

## VMware Workspace ONE: UEM Troubleshooting [V22.x] (WS1UEMTS22)

ID WS1UEMTS22 Prix 1 500,- € (Hors Taxe) Durée 2 jours

### A qui s'adresse cette formation

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

### Pré-requis

This course requires completion of one of the following courses:

- [VMware Workspace ONE: Skills for UEM \[V22.x\] \(WS1SUEM22\)](#)
- [VMware Workspace ONE: UEM Bootcamp \[V22.x\] \(WS1UEMBC22\)](#)

### Objectifs

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® Assist™

### Contenu

#### Course Introduction

- Introductions and course logistics
- Course objectives

#### 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

#### 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 identify platform errors
- Summarize the steps for collecting and analyzing Workspace ONE UEM console logs

#### 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

#### Endpoint Troubleshooting

- Compare the endpoint connection topologies in Workspace ONE UEM

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- 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

## 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
- Understand internal application issues and potential causes
- Explain purchased application troubleshooting techniques

## 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

## 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

## Additional Troubleshooting Tools

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

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## Centres de formation dans le monde entier



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