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VMware Workspace ONE 21.X UEM Troubleshooting Specialist

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Question: 11

Which feature is included in VMware Workspace ONE Assist in Attended Mode?

- A. View and export detailed device information, access activity logs, run commands, and manage files
- B. Restrict employees' ability to pause or end a remote session for enhanced privacy.
- C. Remotely connect to any unenrolled or enrolled device in seconds, directly from the VMware Workspace ONE console
- D. Restrict additional users to a remote session to assist with issues.

Answer: A

Explanation:

The feature that is included in VMware Workspace ONE Assist in Attended Mode is view and export detailed device information, access activity logs, run commands, and manage files. This feature allows the administrator to remotely access the device screen and perform various actions to troubleshoot issues or assist the user. The administrator can also view the device details, such as battery level, network status, memory usage, and so on. The administrator can also access the device logs, run commands such as ping or traceroute, and manage the device files¹.

Question: 12

The SSL certificates for on-premises VMware Workspace ONE UEM recently expired and were rotated. Soon after, Android devices entirely stopped receiving push notifications and many reported AWCN as being disconnected. It was confirmed that the SSL certificates had been rotated on IIS as well as the load balancer.

Which strategy accurately describes the solution for this problem?

- A. The SSL certificates were not updated on all device services servers, so updating the remaining servers would resolve the issue.
- B. The Device Services service was not restarted after the SSL certificate rotation on IIS
- C. so restarting the service would resolve the issue.
- D. The Device Management binding was not updated for SSL handshake compatibility, so selecting the correct binding would resolve the issue.
- E. The AWCN keystore was missed for rotation of SSL certificates, so running the keytool import targeting the new certificate would resolve the issue

Answer: D

Explanation:

The strategy that accurately describes the solution for this problem is running the keytool import targeting the new certificate. The AWCN keystore is a Java keystore file that contains the SSL certificates used by AWCN to establish secure connections with devices and other components. If the SSL certificates are rotated on IIS and the load balancer, but not on the AWCN keystore, then AWCN will not be able to communicate with devices using push notifications. To resolve this issue, the administrator must import the new SSL certificates into the AWCN keystore using the keytool command².

Question: 13

A number of enrolled devices have not checked in with VMware Workspace ONE UEM for several days. When the administrator attempted to push a profile to the devices the devices did not check in to receive the profile.

Which component should be focused on when troubleshooting this device connectivity issue to VMware Workspace ONE UEM?

- A. UEM Console
- B. UAG
- C. API
- D. Device Services

Answer: D

Explanation:

The component that should be focused on when troubleshooting this device connectivity issue to VMware Workspace ONE UEM is Device Services. Device Services is a component of Workspace ONE UEM that handles device enrollment, management, and communication. Device Services also hosts the AWCN service, which is responsible for delivering push notifications to devices. If Device Services is not working properly, devices may not be able to check in with Workspace ONE UEM or receive profiles, commands, or policies³.

Question: 14

When an organization administrator attempts to configure a shared SaaS Workspace ONE UEM environment to use their internal Active Directory Certificate Authority, "Test Connection" fails.

For which service should the organization administrator enable verbose logging to resolve this issue?

- A. ACC (AirWatch Cloud Connector) service
- B. AWCN (AirWatch Cloud Messaging) service
- C. UAG (Unified Access Gateway) Tunnel service
- D. Console service

Answer: A

Explanation:

The service that the organization administrator should enable verbose logging to resolve this issue is ACC (AirWatch Cloud Connector) service. ACC is a service that integrates Workspace ONE UEM with internal enterprise systems, such as Active Directory or Certificate Authority. ACC enables Workspace ONE UEM to use internal resources without exposing them to the Internet. If "Test Connection" fails when configuring a shared SaaS Workspace ONE UEM environment to use an internal Active Directory Certificate Authority, it could indicate that there is a problem with ACC configuration, connectivity, or synchronization. Enabling verbose logging for ACC can help identify and troubleshoot the root cause of the issue⁴.

Question: 15

A dozen users just reported various issues with VMware Workspace ONE UFM managed applications on their Android and iOS devices. The administrator would like to use VMware Workspace ONE to simultaneously gather detailed troubleshooting information about all these devices with one action.

Which form of logging should be used to accomplish this goal?

- A. Settings-based targeted logging
- B. ACC (AirWatch Cloud Connector) verbose logging
- C. Device-based targeted logging
- D. AWCN (AirWatch Cloud Messaging) verbose logging

Answer: C

Explanation:

The form of logging that should be used to accomplish this goal is device-based targeted logging. Device-based targeted logging allows the administrator to enable debug logging for multiple devices at once, based on various criteria, such as platform, model, ownership, and so on¹. Device-based targeted logging can help collect more detailed information about device events, actions, and errors for troubleshooting purposes.

Question: 16

A VMware Workspace ONE administrator is troubleshooting an information in the CloudConnector.log.

Which logging level should the administrator use?

