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Exam : **5V0-62.22**

Title : VMware Workspace ONE 21.X UEM Troubleshooting Specialist

Version : DEMO

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.

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: D

3.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: B

Explanation:

When integrating Workspace ONE UEM, it's crucial that the correct API keys and credentials are used. A test connection failure could stem from a number of issues, but looking at the options provided:

A. The integration of Workspace ONE UEM with the test connection is not dependent on the Workspace

ONE Access Username. Workspace ONE Access and Workspace ONE UEM are distinct, and the Access Username would not typically be used for this test connection.

B. The provided Workspace ONE UEM API key is incorrect - This is the most likely cause of the problem. The API key is essential for allowing one service to communicate with another. If you provide an incorrect API key, the service will not recognize the request as coming from an authorized source, leading to a connection failure.

C. Workspace ONE UEM Username being incorrect can prevent a successful login to the admin console, but the API key is usually what's needed for integrations, not the admin username.

D. Just like with option A, the Workspace ONE Access API key is distinct and is not typically used when testing a connection with Workspace ONE UEM.

Based on the given options, the correct answer would be:

B. The provided Workspace ONE UEM API key is incorrect.

This is because the API key is crucial for the integration, and an incorrect API key would prevent a successful test connection.

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

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

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.

5.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

Answer: C

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.