



VMware Certified Specialist - Workspace ONE 21.X UEM Troubleshooting 5V0-62.22 Practice Questions

Shared by Hernandez on 17-08-2026

For More Free Questions and Preparation Resources

Check the Links on Last Page



Question 1

Question Type: MultipleChoice

Which feature is included in VMware Workspace ONE Assist in Attended Mode?

Options:

- A- View and export detailed device information, access activity logs, run commands, and manage files
- B- Restrict employees' ability to pause or end a remote session for enhanced privacy.
- C- Remotely connect to any unenrolled or enrolled device in seconds, directly from the VMware Workspace ONE console
- D- Restrict additional users to a remote session to assist with issues.

Answer:

A

Explanation:

The feature that is included in VMware Workspace ONE Assist in Attended Mode is view and export detailed device information, access activity logs, run commands, and manage files. This feature allows the administrator to remotely access the device screen and perform various actions to troubleshoot issues or assist the user. The administrator can also view the device details, such as battery level, network status, memory usage, and so on. The administrator can also access the device logs, run commands such as ping or traceroute, and manage the device files.

Question 2

Question Type: MultipleChoice

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

Options:

- 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 3

Question Type: MultipleChoice

An administrator has been troubleshooting an issue where a single device is unable to check in to VMware Workspace ONE UEM and receive commands. All services are functioning, and this issue appears to be isolated to this specific device. Service logs have also been reviewed and do not show any instances of communication with the device in question.

Which troubleshooting step should be taken next to find the root cause, while not causing any data loss to the end user's device?

Options:

- A- Manually update the device record in the DB.
- B- Renew the Device Root Certificate.

- C- Use Device Wipe, and then re-enroll the device.
- D- Gather Device Side Logging.

Answer:

D

Explanation:

The troubleshooting step that should be taken next to find the root cause, while not causing any data loss to the end user's device, is to gather device side logging. Device side logging can help collect more detailed information about device events, actions, and errors for troubleshooting purposes. Device side logging can be enabled from the Workspace ONE UEM console or from the device itself. Device side logging does not affect the user's data or settings on the device.

Question 4

Question Type: MultipleChoice

An administrator is attempting to configure SMTP integration for a shared SaaS Workspace ONE UEM in order to use an email system on the organization's internal network to send notification emails to users, but the "Test Connection" fails for the SM FP integration.

Which action can the organization administrator take to resolve this issue?

Options:

- A- Enable verbose logging for the AWCM (AirWatch Cloud Messaging) service.
- B- Enable verbose logging for the UEM Device Services service.
- C- Enable verbose logging for the UAG Secure Email Gateway service.
- D- Enable verbose logging for the ACC (AirWatch Cloud Connector) service

Answer:

D

Explanation:

Enable verbose logging for the ACC (AirWatch Cloud Connector) service. ACC is a service that integrates Workspace ONE UEM with internal enterprise systems, such as SMTP (Email Relay) server. ACC enables Workspace ONE UEM to use internal resources without exposing them to

the Internet. If the SMTP integration test connection fails, it could indicate that there is a problem with ACC configuration, connectivity, or synchronization. Enabling verbose logging for ACC can help identify and troubleshoot the root cause of the issue.

Question 5

Question Type: MultipleChoice

Which VMware Workspace ONE UEM console configuration page would be

Options:

- A- Groups & Settings > All Settings > Admin > Diagnostics > Logging
- B- Groups & Settings > All Settings > Storage > Logging
- C- Groups & Settings > All Settings > Troubleshooting > Logging
- D- Groups & Settings > All Settings > System > Logging

Answer:

A

Explanation:

The VMware Workspace ONE UEM console configuration page that would be used to enable debug logging for a specific device is Groups & Settings > All Settings > Admin > Diagnostics > Logging. This page allows administrators to enable debug logging for a specific device or a group of devices based on various criteria, such as platform, model, ownership, and so on. Debug logging can help collect more detailed information about device events, actions, and errors for troubleshooting purposes.