- A. Verbose
- B. Debug
- C. Error
- D. Information

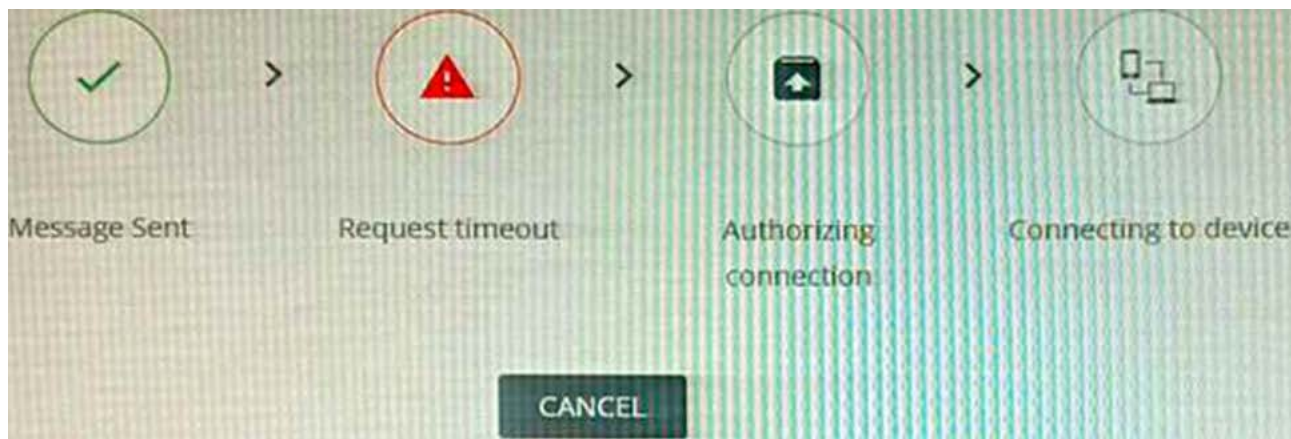
Answer: A

Explanation:

The logging level that the administrator should use is verbose. Verbose logging provides the most detailed information about the ACC (AirWatch Cloud Connector) service, such as configuration, connectivity, synchronization, and errors². Verbose logging can help identify and troubleshoot the root cause of the issue with the CloudConnector.log.

Question: 17

Refer to the exhibit.



An IT administrator tried to start a remote session using Workspace ONE Assist but received this request timeout error:

What might be the root cause of this issue"?

- A. Workspace ONE Assist agent failed to connect to the Workspace ONE Assist server
- B. Workspace ONE Intelligent Hub failed to connect to the Workspace ONE Assist server
- C. The devices were connected remotely using the unattended mode in Workspace ONE Assist agent.
- D. The Administrator didn't have proper level of access to Workspace ONE Assist's features.

Answer: A

Explanation:

The root cause of this issue is that Workspace ONE Assist agent failed to connect to the Workspace ONE Assist server. The request timeout error indicates that the Workspace ONE Assist agent did not receive a response from the Workspace ONE Assist server within the specified time limit³. This could be due to network issues, firewall settings, or authentication problems. The administrator should check and resolve these issues to enable remote sessions using Workspace ONE Assist.

Question: 18

An organization wants to use VMware Workspace ONE UEM to deploy a new internal application to Android devices. An organization administrator uploads the application installation file into UEM and assigns the application via a smart group. Users report the application installation begins on their devices but fails after about ten minutes.

What is the most likely cause of this issue?

- A. The application installation file is corrupted.
- B. The application installation file extension is not supported.
- C. The organization's Google integration is misconfigured.
- D. The application assignment is misconfigured.

Answer: A

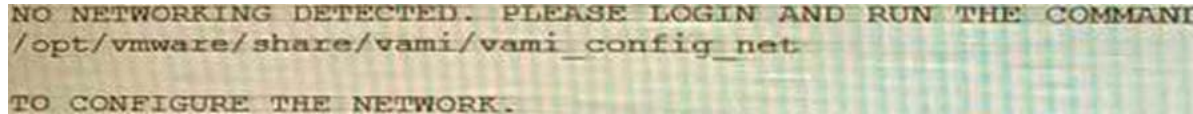
Explanation:

The most likely cause of this issue is that the application installation file is corrupted. A corrupted file may cause the

application installation to fail or abort on the devices⁴. The administrator should verify the integrity of the application installation file and upload a new file if needed.

