# VMware Workspace ONE: Deploy and Manage plus UEM Troubleshooting Fast Track [V22.x]

1 Course Introduction

• Introductions and course logistics

• Course objectives

• Online resources and references

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

• Summarize high availability and disaster recovery for Workspace ONE Solution

3 Administration

• Navigate and customize the Workspace ONE UEM console

• Summarize the hierarchical management structure

• Explain the features and functions of Workspace ONE Hub Services

• 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

• Describe VMware Dynamic Environment Manager™ and its architecture

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 through 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 and macOS

• Describe the functions and benefits of using compliance policies

• Explain the use cases for Freestyle Orchestrator

• Describe the capabilities that sensors and scripts enable

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

• List the system and device requirements for Linux device management in Workspace ONE UEM

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 VMware Workspace ONE® SDK

9 Device Email

• List the email clients supported by Workspace ONE UEM

• Configure an Exchange Active Sync profile in the Workspace ONE UEM console

• Configure VMware Workspace ONE® Boxer settings

• Summarize the available email infrastructure integration models and describe their workflows

• Configure email compliance policies and notifications services

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

• Manage endpoints from the Device List View and the Device Details View pages

• Analyze endpoint deployment and compliance data from the Monitor Overview page

12 Workspace ONE Access

• Summarize the benefits of Workspace ONE Access

• Outline the core features and functions that Workspace ONE Access enables

• Navigate the Workspace ONE Access console

• Explain the functions of directory integration with Workspace ONE Access

• Explain the various types of authentication protocols enabled by Workspace ONE Access

13 Integrating Workspace ONE UEM and Workspace ONE Access

• Explain the rationale for integrating Workspace ONE UEM and Workspace ONE Access

• Outline the process of connecting Workspace ONE UEM and Workspace ONE Access

• Explain the integrations workflow

• Summarize the key features of an integrated solution

14 Productivity Integrations

• Identify the functions enabled by Unified Access Gateway

• Outline the purpose of the VMware AirWatch® Secure Email Gateway™ edge service

• Explain the features enabled by the VMware Workspace ONE® Tunnel™ edge service

• Summarize the capabilities enabled by the Content Gateway edge service

15 SAML 2.0 Authentication

• Outline authentication methods supported by Workspace ONE Access

• Summarize the main properties of the SAML protocol

• Summarize the SAML authentication workflow

• Explain the application single sign-on authentication workflow with SAML


16 Mobile Single Sign-On

• Describe the concept of mobile single sign-on

• Outline mobile single sign-on workflows


17 Intelligence and Automation

• Summarize the features of VMware Workspace ONE® Intelligence™

• Outline the benefits of using Workspace ONE Intelligence


18 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


19 Workspace ONE UEM Console Troubleshooting

• Outline the best practices for troubleshooting Workspace ONE UEM console issues

• Identify common issues related to group management and assignment

• Outline common issues related to Workspace ONE UEM console roles and system settings

• Understand how analytic events can be used to identity platform errors

• Summarize the steps for collecting and analyzing Workspace ONE UEM console logs


20 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 Workspace ONE Access integration and Workspace ONE Intelligent Hub troubleshooting techniques

## 21 Endpoint Troubleshooting

• Compare the endpoint connection topologies 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

## 22 Application 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

## 23 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

## 24 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 AirWatch Secure Email Gateway on Unified Access Gateway

• Outline PowerShell integration issues and techniques to address them


25 Additional Troubleshooting Tools

• Describe how the Self-Service Portal helps administrators and empowers end-users to resolve issues

• Explain how Workspace ONE Assist can help with troubleshooting endpoints