Question 6

Question Type: MultipleChoice

An organization administrator started utilizing VMware Workspace ONE UEM to configure emails clients on managed Android, OS, and Windows devices. Windows and Android users can access their email inboxes. iOS device users are able to check in, but their email inbox fails to load:

What is the most likely cause of this issue?

Options:

- A- The organization's Apple sToken expired.
- B- The profile that configures the email client is misconfigured.
- C- The organization group that assigns the email client is misconfigured.
- D- The organization's Apple Push Notification certificate expired.

Answer:

D

Explanation:

The organization's Apple Push Notification certificate expired. The Apple Push Notification certificate is a certificate that allows Workspace ONE UEM to communicate with iOS devices using push notifications. Push notifications are required for iOS devices to check in and receive email configuration profiles from Workspace ONE UEM. If the Apple Push Notification certificate expires or becomes invalid, iOS devices will not be able to check in or receive email configuration profiles, and their email inbox will fail to load. The administrator should check and renew the Apple Push Notification certificate if needed.

Question 7

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 API key in the Workspace ONE UEM console1.

Question 8

Question Type: MultipleChoice

An administrator is having issues enrolling a new user's device into Workspace ONE UEM.

Which two log files can be reviewed to understand what may be the underlying issue for the enrollment error? (Choose two.)

Options:

- A- Enrollshortcut.log
- B- DeviceServicesLog. log
- C- WebLogFile. log
- D- Device Management log
- E- AWservicesJog

Answer:

A, D

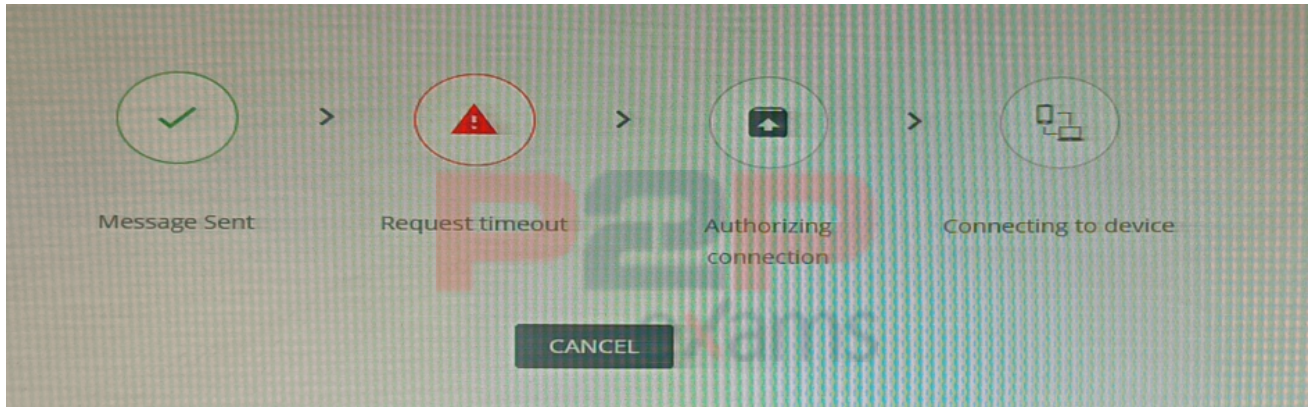
Explanation:

The two log files that can be reviewed to understand what may be the underlying issue for the enrollment error are Enrollshortcut.log and Device Management log. Enrollshortcut.log is a log file that records the enrollment process of devices using the Intelligent Hub app. Device Management log is a log file that records the device management events, such as enrollment, unenrollment, commands, profiles, and policies. These log files can help identify and troubleshoot any errors or issues related to device enrollment.

Question 9

Question Type: MultipleChoice

Refer to the exhibit- An IT administrator tried to start a remote session using Workspace ONE Assist but received this request timeout error:



What might be the root cause of this issue?"

Options:

- A- Workspace ONE Assist agent failed to connect to the Workspace ONE Assist server
- B- Workspace ONE Intelligent Hub failed to connect to the Workspace ONE Assist server
- C- The devices were connected remotely using the unattended mode in Workspace ONE Assist agent.
- D- The Administrator didn't have proper level of access to Workspace ONE Assist's features.

