
VMware Workspace ONE: UEM Troubleshooting, Adv Integration, and Design Fast Track

Duration: 5 Days **Course Code: VMWS1DITSFT** **Version: 20.x**

Overview:

In this five-day, extended hour VMware Workspace ONE Fast Track course, you learn how to navigate and manage the VMware Workspace ONE® Access™ console (formerly known as the VMware Identity Manager™ console). Through a combination of hands-on labs, simulations, and interactive lectures, you learn to investigate, analyze, and determine issues that might occur with all the different components of the VMware Workspace ONE® UEM (Unified Endpoint Management) platform.

You configure enterprise and productivity integration, Digital Workspace integration, authentication methods, access policies, web and virtual resource integrations, VMware Carbon Black, and Single Sign-On for a web resource. The course addresses the principles of identity, endpoint security, and access management.

You learn the fundamentals of VMware Workspace ONE® solution design. The course addresses general solution design logics and process flow and addresses Workspace ONE UEM use cases. You learn to identify the phases of a Workspace ONE solution design and delivery, review areas of Workspace ONE use cases, and learn how to create solution designs.

You will leave the training with the skills and knowledge needed to implement the Workspace ONE solution to deliver the Digital Workspace experience and to create your Digital Workspace transformation.

Product Alignment: Workspace ONE 20.x Workspace ONE UEM 20.x VMware Workspace ONE® Access™ 20.x VMware Horizon 7.x VMware Unified Access Gateway™ 3

Target Audience:

Workspace ONE administrators experienced mobility and identity administrators Account managers Solutions architects Solutions engineers Sales engineers Consultants

Objectives:

- By the end of the course, you should be able to meet the following objectives:
- Summarize general troubleshooting logic for Workspace ONE UEM
- Identify and address common console issues
- Anticipate typical Workspace ONE integration challenges
- Outline best practices for endpoint, email, application, and content troubleshooting
- Outline and describe the authentication methods supported by Workspace ONE Access
- Summarize how to use Kerberos and SAML authentication protocols in Workspace ONE
- Explain application single sign-on
- Outline Office 365 and Azure AD integration with Workspace ONE
- Summarize Okta integration and Workspace ONE Access as an IdP
- Outline the benefits of AD FS and PING integration
- Explain the purpose of identity bridging and IdP chaining
- Compare and contrast traditional versus modern PC Lifecycle Management
- Integrate VMware Horizon® with Workspace ONE Access
- Describe the benefits of implementing VMware Workspace Security™
- Outline high-level Workspace ONE design methods and architecture types
- Determine the appropriate digital workspace use case for your organization
- Summarize the key components of logical and physical design
- Outline the phases of Workspace ONE delivery

Prerequisites:

This course requires completion of one of the following sets of courses:

■ Workspace ONE: Deploy and Manage [20.x]

OR

■ VMware Workspace ONE: Skills for Unified Endpoint Management [V20.x] and VMware Workspace ONE: Integrating the Digital Workspace [V20.x]

Content:

1 Course Introduction

- Introductions and course logistics
- Course objectives

2 Fundamentals of Workspace ONE UEM Troubleshooting

- Summarize the general logic of Workspace ONE UEM issue troubleshooting
- Classify Workspace ONE UEM issues
- Describe when and why to use logs for troubleshooting
- Compare the different log levels
- Identify the key factors of log collection
- Summarize the workflow topology of each Workspace ONE UEM productivity and integration component

3 Workspace ONE UEM Console Troubleshooting

- Outline the best practices for Workspace ONE UEM console issue troubleshooting
- Identify common Workspace ONE UEM console issues
- Troubleshoot Workspace ONE reporting issues
- Troubleshoot issues related to Group Management and Assignments
- Troubleshoot issues related to System Settings and Admin Roles
- Use the Console Event log for Workspace ONE UEM console issue troubleshooting

- Troubleshoot issues related to Per-App VPN

- Collect and analyze Per-App Tunnel log

8 Workspace ONE UEM Content Troubleshooting

- Summarize the best practices of Content Management issue troubleshooting
- Identify common Content Management issues
- Troubleshoot issues related to VMware AirWatch® managed content management
- Troubleshoot issues related to Content Gateway
- Collect and analyze Content Gateway logs

- Troubleshoot issues related to Admin Repository

- Troubleshoot issues related to User Repository

- Troubleshoot issues related to Workspace ONE Content Application

9 Authentication Method Deep Dive

- Outline the authentication methods supported by Workspace ONE
- Describe the workflow of:
 - o Password Authentication
 - o SAML Authentication
 - o OAuth2.0 Authentication
 - o OpenID Connect Authentication

