

# VMware Workspace ONE: Unified Endpoint Management Bootcamp

## Course Overview

This five-day course is comprised of the three-day VMware Workspace One: Skills for Unified Endpoint Management course and the two-day VMware Workspace ONE: Unified Endpoint Management Troubleshooting course.

You configure and secure unified endpoint activation, registration, and resource integrations and learn how to integrate industry-recognized enterprise technologies with the VMware Workspace ONE® UEM (Unified Endpoint Management) console. Through a combination of hands-on labs, simulations, and interactive lectures, you also learn how to configure and manage the endpoint lifecycle. You also learn to investigate, analyze, and determine issues that might occur with all the different components of the Workspace ONE UEM platform. You will learn how to effectively troubleshoot product issues to enable administrators to understand how product services communicate and function—in turn optimizing service and software health management.

## Course Objectives

By the end of the course, you should be able to meet the following objectives:

- Identify and describe major components of the Workspace ONE solution
- Navigate the Workspace ONE UEM console
- Examine integrated components
- Outline enrollment and endpoint management methods for each endpoint platform
- Enroll and manage mobile devices and endpoints with the VMware Workspace ONE Intelligence Hub application
- Provision and secure applications
- Create and implement profiles and compliance policies
- Manage email configurations
- Integrate with content resources and provision access
- Explain and analyze reporting and auditing
- Summarize the general logic of Workspace ONE UEM issue troubleshooting
- Describe when and why to use logs for troubleshooting
- Outline the best practices for Workspace ONE UEM console and Enterprise Integration troubleshooting
- Understand the various methods for logging and troubleshooting supported device endpoints
- Summarize the general troubleshooting logic of resolving Email Management issues
- Summarize the best practices of Application Management issue troubleshooting
- Summarize the best practices of Content Management issue troubleshooting

## Target Audience

Workspace ONE administrators, experienced mobility and identity administrators, account managers, solutions architects, solutions engineers, sales engineers, and consultants

## Prerequisites

This course has no prerequisites

## Course Delivery Options

- Classroom
- Live Online
- [Onsite](#)

## Product Alignment

- VMware Workspace ONE® 20.x
- VMware Workspace ONE UEM 20.x
- VMware Workspace ONE Access® 20.x
- VMware Workspace ONE® Boxer
- VMware Workspace ONE® Content

## Course Modules

### 1 Course Introduction

- Introductions and course logistics
- Course objectives

### 2 Introduction to Workspace ONE Unified Endpoint Management

- Outline the basic principles and capabilities of Unified Endpoint Management with the Workspace ONE Platform.
- Summarize basic implementation of Workspace ONE UEM
- Investigate Modern Windows Management with Workspace ONE UEM

### 3 Workspace ONE UEM Console

- Outline features of the Workspace ONE UEM Console
- Navigate the Workspace ONE UEM Console

### 4 Workspace ONE UEM Architecture

- List the common Workspace ONE UEM integration components
- Outline the core components of Workspace ONE UEM
- Outline the benefits of implementing Directory Services Integration
- Summarize the benefits of implementing Certificate Authority Integration
- Describe the benefits of implementing Email SMTP Integration
- Describe the benefits of deploying Secure Email Gateway
- Explain the purposes of deploying Unified Access Gateway
- Describe the benefits of deploying VMware Tunnel™
- Summarize the functions of Content Gateway

### 5 Mobile Endpoint Enrollment and Management

- Outline UEM options
- Configure Workspace ONE UEM for Endpoint Management
- Enroll Mobile endpoints

- Describe the functions and benefits of the Apple Device Enrollment Program
- Outline the steps to enroll an Android Endpoint into Workspace ONE UEM with the out-of-box enrollment flow

### 6 Windows 10 Onboarding

- Outline basic principles of Windows 10 Endpoint Onboarding
- Onboard Windows 10 desktop with basic IT-driven and user-driven enrollment methods
- Outline the steps of configuring Cloud Windows 10 Auto Discover Service
- Summarize the steps of configuring Azure AD integration
- Use Office 365 applications for Windows 10 desktop enrollment
- Explain Windows 10 Desktop out-of-box enrollment

### 7 macOS Onboarding

- Understand the prerequisites for macOS enrollment and onboarding
- Describe several macOS onboarding flows
- Prepare macOS endpoints of staging
- Outline the available user-driven macOS onboarding methods
- Outline the available IT-driven macOS onboarding methods
- Outline the steps of integrating Apple Business Manager with Workspace ONE UEM

