VMware Workspace ONE: UEM Troubleshooting

Duration: 2 Days   Course Code: VMWS1UEMTS   Version: 21.x

Overview:

In this two-day VMware Workspce ONE course, you learn to investigate, analyze, and determine issues that might occur with all the different components of VMware Workspace ONE® UEM. Understanding how to effectively troubleshoot product issues enables administrators to understand how product services communicate and function—in turn optimizing service and software health management. Troubleshooting is the backbone of service maintenance and management.

Target Audience:

Workspace ONE administrators Account managers Solutions architects Solutions engineers Ssales engineers Technical support engineers Consultants

Prerequisites:

■
• VMware Workspace ONE: Skills for Unified Endpoint Management (AWWS1S)

OR

• VMware Workspace ONE: Unified Endpoint Management Bootcamp (VMWS1UEMBC)

■ AWWS1DM - VMware Workspace ONE: Deploy and Manage
■ AWWS1S - VMware Workspace ONE: Skills for UEM

Content:

1 Course Introduction

• Introductions and course logistics

• Course objectives

2 Fundamentals of Troubleshooting UEM

• Outline UEM issue categories and severities

• Explain how knowing the core services process flows can help troubleshoot product issues

• Summarize the log gathering process

3 UEM Console Troubleshooting

• Outline the best practices for UEM console issue troubleshooting

• Summarize common UEM console problems

• Troubleshoot Workspace ONE reporting issues

• Explain how assignment groups are related to the troubleshooting process

• Outline common UEM console system setting issues

• Describe how Self-service Portal help administrators and empower end-users to solve issues by themselves

• Outline common Freestyle Orchestrator issues

• Understand how console events can be used to identity platform errors

• Describe how Workspace ONE UEM console logs can help troubleshoot Workspace ONE UEM console related issues

4 Integration Troubleshooting

• Identify common Workspace ONE UEM enterprise integration issues

• Outline the common troubleshooting techniques for the ACC

• Troubleshoot issues related to Directory Services integration

• Identify directory synch issues

• Troubleshoot issues related to certificate authority integration

• Explain Workspace ONE Access Integration Troubleshooting Technique

• Explain SAML integration checkpoints

5 Endpoint Troubleshooting

• Compare the Endpoint Connection topology in Workspace ONE UEM

• Summarize the best practices for Workspace ONE UEM endpoints troubleshooting

• Explain endpoints troubleshooting techniques

6 Application Troubleshooting

• Understand differently types of applications

• Classify application lifecycle management issues

• Identify common application lifecycle management issues

• Summarize the general troubleshooting logic of resolving Email Management issues

• Describe the general logic of troubleshooting public, internal, and purchased application issues

• Examine common issues with Microsoft Store for Business and validating Azure AD settings

• Summarize common Intelligent Hub issues and resolutions

7 Email Troubleshooting

• Describe the general logic for email-related troubleshooting

• Summarize common errors associated with email profiles and compliance

• Identify and resolve common SEG issues

• Outline PowerShell integration issues and techniques to address them

• Use the email server log to identify errors

• Troubleshoot common ENS issues

8 UAG And Edge Service Troubleshooting

• Use commands to monitor, test, and troubleshoot network connection issues

• Identify and resolve common internal application lifecycle management issues

• Summarize how Edge Service issues can severely impact the health of your deployment

9 Intelligence Troubleshooting

■ • Troubleshoot common Intelligence problems

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/