1. Setting up Workspace ONE

In this lab you (as the admin) will be setting up the platform for the digital workspace. We will integrate Workspace ONE UEM with Workspace ONE Access, Hub Services and Workspace ONE intelligence.

You will install the Access connector and configure Active Directory integration to sync users.

Part 1: Access, UEM and Intelligence setup

Part 2: Enable Experience Management

Part 3: Workspace ONE Access

Part 4: Installing and configuring the Workspace ONE Access Connector

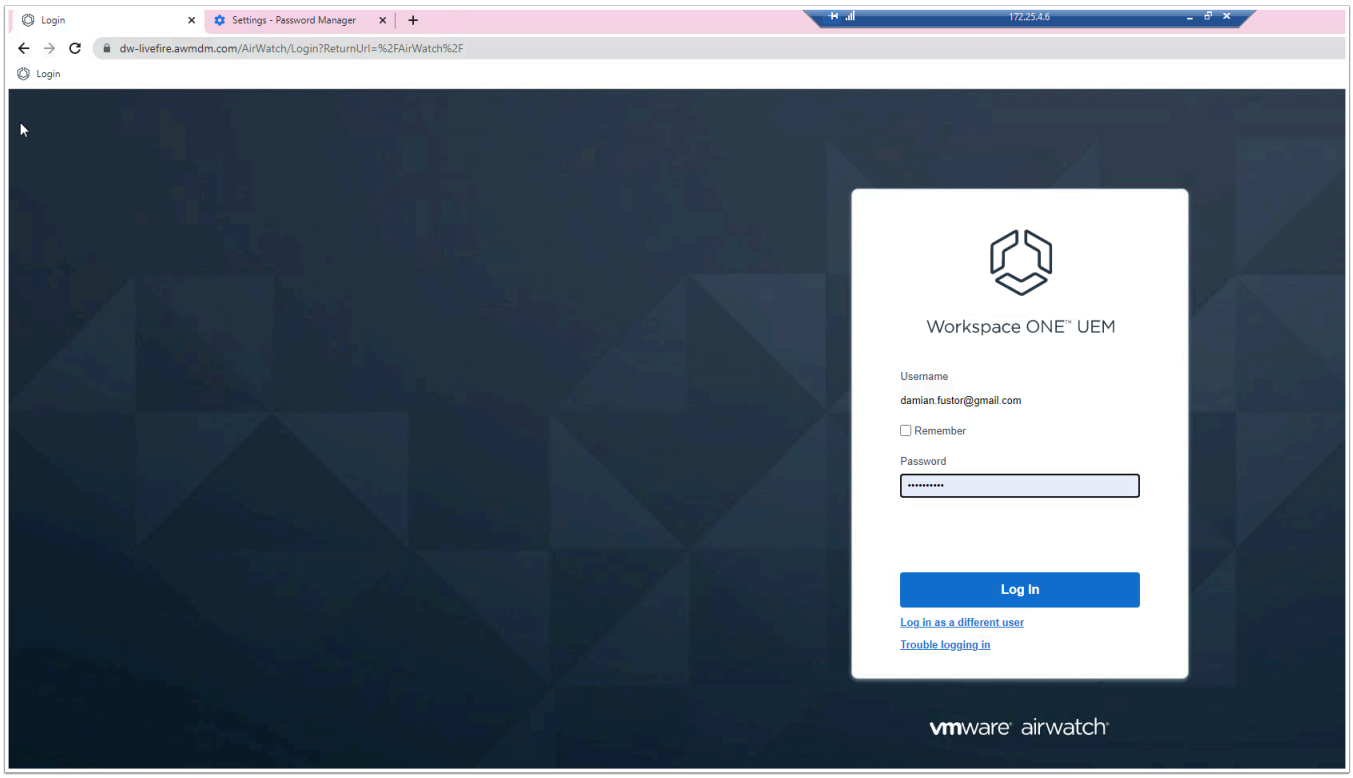
Part 5: Configure Directory Sync with Workspace ONE Access Connector

Part 6: Workspace ONE Hub Services Integration with Workspace ONE Access

Part 7: Configuring Workspace ONE Hub Services

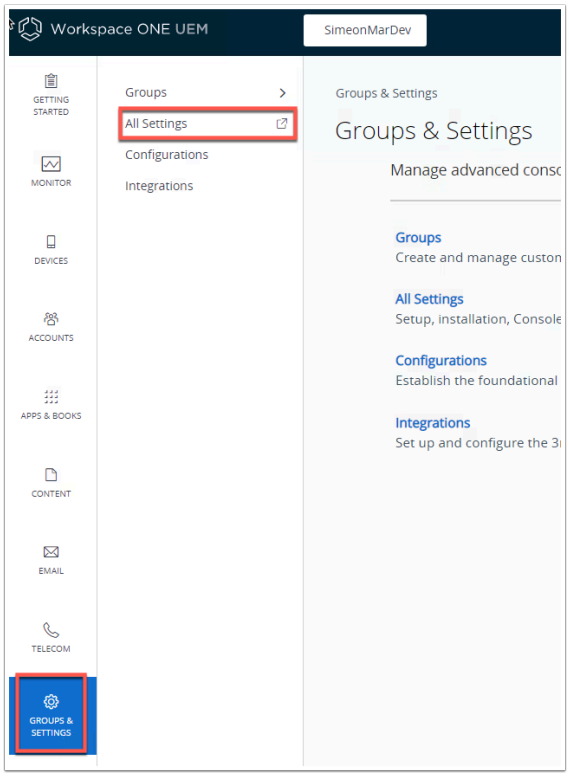
Part 8: User Provisioning to UEM

Part 1: Access, UEM and Intelligence setup

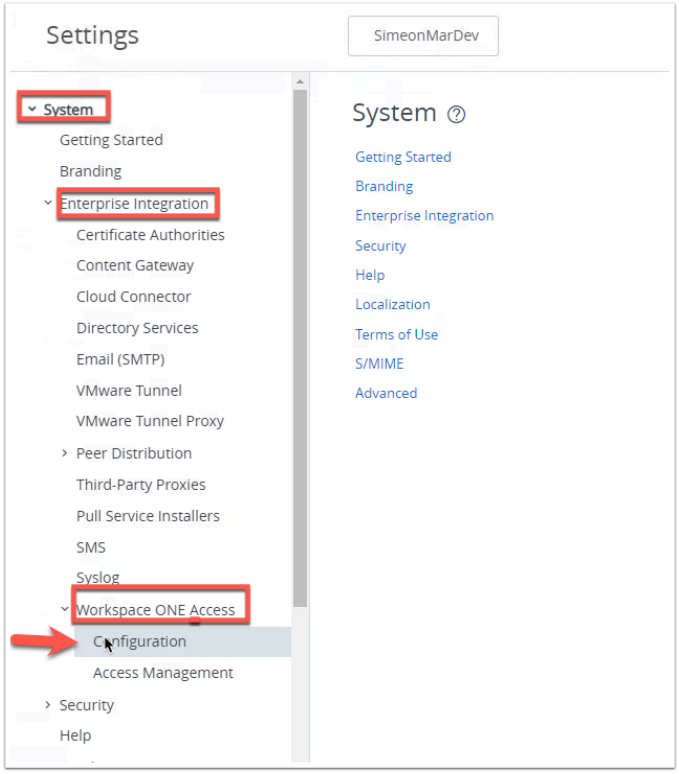


1. On the **Control Center** open Chrome and navigate to the **UEM admin** console sign in.
   - Browser to **https://dw-livefire.awmdm.com**
   - Sign in with your credentials (your **E-mail** + **VMware1!**)

NOTE:If this is your first time signing in you will have to set a security question and a PIN.

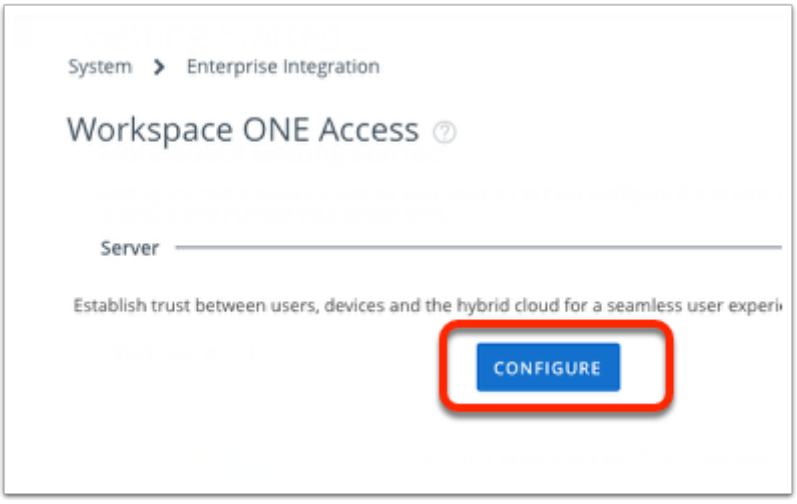


2. In the UEM console navigate to **GROUPS & SETTINGS** > All Settings

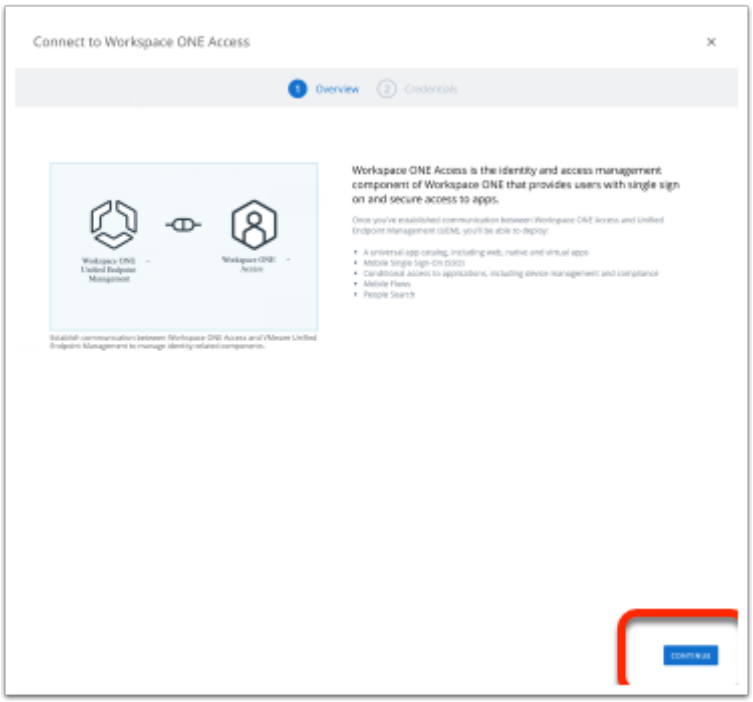


3. In the Settings page navigate to **System** > **Enterprise Integration** > **Workspace ONE Access** > **Configuration**

