

Course Outline of VMware Workspace ONE: Unified Endpoint Mgmt Troubleshooting, Adv Integration, and Design Fast Track [V20.x]

1 Course Introduction

- Introductions and course logistics
- Course objectives

2 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

3 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

4 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

5 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
- Troubleshoot issues related to Certificate Authority Integration
- Troubleshoot issues related to Workspace ONE Access integration in the Workspace ONE UEM console

6 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 VMware 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 AirWatch Secure Email Gateway logs and email server logs

7 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

8 Workspace ONE UEM Content Troubleshooting

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

9 Advanced Authentication Methods

- Outline the authentication methods supported by Workspace ONE
- Describe the workflow of:
 - o Password Authentication
 - o SAML Authentication
 - o OAuth2.0 Authentication
 - o OpenID Connect Authentication
 - o WS-Fed Authentication
 - o Certificate Authentication
 - o Kerberos Authentication
 - o Multifactor Authentication

10 Single Sign-On for Applications

- Summarize the application Single Sign-On workflows
- Configure web application SSO with SAML protocol
- Configure web application SSO with OpenID Connect protocol

11 Mobile Single Sign-On (SSO)

- Describe the benefits of using Mobile SSO
- Outline the workflow of iOS and Android Mobile SSO
- Configure Mobile SSO for iOS native applications
- Configure Mobile SSO for Android native applications

12 Azure AD and Office 365 Integration

- Describe the benefits of configuring Azure AD and Office 365 SSO with Workspace ONE
- Outline the use cases of integrating Azure AD with Workspace ONE
- Outline the steps of configuring Office 365 SSO with Workspace ONE Access
- Outline the steps of integrating Azure AD with Workspace ONE UEM
- Outline the steps of configuring and managing VMware Horizon® Cloud Service™ on Microsoft Azure

13 Integration with Okta

- Describe the benefits of integrating Okta with Workspace ONE
- Summarize the Okta Integration options when Okta is configured as the identity provider and service provider
- Outline the workflow of Okta integration for various use cases
- Outline the steps of configuring Okta integration for various use cases
- Complete various Okta integration settings in the Workspace ONE console and Okta console

14 Additional 3rd Party IdP Integration

- Summarize the benefits of integrating with AD FS and PING as 3rd party identity providers

- Outline the steps of integrating with AD FS and PING
- Configure a 3rd party identity provider in the Workspace ONE Access console
- Configure authentication methods for the integrated 3rd party identity providers
- Modify access policies to accommodate the integrated 3rd party identity providers

15 Advanced Configurations

- Identify advanced Workspace ONE use cases
- Describe the workflow of UAG identity bridging
- Outline the steps of incorporating IP restrictions into Conditional Access
- Describe the workflow of identity provider chaining

16 Integrating VMware Horizon into Workspace ONE

- Recognize the features and benefits of VMware Horizon
- Describe the conceptual and logical architecture of VMware Horizon
- Define a use case for your virtual desktop and application infrastructure
- Convert customer requirements to use case attributes

17 Workspace ONE Intelligence Advanced

- Outline the VMware Workspace ONE® Trust Network partners
- Describe the benefits of integrating with Workspace ONE Trust Network partners
- Outline common and complex Workspace ONE Intelligence use cases
- Create various dashboards in VMware Workspace ONE® Intelligence™ to monitor the entire device lifecycle
- Integrate Workspace ONE Intelligence with Workspace ONE Trust Network solution providers

18 Integrating with VMware Carbon Black

- Outline the main features of VMware Carbon Black
- Describe the benefits of using VMware Carbon Black
- Navigate the VMware Carbon Black Cloud™ console
- Outline the features of VMware Carbon Black Defense
- Outline the features of VMware Carbon Black LiveOps
- Deploy sensors to endpoints
- View and manage alerts in the VMware Carbon Black console
- Integrate VMware Carbon Black with Workspace ONE Intelligence
- Use VMware Carbon Black data for analysis and automation

19 Workspace ONE Design Fundamentals

- Outline the high-level Workspace ONE product design methods
- Outline the available Workspace ONE architecture types
- Outline the phases of End User Computing (EUC) solution design
- Describe the difference between a logical design and a physical design

20 Identifying Use Cases

- Determine the key business drivers and use cases
- Determine the right use cases for your Workspace ONE solution deployment
- Outline the common types of user experience
- Match use cases with Workspace ONE components
- Match user experience with technology and integrations

21 Creating Logical and Physical Designs

- Design the high-level logical solution architecture
- Validate the logical architecture
- Identify the hardware, software, and network requirements for the required Workspace ONE components
- Create the physical architecture
- Document the physical requirements for the physical design
- Collect the requirements for required integrations
- Validate the physical architecture

22 Workspace ONE Delivery

- Create Workspace ONE solution deployment phases
- Determine project milestones
- Create an execution plan for the Workspace ONE solution deployment
- Determine validating standards for Workspace ONE solution deployment validation
- Design an appropriate Workspace ONE solution roll-out plan for end users