### 8 Securing and Configuring Endpoints

- Summarize the comprehensive endpoint and console security features provided by Workspace ONE UEM Console
- Assess uses of administrative roles
- Examine the proper use of profiles and resources for endpoint management
- Explain Windows 10 policy management
- Outline product provisioning
- Configure compliance policies
- Manage endpoints with Workspace ONE UEM
- Use the Self-Service Portal to manage an endpoint



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## 9 Application Access and Security

- Describe the functions and benefits of using application management capabilities in Workspace ONE UEM
- Summarize application management capabilities of Workspace ONE UEM
- Plan a public application management strategy
- Design an application security strategy
- Examine the Windows 10 Business Store Portals role in your application management strategy
- Deploy Win32 applications
- Summarize the benefits of using VMware Workspace ONE® SDK
- Email configurations
- Describe the benefits of managing email with Workspace ONE UEM
- Deploy managed email settings
- Evaluate email integration models
- Support the implementation of AirWatch Secure Email Gateway
- Integrate PowerShell
- Support Google Sync integration
- Evaluate email compliance policy strategies
- Describe the features and functionality of the Email Notification Service

## 10 Content and Resources Implementation

- Describe the benefits of performing Content Management with Workspace ONE UEM
- Summarize the functions and benefits of Workspace ONE Content
- Evaluate the benefits of Workspace ONE Content
- Access content and repositories from Workspace ONE Content
- Support end user use of the personal content feature
- Implement a content management strategy that allows for access on endpoints
- Access internal repositories with the Content Gateway

## 11 Workspace ONE Intelligence and UEM Reporting

- Summarize the features and functionality of Workspace ONE Intelligence

- Evaluate the impact Workspace ONE Intelligence can have on a UEM strategy
- Execute a report strategy
- Outline the steps of integrating Syslog with Workspace ONE UEM
- Weigh the benefits of a telecom management

## 12 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

## 13 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
- Collect and analyze Workspace ONE UEM console logs

## 14 Workspace ONE UEM Enterprise Integration

### Troubleshooting

- Summarize the best practices of Workspace ONE UEM Enterprise Integration issue troubleshooting
- Identify common Enterprise Integration issues
- Troubleshoot issues related to AirWatch Cloud Connector
- Troubleshoot issues related to Directory Services integration



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- Troubleshoot issues related to Certificate Authority Integration
- Troubleshoot issues related to Workspace ONE Access integration in the Workspace ONE UEM console

## 15 Workspace ONE UEM Endpoint Troubleshooting

- Summarize the endpoint connection topologies of different endpoint platforms
- Describe endpoint troubleshooting best practices
- Identify common endpoint issues
- Summarize the general troubleshooting logic for resolving an endpoint enrollment issue
- Validate enrollment settings for endpoint enrollment
- Troubleshoot endpoint connectivity issues
- Validate the Hub Settings in the Workspace ONE UEM console
- Summarize the general logic of troubleshooting profile lifecycle management issues
- Outline common compliance policy lifecycle management issues
- Summarize the key factors in collecting and analyzing Workspace ONE UEM Device Services logs and targeted logging
- Identify the categories and logging levels of certain Device Event log entries
- Troubleshoot DEP enrollment issues

## 16 Workspace ONE UEM Email Troubleshooting

- Summarize the general troubleshooting logic of resolving Email Management issues
- Identify common email issues
- Troubleshoot issues related to email profile and VMware Workspace ONE® Boxer settings
- Troubleshoot AirWatch Secure Email Gateway related issues
- Troubleshoot PowerShell integration related issues
- Troubleshoot issues related to Email Compliance Policy
- Troubleshoot issues related to Email Notification Service
- Outline the steps of collecting Secure Email Gateway logs and email server logs

## 17 Workspace ONE UEM Application Troubleshooting

- Summarize the best practices of Application Management issue troubleshooting
- 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
- Troubleshoot issues related to Per-App VPN
- Collect and analyze Per-App Tunnel log

## 18 Workspace ONE UEM Content Troubleshooting

- Summarize the best practices of Content Management issue troubleshooting
- Identify common Content Management issues
- Troubleshoot issues related to 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

## Contact

If you have questions or need help registering for this course, click [here](#).



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