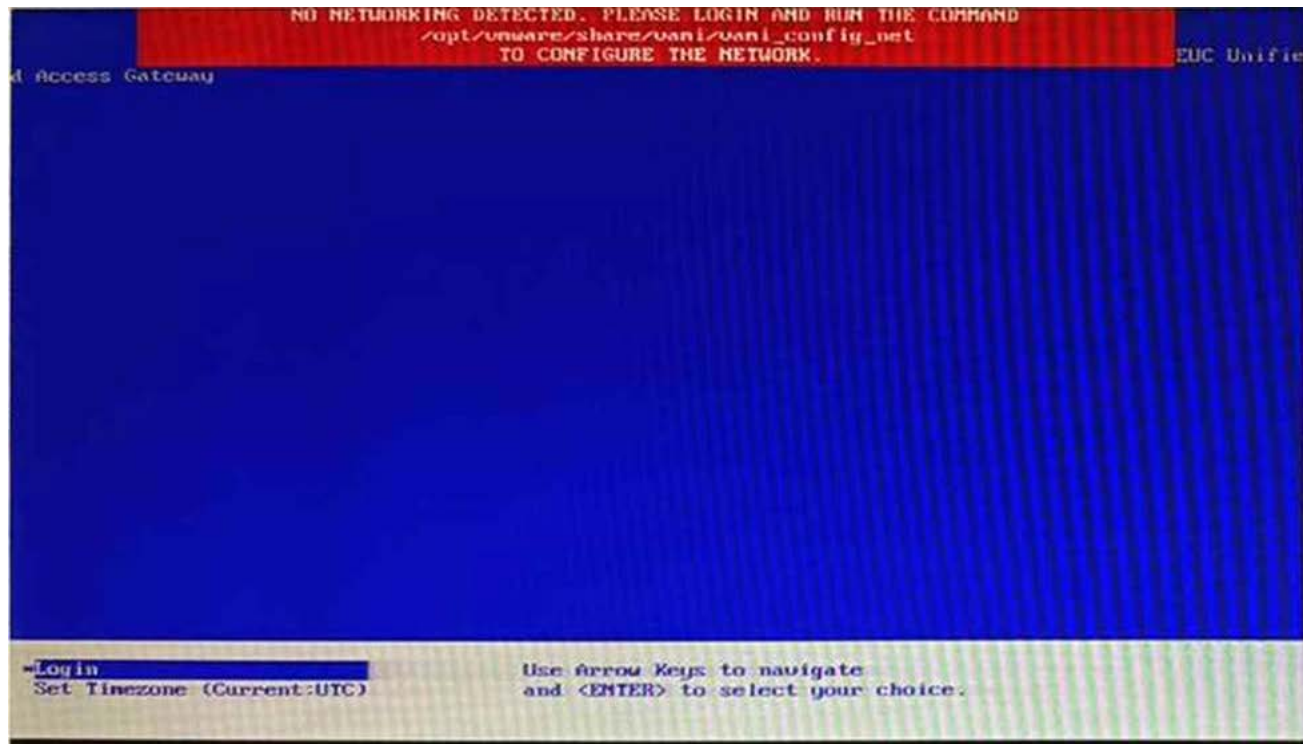
Question: 19

Upon deploying a fresh Unified Access Gateway via the OVF template, the administrator sees the following:



```
NO NETWORKING DETECTED. PLEASE LOGIN AND RUN THE COMMAND
/opt/vmware/share/vami/vami_config_net
TO CONFIGURE THE NETWORK.
```

Refer to the exhibit.



The administrator would like to avoid running the VAMI command and reconfiguring the network

Which other option to remediate this error message is possible?

- A. Reboot the UAG, press F10, and in the setparams, enter `rw init=/bin/bash`.
- B. Login to the UAG with the root account, and manually modify the `Ifconfig`.
- C. Redeploy the UAG to ensure that all of the guest property configurations have been configured correctly
- D. Power off the UAG, and reconfigure the quest properties to ensure that the information is correct.

Answer: C

Explanation:

The other option to remediate this error message is to redeploy the UAG to ensure that all of the guest property configurations have been configured correctly. The error message indicates that there is a problem with the guest property settings of the UAG appliance, such as network configuration, edge service settings, or certificate settings⁵.

Redeploying the UAG can help fix any errors or inconsistencies in the guest property settings.

Question: 20

Refer to the exhibit.

VMBeans

Logistics

Midwest Warehouse

Sales

The senior VMware Workspace ONE UEM administrator has created these smart groups at different OG levels for lower level administrators to use

Groups & Settings > Groups

Assignment Groups

Filters >> [+ ADD SMART GROUP](#)

Groups	Managed By	Group Type
Logistics Team Central Office	Logistics	Smart Group
Midwest Rugged	Midwest Warehouse	Smart Group
Sales Android Device	Sales	Smart Group
Sales Laptop	Sales	Smart Group
VMBeans (VMBeans)	VMBeans	Organization Group
Logistics (VMBeans / Logistics)	Logistics	Organization Group
Midwest Warehouse (VMBeans / Log	Midwest Warehouse	Organization Group
Sales (VMBeans / Sales)	Sales	Organization Group

The VMBeans company has created the following organization group (OG) structure:

The administrator at the Logistics OG has the Console Administrator role.

Which two smart groups could this administrator manage? (Choose two.)

- A. VMBeans (VMBeans)
- B. Logistics Team Central Office
- C. Midwest Rugged
- D. Sales Android Device
- E. Sales Laptop

Answer: A,B,C

Explanation:

The administrator at the Logistics OG has the Console Administrator role, which means they can manage all the smart groups that are created in their own OG or below1. Therefore, they can manage the Logistics Team Central Office and Midwest Rugged smart groups, which are both created in the Logistics OG. They cannot manage the VMBeans (VMBeans), Sales Android Device, and Sales Laptop smart groups, which are created in higher OGs.

SAMPLE QUESTIONS



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