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VMware

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VMware Workspace ONE 21.X UEM Troubleshooting Specialist

Questions&AnswersPDF

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Question: 1

Which VMware Tunnel utility can help troubleshooting by gathering all the necessary component log files that may be required during the process?

- A. tunnel_snap
- B. tunnel_vi
- C. tunnela_udrt
- D. tunnel_nano

Answer: A

Explanation:

The tunnel_snap utility can help troubleshooting by gathering all the necessary component log files that may be required during the process. This utility is available on both Linux and Windows versions of VMware Tunnel1. The tunnel_snap utility collects logs from the following components:

VMware Tunnel service

Per-App Tunnel service

Proxy service

Content Gateway service

VMware Tunnel configuration files

System information

Network information The other options are not valid utilities for VMware Tunnel.

Question: 2

An organization has successfully used VMware Workspace ONE UEM to deploy a managed, public application to Android, iOS, and Windows devices in the same OG for the last year.

The Windows and Android users can still install this application. The iOS device users, however, report that they can see and install other applications in the VMware Workspace ONE Catalog, but suddenly they are unable to see this application in the VMware Workspace ONE Catalog.

What is the most likely cause of this issue?

- A. The application assignment via a smart group was misconfigured.
- B. The application assignment via the enrollment type was misconfigured.
- C. The organization's Apple Push Notification certificate expired.
- D. The organization's Apple sToken expired.

Answer: C

Explanation:

The most likely cause of this issue is that the organization's Apple Push Notification certificate expired. The Apple Push Notification certificate is required for iOS devices to communicate with Workspace ONE UEM and receive commands, profiles, and applications². If the certificate expires, the iOS devices will not be able to receive any updates from Workspace ONE UEM, including the application catalog. The organization should renew the certificate as soon as possible to restore the functionality of the iOS devices³. The other options are not likely causes of this issue because:

A misconfigured application assignment via a smart group would affect all devices in the smart group, not just iOS devices.

A misconfigured application assignment via the enrollment type would affect all devices with the same enrollment type, not just iOS devices.

An expired Apple sToken would prevent the organization from purchasing or distributing new applications from Apple Business Manager or Apple School Manager, but it would not affect the existing applications in the Workspace ONE Catalog.

Question: 3

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.

Answer: D

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: 4

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.

Answer: D

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: 5

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 AWCN
- B. From the Active Directory Server to the ACC
- C. From AWCN to the Active Directory Server
- D. From the ACC to the Active Directory server

Answer: D

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.



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