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Exam Name: VMware Workspace ONE 21.X UEM Troubleshooting Specialist

Exam A

QUESTION 1

An organization wants to use the VMware Tunnel edge service of VMware Workspace ONE UAG (Unified Access Gateway) to allow an application on managed Android, iOS. and Windows devices to access server resources on their internal network.

An organization administrator deployed UAG and configured the VMware Tunnel edge service, but in the UEM console, 'Test Connection' with VMware Tunnel fails What is the most likely cause of this issue'?

A. The Device Traffic Rules are configured incorrectly in the Unified Access Gateway system

B. The Device Traffic Rules are incorrect in UEM.

C. The Unified Access Gateway is unable to communicate with UEM.

D. The VPN payload in a device profile is configured incorrectly in UEM.

Correct Answer: D
Section:
Explanation:

The most likely cause of this issue is that the VPN payload in a device profile is configured incorrectly in UEM. The VPN payload defines how devices connect to the VMware Tunnel edge service and access internal resources. If the VPN payload is incorrect, the devices will not be able to establish a VPN connection with the VMware Tunnel edge service and ''Test Connection'' with VMware Tunnel will fail. The organization should review and correct the VPN payload settings in UEM. The other options are not likely causes of this issue because:

The Device Traffic Rules are configured in UEM, not in Unified Access Gateway. They define which applications or domains are allowed or blocked by the VMware Tunnel edge service.

If the Device Traffic Rules are incorrect in UEM, they would affect all devices that connect to the VMware Tunnel edge service, not just ''Test Connection'' with VMware Tunnel.

If the Unified Access Gateway is unable to communicate with UEM, it would affect all edge services that require UEM integration, such as Content Gateway and Horizon, not just VMware Tunnel.

QUESTION 2

An administrator has started to integrate Workspace ONE UEM with test connection and is unable to move forward.

Which situation could cause this test connection failure?

A. The provided Workspace ONE Access Username is incorrect

B. The provided Workspace ONE UEM API key is incorrect

C. The provided Workspace ONE UEM Username is incorrect.

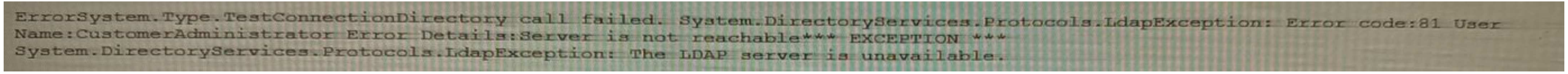
D. The provided Workspace ONE Access API key is incorrect.

Correct Answer: D
Section:
Explanation:

The most likely cause of this test connection failure is that the provided Workspace ONE Access API key is incorrect. The Workspace ONE Access API key is required to establish a secure connection between Workspace ONE UEM and Workspace ONE Access services. If the API key is incorrect, the test connection will fail and the integration will not work.The administrator should verify and correct the API key in the Workspace ONE UEM console1.

QUESTION 3

The following error is seen on the AirWatch Cloud Connector (ACC) logging:



```
ErrorSystem.Type.TestConnectionDirectory call failed. System.DirectoryServices.Protocols.LdapException: Error code:81 User
Name:CustomerAdministrator Error Details:Server is not reachable*** EXCEPTION ***
System.DirectoryServices.Protocols.LdapException: The LDAP server is unavailable.
```

Which connectivity should be investigated to restore ACC functionality?

A. From ACC to AWCM

B. From the Active Directory Server to the ACC

C. From AWCM to the Active Directory Server

D. From the ACC to the Active Directory server

Correct Answer: D
Section:
Explanation:

The connectivity that should be investigated to restore ACC functionality is from the ACC to the Active Directory server. The error message in the ACC logging indicates that the ACC cannot connect to the Active Directory server due to a network error. This could be caused by firewall settings, proxy settings, network configuration, or other factors that prevent the ACC from communicating with the Active Directory server.The administrator should check and resolve these issues to restore the ACC functionality2.

