VMware Workspace ONE : UEM Troubleshooting (V22.x)

Course Overview :

1. Course Introduction

- Introductions and course logistics
- Course objectives

2. Fundamentals of Troubleshooting Workspace ONE UEM

- Outline software troubleshooting logic and support methods
- Summarize key process flows for Workspace ONE UEM components
- Explain the importance of process flows for troubleshooting
- Identify different Workspace ONE UEM log files

3. Workspace ONE UEM Console Troubleshooting

- Best practices for troubleshooting Workspace ONE UEM console issues
- Identify common group management and assignment issues
- Troubleshoot console roles and system settings issues
- Use analytic events to identify platform errors
- Collect and analyze Workspace ONE UEM console logs

4. Integration Troubleshooting

- Common enterprise integrations in Workspace ONE UEM
- Troubleshoot VMware AirWatch® Cloud Connector™ issues
- Troubleshoot Directory Services integration and synchronization
- Troubleshoot certificate authority integration
- Troubleshoot Workspace ONE Access™ and Intelligent Hub integration

5. Endpoint Troubleshooting

- Compare endpoint connection topologies in Workspace ONE UEM
- Tools and resources for endpoint troubleshooting
- Best practices for device enrollment and connectivity troubleshooting
- Identify and resolve profile-related issues
- Troubleshoot compliance policy issues

6. Applications Troubleshooting

- Scoping questions for troubleshooting applications
- Review application management configurations
- Tools for public, internal, and purchased application troubleshooting

7. Unified Access Gateway and Edge Services Troubleshooting

- Review Unified Access Gateway architecture and edge service workflows
- General configurations and troubleshooting tools for Unified Access Gateway
- Resolve Content Gateway and Workspace ONE Tunnel™ issues on Unified Access Gateway

8. Email Troubleshooting

- Review email architecture and workflows
- Common errors with email profiles and troubleshooting techniques
- Tools and resources for troubleshooting VMware AirWatch® Secure Email Gateway™
- PowerShell integration troubleshooting

9. Additional Troubleshooting Tools

- Use the Self-Service Portal for end-user issue resolution
- Use Workspace ONE Assist for endpoint troubleshooting