VMware Workspace ONE : UEM Bootcamp (V22.x)

Course Overview:

1. Course Introduction

- Introductions and course logistics
- Course objectives
- Online resources and references

2. Platform Architecture

- Summarize Workspace ONE UEM features and functionality
- Outline the benefits of leveraging Workspace ONE UEM
- Recognize the core and productivity components of the Workspace ONE UEM platform
- Summarize high availability and disaster recovery solutions

3. Administration

- Navigate and customize the Workspace ONE UEM console
- Summarize the hierarchical management structure
- Explain the features of Workspace ONE Hub Services
- Outline account options and permissions

4. Enterprise Integrations

- Directory services integration process and requirements
- Certificate authentication implementation
- Benefits of integrating an email SMTP service
- VMware Dynamic Environment Manager™ architecture

5. Onboarding

- Prerequisite configurations for device management onboarding
- Steps for setting up autodiscovery
- Enroll devices through VMware Workspace ONE® Intelligent Hub app
- Platform onboarding options

6. Managing Endpoints

- Device vs. user profiles
- Policy management for Windows and macOS
- Compliance policies and benefits
- Use case for Freestyle Orchestrator
- Capabilities enabled by sensors and scripts

7. Alternative Management Methods

- Device staging functions and benefits
- Product provisioning configuration in Workspace ONE UEM console
- VMware Workspace ONE® Launcher™ for Android device management
- Linux device management requirements

8. Applications

- Features, benefits, and capabilities of application management
- Deployment settings for public, internal, and paid applications
- Apple Business Manager content integration
- Server-to-client software distribution
- VMware Workspace ONE® SDK functions and benefits

9. Device Email

- Supported email clients in Workspace ONE UEM
- Exchange Active Sync profile configuration
- VMware Workspace ONE® Boxer settings
- Email infrastructure integration models and workflows
- Email compliance policies and notification services

10. Content Sharing

- Benefits of Content Gateway and workflows
- Content repository integration with Workspace ONE UEM
- Repository configuration in the Workspace ONE UEM console

11. Maintenance

- Manage endpoints from Device List View and Device Details View
- Analyze deployment and compliance data using the Monitor Overview page

12. Fundamentals of Troubleshooting Workspace ONE UEM

- Software troubleshooting logic and support methods
- Key process flows for Workspace ONE UEM components
- Importance of process flows in troubleshooting
- Workspace ONE UEM log files

13. Workspace ONE UEM Console Troubleshooting

- Best practices for troubleshooting console issues
- Common group management and assignment issues
- Console roles and system settings issues
- Use of analytic events to identify platform errors
- Collecting and analyzing console logs

14. Integration Troubleshooting

- Common enterprise integrations in Workspace ONE UEM
- Troubleshooting VMware AirWatch® Cloud Connector™
- Directory Services integration issues
- Certificate authority integration troubleshooting
- Workspace ONE Access™ and Intelligent Hub troubleshooting

15. Endpoint Troubleshooting

- Endpoint connection topologies comparison
- Tools and resources for endpoint troubleshooting
- Device enrollment and connectivity troubleshooting
- Profile-related issues identification and resolution
- Compliance policy troubleshooting

16. Application Troubleshooting

- Scoping questions for application troubleshooting
- Application management configurations review
- General tools and resources for application troubleshooting
- Troubleshooting public, internal, and purchased applications

17. Unified Access Gateway and Edge Services Troubleshooting

- Unified Access Gateway architecture and edge services workflows
- Unified Access Gateway general configurations and tools
- Troubleshoot Content Gateway and Workspace ONE Tunnel™ issues

18. Email Troubleshooting

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

19. Additional Troubleshooting Tools

- Self-Service Portal for administrator and end-user issue resolution
- Workspace ONE Assist for endpoint troubleshooting