QUESTION 4

An administrator is unable to enroll Android devices with directory accounts but successfully enrolled the device with a basic working previously.
Which logs should the administrator review to begin troubleshooting the Android directory account enrollment issue?

A. VMware Tunnel
B. VMware Workspace ONE Intelligent Android Hub
C. AirWatch Cloud Connector
D. Unified Access Gateway

Correct Answer: C
Section:
Explanation:

According to the Device enrollment issues with Workspace ONE article3, one of the possible causes of enrollment failure is that the ACC service is not working properly or cannot communicate with the directory service. The administrator can review the ACC logs and test the connection to verify if there are any errors or issues with the ACC service or configuration.
The logs that the administrator should review to begin troubleshooting the Android directory account enrollment issue are AirWatch Cloud Connector (ACC) logs. The ACC is responsible for integrating Workspace ONE UEM with directory services such as Active Directory or LDAP. If the administrator is unable to enroll Android devices with directory accounts, it could indicate that there is a problem with the ACC configuration, connectivity, or synchronization.The administrator should review the ACC logs to identify and troubleshoot the root cause of the issue3.

QUESTION 5

A company uses Secure Email Gateway to provide email access to its mobile devices and uses Exchange 20VT6 as its email infrastructure.
Today the VMware Workspace ONE UEM administrator received a report that all newly enrolled devices (iOS and Android) were unable to receive email After speaking with some end users, the administrator found previously enrolled devices were still able to receive email on their mobile devices. The users who reported this issue are able to access their email through Outlook Web Access (OWA) on their computers.
Which statement describes the possible root cause of this issue?

A. The Secure Email Gateway server is unable to connect to the Exchange server.
B. The Exchange 2016 client access server cluster sporadically refuses to connect (HTTP 500)
C. There is an email compliance policy restricting email access to only Android devices.
D. The Secure Email Gateway is unable to update policy with VMware Workspace ONE UEM API

Correct Answer: A
Section:
Explanation:

The possible root cause of this issue is that the Secure Email Gateway server is unable to connect to the Exchange server. This could be due to network issues, firewall settings, or authentication problems. If the Secure Email Gateway server cannot communicate with the Exchange server, it will not be able to deliver email to the newly enrolled devices. The previously enrolled devices may still be able to receive email because they have cached credentials or sessions with the Exchange server. The users who reported this issue are able to access their email through OWA on their computers because OWA does not rely on the Secure Email Gateway server.

QUESTION 6

An organization has introduced a complex password requirement on enrolled mobile devices. This has also caused a significant increase in the help desk's ticket load around password resets for mobile devices. The organization needs to curb these requests and allow users, once authenticated, to resolve their own device passcode issues
Which service can help meet this goal?

A. Device Management Console
B. Self-Service Portal
C. SQLCMD
D. AWCM

Correct Answer: B
Section:

Explanation:

The service that can help meet this goal is the Self-Service Portal.The Self-Service Portal is a web-based application that allows users to perform various actions on their enrolled devices, such as lock, unlock, wipe, or unenroll1.Users can also reset their device passcode through the Self-Service Portal, which can reduce the number of help desk tickets and improve user satisfaction2.

QUESTION 7

A VMware Workspace ONE administrator is managing a fleet of console
Which step would assist in troubleshooting this problem?

A. Network traffic tools to capture Android traffic
B. xCode to extract the device debug log
C. Android SDK and do a tcpdump
D. Workspace ONE UEM Console Request Debug Log

Correct Answer: A
Section:
Explanation:

The step that would assist in troubleshooting this problem is using network traffic tools to capture Android traffic.Network traffic tools, such as Wireshark or Fiddler, can capture and analyze the network packets sent and received by the Android devices3. This can help identify any errors, delays, or anomalies in the communication between the devices and the console. Network traffic tools can also show the HTTP headers and body of the requests and responses, which can provide more information about the device status and configuration.

