

# Course Outline of VMware Workspace ONE: Unified Endpoint Management Bootcamp [V21.x]

## 1 Course Introduction

- Introductions and course logistics
- Course objectives

## 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

## 3 Administration

- Explain the features and functions of Workspace ONE Hub Services
- Summarize hierarchical management structure
- Navigate and customize the Workspace ONE UEM console
- 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

## 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 via 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 10 and macOS

## 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

## 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 the VMware Workspace ONE® SDK kit

## 9 Device Email

- Outline email clients supported by Workspace ONE UEM
- Configure an Exchange Active Sync (EAS) profile in the Workspace ONE UEM console
- Configure Workspace ONE® Boxer settings
- Summarize the available email infrastructure integration models and describe their workflows

## 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

- Identify console tools that support maintenance
- Analyze how to implement compliance policies to protect environmental security
- Outline features and functions enabled by Workspace ONE Assist

## 12 Intelligence and Automation

- Outline the functionality enabled by VMware Workspace ONE® Intelligence™
- Summarize and deploy automation
- Describe the functions and benefits of using compliance policies
- Explain the use-case for Freestyle Orchestrator and understand Freestyle Workflows
- Outline the capabilities of sensors and scripts and the steps for creating them

## 13 Fundamentals of Troubleshooting UEM

- Outline software troubleshooting logic and support methods

- Explain how knowing the core components process flows can help troubleshoot product issues
- Explain how knowing the integrated components process flows can help troubleshoot product issues
- Identify different Workspace ONE UEM log files

#### 14 UEM Console Troubleshooting

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

#### 15 Integration Troubleshooting

- Outline the common enterprise integrations in Workspace ONE UEM
- Outline the 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 Workspace ONE Intelligent Hub troubleshooting techniques

#### 16 Endpoint Troubleshooting

- Compare the endpoint connection topology 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

#### 17 Application Troubleshooting

- Understand different types of applications and troubleshooting scoping questions
- 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

#### 18 Email Troubleshooting

- Review different email architecture and workflows

- Summarize common errors associated with email profiles
- Identify tools and resources for email troubleshooting
- Explain VMware AirWatch® Secure Email Gateway™ on UAG troubleshooting techniques
- Outline PowerShell integration issues and techniques to address them

#### 19 UAG And Edge Service Troubleshooting

- Review UAG architecture and edge service workflows
- Understand UAG general configurations
- Explain how to utilize UAG-related troubleshooting tools and recourses
- Identify and resolve common Content Gateway on UAG issues
- Summarize VMware Tunnel™ on UAG troubleshooting techniques

#### 20 Additional Troubleshooting Tools

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