

VMware Workspace ONE: UEM Troubleshooting

Course 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. Troubleshooting is the backbone of service maintenance and management. To effectively troubleshoot product issues, administrators must understand how product services communicate and function. This in turn helps optimize service and software health management.

Course Objectives

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

- Summarize the basic troubleshooting methodologies
- Outline common troubleshooting techniques in the Workspace ONE UEM console
- Outline common troubleshooting techniques when integrating enterprise solutions in the Workspace ONE UEM console
- Summarize common troubleshooting strategies for Workspace ONE UEM managed devices
- Outline common application management troubleshooting techniques in the Workspace ONE UEM console
- Summarize common troubleshooting techniques for email management in the Workspace ONE UEM console
- Explain common troubleshooting approaches for the VMware Unified Access Gateway™ platform and individual edge services
- Outline useful troubleshooting tools, such as the Self-Service Portal and VMware Workspace ONE® Assist™

Target Audience

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

Prerequisites

This course requires completion of one of the following courses:

- [VMware Workspace ONE: Skills for UEM \[V22.x\]](#)
- [VMware Workspace ONE: UEM Bootcamp \[V22.x\]](#)

Course Delivery Options

- Classroom
- Live Online
- [Private Training](#)

Course Modules

1 Course Introduction

- Introductions and course logistics
- Course objectives

2 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

3 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

4 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 VMware Workspace ONE® Intelligent Hub troubleshooting techniques

5 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

6 Applications 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

7 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



VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 www.vmware.com

© 2022 VMware, Inc. All rights reserved. The product or workshop materials is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at <http://www.vmware.com/download/patents.html>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

VMware warrants that it will perform these workshop services in a reasonable manner using generally accepted industry standards and practices. THE EXPRESS WARRANTY SET FORTH IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES AND DELIVERABLES PROVIDED BY VMWARE, OR AS TO THE RESULTS WHICH MAY BE OBTAINED THEREFROM. VMWARE WILL NOT BE LIABLE FOR ANY THIRD-PARTY SERVICES OR PRODUCTS IDENTIFIED OR REFERRED TO CUSTOMER. All materials provided in this workshop are copyrighted by VMware ("Workshop Materials"). VMware grants the customer of this workshop a license to use and make reasonable copies of any Workshop Materials strictly for the purpose of facilitating such company's internal understanding, utilization, and operation of its licensed VMware product(s). Except as set forth expressly in the sentence above, there is no transfer of any intellectual property rights or any other license granted under the terms of this workshop. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.

8 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

9 Additional Troubleshooting Tools

- Describe how the Self-Service Portal helps administrators and empowers end-users to resolve issues
- Understand how Workspace ONE Assist can help endpoint troubleshooting

Contact

If you have questions or need help registering for this course, click [here](#).



VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 www.vmware.com
© 2022 VMware, Inc. All rights reserved. The product or workshop materials is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at <http://www.vmware.com/download/patents.html>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.

VMware warrants that it will perform these workshop services in a reasonable manner using generally accepted industry standards and practices. THE EXPRESS WARRANTY SET FORTH IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE SERVICES AND DELIVERABLES PROVIDED BY VMWARE, OR AS TO THE RESULTS WHICH MAY BE OBTAINED THEREFROM. VMWARE WILL NOT BE LIABLE FOR ANY THIRD-PARTY SERVICES OR PRODUCTS IDENTIFIED OR REFERRED TO CUSTOMER. All materials provided in this workshop are copyrighted by VMware ("Workshop Materials"). VMware grants the customer of this workshop a license to use and make reasonable copies of any Workshop Materials strictly for the purpose of facilitating such company's internal understanding, utilization, and operation of its licensed VMware product(s). Except as set forth expressly in the sentence above, there is no transfer of any intellectual property rights or any other license granted under the terms of this workshop. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.