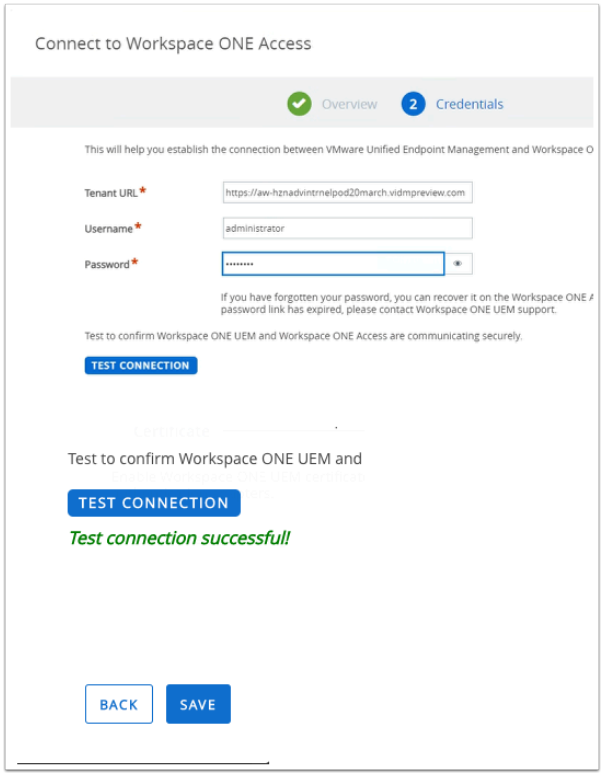
4. In your **Workspace ONE UEM Admin** console
   - Navigate to **Groups and Settings** > **All Settings** > **System** > **Enterprise Integration**> **Workspace ONE Access** > **Configuration**



5. Under the ***Server*** area,
   - Select **CONFIGURE**



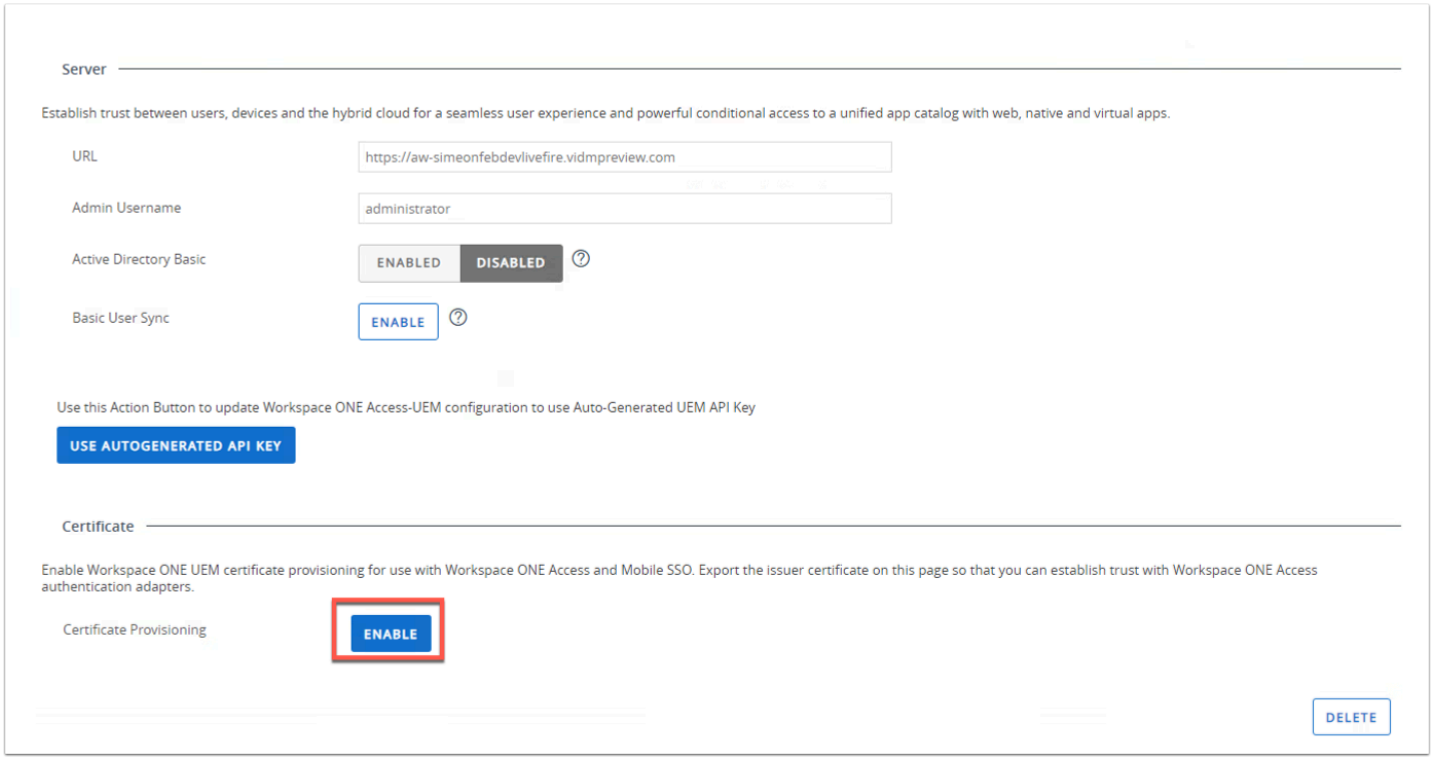
6. On the **Connect to Workspace ONE Access** window,
   - Select **CONTINUE**



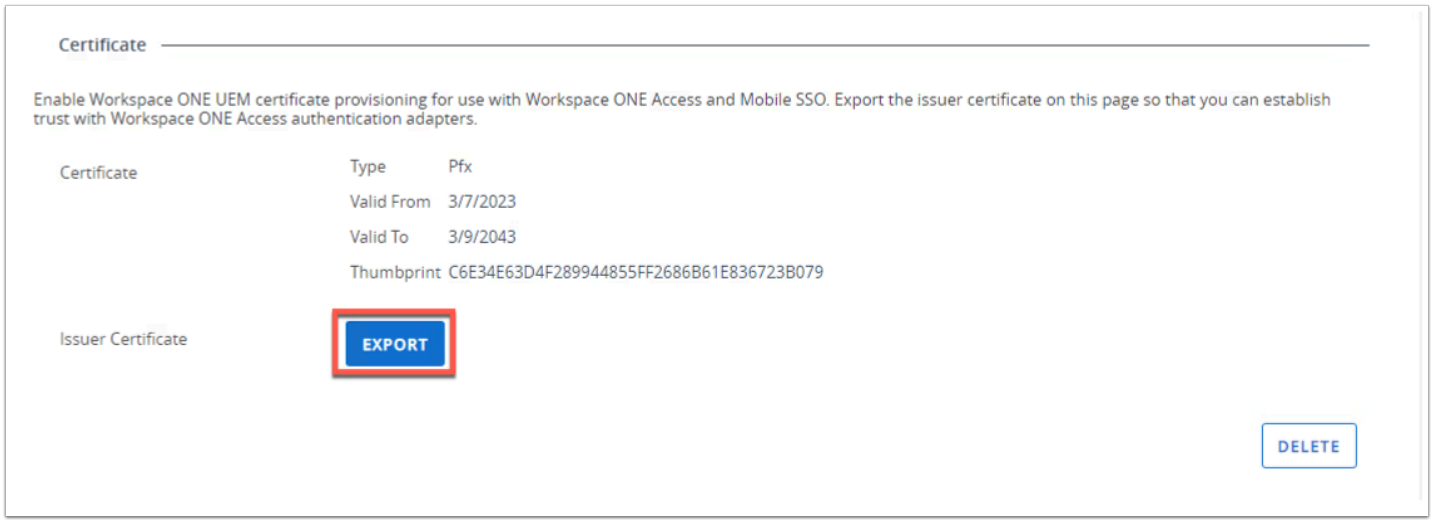
7. On the **Connect to Workspace ONE Access** window enter the following:
   - **Tenant URL**: **Your Tenant** (for example: https://aw-livefirehorizonrn.vidmpreview.com/)

NOTE: You should have received an e-mail from **no-reply@livefire.solutions** with this URL. Check your SPAM folder if you don't see it.

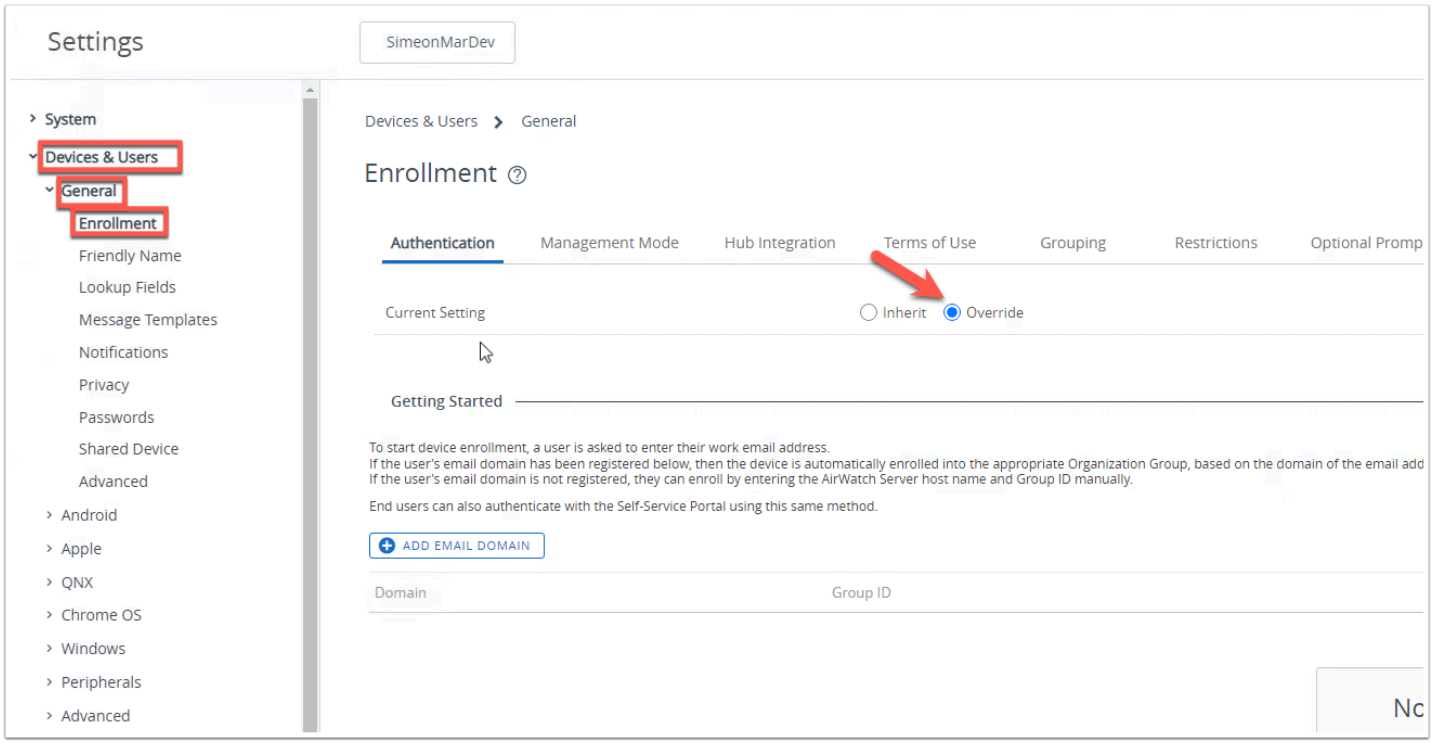
- **User Name:** **Your Tenant Admin account**
- **Password:** **Your Tenant Password**
- Select **TEST CONNECTION** to ensure Tenant configuration has been entered successfully.
- Select **SAVE** and close the settings window



