

VMware Workspace ONE: Unified Endpoint Mgmt Troubleshooting, Adv Integration, and Design Fast Track

Course Overview

In this five-day, extended hour course, you will learn how to navigate and manage the VMware Identity Manager console. Through a combination of hands-on labs, simulations, and interactive lectures, learn to investigate, analyze, and determine issues that might occur with all the different components of the VMware Workspace ONE® UEM (Unified Endpoint Management) platform. Troubleshooting is the backbone of service maintenance and management. 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

You will configure enterprise and productivity integration, Digital Workspace integration, authentication methods, access policies, web and virtual resource integrations, and Single Sign-On for a web resource. The principles of identity and access management are addressed throughout the course. You will leave the training empowered with the foundational skills and knowledge needed to effectively implement the Workspace ONE solution to deliver the Digital Workspace experience.

You will learn the fundamentals of VMware Workspace ONE® solution design, which addresses both the general solution design logics, solution design process flow, and the areas of VMware Workspace ONE® UEM use cases. Learn to identify the phases of a Workspace ONE solution design and delivery, review areas of Workspace ONE use cases, and learn how to create solution designs. The principles of Workspace ONE solution design are addressed throughout the course. You will leave the training empowered with the professional-level skills and knowledge needed to effectively create a Workspace ONE solution design to implement your Digital Workspace transformation.

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
- Describe when and why to use logs for troubleshooting
- Outline the best practices for Workspace ONE UEM console issue troubleshooting
- Outline the steps of collecting Workspace ONE UEM Device Services logs
- Summarize the process flow of VMware AirWatch® Cloud Connector™
- Summarize the best practices of Workspace ONE UEM Enterprise Integration issue troubleshooting
- Understand the various methods for logging and troubleshooting supported device endpoints
- Summarize the general troubleshooting logic of resolving Email Management issues
- Troubleshoot VMware AirWatch® Secure Email Gateway™ or PowerShell related issues
- Summarize the best practices of Application Management and Content Management issue troubleshooting
- Outline the authentication methods supported by Workspace ONE
- Describe the workflow of various supported authentication methods

- Describe the benefits of using Mobile SSO
- Outline the workflow of iOS and Android Mobile SSO
- Configure Mobile SSO for iOS and Android native applications
- Configure Single Sign-On for web applications
- Integrate Office 365 with Workspace ONE to leverage SSO
- Outline the steps of integrating Azure AD as a 3rd-party identity provider for Workspace ONE
- Describe the benefits of integrating Okta with Workspace ONE
- Outline the steps of integrating Okta as the identity provider and a service provider
- Identify additional 3rd party identity providers
- Outline the steps of integrating with AD FS
- Outline the steps of integrating with PING
- Identify advanced Workspace ONE use cases
- Describe the workflow of UAG identity bridging
- Outline the steps of incorporating IP restrictions into Conditional Access
- Describe the workflow of identity provider chaining
- Summarize the benefits of using VMware Workspace ONE® AirLift™
- Outline the workflow of co-managing Windows 10 endpoints with Workspace ONE AirLift
- Describe the benefits of integrating VMware Horizon with Workspace ONE
- Summarize the main phases in the Workspace ONE product solution design
- Compare a logical design and a physical design
- Identify the main Workspace ONE use cases
- Collect and consolidate the required uses cases and user experiences
- Match use cases with Workspace ONE components
- Create a logical solution architecture based on use cases
- Collect physical requirements for a designed Workspace ONE solution
- Create a physical solution architecture based on the logical design and physical requirements
- Collect additional requirements for integrations
- Create a deployment plan and milestone
- Determine the appropriate Workspace ONE solution end user rollout plan

Target Audience

Workspace ONE administrators, experienced mobility and identity administrators, account managers, solutions architects, solutions engineers, sales engineers, and consultants

Prerequisites

This course requires completion of one of the following courses:

- [VMware Workspace ONE: Deploy and Manage \[V19.x\]](#)
OR
- [VMware Workspace ONE: Skills for Unified Endpoint Management \[V19.x\]](#) and [VMware Workspace ONE: Integrating the Digital Workspace \[V19.x\]](#)

Course Delivery Options

- Classroom
- Live Online
- [Onsite](#)

Product Alignment

- Workspace ONE 19.x
- Workspace ONE UEM® 19.x
- VMware Identity Manager 19.x
- VMware Horizon 7.x
- Unified Access Gateway 3

Course Modules

1 Course Overview

2 Fundamentals of Workspace ONE UEM Troubleshooting

- Summarize the general logic of Workspace ONE UEM issue troubleshooting
- Classify Workspace ONE UEM issues
- Describe when and why to use logs for troubleshooting
- Compare the different log levels
- Identify the key factors of log collection
- Summarize the workflow topology of each Workspace ONE UEM productivity and integration component

3 Workspace ONE UEM Console Troubleshooting

- Outline the best practices for Workspace ONE UEM console issue troubleshooting
- Identify common Workspace ONE UEM console issues
- Troubleshoot Workspace ONE reporting issues
- Troubleshoot issues related to Group Management and Assignments
- Troubleshoot issues related to System Settings and Admin Roles
- Use the Console Event log for Workspace ONE UEM console issue troubleshooting
- Collect and analyze Workspace ONE UEM console logs

4 Workspace ONE UEM Enterprise Integration Troubleshooting

- Summarize the best practices of Workspace ONE UEM Enterprise Integration issue troubleshooting
- Identify common Enterprise Integration issues
- Troubleshoot issues related to AirWatch Cloud Connector
- Troubleshoot issues related to Directory Services integration
- Troubleshoot issues related to Certificate Authority Integration
- Troubleshoot issues related to VMware Identity Manager integration in the Workspace ONE UEM console