QUESTION 8

An organization has successfully deployed native applications to VMware Workspace ONE managed Android, iOS, and Windows devices in the same OG.
The organization administrator just configured VMware Workspace ONE to provide all those same devices access to a SaaS application that was previously successfully integrated with the organization's VMware Workspace ONE Access tenant. Windows and Android users can access this SaaS application, but iOS device users report that they are unable to see this application in the VMware Workspace ONE Catalog.
What is the most likely cause of this issue?

A. The Intelligent Hub Catalog integration was not completed for the OG.
B. The application assignment via the OG was misconfigured.
C. The organization's Apple sToken expired.
D. The Intelligent Hub Catalog (iOS) setting was not enabled.

Correct Answer: D
Section:
Explanation:

The most likely cause of this issue is that the Intelligent Hub Catalog (iOS) setting was not enabled.This setting allows iOS devices to access SaaS applications from the Intelligent Hub app3. If this setting is disabled, iOS devices will not be able to see or launch SaaS applications from the Intelligent Hub Catalog. The administrator should enable this setting in the Workspace ONE UEM console.

QUESTION 9

An administrator has been troubleshooting an issue where a single device is unable to check in to VMware Workspace ONE UEM and receive commands All services are functioning, and this issue appears to be isolated to this specific device. Service logs have also been reviewed and do not show any instances of communication with the device in question.
Which troubleshooting step should be taken next to find the root cause, while not causing any data loss to the end user's device?

A. Manually update the device record in the DB.
B. Renew the Device Root Certificate.
C. Use Device Wipe, and then re-enroll the device.
D. Gather Device Side Logging.

Correct Answer: D
Section:
Explanation:

The troubleshooting step that should be taken next to find the root cause, while not causing any data loss to the end user's device, is to gather device side logging. Device side logging can help collect more detailed information about device events, actions, and errors for troubleshooting purposes. Device side logging can be enabled from the Workspace ONE UEM console or from the device itself. Device side logging does not affect the user's data or settings on the device.

QUESTION 10
An organization administrator configures VMware Workspace ONE UEM to deploy a new internal Win32 application to Windows devices, which are all located in the same OG (organization group). Users of newer Windows devices with increased hardware capacities can install this application, but older Windows devices with lower capacities are unable to complete the installation.
What is the most likely cause of this issue?
A. The VMware Workspace ONE administrator set 'RAM Required' for the application in the 'Details' tab options.
B. The organization's Windows Azure AD credentials in their Microsoft Store for Business expired.
C. The assignment of the internal application via the common OG (organization group) is misconfigured
D. The VMware Workspace ONE administrator set 'Admin Privileges' for the application in the 'Details' tab options

Correct Answer: A
Section:
Explanation:
The most likely cause of this issue is that the VMware Workspace ONE administrator set ''RAM Required'' for the application in the ''Details'' tab options. The ''RAM Required'' option specifies the minimum amount of RAM needed for the application to run on Windows devices. If some devices do not meet this requirement, they will not be able to complete the installation of the application. The administrator should check and adjust the ''RAM Required'' option for the application according to the device capabilities.

QUESTION 11
An administrator has mistakenly selected the prevent re-enrollment option when enterprise wiping a device that was intended to be re-enrolled. The administrator needs to remove this block and ensure that users are successful when they re-attempt enrollment
Which console page should be used to meet these goals?
A. Devices > Lifecycle > Enrollment Status
B. Monitor > Events > Device Events
C. Devices > Wipe Log
D. Resources > Device Updates

