

VMware Workspace ONE 21.X UEM Troubleshooting Specialist

VMware 5V0-62.22

Version Demo

Total Demo Questions: 2

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Topic Break Down

Topic	No. of Questions
Topic 1, Troubleshooting and Repairing	19
Topic 2, Administrative and Operational Tasks	4
Total	23

QUESTION NO: 1

A macOS system extension profile is assigned to a group of managed Macs. The profile installs successfully, but the system extension does not load. The macOS system log reports that the extension is not authorized for the configured team.

Which setting should the administrator correct?

- A. The Team Identifier in the System Extensions payload
- B. The device ownership type in the enrollment profile
- C. The APNs certificate associated with the Organization Group
- D. The deployment type of the macOS profile assignment

ANSWER: A

Explanation:

The Team Identifier in the System Extensions payload must match the Apple Developer Team ID that signed the system extension. A profile can install successfully even when its system-extension authorization values are incorrect. Correcting the Team Identifier allows macOS to match the authorized developer to the signed extension. Changing the device ownership type, APNs certificate, or profile assignment does not resolve a signing-identity mismatch.

QUESTION NO: 2

After a password rotation for the account configured in Directory Services, scheduled user synchronization stops importing new directory users. The synchronization log shows an authentication failure when Workspace ONE UEM connects to Active Directory.

Which two actions should the administrator take? (Choose two.)

- A. Re-enroll all devices associated with the directory users.
- B. Update the password for the directory service account in Workspace ONE UEM.
- C. Replace the APNs certificate for the organization group.
- D. Disable the applicable enrollment restriction.
- E. Verify that the directory service account can read the configured directory locations.

ANSWER: B E

Explanation:

The account used by Workspace ONE UEM to connect to Active Directory must have its current password configured in Directory Services and must retain permission to read the directory locations included in the synchronization configuration. Updating only individual user credentials does not repair the service-account bind, and Smart Group assignments are evaluated after directory users can be synchronized.