Workspace ONE UEM Troubleshooting Training

Duration: **3 Day**

BILGINC IT Academy
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The Workspace ONE UEM Troubleshooting training is designed for intermediate to advanced IT professionals who need to diagnose and resolve complex issues within Omnissa Workspace ONE UEM environments. The course focuses on developing structured troubleshooting approaches and enhancing expertise in console navigation and system analysis.

Throughout the training, learners work on real-world scenarios involving devices, applications, integrations, and service communications. Using logs, built-in tools, and analytics, participants learn how to identify root causes and restore service performance efficiently in enterprise environments.

Prerequisites

Participants should:

- Have a working knowledge of Workspace ONE UEM infrastructure
- Possess experience in end-user computing
- Have completed Workspace ONE UEM Deploy and Manage training or have equivalent hands-on experience

Who Should Attend

This course is ideal for:

- Workspace ONE UEM administrators
- Systems engineers
- IT support professionals
- Digital workspace and endpoint management specialists

What You Will Learn

By the end of this course, learners will be able to:

- Apply structured troubleshooting methodologies
- Use the Workspace ONE UEM console for issue diagnosis
- Troubleshoot enterprise integrations
- Identify and resolve endpoint communication issues
- Diagnose application-related problems
- Resolve email and gateway-related issues
- Troubleshoot Unified Access Gateway and edge services

Training Outline

Introduction and Foundations

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- Course overview and objectives
- Workspace ONE UEM console navigation
- Hub Services and user management

Architecture

- SaaS architecture overview
- Core UEM components
- Integration and use cases

Troubleshooting Fundamentals

- Troubleshooting methodologies
- System topology
- Log analysis and diagnostics

Console-Based Troubleshooting

- Group and role issues
- Configuration errors
- Analytics-driven troubleshooting

Integration Troubleshooting

- AirWatch Cloud Connector
- Directory Services integration
- User and group sync issues
- Certificate integration
- Omnissa Access and Intelligent Hub

Endpoint Troubleshooting

- Endpoint architecture
- Troubleshooting tools
- Workspace ONE Assist
- Common endpoint issue resolution

Application Troubleshooting

- Application architecture
- Configuration review
- Public, internal, and purchased apps

Unified Access Gateway

- UAG architecture
- Gateway configuration
- Content Gateway and Tunnel services

Email Troubleshooting

- Email architecture
- Profile configuration

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- Secure Email Gateway
- PowerShell integration