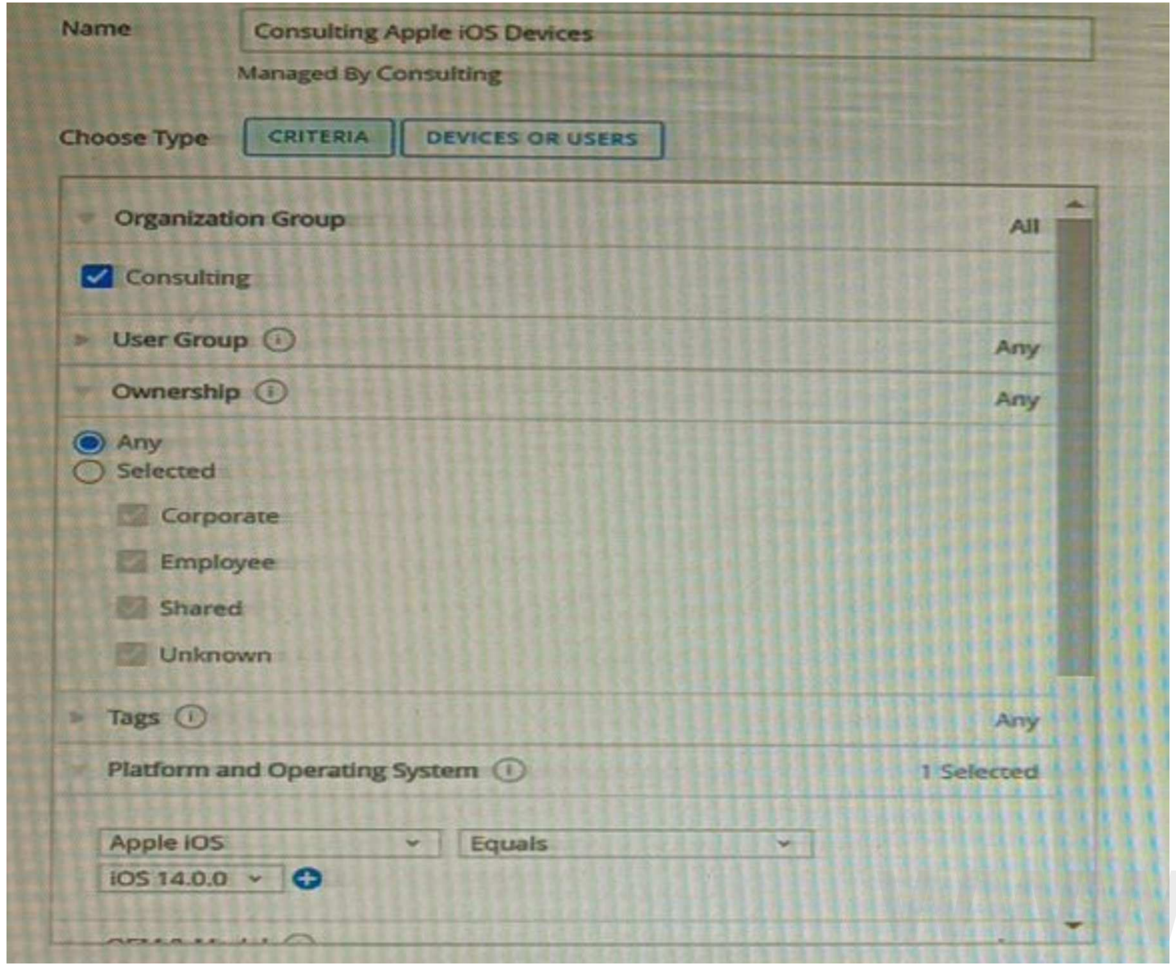
Correct Answer: A
Section:
Explanation:
The console page that should be used to meet these goals is Devices > Lifecycle > Enrollment Status.This page allows the administrator to view and manage the enrollment status of devices, such as blocked, unenrolled, or pending1. The administrator can also remove the block on a device that was enterprise wiped with the prevent re-enrollment option, and allow the user to re-enroll the device.

QUESTION 12
An organization wants to use the VMware Tunnel edge service of VMware Workspace ONF UAG (Unified Access Gateway) to allow an application on managed Android iOS and Windows devices to access server resources on their internal network.
An organization administrator configured the VMware Tunnel edge service on UAG and successfully completed the 'Test Connection' in the UEM console. Windows and iOS device users can access server resources on the organization's internal network, but Android device users report that they are getting a 'connection failed' error in the application.
What is the most likely cause of this issue?
A. The Android application assignment is incorrectly set to 'Managed' in UEM.
B. The time is incorrect on the organization's Unified Access Gateway systems
C. The VPN payload in the Android device profile is configured incorrectly in UEM
D. The certificate expired on the organization's Unified Access Gateway systems

Correct Answer: C
Section:
Explanation:
The most likely cause of this issue is that the VPN payload in the Android device profile is configured incorrectly in UEM. The VPN payload defines how devices connect to the VMware Tunnel edge service and access internal resources. If the VPN payload is incorrect, the devices will not be able to establish a VPN connection with the VMware Tunnel edge service and access server resources on the organization's internal network. The administrator should review and correct the VPN payload settings in UEM.

