

# Workspace ONE Troubleshooting (WOT)

**ID** WOT **Price** CHF 3,300.—(excl. VAT) **Duration** 3 days

## Who should attend

Intermediate to advanced practitioners that support Workspace ONE UEM environments.

## Prerequisites

Recommended:

- A working knowledge of OmnisiaWorkspace ONE UEM infrastructure
- A background in End-User Computing
- Completed [Workspace ONE Deploy and Manage \(WODAM\)](#) course

## Course 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.

## Course Content

### 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

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- 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

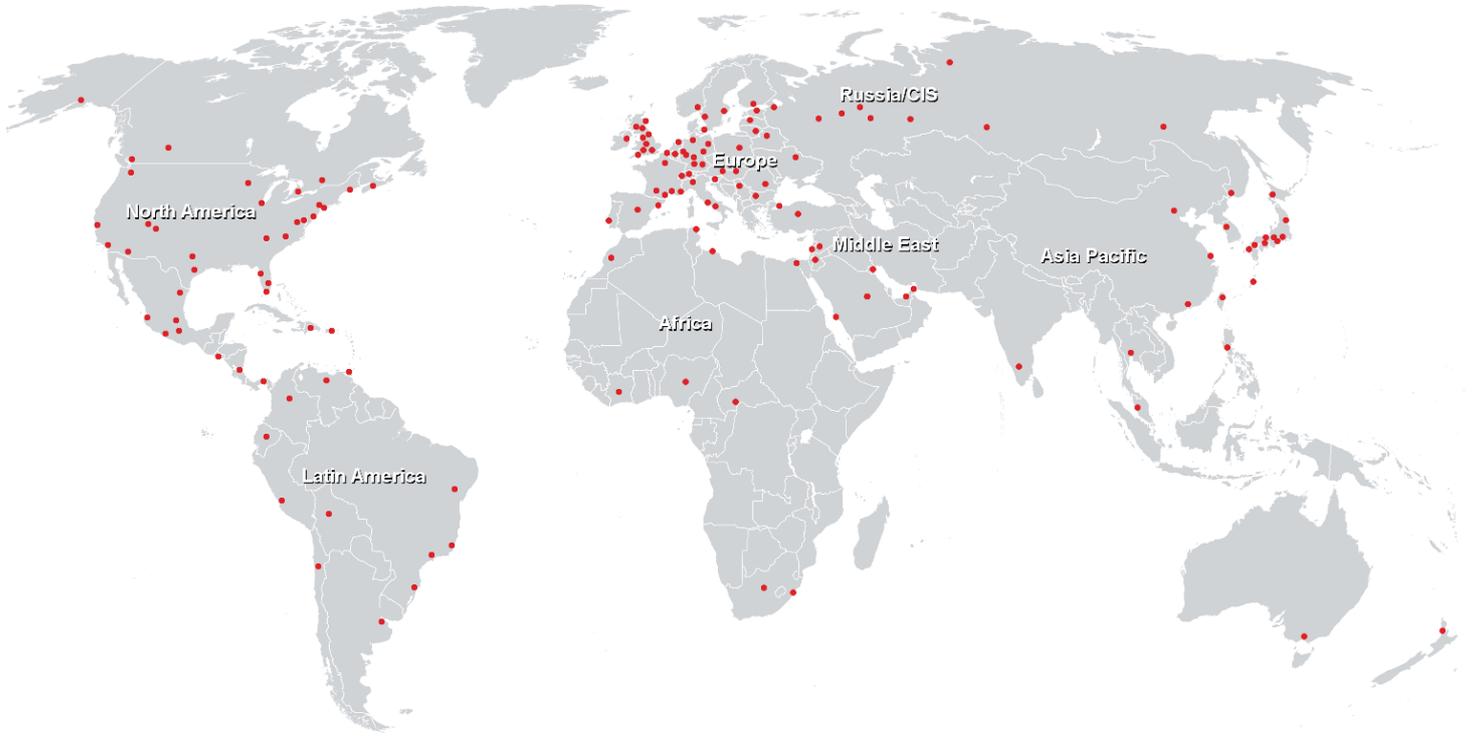
## 10 Email troubleshooting

- 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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## Training Centres worldwide



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