16 Workspace ONE AirLift

- Outline the difference between traditional PCLM with Modern PCLM
- Describe the co-management phases in a modern PCLM transformation
- Summarize the benefits of using VMware Workspace ONE® AirLift™
- Outline the steps of Workspace ONE AirLift deployment and first-time configuration
- Map a collection from SCCM to a smart group in Workspace ONE UEM
- Export supported Win32 applications from SCCM to Workspace ONE UEM
- Use the activity log and dashboard to troubleshoot basic issues

17 VMware Horizon

- Recognize the features and benefits of VMware Horizon
- Describe the conceptual and logical architecture of VMware Horizon
- Define a use case for your virtual desktop and application infrastructure

- Convert customer requirements to use case attributes

18 Workspace ONE Intelligence Advanced

- Outline the VMware Workspace ONE® Trust Network partners
- Describe the benefits of integrating with Workspace ONE Trust Network partners
- Outline common and complex Workspace ONE Intelligence use cases

<ul style="list-style-type: none"> Collect and analyze Workspace ONE UEM console logs 	<ul style="list-style-type: none"> o WS-Fed Authentication 	<ul style="list-style-type: none"> Create various dashboards in VMware Workspace ONE® Intelligence™ to monitor the entire device
<p>4 Workspace ONE UEM Enterprise Integration Troubleshooting</p>	<ul style="list-style-type: none"> o Certificate Authentication 	
<ul style="list-style-type: none"> Summarize the best practices of Workspace ONE UEM Enterprise Integration issue troubleshooting 	<ul style="list-style-type: none"> o Kerberos Authentication 	<p>lifecycle</p>
<ul style="list-style-type: none"> Identify common Enterprise Integration issues 	<ul style="list-style-type: none"> o Multifactor Authentication 	<ul style="list-style-type: none"> Integrate Workspace ONE Intelligence with Workspace ONE Trust Network solution providers
<ul style="list-style-type: none"> Troubleshoot issues related to AirWatch Cloud Connector 	<p>10 Mobile Single Sign-On (SSO)</p>	<p>19 Integrating with VMware Carbon Black</p>
<ul style="list-style-type: none"> Troubleshoot issues related to Directory Services integration 	<ul style="list-style-type: none"> Describe the benefits of using Mobile SSO 	<ul style="list-style-type: none"> Outline the main features of VMware Carbon Black
<ul style="list-style-type: none"> Troubleshoot issues related to Certificate Authority Integration 	<ul style="list-style-type: none"> Outline the workflow of iOS and Android Mobile SSO 	<ul style="list-style-type: none"> Describe the benefits of using VMware Carbon Black
<ul style="list-style-type: none"> Troubleshoot issues related to Workspace ONE Access integration in the Workspace ONE UEM console 	<ul style="list-style-type: none"> Configure Mobile SSO for iOS native applications 	<ul style="list-style-type: none"> Navigate the VMware Carbon Black Cloud™ console
<p>5 Workspace ONE UEM Endpoint Troubleshooting</p>	<ul style="list-style-type: none"> Configure Mobile SSO for Android native applications 	<ul style="list-style-type: none"> Outline the features of VMware Carbon Black Defense
<ul style="list-style-type: none"> Summarize the endpoint connection topologies of different endpoint platforms 	<p>11 Single Sign-On for Applications</p>	<ul style="list-style-type: none"> Outline the features of VMware Carbon Black LiveOps
<ul style="list-style-type: none"> Describe endpoint troubleshooting best practices 	<ul style="list-style-type: none"> Summarize the application Single Sign-On workflows 	<ul style="list-style-type: none"> Deploy sensors to endpoints
<ul style="list-style-type: none"> Identify common endpoint issues 	<ul style="list-style-type: none"> Configure web application SSO with SAML protocol 	<ul style="list-style-type: none"> View and manage alerts in the VMware Carbon Black console
<ul style="list-style-type: none"> Summarize the general troubleshooting logic for resolving an endpoint enrollment issue 	<ul style="list-style-type: none"> Configure web application SSO with OpenID Connect protocol 	<ul style="list-style-type: none"> Integrate VMware Carbon Black with Workspace ONE Intelligence
<ul style="list-style-type: none"> Validate enrollment settings for endpoint enrollment 	<p>12 Azure AD and Office 365 Integration</p>	<ul style="list-style-type: none"> Use VMware Carbon Black data for analysis and automation
<ul style="list-style-type: none"> Troubleshoot endpoint connectivity issues 	<ul style="list-style-type: none"> Describe the benefits of configuring Azure AD and Office 365 SSO with Workspace ONE 	<p>20 Workspace ONE Design Fundamentals</p>
<ul style="list-style-type: none"> Validate the Hub Settings in the Workspace ONE UEM console 	<ul style="list-style-type: none"> Outline the use cases of integrating Azure AD with Workspace ONE 	<ul style="list-style-type: none"> Outline the high-level Workspace ONE product design methods
<ul style="list-style-type: none"> Summarize the general logic of 	<ul style="list-style-type: none"> Outline the steps of configuring Office 365 SSO with Workspace ONE Access 	<ul style="list-style-type: none"> Outline the available Workspace ONE architecture types
	<ul style="list-style-type: none"> Outline the steps of integrating Azure AD with Workspace ONE UEM 	<ul style="list-style-type: none"> Outline the phases of End User Computing

