VMware Workspace ONE: UEM Troubleshooting

Duration: 2 Days   **Course Code: VMWS1UEMTS**   **Version: 22.x**

Overview:

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

Products VMware Workspace ONE

Target Audience:

Workspace ONE administrators, account managers, solutions architects, solutions engineers, sales engineers, technical support engineers, and consultants

Objectives:

- By the end of the course, you should be able to meet the following objectives:

- • Summarize the basic troubleshooting methodologies

- • 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 VMware Unified Access Gateway™ platform and individual edge services

- • Outline useful troubleshooting tools, such as the Self-Service Portal and VMware Workspace ONE®

Prerequisites:

This course requires completion of one of the following courses:

• VMware Workspace ONE: Skills for UEM [V22.x]

• VMware Workspace ONE: UEM Bootcamp [V22.x]

- 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 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

3 Workspace ONE UEM Console Troubleshooting

• Outline the best practices for troubleshooting Workspace ONE UEM console issues

• Identify common group management and assignment-related issues

• Outline common issues for Workspace ONE UEM console roles and system settings

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

• Summarize the steps for collecting and analyzing Workspace ONE UEM console logs

4 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 VMware Workspace ONE® Access™ integration and VMware Workspace ONE® Intelligent Hub troubleshooting techniques

5 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

6 Applications 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

• Explain purchased application troubleshooting techniques

7 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

8 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 VMware AirWatch® Secure Email Gateway™ on Unified Access Gateway

• Outline PowerShell integration issues and techniques to address them

9 Additional Troubleshooting Tools

• Describe how the Self-Service Portal helps administrators and empowers end-users to resolve issues

• Understand how Workspace ONE Assist

• Understand internal application issues and potential causes	can help endpoint troubleshooting

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Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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