

VMware Workspace ONE: UEM Troubleshooting [v21.x]

Overview

In this two-day course, you learn to investigate, analyze, and determine issues that might occur with all the different components of VMware Workspace ONE® UEM. Understanding how to effectively troubleshoot product issues enables administrators to understand how product services communicate and function—in turn optimizing service and software health management. Troubleshooting is the backbone of service maintenance and management.

Prerequisite Comments

This course requires completion of one of the following courses:

VMware Workspace ONE: Skills for Unified Endpoint Management

OR

VMware Workspace ONE: Unified Endpoint Management Bootcamp

Target Audience

Workspace ONE administrators, account managers, solutions architects, solutions engineers, sales engineers, technical support engineers, and consultants

Course Objectives

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

Summarize the general logic of Workspace ONE UEM issue troubleshooting

Identify the best practices for resolving Workspace ONE UEM console related problems.

Discover and resolve common integration mistakes

Summarize processes for identifying device-side issues

Outline OS-specific techniques to troubleshoot endpoints

Explain common email integration issues and general steps to resolve

Implement techniques to troubleshoot common connection issues with the UAG and Edge Services

Summarize a methodology to fixing Workspace ONE Intelligence connections and integrations

Course Outline

1 - Course Introduction

Introductions and course logistics
Course objectives

2 - Fundamentals of Troubleshooting UEM

Outline UEM issue categories and severities
Explain how knowing the core services process flows can help troubleshoot product issues
Summarize the log gathering process

3 - UEM Console Troubleshooting

Outline the best practices for UEM console issue troubleshooting
Summarize common UEM console problems
Troubleshoot Workspace ONE reporting issues
Explain how assignment groups are related to the troubleshooting process
Outline common UEM console system setting issues
Describe how Self-service Portal help administrators and empower end-users to solve issues by themselves
Outline common Freestyle Orchestrator issues
Understand how console events can be used to identify platform errors
Describe how Workspace ONE UEM console logs can help troubleshoot Workspace ONE UEM console related issues

4 - Integration Troubleshooting

Identify common Workspace ONE UEM enterprise integration issues
Outline the common troubleshooting techniques for the ACC
Troubleshoot issues related to Directory Services integration
Identify directory synch issues
Troubleshoot issues related to certificate authority integration
Explain Workspace ONE Access Integration Troubleshooting Technique
Explain SAML integration checkpoints

5 - Endpoint Troubleshooting

Compare the Endpoint Connection topology in Workspace ONE UEM
Summarize the best practices for Workspace ONE UEM endpoints troubleshooting
Explain endpoints troubleshooting techniques

6 - Application Troubleshooting

Understand differently types of applications
Classify application lifecycle management issues
Identify common application lifecycle management issues
Summarize the general troubleshooting logic of resolving Email Management issues
Describe the general logic of troubleshooting public, internal, and purchased application issues
Examine common issues with Microsoft Store for Business and validating Azure AD settings
Summarize common Intelligent Hub issues and resolutions

7 - Email Troubleshooting

Describe the general logic for email-related troubleshooting
Summarize common errors associated with email profiles and compliance
Identify and resolve common SEG issues
Outline PowerShell integration issues and techniques to address them
Use the email server log to identify errors
Troubleshoot common ENS issues

8 - UAG And Edge Service Troubleshooting

Use commands to monitor, test, and troubleshoot network connection issues
Identify and resolve common internal application lifecycle management issues
Summarize how Edge Service issues can severely impact the health of your deployment

9 - Intelligence Troubleshooting

Troubleshoot common Intelligence problems