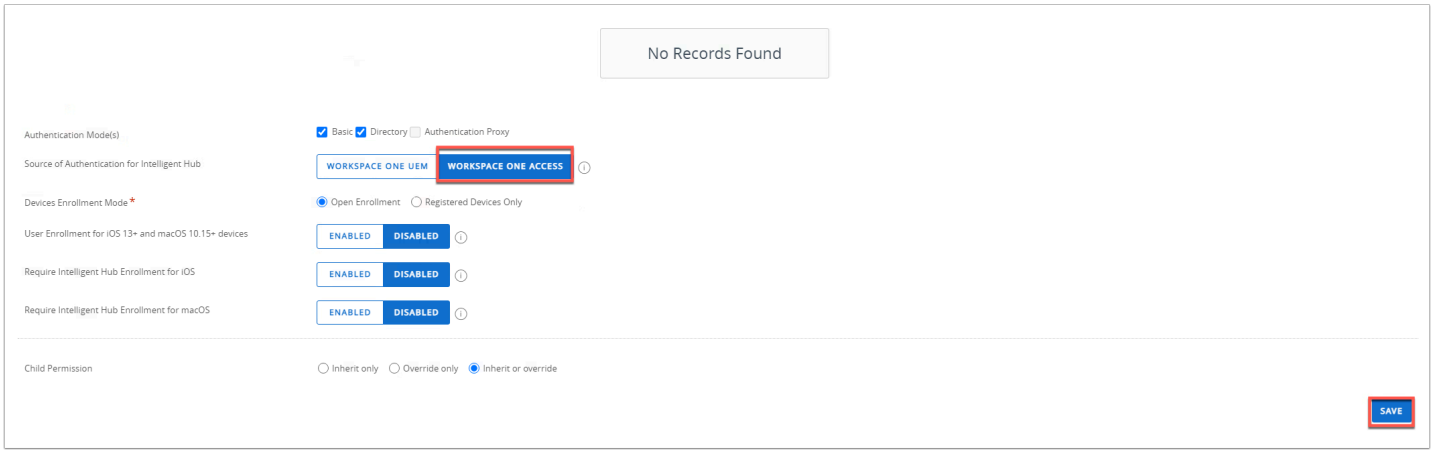
8. After you come back to the settings page for Workspace ONE Access Click **ENABLE** under **Certificate** > **Certificate Provisioning**



9. After the certificate has been enabled click **EXPORT**, this should download the certificate to the downloads folder. We will come back to this certificate at a later stage.

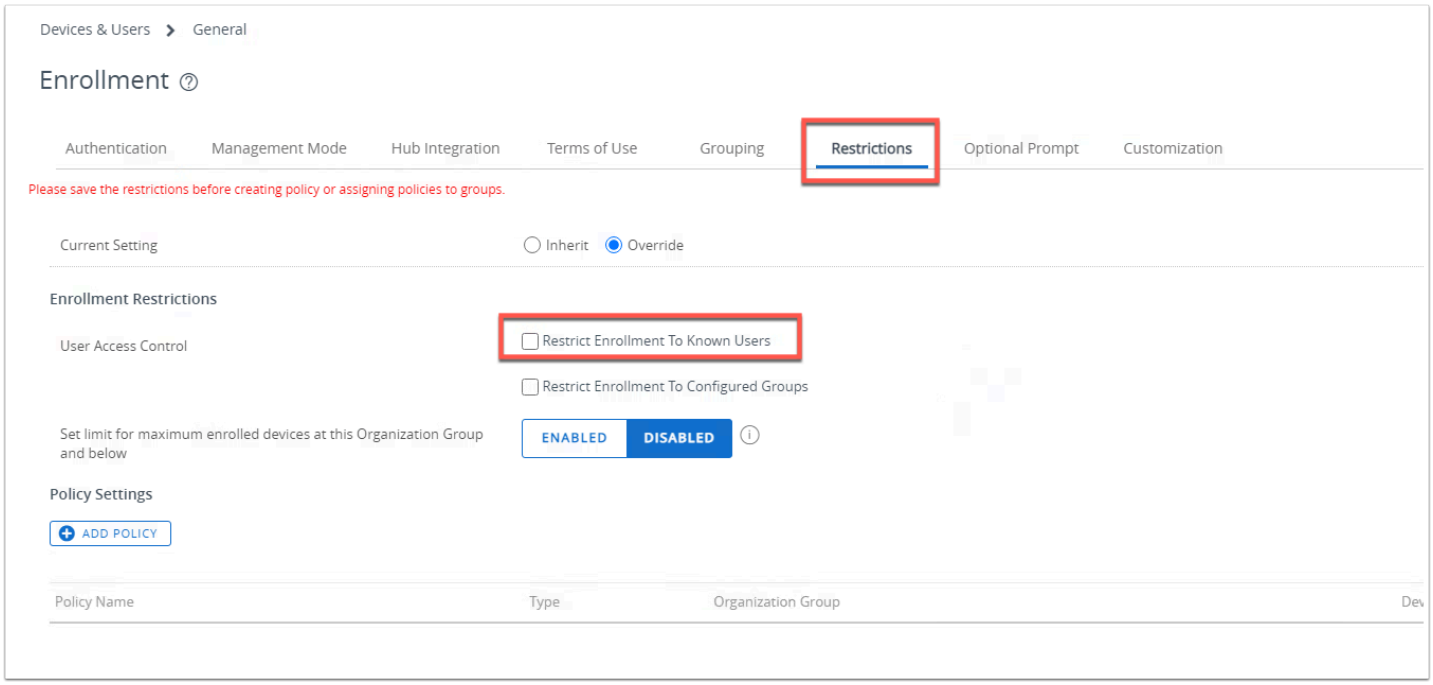


10. In the left navigation panel of the Settings page navigate to **Devices & Users** > **General** > **Enrollment** and click **Override**.



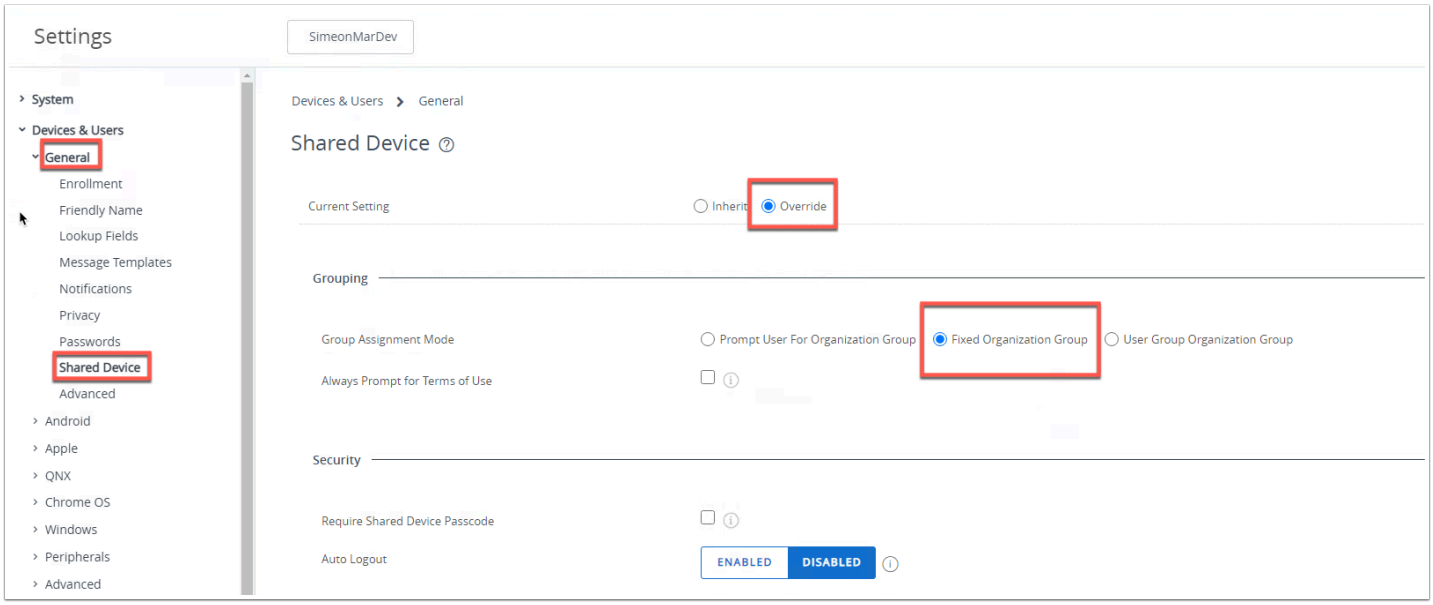
11. Scroll down and change **Source of Authentication for Intelligent Hub** to **WORKSPACE ONE ACCESS** > Click **SAVE** at the bottom of the page.

NOTE: We are doing this as we want the user to authenticate during enrollment with Workspace ONE Access.