Answer:

A

Explanation:

The root cause of this issue is that Workspace ONE Assist agent failed to connect to the Workspace ONE Assist server. The request timeout error indicates that the Workspace ONE Assist agent did not receive a response from the Workspace ONE Assist server within the specified time limit. This could be due to network issues, firewall settings, or authentication problems. The administrator should check and resolve these issues to enable remote sessions using Workspace ONE Assist.

Question 10

Question Type: MultipleChoice

After introducing an additional AWCM server (for a total of two), enrollments have periodically started to fail. While testing, the administrator notices that when `https://awcm.awmdm.com;2001/awcm/statistics?awcmsessionId--12345` is accessed, the user is consistently bounced between both AWCM nodes

Which misconfiguration would be causing this behavior?

Options:

- A- AWCM offloading is not property configured.
- B- AWCM Persistence is not correctly configured.
- C- WCM secure channel certificate is not installed.
- D- AWCM ports are not opened to the new AWCM server.

Answer:

B

Explanation:

The misconfiguration that would be causing this behavior is AWCM Persistence is not correctly configured. AWCM Persistence is a setting that ensures that devices maintain a consistent connection with the same AWCM server in a load-balanced environment. If AWCM Persistence is not correctly configured, devices may be bounced between different AWCM servers and cause enrollment failures or communication errors. The administrator should check and configure AWCM Persistence properly.

Question 11

Question Type: MultipleChoice

An administrator has assigned a purchased application to a new group of EP devices and enabled device-based-licensing. However none of the assigned devices could install the application

Which statement describes the possible cause of this problem?

Options:

- A- VPP invites are not accepted
- B- Devices do not have Workspace ONE Hub installed
- C- App Store is hidden.
- D- VPP sToken has expired.

Answer:

D

Explanation:

The possible cause of this problem is that VPP sToken has expired. VPP (Volume Purchase Program) sToken is a token that allows Workspace ONE UEM to communicate with Apple's VPP service and manage purchased applications for iOS devices. If the VPP sToken expires or becomes invalid, Workspace ONE UEM will not be able to assign or distribute purchased applications to devices. The administrator should check and renew the VPP sToken if needed.

Question 12

Question Type: MultipleChoice

Refer to the exhibit. The VMBeans company has created the following organization group (OG) structure:



VMBeans

Logistics

Midwest Warehouse

Sales

The senior VMware Workspace ONE UEM administrator has created these smart groups at different OG levels for lower level administrators to use:

Groups & Settings > Groups

Assignment Groups

Filters >> [+ ADD SMART GROUP](#)

☐ Groups	Managed By	Group Type
☐ Logistics Team Central Office	Logistics	Smart Group
☐ Midwest Rugged	Midwest Warehouse	Smart Group
☐ Sales Android Device	Sales	Smart Group
☐ Sales Laptop	Sales	Smart Group
☐ VMBeans (VMBeans)	VMBeans	Organization Group
☐ Logistics (VMBeans / Logistics)	Logistics	Organization Group
☐ Midwest Warehouse (VMBeans / Log	Midwest Warehouse	Organization Group
☐ Sales (VMBeans / Sales)	Sales	Organization Group

The administrator at the Logistics OG has the Console Administrator role. Which two smart groups could this administrator manage? (Select two.)

Options:

- A- VMBeans (VMBeans)
- B- Logistics Team Central Office
- C- Midwest Rugged
- D- Sales Android Device
- E- Sales Laptop

Answer:

B, C

Explanation:

The administrator at the Logistics OG has the Console Administrator role, which means they can manage all the smart groups that are created in their own OG or below. Therefore, they can manage the Logistics Team Central Office and Midwest Rugged smart groups, which are both created in the Logistics OG. They cannot manage the VMBeans (VMBeans), Sales Android Device, and Sales Laptop smart groups, which are created in higher OGs.

To Get Premium Files for 5V0-62.22 Visit

<https://www.p2pexams.com/products/5v0-62.22>

For More Free Questions Visit

<https://www.p2pexams.com/vmware/pdf/5v0-62.22>

20%
DISCOUNT

P2P
exams