategy  
Get Your Free Copy Now

**Course Number: EDU-WS1T**

**Duration: 3 days**

## Overview

## Course Description

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.

## Skills Gained

- 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.

## Who Can Benefit

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

## Prerequisites

Recommended:

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

## Technical Requirements

- Bring a full-size laptop.
- A secondary device is recommended for reading and lab materials, which are only delivered electronically.
- Please ensure you have the US keyboard mapping added to your devices.

## Audience

## Course Details

### Course introduction

- Introductions and course logistics
- Course objectives

### Workspace ONE foundations

- Navigating and customizing the console
- Workspace ONE UEM console foundations
- Workspace ONE Hub Services
- Workspace ONE UEM accounts

### Workspace ONE architecture

- Workspace ONE & modern SaaS architecture
- Workspace ONE UEM architecture
- Additional Workspace ONE components
- Workspace ONE example use cases

## **Fundamentals of troubleshooting Workspace ONE UEM**

- Software troubleshooting and support methods
- Core components topology
- Integrated components topology
- Workspace ONE UEM log files

## **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

## **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

## **Endpoint troubleshooting**

- Endpoint topology overview
- Tools and resources for troubleshooting
- Workspace ONE Assist
- Troubleshooting common issues

## **Application troubleshooting**

- Applications overview
- Configuration review
- Tools and resources for troubleshooting
- Public applications
- Internal applications
- Purchased applications

## **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

## **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