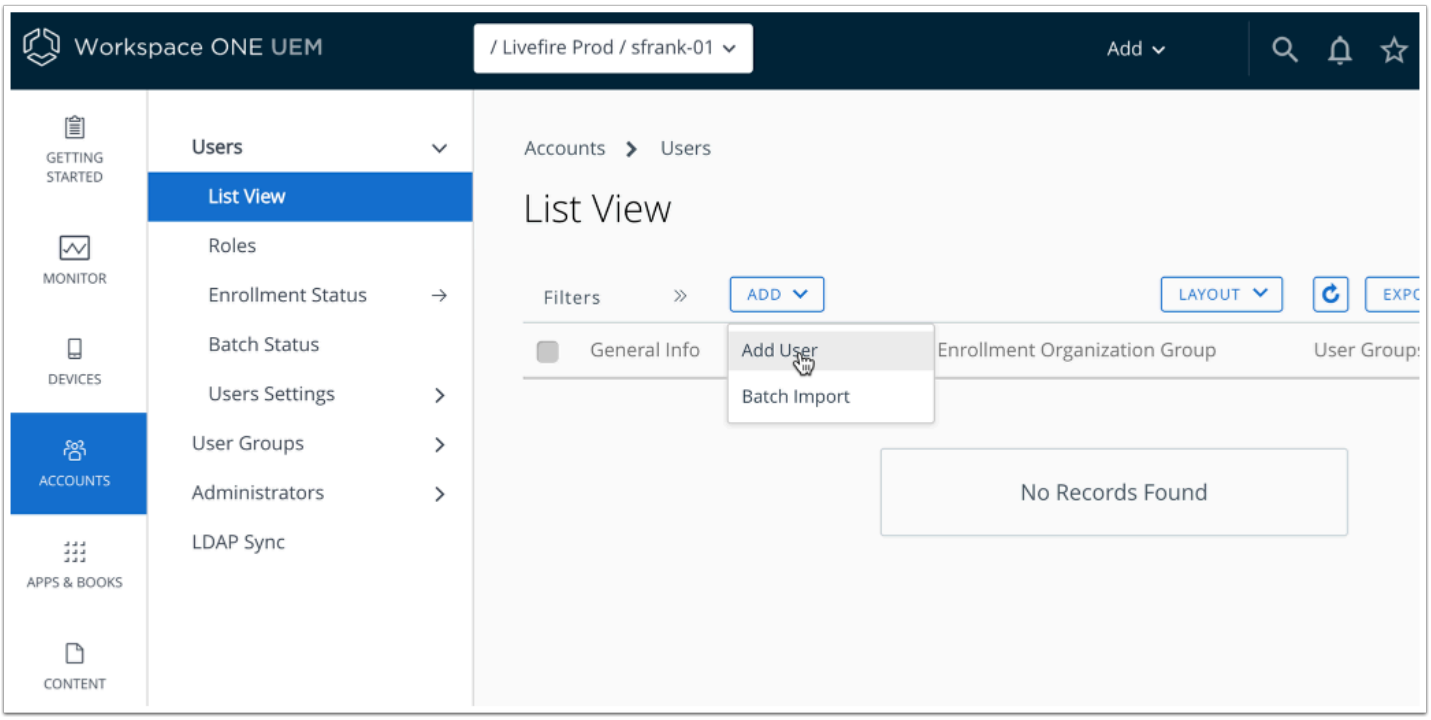
12. Scroll to the top of the page and click on the **Restrictions** tab > **uncheck** Restrict Enrollment to Known Users click **SAVE** at the bottom of the page

NOTE: The reason we are removing this check is because users will be created on the fly throug the AirWatch provisioning adapter in Workspace ONE Access.

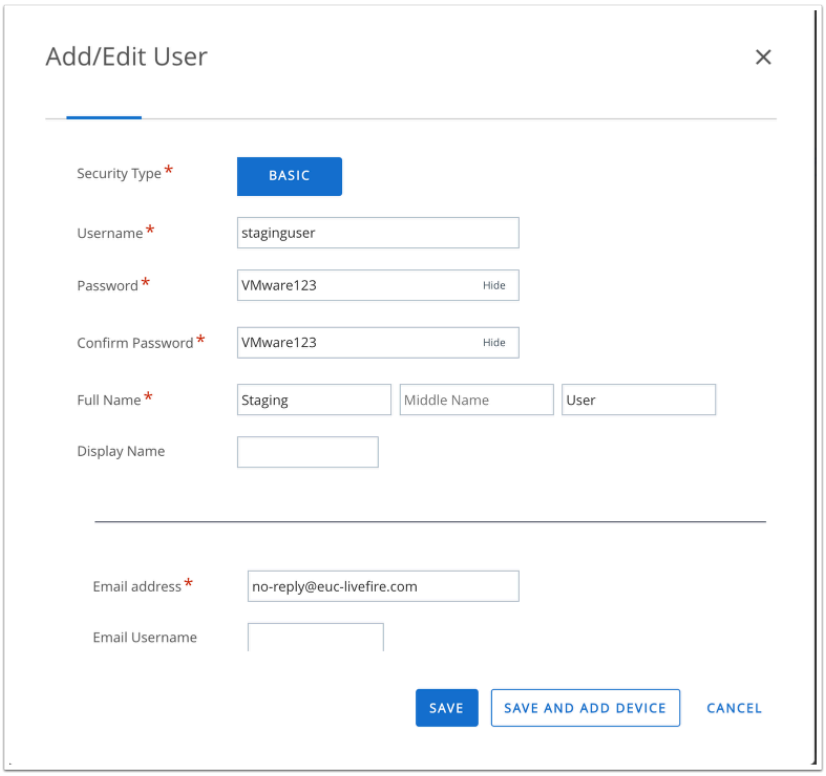


13. In the left navigation page for **Settings** navigate to **Share Device** and click **Override**. For **Group Assignment Mode** click **Fixed Organization Group**. Click **SAVE** at the bottom of the page.

TIP: We will use staged devices later in the lab, this will allow devices that have been enrolled with the staging user to automatically be assigned to your organization group. This improves the user experience!

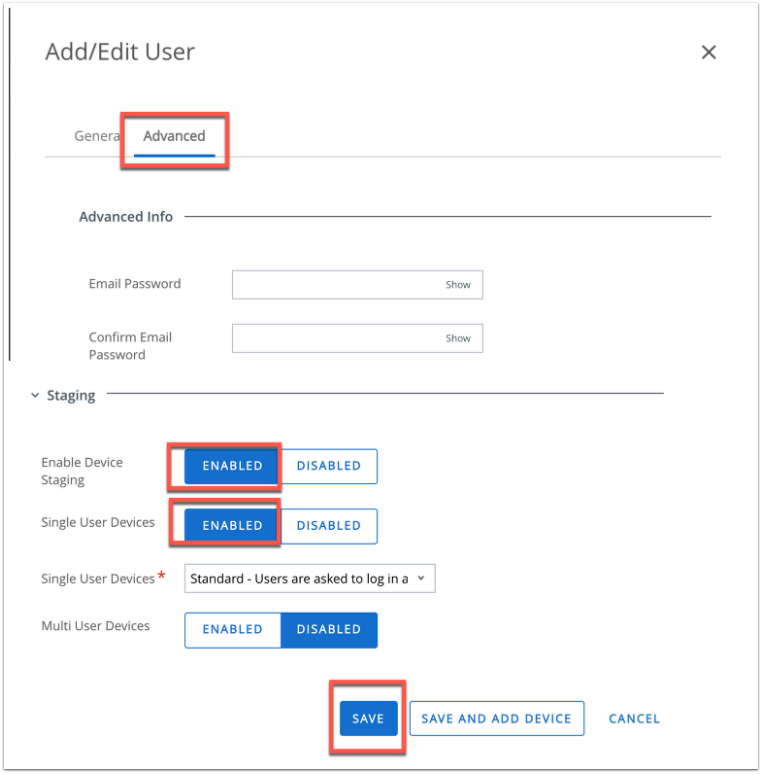


14. Close the settings page. Navigate to **Accounts** > **Users** > **List View** and click **ADD** > **Add User**



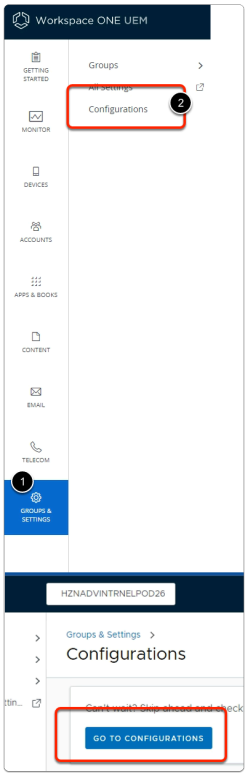
15. Now fill in the following:
    - Username: **staginguser**
    - Password: **VMware123**
    - Confirm Password: **VMware123**

- Fullname: **Staging User**
- Email address: **no-reply@euc-livefire.com**

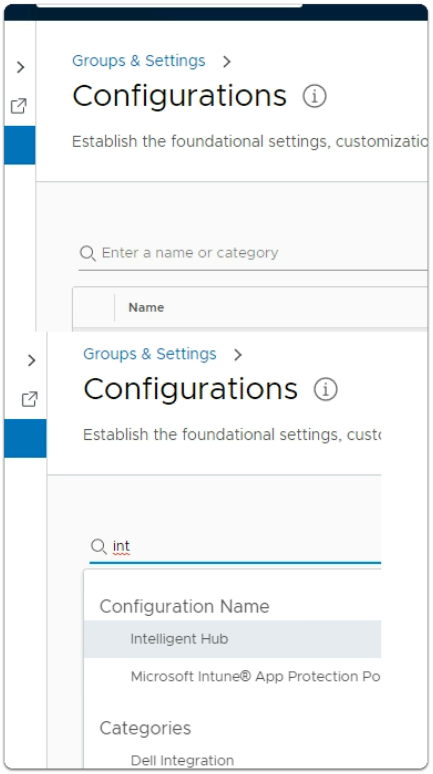


16. At the top of the Add/Edit User click **Advanced** tab. Scroll to the bottom and expand **Staging**.
    - Enable Device Staging: **ENABLED**
    - Single User Devices : **ENABLED**
    - Single User Devices: **Standard - Users are asked to log in after staging**
    - Multi User Devices: **DISABLED**
    - Click **SAVE**.

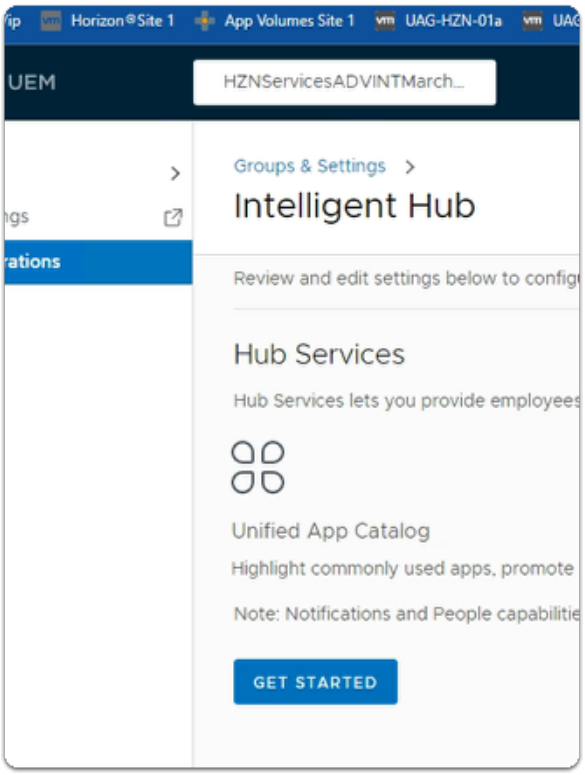
NOTE: In a future lab we will use an enrollment script to automate the enrollment of persistent desktops. This can be used also if IT or OEM is staging devices prior to delivery to end-user.



