

VMware Workspace ONE: Deploy and Manage plus UEM Troubleshooting Fast Track



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In this extended five-day course, you learn how to apply the fundamental techniques for launching and maintaining an intelligence-driven, multiplatform endpoint management solution with VMware Workspace ONE® UEM. Through a combination of hands-on labs, simulations, and interactive lectures, you will configure and manage the endpoint life cycle. After the course, you will have the foundational knowledge necessary to implement Workspace ONE UEM effectively.

In addition, you learn how to apply the fundamental techniques for integrating VMware Workspace ONE® Access™ with Workspace ONE UEM to distribute business-critical applications securely from any device and configure access management controls. You will learn how Workspace ONE uses various authentication methods and protocols to determine user access permissions and enable single sign-on, and you will leave with an understanding of the fundamental principles of identity and access management.

Finally, you learn to investigate, analyze, and determine issues that might occur with the different components of Workspace ONE UEM. Troubleshooting is the backbone of service maintenance and management. By understanding how to effectively troubleshoot product issues, administrators can understand how product services communicate and function, in turn optimizing service and software health management.

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E-Book Sie erhalten englischsprachige Unterlagen von VMware als E-Book.

Zielgruppe

Workspace ONE UEM operators and administrators, account managers, solutions architects, solutions engineers, sales engineers, and consultants.

Voraussetzungen

This course has no prerequisites.

Stand 27.04.2024

Dieser Kurs im Web



Alle tagesaktuellen Informationen und Möglichkeiten zur Bestellung finden Sie unter dem folgenden Link: www.experteach.de/go/VWDT

Vormerkung

Sie können auf unserer Website einen Platz kostenlos und unverbindlich für 7 Tage reservieren. Dies geht auch telefonisch unter 06074 4868-0.

Garantierte Kurstermine

Für Ihre Planungssicherheit bieten wir stets eine große Auswahl garantierter Kurstermine an.

Ihr Kurs maßgeschneidert

Diesen Kurs können wir für Ihr Projekt exakt an Ihre Anforderungen anpassen.

Training	Preise zzgl. MwSt.
Termine in Deutschland	5 Tage € 5.195,-
Online Training	5 Tage € 5.195,-
Termine auf Anfrage	



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1 Course Introduction

Introductions and course logistics
Course objectives
Online resources and references

2 Platform Architecture

Summarize the features and functionality of Workspace ONE UEM
Outline the benefits of leveraging Workspace ONE UEM
Recognize the core and productivity components that make up the Workspace ONE UEM platform
Summarize high availability and disaster recovery for Workspace ONE Solution

3 Administration

Navigate and customize the Workspace ONE UEM console
Summarize the hierarchical management structure
Explain the features and functions of Workspace ONE Hub Services
Outline account options and permissions

4 Enterprise Integrations

Outline the process and needs to integrate with directory services
Explain certificate authentication and practical implementation with Workspace ONE
Explain the benefits of integrating an email SMTP service into the Workspace ONE UEM console
Describe VMware Dynamic Environment Manager™ and its architecture

5 Onboarding

Outline the prerequisite configurations in the Workspace ONE UEM environment for onboarding devices for management
Outline the steps for setting up autodiscovery in the Workspace ONE UEM console
Enroll an endpoint through the VMware 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 and macOS
Describe the functions and benefits of using compliance policies
Explain the use cases for Freestyle Orchestrator
Describe the capabilities that sensors and scripts enable

7 Alternative Management Methods

Describe the function and benefits of device staging
Configure product provisioning in the Workspace ONE UEM console
Understand the benefits of deploying a VMware Workspace ONE® Launcher™ configuration to Android devices
List the system and device requirements for Linux device management in Workspace ONE UEM

8 Applications

Describe the features, benefits, and capabilities of application management in Workspace ONE UEM
Understand and configure deployment settings for public, internal, and paid applications in the Workspace ONE UEM console
Describe the benefits of using Apple Business Manager content integration
Describe the benefits of using server-to-client software distribution
List the functions and benefits of VMware Workspace ONE® SDK

9 Device Email

List the email clients supported by Workspace ONE UEM
Configure an Exchange Active Sync profile in the Workspace ONE UEM console

Configure VMware Workspace ONE® Boxer settings
Summarize the available email infrastructure integration models and describe their workflows
Configure email compliance policies and notifications services

10 Content Sharing

Describe the benefits of using Content Gateway and the Content Gateway workflows
Describe the benefits of integrating content repositories with Workspace ONE UEM
Configure a repository in the Workspace ONE UEM console

11 Maintenance

Manage endpoints from the Device List View and the Device Details View pages
Analyze endpoint deployment and compliance data from the Monitor Overview page

12 Workspace ONE Access

Summarize the benefits of Workspace ONE Access
Outline the core features and functions that Workspace ONE Access enables
Navigate the Workspace ONE Access console
Explain the functions of directory integration with Workspace ONE Access
Explain the various types of authentication protocols enabled by Workspace ONE Access

13 Integrating Workspace ONE UEM and Workspace ONE Access

Explain the rationale for integrating Workspace ONE UEM and Workspace ONE Access
Outline the process of connecting Workspace ONE UEM and Workspace ONE Access
Explain the integrations workflow
Summarize the key features of an integrated solution

14 Productivity Integrations

Identify the functions enabled by Unified Access Gateway
Outline the purpose of the VMware AirWatch® Secure Email Gateway™ edge service
Explain the features enabled by the VMware Workspace ONE® Tunnel™ edge service
Summarize the capabilities enabled by the Content Gateway edge service

15 SAML 2.0 Authentication

Outline authentication methods supported by Workspace ONE Access
Summarize the main properties of the SAML protocol
Summarize the SAML authentication workflow
Explain the application single sign-on authentication workflow with SAML

16 Mobile Single Sign-On

Describe the concept of mobile single sign-on
Outline mobile single sign-on workflows

17 Intelligence and Automation

Summarize the features of VMware Workspace ONE® Intelligence™
Outline the benefits of using Workspace ONE Intelligence

18 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

19 Workspace ONE UEM Console Troubleshooting

Outline the best practices for troubleshooting Workspace ONE UEM console issues
Identify common issues related to group management and assignment
Outline common issues related to Workspace ONE UEM console roles and system settings
Understand how analytic events can be used to identify platform errors
Summarize the steps for collecting and analyzing Workspace ONE UEM console logs

20 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 Workspace ONE Access integration and Workspace ONE Intelligent Hub troubleshooting techniques

21 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

22 Application 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
Understand internal application issues and potential causes
Explain purchased application troubleshooting techniques

23 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

24 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 AirWatch Secure Email Gateway on Unified Access Gateway
Outline PowerShell integration issues and techniques to address them

25 Additional Troubleshooting Tools

Describe how the Self-Service Portal helps administrators and empowers end-users to resolve issues
Explain how Workspace ONE Assist can help with troubleshooting endpoints

