

VMware Workspace ONE 21.X UEM Troubleshooting Specialist

Exam Details (Last Updated: 2/21/2022)

The VMware Workspace ONE 21.X UEM Troubleshooting Specialist exam (5V0-62.22) which leads to VMware Specialist - Workspace ONE 21.X UEM Troubleshooting certification 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 proctored exam delivered through Pearson VUE. For more information, visit the [Pearson VUE website](#).

Certification 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 (MQC) must have earned a VCP-DW certification. It is recommended the MQC have 1 or more years of experience working in an IT role with Windows and Linux servers. The MQC should have 1 or more years of experience configuring and managing UEM and Access. The MQC should have 1 or more years of experience working with mobile and desktop device operating systems. The MQC should have 1 or more years of experience working with network equipment. The MQC should have intermediate knowledge of device data, identity and access management solutions as well as basic knowledge of database technology and caching. The MQC should possess knowledge of the objectives shown in the exam sections in this guide.

Exam Sections

VMware exam blueprint sections are now standardized to the seven sections below, some of which may NOT be included in the final exam blueprint depending on the exam objectives.

- Section 1 – Architecture and Technologies
- Section 2 – Products and Solutions
- Section 3 – Planning and Designing
- Section 4 – Installing, Configuring, and Setup
- Section 5 – Performance-tuning, Optimization, and Upgrades
- Section 6 – Troubleshooting and Repairing
- Section 7 – Administrative and Operational Tasks

If a section does not have testable objectives in this version of the exam, it will be noted below, accordingly. The objective numbering may be referenced in your score report at the end of your testing event for further preparation should a retake of the exam be necessary.

Sections Included in this Exam

Section 1 - Architectures and Technologies

Objective 1.1 - Describe how an OG restriction affects system settings

Section 2 – Not Applicable

Section 3 - Not Applicable

Section 4 - Not Applicable

Section 5 - Not Applicable

Section 6 - Troubleshooting and Repairing

Objective 6.1 - Outline common troubleshooting techniques and best practices within Workspace ONE UEM

Objective 6.2- Summarize common troubleshooting strategies for UEM-managed devices

Objective 6.3 - Outline common application troubleshooting techniques within Workspace ONE UEM

Objective 6.4 - Summarize common troubleshooting techniques for email management within Workspace ONE UEM

Objective 6.5 - Explain common troubleshooting approaches for the Workspace ONE UAG platform and individual edge services

Objective 6.6 - Outline useful troubleshooting tools like Self-service portal and Workspace ONE Assist

Objective 6.7 - Explain how understanding the core services on Workspace ONE UEM and the related process flows can lead to more effective troubleshooting (Console, Device Services, AWCM, API, SQL)

Objective 6.8 - An understanding of the various components and their related process flows can help when troubleshooting issues with Workspace ONE UEM components (ACC, UAG, SEG, etc.)

Objective 6.9 - Identify and describe various log files which can be used to troubleshoot issues with Workspace ONE UEM

Objective 6.10 - Identify the key steps in collecting log files which are useful for troubleshooting

Objective 6.11 - Identify some of the common symptoms and the associated root causes associated with group management and assignment-related issues

Objective 6.12 - Understand common ACC problems

Objective 6.13 - Identify and troubleshoot directory services integration problems

Objective 6.14 - Identify and troubleshoot synchronization problems related to directory service

Objective 6.15 - Identify and understand common Certificate Authority integration symptoms

Objective 6.16 - Identify and troubleshoot common Certificate Authority errors

Objective 6.17 - Understand Workspace ONE Access Integration troubleshooting techniques

Objective 6.18 - Recognize common symptoms and troubleshooting techniques related to issues with Workspace ONE Intelligent Hub

Objective 6.19 - Explain troubleshooting techniques for endpoint communication services (AWCM, APNs, FCM, WNS)

Objective 6.20 - Explain device commands and how to use them for troubleshooting

Objective 6.21 - Describe how targeted logging can help endpoint troubleshooting

Objective 6.22 - Identify and scope enrollment problems

Objective 6.23 - Identify and scope common endpoint connectivity problems

Objective 6.24 - Identify and scope common profile issues

Objective 6.25 - Identify, understand, and troubleshoot common compliance policy issues

Objective 6.26 - Identify, understand, and troubleshoot common symptoms related to issues with applications.

Objective 6.27 - Identify common symptoms and associated root-causes of email profile related issues.

Objective 6.28 - Identify, understand, and troubleshoot common PowerShell integration issues

Objective 6.29 - Identify and understand useful troubleshooting commands for UAG

Objective 6.30 - Identify, understand, and troubleshoot common symptoms of Content Gateway related issues

Objective 6.31 - Identify, understand, and troubleshoot common symptoms of VMware Tunnel related issues

Objective 6.32 - Explain how Workspace ONE Assist can help endpoints troubleshooting

Objective 6.33 - Identify, understand, and troubleshoot common issues with Workspace ONE Assist.

Section 7 - Administrative and Operational Tasks

Objective 7.1 - Describe how an administrator's role affects the viewing of system settings

Objective 7.2 - Understand the Console Events or Device Events settings

Objective 7.3 - Outline the steps of collecting Workspace ONE UEM logs

Objective 7.4 - Describe the process of changing logging levels for troubleshooting Workspace ONE core services and components.

Objective 7.5 - Understand how to monitor the health of core and edge services

Objective 7.6 - Describe how the SSP helps administrators and users to solve issues by themselves

Courses used to develop this exam and strongly recommended to you for exam preparation:

[VMware Workspace ONE: UEM Troubleshooting \[21.X\]](#)

Badge

VMware Specialist - Workspace ONE 21.X UEM Troubleshooting 2022

References

In addition to the recommended course/s, item writers used the following references for information when writing exam questions. It is recommended that you study the reference content as you prepare to take the exam, in addition to any recommended training.

<http://kb.vmware.com> - [VMware Workspace ONE 21.X]

<http://www.vmware.com> - [VMware Workspace ONE 21.X]

<https://blogs.vmware.com> - [VMware Workspace ONE 21.X]

<https://docs.vmware.com> - [VMware Workspace ONE 21.X]

<https://www.vmware.com/support/pubs> - [VMware Workspace ONE 21.X]

<https://www.vmware.com/techpapers.html> - [VMware Workspace ONE 21.X]

<http://pubs.vmware.com> – [VMware Workspace ONE 21.X]

*Workspace ONE content in this exam is based on v21.X. Review all 21.X release notes and material for features and function.

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