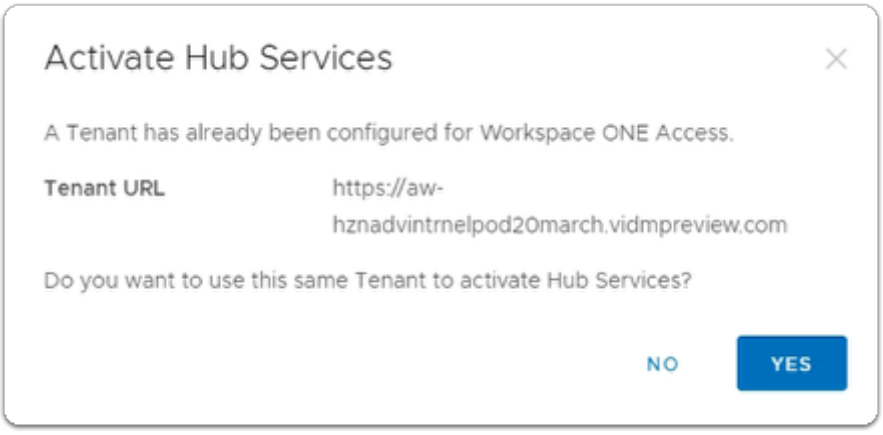
17. In the Workspace ONE UEM admin console
    1. Select **GROUPS & SETTINGS**
    2. Select **Configurations**
    3. In the **Group & Settings > Configurations** window
        - Select **GO TO CONFIGURATIONS**



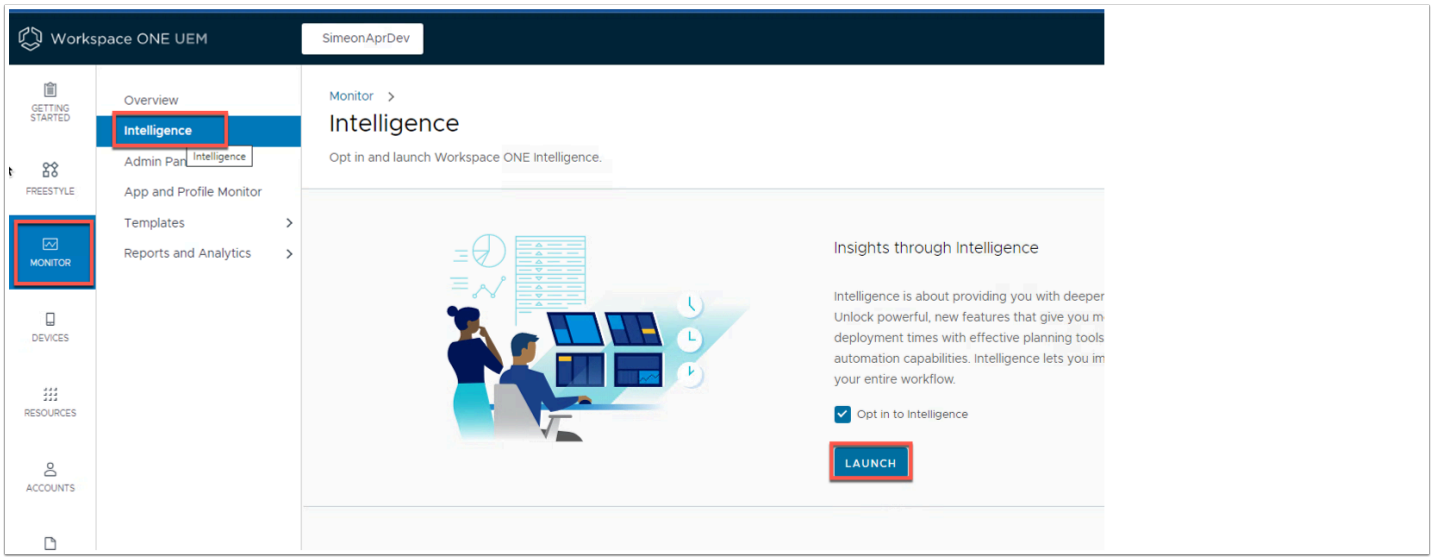
18. Under **Configurations**
    - In the **Enter a name or category** area
        - Type **Int**
    - Under **Configuration Name**
        - Select **Intelligent Hub**



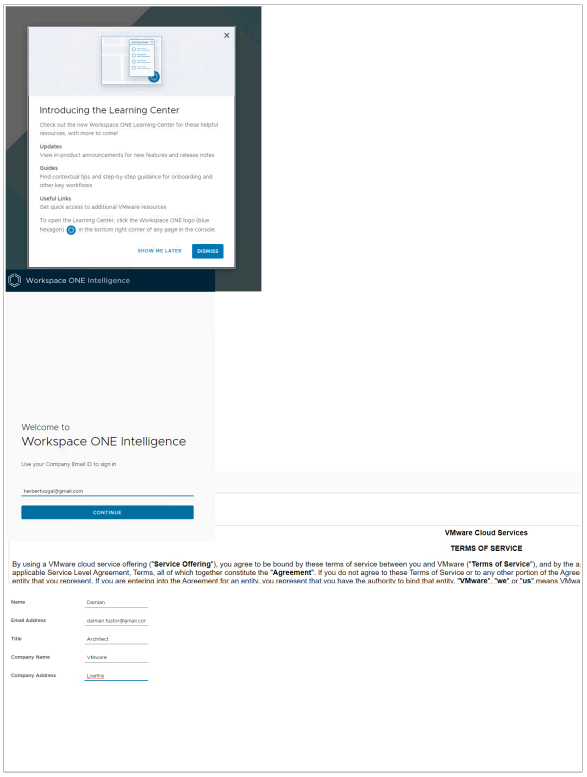
19. Under **Hub Services**
    - Select **GET STARTED**