QUESTION 13

Refer to the exhibit. Consider this assignment group:



Name: Consulting Apple iOS Devices

Managed By Consulting

Choose Type: CRITERIA | DEVICES OR USERS

Organization Group: All

☑ Consulting

User Group: Any

Ownership: Any

● Any
○ Selected
☑ Corporate
☑ Employee
☑ Shared
☑ Unknown

Tags: Any

Platform and Operating System: 1 Selected

Apple iOS | Equals
iOS 14.0.0

A company created a new assignment group tor its Consulting department and deployed Salesforce application to that group. After two days, only a small number of consultants have confirmed that they have received the application.

Under the Consulting organization group, the VMware Workspace ONE UEM administrator can see 109 enrolled iOS devices, but under the Salesforce application installation status, it shows the application is only assigned to nine devices.

Which statement describes the 100 iOS devices that are unable to see the application assignment?

A. They are not enrolled.

B. They are not corporate-owned devices.

C. They are not on iOS 14.0.0.

D. They are on iOS 14.0 0.

Correct Answer: C
Section:
Explanation:

The 100 iOS devices that are unable to see the application assignment are not on iOS 14.0.0.The assignment group is filtered by platform and operating system, and only includes devices that are on Apple iOS and iOS 14.0.02. If some devices are on a different iOS version, they will not be included in the assignment group and will not receive the application.

QUESTION 14

An VMware Workspace ONE administrator is using device-based commands to manage Android mobile devices, but the devices stopped receiving the UEM Commands from the Workspace ONE UEM Console (e.g. 'Lock Device')

Why is this problem occurring?

A. The VMware AirWatch Cloud Connector (ACC) stopped communicating with Workspace ONE UAG.

B. The Workspace ONE UEM Console stopped communicating with Workspace ONE Access.

C. The Workspace ONE UEM Console stopped communicating with VMware AirWatch Cloud Messaging (AWCM)

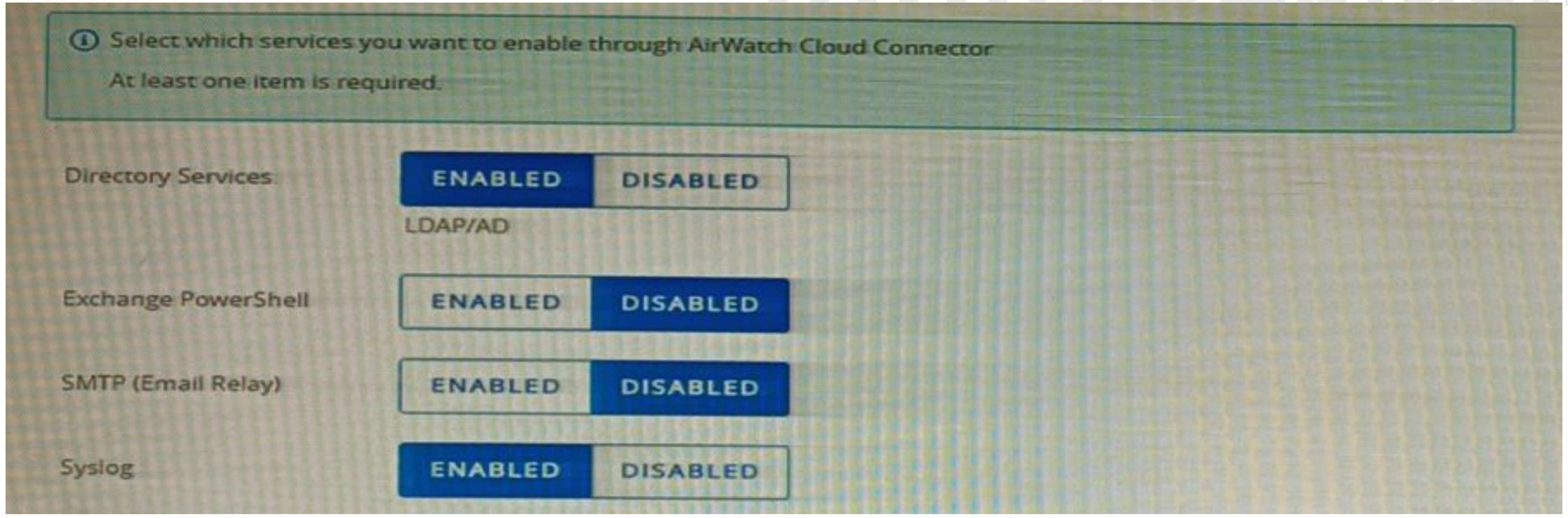
D. The VMware AirWatch Cloud Connector (ACC) stopped communicating with VMware AirWatch Cloud Messaging (AWCM).

