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

1 Course Introduction
- Introductions and course logistics
- Course objectives

2 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

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

4 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 VMware Workspace ONE® Intelligent Hub
  troubleshooting techniques

5 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

6 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

7 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

8 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

9 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