20. In the **Activate Hub Services**
    - Select **YES**

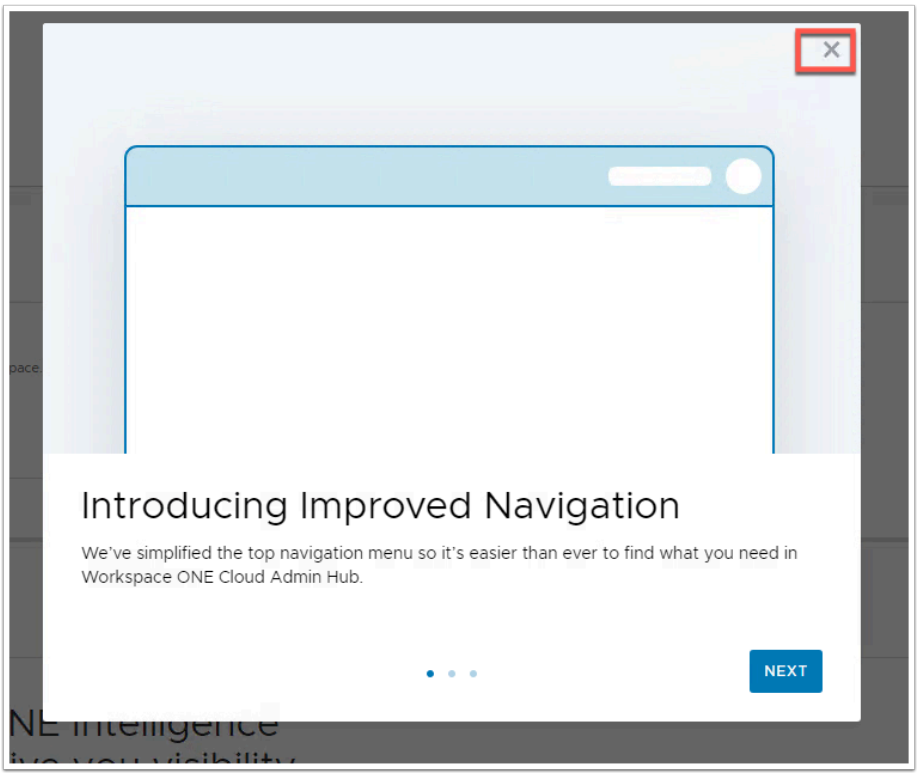


21. In the UEM admin console navigate to **MONITOR** > **Intelligence** and click **LAUNCH**

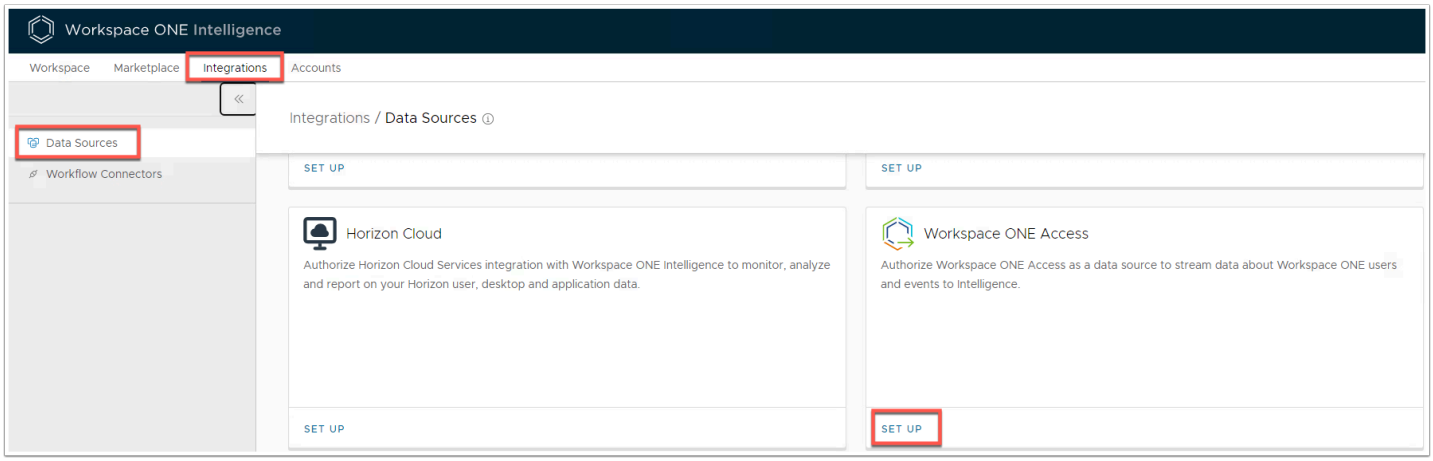


22. You will get a prompt for the new interface. Simply click **Dismiss**. Then type in your **e-mail address**.

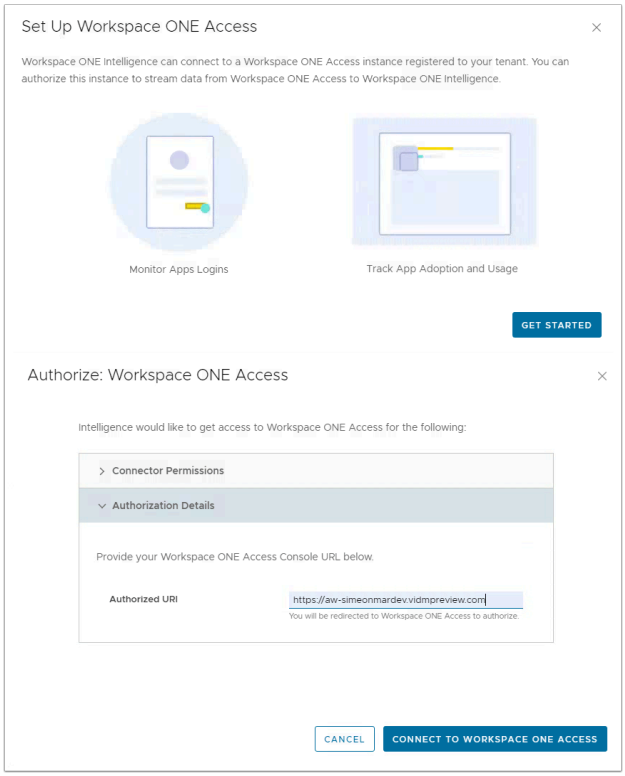
- Fill in the Details (Don't have to be real) for **Terms of Service** and click **ACCEPT**



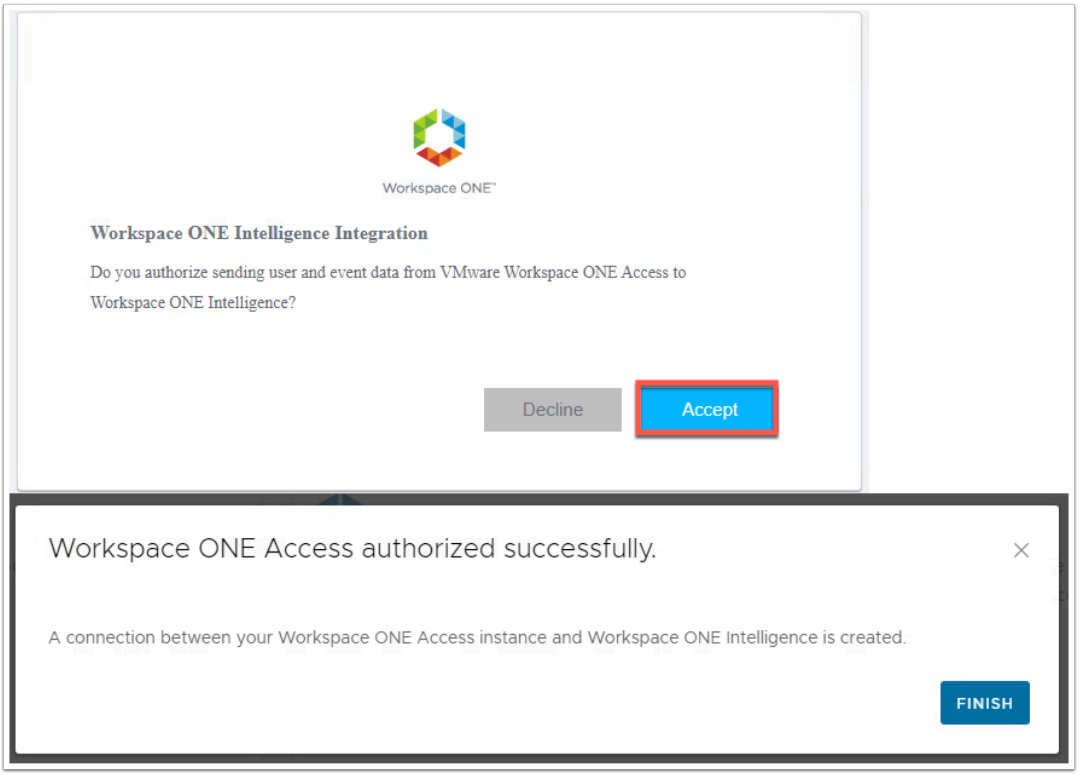
23. (If there is a pop-up) **Close** the Introducing Improved Navigation pop-up.



24. Navigate to **Integration** > **Data Sources** > **Workspace ONE Access** > **SET UP**

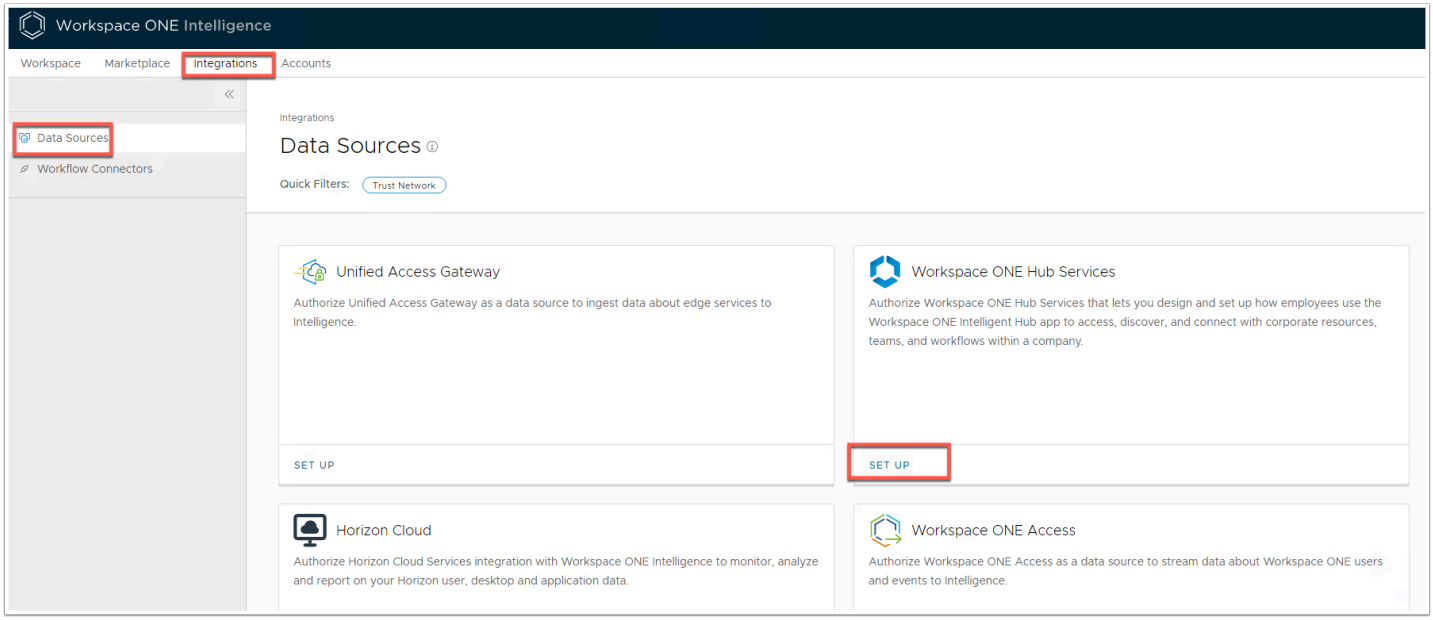


25. Click **GET STARTED** on the pop-up.
    - Under **Authorization Details** > Authorized URI type in the URL for your ACCESS tenant.
    - Click **CONNECT TO WORKSPACE ONE ACCESS**

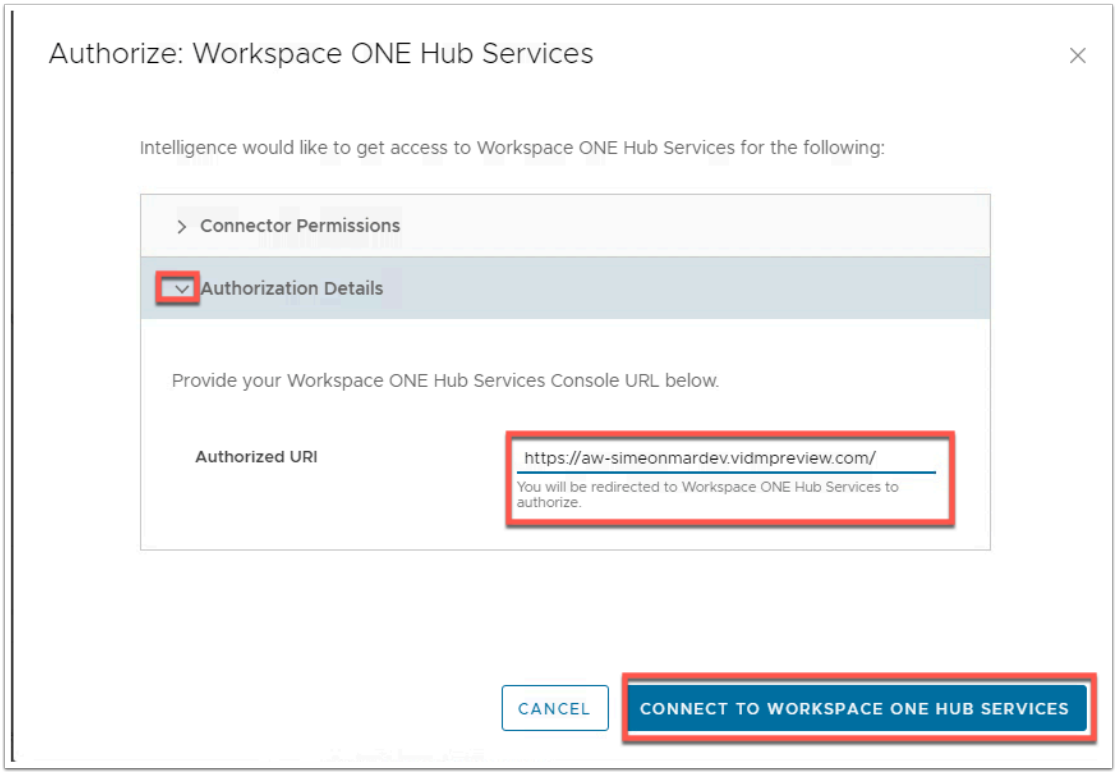


26. If you are already authenticated to Workspace ONE Access click **Accept** on the new tab that opens up.

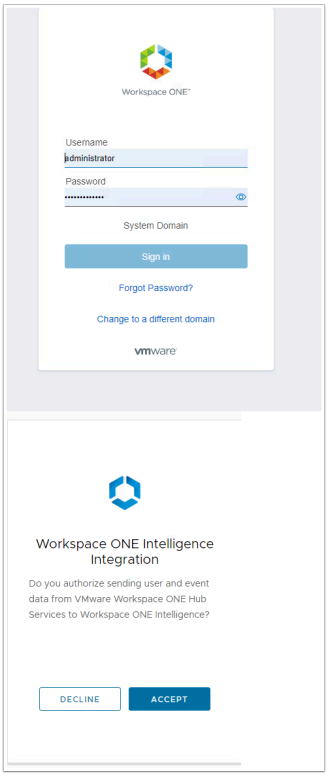
- Otherwise authenticate to Access using your administrator account.
- Username: **administrator**
- Password: **VMware1!**
  - Click Finish when you are re-directed back to Access.



