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## VMware Workspace ONE: UEM Bootcamp

**Duration: 5 Days**    **Course Code: VMWS1UEMBC**    **Version: 21.x**

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### Overview:

In this five-day VMware Workspace ONE course, you learn how to apply the fundamental techniques for launching and maintaining an intelligence-driven, multi-platform endpoint management solution with Workspace ONE UEM. Through a combination of hands-on labs, simulations, and interactive lectures, you will configure and manage the endpoint lifecycle.

You will also 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, optimizing service and software health management. After the five days, you will have the foundational knowledge for effectively managing and conducting basic troubleshooting for, Workspace ONE UEM.

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### Target Audience:

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

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### Objectives:

- By the end of the course, you should be able to meet the following objectives:
  - Explain the general features and functionality enabled with Workspace ONE UEM
  - Summarize essential Workspace ONE administrative functions
  - Summarize and implement common Workspace ONE integrations Explain the integration of Workspace ONE UEM with directory services
  - Explain and deploy Workspace ONE edge services
  - Onboard device endpoints into Workspace ONE UEM
  - Securely deploy configurations to UEM managed devices
  - Maintain environment and device fleet health
  - Deploy applications to UEM managed devices
  - Analyze a Workspace ONE UEM deployment
  - Summarize the general logic of Workspace ONE UEM issue troubleshooting
  - Identify the best practices for resolving Workspace ONE UEM console related problems.
  - Discover and resolve common integration mistakes
  - Summarize processes for identifying device-side issues
  - Outline OS-specific techniques to troubleshoot endpoints
  - Explain common email integration issues and general steps to resolve
  - Implement techniques to troubleshoot common connection issues with the UAG and Edge Services
  - Summarize a methodology to fixing Workspace ONE Intelligence connections and integrations
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### Prerequisites:

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## Content:

1 Course Introduction	<ul style="list-style-type: none"><li>Analyze how to implement compliance policies to protect environment security</li></ul>	<ul style="list-style-type: none"><li>Identify directory synch issues</li></ul>
<ul style="list-style-type: none"><li>Introductions and course logistics</li><li>Course objectives</li></ul>	<ul style="list-style-type: none"><li>Outline features and functions enabled by Workspace ONE Assist</li></ul>	<ul style="list-style-type: none"><li>Troubleshoot issues related to certificate authority integration</li></ul>
2 Platform Architecture	8 Application Access and Security	<ul style="list-style-type: none"><li>Explain Workspace ONE Access Integration Troubleshooting Technique</li></ul>
<ul style="list-style-type: none"><li>Summaries the features and functionality of Workspace ONE Unified Endpoint Management (UEM)</li></ul>	<ul style="list-style-type: none"><li>Summarize public, internal, ; purchased application management</li></ul>	<ul style="list-style-type: none"><li>Explain SAML integration checkpoints</li></ul>
<ul style="list-style-type: none"><li>Outline the benefits of leveraging the Workspace ONE UEM</li></ul>	<ul style="list-style-type: none"><li>Differentiate software distribution from traditional application management</li></ul>	13 Endpoint Troubleshooting
<ul style="list-style-type: none"><li>Recognize the Workspace ONE UEM architecture and infrastructure needs for various integrations</li></ul>	<ul style="list-style-type: none"><li>Summarize application management capabilities of Workspace ONE UEM</li></ul>	<ul style="list-style-type: none"><li>Compare the Endpoint Connection topology in Workspace ONE UEM</li></ul>
3 Administration	<ul style="list-style-type: none"><li>Outline the benefits and features enabled by the Workspace ONE SDK</li></ul>	<ul style="list-style-type: none"><li>Summarize the best practices for Workspace ONE UEM endpoints troubleshooting</li></ul>
<ul style="list-style-type: none"><li>Explain the features and functions of Workspace ONE Hub Services</li></ul>	9 Intelligence and Automation	<ul style="list-style-type: none"><li>Explain endpoints troubleshooting techniques</li></ul>
<ul style="list-style-type: none"><li>Summarize hierarchical management structure</li></ul>	<ul style="list-style-type: none"><li>Outline the functionality enabled by Workspace ONE Intelligence</li></ul>	14 Application Troubleshooting
<ul style="list-style-type: none"><li>Navigate and customize the Workspace ONE UEM Console</li></ul>	<ul style="list-style-type: none"><li>Summarize and deploy automation</li></ul>	<ul style="list-style-type: none"><li>Understand differently types of applications</li></ul>
<ul style="list-style-type: none"><li>Outline account options and permissions</li></ul>	10 Fundamentals of Troubleshooting UEM	<ul style="list-style-type: none"><li>Classify application lifecycle management issues</li></ul>
4 Integrations	<ul style="list-style-type: none"><li>Outline UEM issue categories and severities</li></ul>	<ul style="list-style-type: none"><li>Identify common application lifecycle management issues</li></ul>
<ul style="list-style-type: none"><li>Outline the process and needs to integrate with directory services</li></ul>	<ul style="list-style-type: none"><li>Explain how knowing the core services process flows can help troubleshoot product issues</li></ul>	<ul style="list-style-type: none"><li>Summarize the general troubleshooting logic of resolving Email Management issues</li></ul>
<ul style="list-style-type: none"><li>Explain certificate authentication and practical implementation with Workspace ONE</li></ul>	<ul style="list-style-type: none"><li>Summarize the log gathering process</li></ul>	<ul style="list-style-type: none"><li>Describe the general logic of troubleshooting public, internal, and purchased application issues</li></ul>
<ul style="list-style-type: none"><li>Explain email integration options and best practices</li></ul>	11 UEM Console Troubleshooting	<ul style="list-style-type: none"><li>Examine common issues with Microsoft Store for Business and validating Azure AD settings</li></ul>
<ul style="list-style-type: none"><li>Summarize content access enabled with Workspace ONE UEM</li></ul>	<ul style="list-style-type: none"><li>Outline the best practices for UEM console issue troubleshooting</li></ul>	<ul style="list-style-type: none"><li>Summarize common Intelligent Hub issues and resolutions</li></ul>
	<ul style="list-style-type: none"><li>Summarize common UEM console problems</li></ul>	15 Email Troubleshooting

## 5 Onboarding

- Outline autodiscovery staging requirements and methods
- Enroll an endpoint via the 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 10 and macOS
- Summarize the Freestyle Orchestrator feature
- Outline the capabilities enabled by sensors and scripts
- Formulate a use-case for product provisioning

## 7 Maintenance

- Identify console tools that support maintenance

- 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 identify platform errors

- Describe how Workspace ONE UEM console logs can help troubleshoot Workspace ONE UEM console

related issues

## 12 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

- 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

## 16 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

## 17 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/](http://www.globalknowledge.com/en-be/)