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QUESTIONS & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

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 finds 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?

Options:

- 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.

Answer:

C

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 Directory. 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 devices. The administrator should check and resolve any duplicate GUIDs in Active Directory.

Question 2

Question Type: MultipleChoice

An Active Directory administrator added a number of new user accounts to a group that is synced in VMware Workspace ONE UEM, but after several days, the new directory accounts have not synchronized into the VMware Workspace ONE UEM console.

After checking the Directory Services configuration in the VMware Workspace ONE UEM console, the administrator confirmed Auto Sync and Auto Merge are enabled for the group. Which two log files would be used to troubleshoot issues related to this Directory synchronization? (Choose two.)

Options:

- A- DirectorySyncServiceLogFile.log
- B- WebLogFile.log
- C- CloudConnector.log
- D- AWServices log
- E- DeviceServicesLog. log

Answer:

A, C

Explanation:

The two log files that would be used to troubleshoot issues related to this Directory synchronization are DirectorySyncServiceLogFile.log and CloudConnector.log. DirectorySyncServiceLogFile.log is a log file that records the directory synchronization process between Workspace ONE UEM and Active Directory or LDAP. CloudConnector.log is a log file that records the communication and synchronization between Workspace ONE UEM and ACC (AirWatch Cloud Connector), which is a service that integrates Workspace ONE UEM with internal enterprise systems, such as Active Directory or Certificate Authority. These log files can help identify and troubleshoot any errors or issues related to directory synchronization.

Question 3

Question Type: MultipleChoice

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?

Options:

- A- Device Management Console

- B- Self-Service Portal
- C- SQLCMD
- D- AWCM

Answer:

B

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 4

Question Type: MultipleChoice

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?

Options:

- 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

Question 5

Question Type: MultipleChoice

An administrator working with the VMware Workspace ONE UEM product suite is encountering issues when trying to enroll iOS devices using basic users. Which VMware Workspace ONE UEM service or component logs should be gathered by the administrator to determine a root cause?

Options:

- A- Console logs
- B- AirWatch Cloud Messaging logs
- C- AirWatch Cloud Connector logs
- D- Device Services logs

Answer:

D

Explanation:

The VMware Workspace ONE UEM service or component logs that should be gathered by the administrator to determine a root cause are Device Services logs. Device Services is a component of Workspace ONE UEM that handles device enrollment, management, and communication. Device Services also hosts the AWCM service, which is responsible for delivering push notifications to devices. If iOS devices are unable to enroll using basic users, it could indicate that there is a problem with Device Services configuration, connectivity, or synchronization. The administrator should gather and analyze the Device Services logs to identify and troubleshoot the issue.

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