Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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VMware Workspace ONE: UEM Troubleshooting, Adv Integration, and Design Fast Track [V20.x]

CODE:	LENGTH:	PRICE:
VMW_WS1DITSFT20	40 Hours (5 days)	£4,930.00

Description

In this five-day, extended hour course, you learn how to navigate and manage the VMware Workspace ONE® Access™ console (formerly known as the VMware Identity Manager™ console). Through a combination of hands-on labs, simulations, and interactive lectures, you 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.
You configure enterprise and productivity integration, Digital Workspace integration, authentication methods, access policies, web and virtual resource integrations, VMware Carbon Black, and Single Sign-On for a web resource. The course addresses the principles of identity, endpoint security, and access management.
You learn the fundamentals of VMware Workspace ONE® solution design. The course addresses general solution design logics and process flow and addresses Workspace ONE UEM use cases. You 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.
You will leave the training with the skills and knowledge needed to implement the Workspace ONE solution to deliver the Digital Workspace experience and to create your Digital Workspace transformation.

Objectives

By the end of the course, you should be able to meet the following objectives:
• Summarize general troubleshooting logic for Workspace ONE UEM • Identify and address common console issues
• Anticipate typical Workspace ONE integration challenges
• Outline best practices for endpoint, email, application, and content troubleshooting
• Outline and describe the authentication methods supported by Workspace ONE Access
• Summarize how to use Kerberos and SAML authentication protocols in Workspace ONE • Explain application single sign-on
• Outline Office 365 and Azure AD integration with Workspace ONE
• Summarize Okta integration and Workspace ONE Access as an IdP • Outline the benefits of AD FS and PING integration
• Explain the purpose of identity bridging and IdP chaining
• Compare and contrast traditional versus modern PC Lifecycle Management
• Integrate VMware Horizon® with Workspace ONE Access • Describe the benefits of implementing VMware Workspace Security™
• Outline high-level Workspace ONE design methods and architecture types
• Determine the appropriate digital workspace use case for your organization •Summarize the key components of logical and physical design • Outline the phases of Workspace ONE delivery

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 [V20.x] OR
• VMware Workspace ONE: Skills for Unified Endpoint Management [V20.x]and VMware Workspace ONE: Integrating the Digital Workspace [V20.x]

Programme

1 Course Introduction • Introductions and course logistics • Course objectives
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 Workspace ONE Access 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 VMware AirWatch® 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 AirWatch 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
• Troubleshoot issues related to Internal Application management lifecycle
• Troubleshoot issues related to Apple Volume Purchase Program • Troubleshoot issues related to Windows Store for Business
• Troubleshoot issues related to Per-App VPN • Collect and analyze Per-App Tunnel log
8 Workspace ONE UEM Content Troubleshooting • Summarize the best practices of Content Management issue troubleshooting
• Identify common Content Management issues • Troubleshoot issues related to VMware AirWatch® managed content management
• Troubleshoot issues related to Content Gateway • Collect and analyze Content Gateway logs
• Troubleshoot issues related to Admin Repository • Troubleshoot issues related to User Repository
• Troubleshoot issues related to Workspace ONE Content Application 9 Authentication Method Deep Dive
• Outline the authentication methods supported by Workspace ONE • Describe the workflow of:o Password Authentication oSAML Authentication oOAuth2.0 Authentication oOpenID Connect Authentication oWS-Fed Authentication oCertificate Authentication o Kerberos Authentication oMultifactor Authentication 10 Mobile Single Sign-On (SSO) • 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 11 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 12 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
• 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 13 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
14 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 and PING
• Configure a 3rd party identity provider in the Workspace ONE Access console
• Configure authentication methods for the integrated 3rd party identity providers •Modify access policies to accommodate the integrated 3rd party identity providers 15 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 16 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 VMware Workspace ONE® AirLift™
• 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 17 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
18 Workspace ONE Intelligence Advanced • Outline the VMware Workspace ONE® Trust Network partners
• Describe the benefits of integrating with Workspace ONE Trust Network partners
• Outline common and complex Workspace ONE Intelligence use cases •Create various dashboards in VMware Workspace ONE® Intelligence™ to monitor the entire device lifecycle
• Integrate Workspace ONE Intelligence with Workspace ONE Trust Network solution providers
19 Integrating with VMware Carbon Black • Outline the main features of VMware Carbon Black
• Describe the benefits of using VMware Carbon Black • Navigate the VMware Carbon Black Cloud™ console
• Outline the features of VMware Carbon Black Defense • Outline the features of VMware Carbon Black LiveOps
• Deploy sensors to endpoints • View and manage alerts in the VMware Carbon Black console
• Integrate VMware Carbon Black with Workspace ONE Intelligence • Use VMware Carbon Black data for analysis and automation
20 Workspace ONE Design Fundamentals • Outline the high-level Workspace ONE product design methods
• Outline the available Workspace ONE architecture types • Outline the phases of End User Computing (EUC) solution design
• Describe the difference between a logical design and a physical design 21 Identifying Use Cases
• Determine the key business drivers and use cases • Determine the right use cases for your Workspace ONE solution deployment
• Outline the common types of user experience • Match use cases with Workspace ONE components
• Match user experience with technology and integrations 22 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 23 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 an appropriate Workspace ONE solution roll-out plan for end users

Session Dates

On request. Please Contact Us

Additional Information

This training is also available as onsite training. Please contact us to find out more.