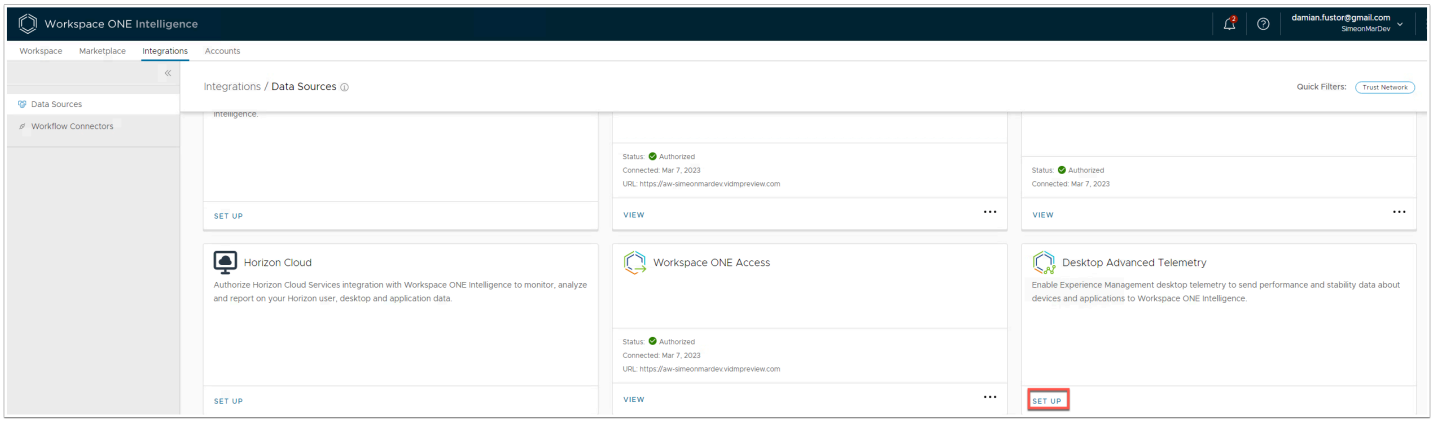
27. In the Intelligence console navigate to **Integration** > **Data Sources** > **Workspace ONE Hub Service** > click **SET UP**



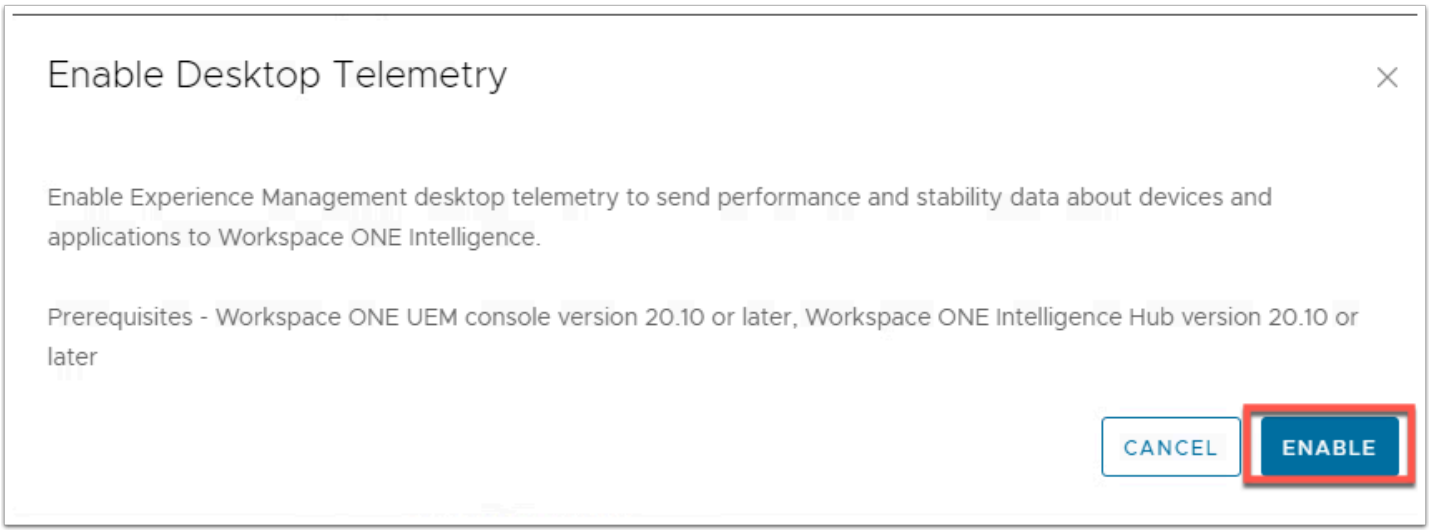
28. Click GET STARTED on the pop-up and click **Authorization Details** > the **Authorized URI** should be your Workspace ONE Access URL.
    - Click **CONNECT TO WORKSPACE ONE HUB SERVICES**



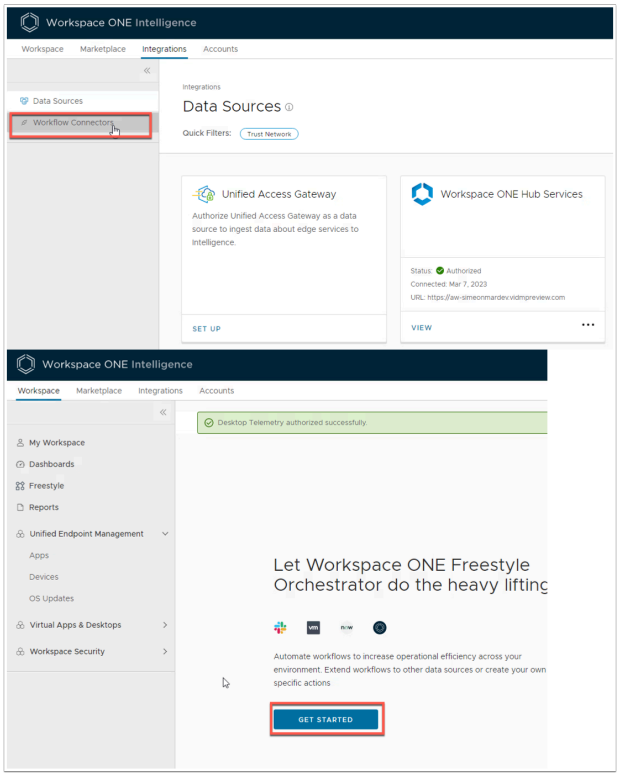
29. If you aren't already logged into Workspace ONE Acces you will be prompted to authenticate. Then **ACCEPT** the authorization to send data to Intelligence.



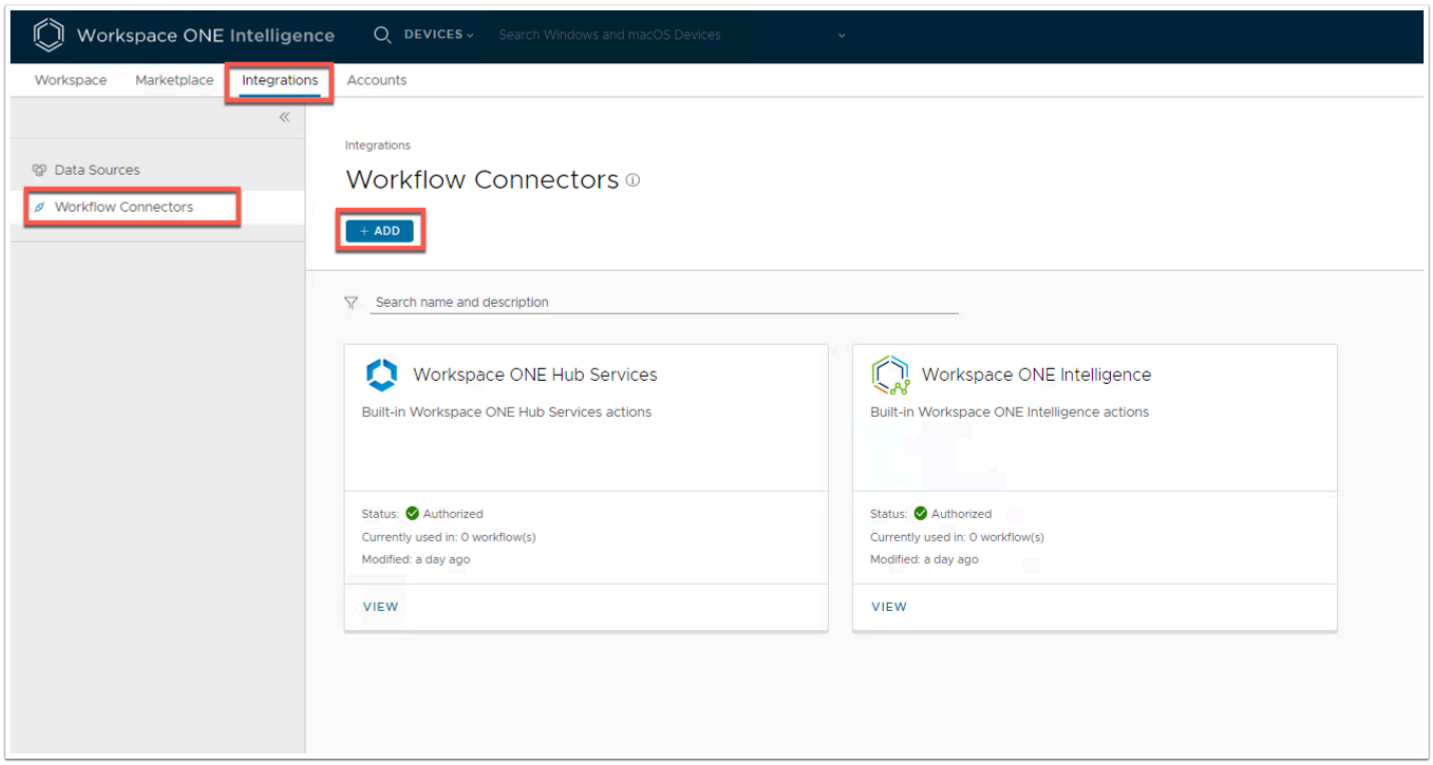
30. Back in the Intelligence console now find Desktop Advanced Telemetry in the Integrations Setup page and click on **SETUP.**



