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**Enterprise Computing Solutions - Education Services**

# OFERTA FORMATIVA

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# VMware Workspace ONE: UEM Bootcamp [V22.x]

| CÓDIGO: | DURACIÓN: | Precio: |
|---|---|---|
| VMW_WS1UEMBC22 | 40 Hours (5 días) | €1,880.00 |

## Description

In this five-day course, you learn how to apply the fundamental techniques for launching and maintaining an intelligence-driven, multiplatform 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 life cycle. You will also learn to investigate, analyze, and determine issues that might occur with all the different components of Workspace ONE UEM.
 By understanding how to effectively troubleshoot product issues, administrators can understand how product services communicate and function, in turn optimizing service and software health management. At the end of five days, you will have the foundational knowledge for effectively managing and conducting basic troubleshooting for Workspace ONE UEM.

## Objetivos

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

- Explain and apply the fundamental techniques for launching and maintaining an intelligence-driven, multiplatform endpoint management solution with Workspace ONE UEM
- Outline the components of Workspace ONE UEM
- Explain the general features and functionality enabled with Workspace ONE UEM
- Summarize basic Workspace ONE administrative functions
- Explain and deploy common Workspace ONE integrations
- Securely deploy configurations to Workspace ONE UEM managed devices
- Onboard device endpoints into Workspace ONE UEM
- Summarize alternative management methodologies for rugged devices
- Discuss strategies for maintaining environment and device fleet health
- Configure and deploy applications to Workspace ONE UEM managed devices
- Analyze a Workspace ONE UEM deployment
- Enable email access on devices
- Integrate Workspace ONE UEM with content repositories and corporate file shares
- Summarize 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™

## Público

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

## Programa

**1 Course Introduction**

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

## 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
- Summarize high availability and disaster recovery for the Workspace ONE solution

## 3 Administration

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

## 4 Enterprise Integrations

- Outline the process and requirements 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
- Describe VMware Dynamic Environment Manager™ and its architecture

## 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 through 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 and macOS
- Describe the functions and benefits of using compliance policies
- Explain the use case for Freestyle Orchestrator
- Describe the capabilities that sensors and scripts enable

## 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
- List the system and device requirements for Linux device management in Workspace ONE UEM

## 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 VMware Workspace ONE® SDK

## 9 Device Email

- List the email clients supported by Workspace ONE UEM
- Configure an Exchange Active Sync profile in the Workspace ONE UEM console
- Configure VMware Workspace ONE® Boxer settings
- Summarize the available email infrastructure integration models and describe their workflows
- Configure email compliance policies and notifications services

## 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

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

## 12 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

## 13 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 identity platform errors
- Summarize the steps for collecting and analyzing Workspace ONE UEM console logs

## 14 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 Workspace ONE Intelligent Hub troubleshooting techniques

## 15 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
- Demonstrate how to identify and resolve profile-related issues
- Identify common compliance policy issues and potential root causes

## 16 Application 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

## 17 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

## 18 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

## 19 Additional Troubleshooting Tools

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

## Examen y certificación

https://www.vmware.com/learning/certification/vcp-dcv.html

## Fechas Programadas

A petición. Gracias por contactarnos.

## Información Adicional

Esta formación también está disponible en modalidad presencial. Por favor contáctenos para más información.

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