troubleshooting profile lifecycle management issues	<ul style="list-style-type: none"> Outline the steps of configuring and managing VMware Horizon® Cloud Service™ on Microsoft Azure 	(EUC) solution design
<ul style="list-style-type: none"> Outline common compliance policy lifecycle management issues 	13 Integration with Okta	<ul style="list-style-type: none"> Describe the difference between a logical design and a physical design
<ul style="list-style-type: none"> Summarize the key factors in collecting and analyzing Workspace ONE UEM Device Services logs and 	<ul style="list-style-type: none"> Describe the benefits of integrating Okta with Workspace ONE 	21 Identifying Use Cases
targeted logging	<ul style="list-style-type: none"> Summarize the Okta Integration options when Okta is configured as the identity provider and service 	<ul style="list-style-type: none"> Determine the key business drivers and use cases
<ul style="list-style-type: none"> Identify the categories and logging levels of certain Device Event log entries 	provider	<ul style="list-style-type: none"> Determine the right use cases for your Workspace ONE solution deployment
<ul style="list-style-type: none"> Troubleshoot DEP enrollment issues 	<ul style="list-style-type: none"> Outline the workflow of Okta integration for various use cases 	<ul style="list-style-type: none"> Outline the common types of user experience
6 Workspace ONE UEM Email Troubleshooting	<ul style="list-style-type: none"> Outline the steps of configuring Okta integration for various use cases 	<ul style="list-style-type: none"> Match use cases with Workspace ONE components
<ul style="list-style-type: none"> Summarize the general troubleshooting logic of resolving Email Management issues 	<ul style="list-style-type: none"> Complete various Okta integration settings in the Workspace ONE console and Okta console 	<ul style="list-style-type: none"> Match user experience with technology and integrations
<ul style="list-style-type: none"> Identify common email issues 	14 Additional 3rd Party IdP Integration	22 Creating Logical and Physical Designs
<ul style="list-style-type: none"> Troubleshoot issues related to email profile and VMware Workspace ONE® Boxer settings 	<ul style="list-style-type: none"> Summarize the benefits of integrating with AD FS and PING as 3rd party identity providers 	<ul style="list-style-type: none"> Design the high-level logical solution architecture
<ul style="list-style-type: none"> Troubleshoot VMware AirWatch® Secure Email Gateway™ related issues 	<ul style="list-style-type: none"> Outline the steps of integrating with AD FS and PING 	<ul style="list-style-type: none"> Validate the logical architecture
<ul style="list-style-type: none"> Troubleshoot PowerShell integration related issues 	<ul style="list-style-type: none"> Configure a 3rd party identity provider in the Workspace ONE Access console 	<ul style="list-style-type: none"> Identify the hardware, software, and network requirements for the required Workspace ONE components
<ul style="list-style-type: none"> Troubleshoot issues related to Email Compliance Policy 	<ul style="list-style-type: none"> Configure authentication methods for the integrated 3rd party identity providers 	<ul style="list-style-type: none"> Create the physical architecture
<ul style="list-style-type: none"> Troubleshoot issues related to Email Notification Service 	<ul style="list-style-type: none"> Modify access policies to accommodate the integrated 3rd party identity providers 	<ul style="list-style-type: none"> Document the physical requirements for the physical design
<ul style="list-style-type: none"> Outline the steps of collecting AirWatch Secure Email Gateway logs and email server logs 	15 Advanced Configurations	<ul style="list-style-type: none"> Collect the requirements for required integrations
7 Workspace ONE UEM Application Troubleshooting	<ul style="list-style-type: none"> Identify advanced Workspace ONE use cases 	23 Workspace ONE Solution Delivery
<ul style="list-style-type: none"> Summarize the best practices of Application Management issue troubleshooting 	<ul style="list-style-type: none"> Describe the workflow of UAG identity 	<ul style="list-style-type: none"> Create Workspace ONE solution deployment phases

- Identify common Application Management issues

- Troubleshoot issues related to Public Application management lifecycle

- Troubleshoot issues related to Internal Application management lifecycle

- Troubleshoot issues related to Apple Volume Purchase Program

- Troubleshoot issues related to Windows Store for Business

bridging

- Outline the steps of incorporating IP restrictions into Conditional Access

- Describe the workflow of identity provider chaining

- Determine project milestones

- Create an execution plan for the Workspace ONE solution deployment

- Determine validating standards for Workspace ONE solution deployment validation

- • Design an appropriate Workspace ONE solution roll-out plan for end users

Further Information:

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

info@globalknowledge.be

www.globalknowledge.com/en-be/