

WORKSPACE ONE® UEM: TROUBLESHOOTING (OWOEUMT)

Course Code: 845005

Master real world Workspace ONE UEM problem solving with Omnisia certified instruction.

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.

What You'll Learn

After completing this course, you should be able to:

- 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 Needs to Attend

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

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CLASSROOM LIVE

\$3,960 USD

3 Day

Classroom Live Outline

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

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VIRTUAL CLASSROOM LIVE

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3 Day

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Jun 1 - 5, 2026 | 9:00 AM - 5:00 PM EST

Sep 14 - 18, 2026 | 9:00 AM - 5:00 PM EST

Dec 14 - 18, 2026 | 9:00 AM - 5:00 PM EST

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.

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