

# Workspace ONE UEM Administration + Workspace ONE UEM Operations

This course combines the content of the Workspace ONE UEM Administration and Workspace ONE UEM Operations courses.

In this extended five-day course, you will gain an understanding of how different platforms are managed by Workspace ONE UEM. You will gain confidence in the capabilities of Workspace ONE UEM and how to manage multiple platforms in one place.

IT professionals, system administrators and mobility operations teams will also gain the knowledge and practical skills required to efficiently manage, monitor and optimize VMware Workspace ONE Unified Endpoint Management (UEM).

## Course Contents

- Integrated core components of Workspace ONE UEM
- Demonstrate architectural understanding for how UEM components work together to provide a solution
- Grasp core management capabilities on each platform (iOS, Android, Windows)
- Understand how to streamline the onboarding, enrollment and provisioning process for each platform
- Configure Workspace ONE Tunnel to ensure secure access to corporate resources
- Deploy Android Enterprise in work managed or COPE mode
- Implement multi-user on Windows 11
- Deploy Apps-on-Demand with a view to maintaining redundancy and enhancing manageability in a multi-site Enterprise.
- Facilitate and manage the end-user experience for Microsoft Windows Users using Dynamic Environment Manager.
- Integrate with ThinApp to help with legacy application and platform challenges.
- Understand the core components and architecture of Workspace ONE UEM.
- Perform day-to-day administrative tasks and operations.
- Monitor and troubleshoot issues using Workspace ONE UEM tools and logs
- Optimize device management across iOS, Android, Windows, and macOS platforms.
- Manage applications, content, and policies to ensure compliance and security.
- Leverage Workspace ONE UEM reporting and analytics for operational insights.
- Implement best practices to streamline UEM operations and enhance user experience.
- Utilize a variety of use cases to assist with building out a security policies for a company production UEM environment.

**E-Book** You will receive the documentation of VMware in English language as an e-book.

## Target Group

- Systems Engineers
- Consulting Architects
- Microsoft End-User Computing Specialists

## Prerequisites

Recommended for preparation:

- Omnissa Certified Professional - Workspace (OCPW)
- Knowledge of Workspace ONE UEM
- Familiarity with general IT concepts, including device management, networking and security

## TECHNICAL REQUIREMENTS

- Bring a laptop.
- A second device is recommended for reading and lab materials, which will be delivered electronically only.
- Please make sure you have the US keyboard layout installed on your devices.
- Recommended: A physical iOS and macOS test device

## This Course in the Web



You can find the up-to-date information and options for ordering under the following link:

[www.experteach-training.com/go/VWDT](http://www.experteach-training.com/go/VWDT)

## Reservation

On our Website, you can reserve a course seat for 7 days free of charge and in a non-committal manner. This can also be done by phone under +49 6074/4868-0.

## Guaranteed Course Dates

To ensure reliable planning, we are continuously offering a wide range of guaranteed course dates.

## Your Tailor-Made Course!

We can precisely customize this course to your project and the corresponding requirements.

Training	Prices, excl. of V.A.T.
<b>Classes in Germany</b>	<b>10 Days</b>
<b>Online Training</b>	<b>10 Days</b>
Dates upon request	

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# Table of Contents

## Workspace ONE UEM Administration + Workspace ONE UEM Operations

### 20 Integration Troubleshooting

- Outline the common enterprise integrations in Workspace ONE UEM
- Outline the common troubleshooting techniques for the 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

- Explain how to utilize UAG-related troubleshooting tools and recourses
- Identify and resolve common Content Gateway on UAG issues
- Summarize VMware Tunnel on UAG troubleshooting techniques

### 24 Additional Troubleshooting Tools

- Describe how Self-service Portal help administrators and empower end-users to solve issues
- Understand how Workspace ONE Assist can help endpoints troubleshooting

### 21 Endpoint Troubleshooting

- Compare the endpoint connection topology in Workspace ONE UEM
- Outline useful tools and resources for endpoints 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

- Understand differently types of applications and troubleshooting scoping questions
- 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 UAG And Edge Service Troubleshooting

- Review UAG architecture and edge service workflows
- Understand UAG general configurations