5 Workspace ONE UEM Endpoint Troubleshooting

- Summarize the endpoint connection topologies of different endpoint platforms
- Describe endpoint troubleshooting best practices
- Identify common endpoint issues
- Summarize the general troubleshooting logic for resolving an endpoint enrollment issue
- Validate enrollment settings for endpoint enrollment
- Troubleshoot endpoint connectivity issues
- Validate the Hub Settings in the Workspace ONE UEM console
- Summarize the general logic of troubleshooting profile lifecycle management issues
- Outline common compliance policy lifecycle management issues
- Summarize the key factors in collecting and analyzing Workspace ONE UEM Device Services logs and targeted logging
- Identify the categories and logging levels of certain Device Event log entries
- Troubleshoot DEP enrollment issues

6 Workspace ONE UEM Email Troubleshooting

- Summarize the general troubleshooting logic of resolving Email Management issues
- Identify common email issues
- Troubleshoot issues related to email profile and VMware Workspace ONE Boxer settings
- Troubleshoot Secure Email Gateway related issues
- Troubleshoot PowerShell integration related issues
- Troubleshoot issues related to Email Compliance Policy
- Troubleshoot issues related to Email Notification Service
- Outline the steps of collecting Secure Email Gateway logs and email server logs

7 Workspace ONE UEM Application Troubleshooting

- Summarize the best practices of Application Management issue troubleshooting
- Identify common Application Management issues
- Troubleshoot issues related to Public Application management lifecycle



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- Troubleshoot issues related to Internal Application management lifecycle
- Troubleshoot issues related to Apple Volume Purchase Program
- Troubleshoot issues related to Windows Store for Business

8 Authentication Method Deep Dive

- Outline the authentication methods supported by Workspace ONE
- Describe the workflow of:
 - Password Authentication
 - SAML Authentication
 - OAuth2.0 Authentication
 - OpenID Connect Authentication
 - WS-Fed Authentication
 - Certificate Authentication
 - Kerberos Authentication
 - Multifactor Authentication

9 Mobile Single Sign-On

- Describe the benefits of using Mobile SSO
- Outline the workflow of iOS and Android Mobile SSO
- Configure Mobile SSO for iOS native applications
- Configure Mobile SSO for Android native applications

10 Single Sign-On for Applications

- Summarize the application Single Sign-On workflows
- Configure web application SSO with SAML protocol
- Configure web application SSO with OpenID Connect protocol

11 Azure AD and Office 365 Integration

- Describe the benefits of configuring Azure AD and Office 365 SSO with Workspace ONE
- Outline the use cases of integrating Azure AD with Workspace ONE
- Outline the steps of configuring Office 365 SSO with Workspace ONE Access (VMware Identity Manager)
- Outline the steps of integrating Azure AD with Workspace ONE UEM

- Outline the steps of configuring and managing VMware Horizon® Cloud Service™ on Microsoft Azure

12 Integration with Okta

- Describe the benefits of integrating Okta with Workspace ONE
- Summarize the Okta Integration options when Okta is configured as the identity provider and service provider
- Outline the workflow of Okta integration for various use cases
- Outline the steps of configuring Okta integration for various use cases
- Complete various Okta integration settings in the Workspace ONE console and Okta console

13 Additional 3rd Party IdP Integration

- Summarize the benefits of integrating with AD FS and PING as 3rd party identity providers
- Outline the steps of integrating with AD FS
- Outline the steps of integrating with PING
- Configure a 3rd party identity provider in the Workspace ONE Access (VMware Identity Manager) console
- Configure authentication methods for the integrated 3rd party identity providers
- Modify access policies to accommodate the integrated 3rd party identity providers

14 Advanced Configurations

- Identify advanced Workspace ONE use cases
- Describe the workflow of UAG identity bridging
- Outline the steps of incorporating IP restrictions into Conditional Access
- Describe the workflow of identity provider chaining

15 Workspace ONE AirLift

- Outline the difference between traditional PCLM with Modern PCLM
- Describe the co-management phases in a modern PCLM transformation
- Summarize the benefits of using Workspace ONE AirLift



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- Outline the steps of Workspace ONE AirLift deployment and first time configuration
- Map a collection from SCCM to a smart group in Workspace ONE UEM
- Export supported Win32 applications from SCCM to Workspace ONE UEM
- Use the activity log and dashboard to troubleshoot basic issues

16 VMware Horizon

- Recognize the features and benefits of VMware Horizon
- Describe the conceptual and logical architecture of VMware Horizon
- Define a use case for your virtual desktop and application infrastructure
- Convert customer requirements to use case attributes

17 Workspace ONE Design Fundamentals

- Summarize the phases in the Workspace ONE product solution design
- Identify the key elements in a logical design
- Identify the key elements in a physical solution design
- Describe the principal concept of planning integrations with Workspace ONE

18 Identifying Use Cases

- Identify the key Workspace ONE UEM use cases
- Identify the key Workspace ONE Access use cases
- Identify the key VMware Horizon use cases
- Identify the use cases that involve more than one VMware products
- Describe various end-user experiences
- Collect use-case and user-experience requirements for VMware solution design

19 Creating Logical and Physical Designs

- Design the high-level logical solution architecture
- Validate the logical architecture
- Identify the hardware, software, and network requirements for the required Workspace ONE components

- Create the physical architecture
- Document the physical requirements for the physical design
- Collect the requirements for required integrations
- Validate the physical architecture

20 Workspace ONE Solution Delivery

- Create Workspace ONE solution deployment phases
- Determine project milestones
- Create an execution plan for the Workspace ONE solution deployment
- Determine validating standards for Workspace ONE solution deployment validation
- Design appropriate Workspace ONE solution roll-out plan for end users

21 Workspace ONE Solution Delivery

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Contact

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