

Exam Preparation Guide

Last Updated: Friday, August 09, 2019



Exam Details

The Workspace ONE Unified Endpoint Management Specialist (5V0-61.19) which leads to VMware Workspace ONE Unified Endpoint Management Specialist 2019 is a 60-item exam, with a passing score of 300 using a scaled method. Candidates are given an appointment time of 105 minutes, which includes five-minute seating time and adequate time to complete the exam for non-native English speakers. Actual exam time is 100 minutes.

Exam Delivery

This is a non-proctored exam delivered through Pearson VUE. For more information, visit the [Pearson VUE website](#).

Badge Information

For details and a complete list of requirements and recommendations for attainment, please reference the [VMware Education Services – Certification website](#).

Minimally Qualified Candidate

The minimally qualified candidate should be familiar with recommending and designing VMware Workspace ONE Unified Endpoint Management solutions. Candidates must hold a VMware Certified Professional – Digital Workspace certification and have completed all recommended training courses for this credential. The successful candidate will likely hold additional industry-recognized IT certifications or accreditations. The MQC should have all the knowledge contained in the exam sections listed below.

Exam Sections

Section 1 - Fundamentals of Troubleshooting Workspace

Objective 1.1 Summarize the general logic of Workspace ONE UEM issues troubleshooting.

Objective 1.2 Summarize the workflow topology of each Workspace ONE UEM productivity and integration component.

Section 2 - Workspace ONE UEM Console Troubleshooting

Objective 2.1 Identify common Workspace ONE UEM console issues.

Objective 2.2 Troubleshoot Workspace ONE reporting issues.

Objective 2.3 Troubleshoot issues related to group management and assignments.

Objective 2.4 Collect and analyze Workspace ONE UEM console logs.

Section 3 - Endpoint Troubleshooting

Objective 3.1 Troubleshoot endpoint connectivity issues.

Objective 3.2 Summarize the key factors in collecting and analyzing Workspace ONE UEM Device Services logs and targeted logging.

Objective 3.3 Troubleshoot DEP enrollment issues.

Section 4 - Workspace ONE UEM Enterprise Integration Troubleshooting

Objective 4.1 Troubleshoot issues related to Cloud Connector.

Objective 4.2 Troubleshoot issues related to directory services integration.

Objective 4.3 Troubleshoot issues related to Certificate Authority (CA) integration.

Objective 4.4 Troubleshoot issues related to VMware Identity Manager integration in Workspace ONE UEM.

Section 5 - Email Troubleshooting

Objective 5.1 Identify common email issues.

Objective 5.2 Troubleshoot Secure Email Gateway (SEG) related issues.

Objective 5.3 Troubleshoot PowerShell integration related issues.

Objective 5.4 Troubleshoot issues related to email compliance policy.

Objective 5.5 Troubleshoot issues related to Email Notification Services (ENS).

Section 6 - Application Troubleshooting

Objective 6.1 Troubleshoot issues related to public application management lifecycle.

Objective 6.2 Troubleshoot issues related to internal application management lifecycle.

Objective 6.3 Troubleshoot issues related to Apple Volume Purchase Program (VPP).

Objective 6.4 Troubleshoot issues related to Windows Store for Business.

Objective 6.5 Troubleshoot issues related to per-app VPN.

Section 7 - Content Troubleshooting

Objective 7.1 Troubleshoot issues related to Content Gateway.

Objective 7.2 Collect and analyze Content Gateway logs.

Objective 7.3 Troubleshoot issues related to an Admin Repository.

Objective 7.4 Troubleshoot issues related to Workspace ONE

Recommended Course

VMware Workspace ONE Unified Endpoint Management Troubleshooting course

References

VMware Workspace ONE Unified Endpoint Management Troubleshooting course

<http://www.vmware.com> - [Section and Objective Topics]

<http://kb.vmware.com> - [Section and Objective Topics]

<https://blogs.vmware.com> - [Section and Objective Topics]

<https://docs.vmware.com> - [Section and Objective Topics]

<https://pubs.vmware.com> – [Section and Objective Topics]

<https://www.vmware.com/techpapers.html> – [Section and Objective Topics]