Correct Answer: C
Section:
Explanation:
The reason that this problem is occurring is that the Workspace ONE UEM Console stopped communicating with VMware AirWatch Cloud Messaging (AWCM).AWCM is a service that delivers push notifications to devices and enables device-based commands from the Workspace ONE UEM Console3. If the Workspace ONE UEM Console cannot communicate with AWCM, it will not be able to send commands to devices, such as ''Lock Device''. The administrator should check and resolve any issues with AWCM connectivity.

QUESTION 15
A VMware Workspace ONE UEM administrator is troubleshooting an internal application installation that affects one Android device. Which two pieces of information will help the administrator with this task? (Choose two)
A. Internal application APK file
B. Android OS version
C. Verbosed Web Console log
D. Workspace ONE Intelligent Hub log
E. Console server IIS log

Correct Answer: A, B
Section:
Explanation:
The two pieces of information that will help the administrator with this task are internal application APK file and Android OS version. The internal application APK file is the installation file for Android applications. The administrator can check if the file is corrupted, compatible, or configured correctly for the device. The Android OS version is the operating system version of the device. The administrator can check if the device meets the minimum requirements for the application or if there are any known issues or bugs with the OS version.

QUESTION 16
In a company's VMware Workspace ONE UEM console, the AirWatch Cloud Connection enterprise services settings are configured as shown below Refer to the exhibit.



ⓘ Select which services you want to enable through AirWatch Cloud Connector
At least one item is required.

Directory Services ● ENABLED ○ DISABLED
LDAP/AD

Exchange PowerShell ○ ENABLED ● DISABLED

SMTP (Email Relay) ○ ENABLED ● DISABLED

Syslog ● ENABLED ○ DISABLED

The VMware Workspace ONE UEM administrator in this organization found the PowerShell integration test connection failed recently. This organization uses Office 365 as their email infrastructure.
Which statement accurately describes this situation?
A. The PowerShell integration test connection failure is related to the PowerShell request originating from the AirWatch Cloud Connector
B. The PowerShell integration test connection failure is related to the PowerShell request originating from the Console Server.
C. Only one enterprise services can be enabled to pass through AirWatch Cloud Connector.
D. PowerShell integration test connection failure is caused by SMTP (Email Relay) disabled status.

Correct Answer: B

Section:
Explanation:
The PowerShell integration test connection failure is related to the PowerShell request originating from the Console Server.The Console Server is the component of Workspace ONE UEM that communicates with the Exchange server via PowerShell to perform email management tasks, such as quarantine, wipe, or block1. If the Console Server cannot connect to the Exchange server, the PowerShell integration test connection will fail. The administrator should check and resolve any issues with the Console Server connectivity.

QUESTION 17
An administrator could not locate Hub Services settings page under an organization group and has asked why this problem is occurring Which statement describes the root cause of this problem'-'
A. This organization group is not a Customer type OG.
B. Unified Access Gateway has not been deployed for this OG.
C. AirWatch Cloud Connector has not been installed for this OG.
D. VMware Tunnel has not been configured under this OG.

