

VMware Workspace ONE: UEM Bootcamp

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In this five-day course, you learn how to apply the fundamental techniques for launching and maintaining an intelligence-driven, multiplatform endpoint management solution with VMware Workspace ONE® UEM. Through a combination of hands-on labs, simulations, and interactive lectures, you will configure and manage the endpoint life cycle. You will also learn to investigate, analyze, and determine issues that might occur with all the different components of Workspace ONE UEM.

By understanding how to effectively troubleshoot product issues, administrators can understand how product services communicate and function, in turn optimizing service and software health management. At the end of five days, you will have the foundational knowledge for effectively managing and conducting basic troubleshooting for Workspace ONE UEM.

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E-Book Sie erhalten englischsprachige Unterlagen von VMware als E-Book.

Zielgruppe

Workspace ONE UEM operators and administrators, account managers, solutions architects, solutions engineers, sales engineers, and consultants

Voraussetzungen

This course has no prerequisites.

Dieser Kurs im Web



Alle tagesaktuellen Informationen und Möglichkeiten zur Bestellung finden Sie unter dem folgenden Link: www.experteach.ch/go/VWMB

Vormerkung

Sie können auf unserer Website einen Platz kostenlos und unverbindlich für 7 Tage reservieren. Dies geht auch telefonisch unter 06074 4868-0.

Garantierte Kurstermine

Für Ihre Planungssicherheit bieten wir stets eine große Auswahl garantierter Kurstermine an.

Ihr Kurs maßgeschneidert

Diesen Kurs können wir für Ihr Projekt exakt an Ihre Anforderungen anpassen.

Training	Preise zzgl. MwSt.
Termine in der Schweiz	5 Tage
Online Training	5 Tage CHF 3.845,-
Termine auf Anfrage	

Stand 27.04.2024



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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 the 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 requirements 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 case 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 Monitor Overview page

12 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

13 Workspace ONE UEM Console Troubleshooting

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

14 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 VMware Workspace ONE® Access™ integration and Workspace ONE Intelligent Hub troubleshooting techniques

15 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
Demonstrate how to identify and resolve profile-related issues
Identify common compliance policy issues and potential root causes

16 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

17 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

18 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 VMware AirWatch® Secure Email Gateway™ on Unified Access Gateway
Outline PowerShell integration issues and techniques to address them

19 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

