

# VMware Workspace ONE: Deploy and Manage plus UEM Troubleshooting Fast Track



## VMware Workspace ONE: Deploy and Manage plus UEM Troubleshooting Fast Track

In this extended five-day course, you learn how to apply the fundamental techniques for launching and maintaining an intelligence-driven, multiplatform endpoint management solution with VMware Workspace ONE® UEM. Through a combination of hands-on labs, simulations, and interactive lectures, you will configure and manage the endpoint life cycle. After the course, you will have the foundational knowledge necessary to implement Workspace ONE UEM effectively.

In addition, you learn how to apply the fundamental techniques for integrating VMware Workspace ONE® Access™ with Workspace ONE UEM to distribute business-critical applications securely from any device and configure access management controls. You will learn how Workspace ONE uses various authentication methods and protocols to determine user access permissions and enable single sign-on, and you will leave with an understanding of the fundamental principles of identity and access management.

Finally, you learn to investigate, analyze, and determine issues that might occur with the different components of Workspace ONE UEM. Troubleshooting is the backbone of service maintenance and management. By understanding how to effectively troubleshoot product issues, administrators can understand how product services communicate and function, in turn optimizing service and software health management.

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**E-Book** Sie erhalten englischsprachige Unterlagen von VMware als E-Book.

### Zielgruppe

Workspace ONE UEM operators and administrators, account managers, solutions architects, solutions engineers, sales engineers, and consultants.

### Voraussetzungen

This course has no prerequisites.

### Dieser Kurs im Web



Alle tagesaktuellen Informationen und Möglichkeiten zur Bestellung finden Sie unter dem folgenden Link: [www.experteach.ch/go/VWDT](http://www.experteach.ch/go/VWDT)

### Vormerkung

Sie können auf unserer Website einen Platz kostenlos und unverbindlich für 7 Tage reservieren. Dies geht auch telefonisch unter 06074 4868-0.

### Garantierte Kurstermine

Für Ihre Planungssicherheit bieten wir stets eine große Auswahl garantierter Kurstermine an.

### Ihr Kurs maßgeschneidert

Diesen Kurs können wir für Ihr Projekt exakt an Ihre Anforderungen anpassen.

Training	Preise zzgl. MwSt.
Termine in der Schweiz	5 Tage
Online Training	5 Tage CHF 5.715,-
Termine auf Anfrage	

Stand 26.04.2024



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## VMware Workspace ONE: Deploy and Manage plus UEM Troubleshooting Fast Track

### 1 Course Introduction

Introductions and course logistics  
Course objectives  
Online resources and references

### 2 Platform Architecture

Summarize the features and functionality of Workspace ONE UEM  
Outline the benefits of leveraging Workspace ONE UEM  
Recognize the core and productivity components that make up the Workspace ONE UEM platform  
Summarize high availability and disaster recovery for Workspace ONE Solution

### 3 Administration

Navigate and customize the Workspace ONE UEM console  
Summarize the hierarchical management structure  
Explain the features and functions of Workspace ONE Hub Services  
Outline account options and permissions

### 4 Enterprise Integrations

Outline the process and needs to integrate with directory services  
Explain certificate authentication and practical implementation with Workspace ONE  
Explain the benefits of integrating an email SMTP service into the Workspace ONE UEM console  
Describe VMware Dynamic Environment Manager™ and its architecture

### 5 Onboarding

Outline the prerequisite configurations in the Workspace ONE UEM environment for onboarding devices for management  
Outline the steps for setting up autodiscovery in the Workspace ONE UEM console  
Enroll an endpoint through the VMware Workspace ONE® Intelligent Hub app  
Summarize platform onboarding options

### 6 Managing Endpoints

Explain the differences between device and user profiles  
Describe policy management options for Windows and macOS  
Describe the functions and benefits of using compliance policies  
Explain the use cases for Freestyle Orchestrator  
Describe the capabilities that sensors and scripts enable

### 7 Alternative Management Methods

**Describe the function and benefits of device staging**  
**Configure product provisioning in the Workspace ONE UEM console**  
**Understand the benefits of deploying a VMware Workspace ONE® Launcher™ configuration to Android devices**  
**List the system and device requirements for Linux device management in Workspace ONE UEM**

### 8 Applications

Describe the features, benefits, and capabilities of application management in Workspace ONE UEM  
Understand and configure deployment settings for public, internal, and paid applications in the Workspace ONE UEM console  
Describe the benefits of using Apple Business Manager content integration  
Describe the benefits of using server-to-client software distribution  
List the functions and benefits of VMware Workspace ONE® SDK

### 9 Device Email

List the email clients supported by Workspace ONE UEM  
Configure an Exchange Active Sync profile in the Workspace ONE UEM console