Correct Answer: A
Section:
Explanation:
The root cause of this problem is that this organization group is not a Customer type OG.The Hub Services settings page is only available for Customer type OGs, which are the top-level OGs in the hierarchy1.The Hub Services settings page allows the administrator to configure various features and services for the Intelligent Hub app, such as notifications, people, home, and catalog1. The administrator should navigate to the Customer type OG to access the Hub Services settings page.

QUESTION 18
An organization administrator recently integrated their shared SaaS VMware Workspace ONE UEM and their internal Microsoft Active Directory
Most users report they can enroll their Android and iOS devices using their user account from the organization's internal Microsoft Active Directory, but a few users report they cannot The organization administrator find the user accounts of the users unable to enroll failed to synchronize to VMware Workspace ONE UEM
What is the most likely cause of this issue?
A. The organization administrator misconfigured the bind user credentials.
B. The organization administrator misconfigured the Bind Authentication Type.
C. The users that failed to synchronize have two or more globally unique identifiers.
D. The users that failed to synchronize are missing a phone number in Active Directory

Correct Answer: C
Section:
Explanation:
The most likely cause of this issue is that the users that failed to synchronize have two or more globally unique identifiers.The globally unique identifier (GUID) is a unique value that identifies each user account in Active Directory2.If a user account has more than one GUID, it will cause a conflict when synchronizing with Workspace ONE UEM and prevent the user from enrolling their devices3. The administrator should check and resolve any duplicate GUIDs in Active Directory.

QUESTION 19
Some users report they are unable to enroll their Android and iOS devices using their user account from the organization's Microsoft Active Directory, which is not publicly accessible The administrator needs to gather the log files for troubleshooting these issues with the organization's shared SaaS VMware Workspace ONE UEM tenant and Active Directory.
Which service does the organization's administrator have direct control over to enable verbose logging to troubleshoot this issue?
A. The UAG (Unified Access Gateway) Edge service
B. The AWCM (AirWatch Cloud Messaging) service
C. The ACC (AirWatch Cloud Connector) service
D. The DS (Device Services) service

Correct Answer: C
Section:
Explanation:
The service that the organization administrator has direct control over to enable verbose logging to troubleshoot 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 some users are

unable to enroll their devices using their Active Directory accounts, 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 issue.

QUESTION 20

A newly-hired administrator has opened a ticket with the Internal IT Helpdesk, stating that they can login but do not have access to the Scheduler settings located at Groups & Settings > All Settings > Admin > Scheduler A colleague performing the same role can see and access this entitlement.

What are two reasons that the newly-hired admin is having this difficulty? (Choose two.)

A. The newly-hired administrator needs to accept the EULA before sensitive configuration settings are visible by this account.

B. The newly-hired administrator has the correct roles assigned but has not selected the applicable role in the console access dropdown to view this configuration

C. The newly hired administrator did not enter in the restricted action pin to enter the Scheduler settings.

D. The newly-hired administrator needs to navigate to Accounts > Administrators > Roles and assign themselves the correct level of access to access the Scheduler setting.

E. The newly-hired administrator has the incorrect roles assigned or was not yet provided the correct roles to view this configuration.

Correct Answer: B, E
Section:
Explanation:

The reasons that the newly-hired admin is having this difficulty are that they have the correct roles assigned but have not selected the applicable role in the console access dropdown to view this configuration, and that they have the incorrect roles assigned or were not yet provided the correct roles to view this configuration. The console access dropdown allows the administrator to switch between different roles that they have been assigned in different OGs. If the administrator does not select the correct role for the Scheduler settings, they will not be able to see or access them. Moreover, if the administrator has not been assigned the correct role for the Scheduler settings, they will not be able to see or access them regardless of the console access dropdown selection. The administrator should check and select the appropriate role in the console access dropdown, and also verify and assign themselves the correct role for the Scheduler settings.