Enterprise Computing Solutions - Education Services

# NABÍDKA ŠKOLENÍ

**Prosím kontaktujte nás zde**

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# VMware Workspace ONE: Unified Endpoint Management Bootcamp [V21.x]

| Kód: | DÉLKA: | CENA: |
|---|---|---|
| VMW_WS1UEMBC21 | 40 Hours (5 DENNÍ) | Kč bez DPH 52,000.00 |

## Description

Školení je vedené virtuálně v angličtině.
Cena kurzu je 1 880 EUR a bude přepočtena aktuálním kurzem poslední den školení.

In this five-day course, you learn how to apply the fundamental techniques for launching and maintaining an intelligence-driven, multi-platform endpoint management solution with VMware Workspace ONE® UEM. Through a combination of hands-on labs, simulations, and interactive lectures, you will configure and manage the endpoint lifecycle. You will also learn to investigate, analyze, and determine issues that might occur with all the different components of Workspace ONE UEM.
Understanding how to effectively troubleshoot product issues enables administrators to understand how product services communicate and function, optimizing service and software health management. After the five days, you will have the foundational knowledge for effectively managing and conducting basic troubleshooting for Workspace ONE UEM.

## Cíle

By the end of the course, you should be able to meet the following objectives:
- Explain the general features and functionality enabled with Workspace ONE UEM
- Summarize essential VMware Workspace ONE® administrative functions
- Summarize and implement common Workspace ONE integrations
- Explain the integration of Workspace ONE UEM with directory services
- Explain and deploy Workspace ONE edge services
- Onboard device endpoints into Workspace ONE UEM
- Securely deploy configurations to Workspace ONE UEM managed devices
- Maintain environment and device fleet health
- Deploy applications to Workspace ONE UEM managed devices
- Analyze a Workspace ONE UEM deployment
- Summarize basic troubleshooting methodology
- Outline common troubleshooting techniques within the Workspace ONE UEM Console
- Outline common troubleshooting techniques when integrating enterprise solutions within the Workspace ONE UEM Console
- Summarize common troubleshooting strategies for devices managed by Workspace ONE UEM
- 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 Workspace ONE UAG platform and individual edge services
- Outline useful troubleshooting tools like Self-service Portal and VMware Workspace ONE® Assist™

## Určeno pro

Workspace ONE UEM operators and administrators, account managers, solutions architects, solutions engineers, sales engineers, and consultants

## Vstupní znalosti

This course has no prerequisites.

## Program

1 Course Introduction
- Introductions and course logistics
- Course objectives

2 Platform Architecture
- Summarize the features and functionality of Workspace ONE UEM
- Outline the benefits of leveraging Workspace ONE UEM
- Recognize the core and productivity components that make up the Workspace ONE UEM platform

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

4 Enterprise Integrations
- Outline the process and needs to integrate with directory services
- Explain certificate authentication and practical implementation with Workspace ONE
- Explain the benefits of integrating an email SMTP service into the Workspace ONE UEM console

5 Onboarding
- Outline the prerequisite configurations in the Workspace ONE UEM environment for onboarding devices for management
- Outline the steps for setting up autodiscovery in the Workspace ONE UEM console
- Enroll an endpoint via the VMware Workspace ONE® Intelligent Hub app
- Summarize platform onboarding options

6 Managing Endpoints
- Explain the differences between device and user profiles
- Describe policy management options for Windows 10 and macOS

7 Alternative Management Methods
- Describe the function and benefits of device staging
- Configure product provisioning in the Workspace ONE UEM console
- Understand the benefits of deploying a VMware Workspace ONE® Launcher™ configuration to Android devices

8 Applications
- Describe the features, benefits, and capabilities of application management in Workspace ONE UEM
- Understand and configure deployment settings for public, internal, and paid applications in the Workspace ONE UEM console
- Describe the benefits of using Apple Business Manager Content integration
- Describe the benefits of using server-to-client software distribution
- List the functions and benefits of the VMware Workspace ONE® SDK kit

9 Device Email
- Outline email clients supported by Workspace ONE UEM
- Configure an Exchange Active Sync (EAS) profile in the Workspace ONE UEM console
- Configure Workspace ONE® Boxer settings
- Summarize the available email infrastructure integration models and describe their workflows

10 Content Sharing
- Describe the benefits of using Content Gateway and the Content Gateway workflows
- Describe the benefits of integrating content repositories with Workspace ONE UEM
- Configure a repository in the Workspace ONE UEM console

11 Maintenance
- Identify console tools that support maintenance
- Analyze how to implement compliance policies to protect environmental security
- Outline features and functions enabled by Workspace ONE Assist

12 Intelligence and Automation
- Outline the functionality enabled by VMware Workspace ONE® Intelligence™
- Summarize and deploy automation
- Describe the functions and benefits of using compliance policies
- Explain the use-case for Freestyle Orchestrator and understand Freestyle Workflows
- Outline the capabilities of sensors and scripts and the steps for creating them

13 Fundamentals of Troubleshooting UEM
- Outline software troubleshooting logic and support methods
- Explain how knowing the core components process flows can help troubleshoot product issues
- Explain how knowing the integrated components process flows can help troubleshoot product issues
- Identify different Workspace ONE UEM log files

14 UEM Console Troubleshooting
- Outline the best practices for Workspace ONE UEM console issue troubleshooting
- Identify common group management and assignment-related issues
- Outline common Workspace ONE UEM console system setting and roles issues
- Understand how analytic events can be used to identity platform errors
- Summarize the steps of collecting and analyzing Workspace ONE UEM console logs

15 Integration Troubleshooting
- Outline the common enterprise integrations in Workspace ONE UEM
- Outline the 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 Workspace ONE Intelligent Hub troubleshooting techniques

16 Endpoint Troubleshooting
- Compare the endpoint connection topology 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

17 Application Troubleshooting
- Understand different types of applications and troubleshooting scoping questions
- 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

18 Email Troubleshooting
- Review different email architecture and workflows
- Summarize common errors associated with email profiles
- Identify tools and resources for email troubleshooting
- Explain VMware AirWatch® Secure Email Gateway™ on UAG troubleshooting techniques
- Outline PowerShell integration issues and techniques to address them

19 UAG And Edge Service Troubleshooting
- Review UAG architecture and edge service workflows
- Understand UAG general configurations
- Explain how to utilize UAG-related troubleshooting tools and recourses
- Identify and resolve common Content Gateway on UAG issues
- Summarize VMware Tunnel™ on UAG troubleshooting techniques

20 Additional Troubleshooting Tools
- Describe how Self-service Portal helps administrators and empowers end-users to solve issues
- Understand how Workspace ONE Assist can help endpoint troubleshooting

## Termíny školení

Termíny školení na vyžádání, kontaktujte nás prosím

## Dodatečné informace

Školení je možné zajistit na míru. Kontaktujte nás pro bližší informace.