Configure VMware Workspace ONE® Boxer settings  
Summarize the available email infrastructure integration models and describe their workflows  
Configure email compliance policies and notifications services

### 10 Content Sharing

Describe the benefits of using Content Gateway and the Content Gateway workflows  
Describe the benefits of integrating content repositories with Workspace ONE UEM  
Configure a repository in the Workspace ONE UEM console

### 11 Maintenance

Manage endpoints from the Device List View and the Device Details View pages  
Analyze endpoint deployment and compliance data from the Monitor Overview page

### 12 Workspace ONE Access

Summarize the benefits of Workspace ONE Access  
Outline the core features and functions that Workspace ONE Access enables  
Navigate the Workspace ONE Access console  
Explain the functions of directory integration with Workspace ONE Access  
Explain the various types of authentication protocols enabled by Workspace ONE Access

### 13 Integrating Workspace ONE UEM and Workspace ONE Access

Explain the rationale for integrating Workspace ONE UEM and Workspace ONE Access  
Outline the process of connecting Workspace ONE UEM and Workspace ONE Access  
Explain the integrations workflow  
Summarize the key features of an integrated solution

### 14 Productivity Integrations

Identify the functions enabled by Unified Access Gateway  
Outline the purpose of the VMware AirWatch® Secure Email Gateway™ edge service  
Explain the features enabled by the VMware Workspace ONE® Tunnel™ edge service  
Summarize the capabilities enabled by the Content Gateway edge service

### 15 SAML 2.0 Authentication

Outline authentication methods supported by Workspace ONE Access  
Summarize the main properties of the SAML protocol  
Summarize the SAML authentication workflow  
Explain the application single sign-on authentication workflow with SAML

### 16 Mobile Single Sign-On

Describe the concept of mobile single sign-on  
Outline mobile single sign-on workflows

### 17 Intelligence and Automation

Summarize the features of VMware Workspace ONE® Intelligence™  
Outline the benefits of using Workspace ONE Intelligence

### 18 Fundamentals of Troubleshooting Workspace ONE UEM

Outline software troubleshooting logic and support methods  
Summarize the main process flows for the Workspace ONE UEM components  
Explain the importance of Workspace ONE UEM process flows for troubleshooting  
Identify different Workspace ONE UEM log files

### 19 Workspace ONE UEM Console Troubleshooting

Outline the best practices for troubleshooting Workspace ONE UEM console issues  
Identify common issues related to group management and assignment  
Outline common issues related to Workspace ONE UEM console roles and system settings  
Understand how analytic events can be used to identify platform errors  
Summarize the steps for collecting and analyzing Workspace ONE UEM console logs

### 20 Integration Troubleshooting

Outline the common enterprise integrations in Workspace ONE UEM  
Outline common troubleshooting techniques for the VMware AirWatch® Cloud Connector™  
Troubleshoot issues related to Directory Services integration  
Identify directory user and groups synchronization issues  
Troubleshoot issues related to certificate authority integration  
Explain Workspace ONE Access integration and Workspace ONE Intelligent Hub troubleshooting techniques

### 21 Endpoint Troubleshooting

Compare the endpoint connection topologies in Workspace ONE UEM  
Outline useful tools and resources for endpoint troubleshooting  
Summarize the best practices for device enrollment troubleshooting  
Explain device connectivity troubleshooting techniques  
Understand how to identify and resolve profile-related issues  
Identify common compliance policy issues and potential root causes

### 22 Application Troubleshooting

Explain the different scoping questions for troubleshooting applications  
Review application management configurations  
Summarize the general tools and resources for application troubleshooting  
Describe the general logic of troubleshooting public applications  
Understand internal application issues and potential causes  
Explain purchased application troubleshooting techniques

### 23 Unified Access Gateway And Edge Services Troubleshooting

Review Unified Access Gateway architecture and edge service workflows  
Understand Unified Access Gateway general configurations  
Explain how to utilize Unified Access Gateway related troubleshooting tools and resources  
Identify and resolve common issues for Content Gateway on Unified Access Gateway  
Summarize troubleshooting techniques for VMware Workspace ONE® Tunnel™ on Unified Access Gateway

### 24 Email Troubleshooting

Review different email architecture and workflows  
Summarize common errors associated with email profiles  
Identify tools and resources for email troubleshooting  
Discuss troubleshooting techniques for AirWatch Secure Email Gateway on Unified Access Gateway  
Outline PowerShell integration issues and techniques to address them

### 25 Additional Troubleshooting Tools

Describe how the Self-Service Portal helps administrators and empowers end-users to resolve issues  
Explain how Workspace ONE Assist can help with troubleshooting endpoints