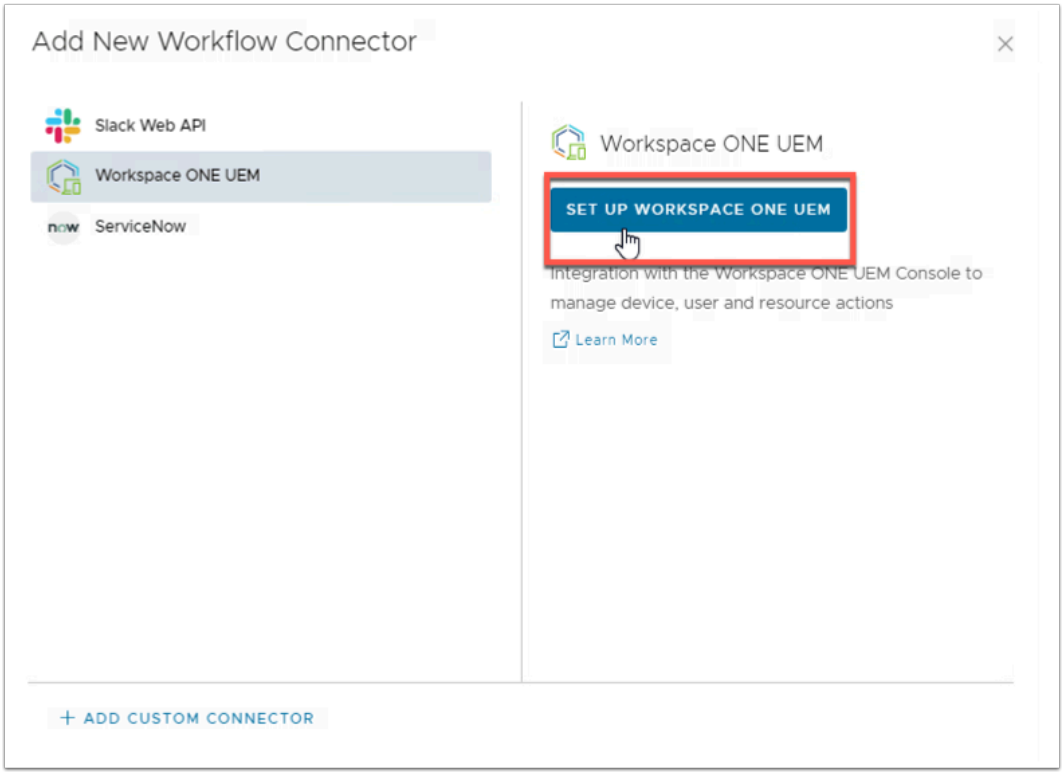
31. Click **ENABLE** at the prompt. You will now be able see device and application performance metrics in Intelligence. (We will come back to this at a later stage)



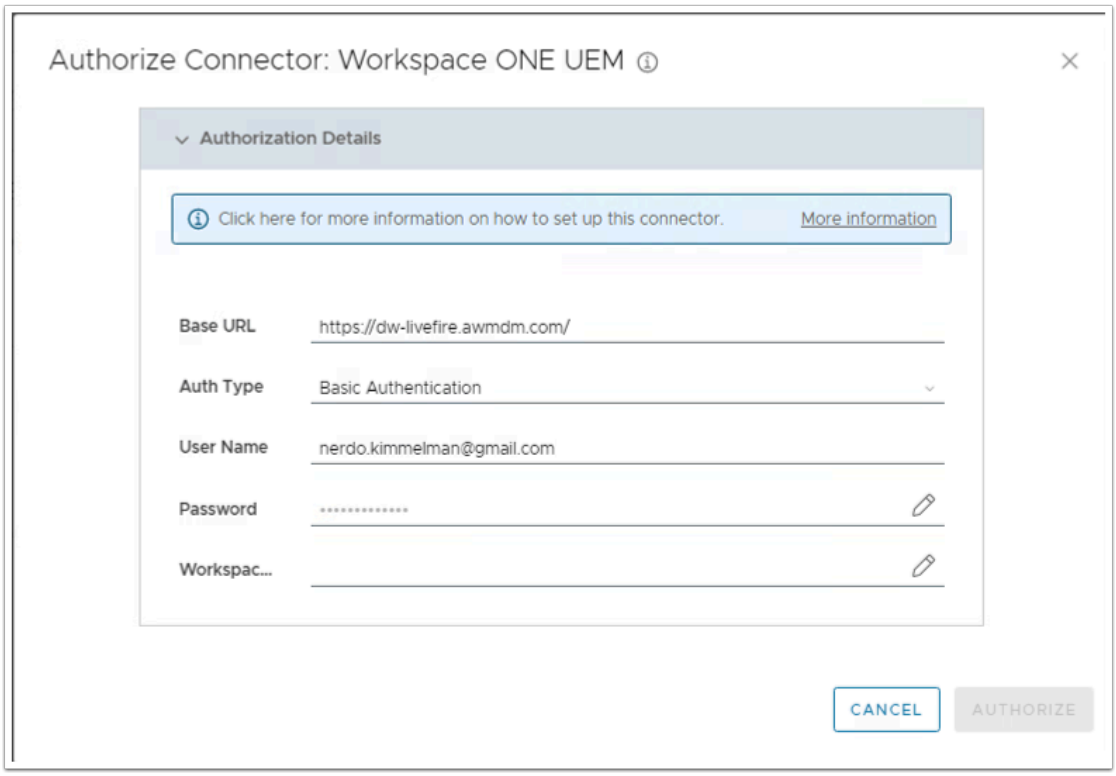
32. In the Workspace ONE Intelligence Admin console, click **Integrations** > click **Workflow Connector**.
    - You will be redirected to **Workspace**. Click **GET STARTED**.



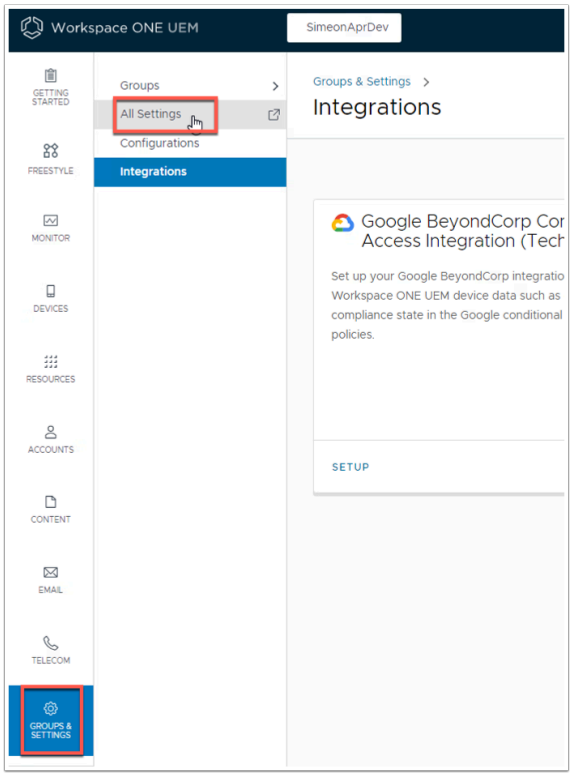
33. Navigate back to **Integrations** > **Workflow Connectors** and click **+ ADD**



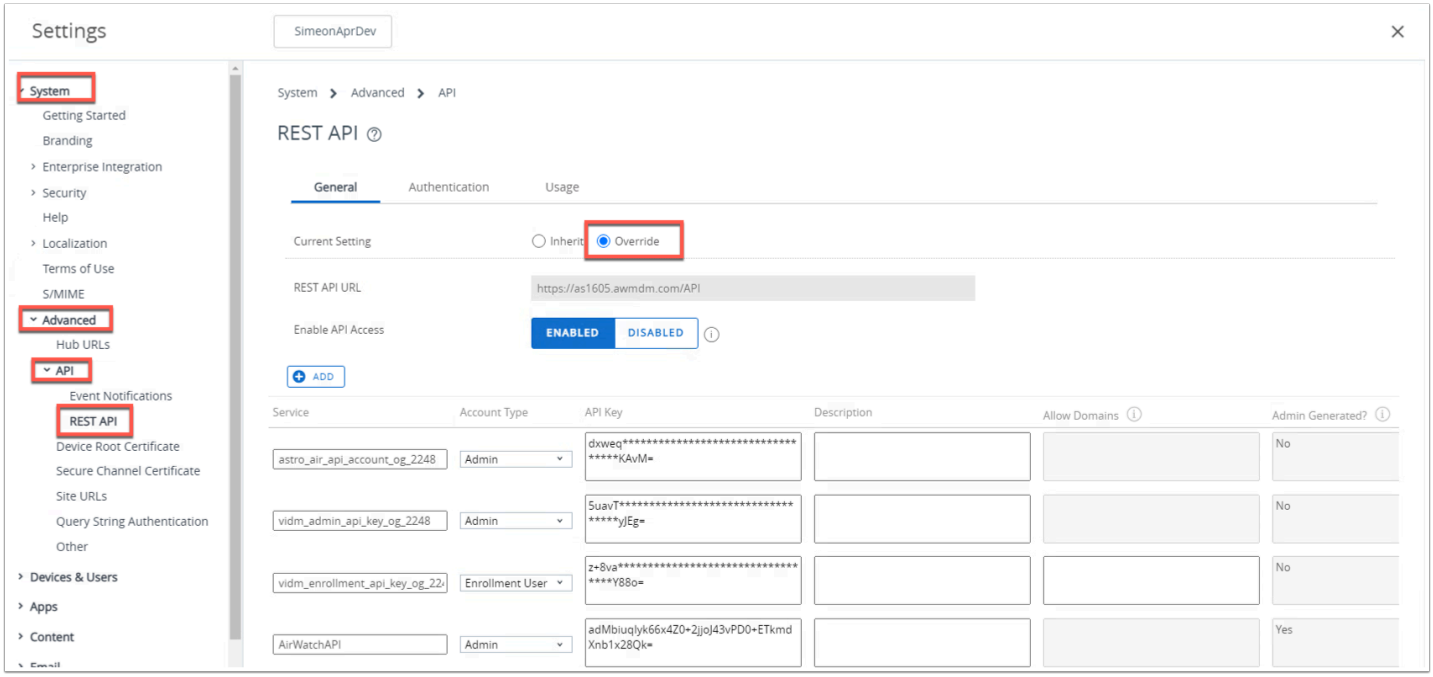
34. Click on **Workspace ONE UEM** in the **Add New Workflow Connector** window.
    - Click **SET UP WORKSPACE ONE UEM**



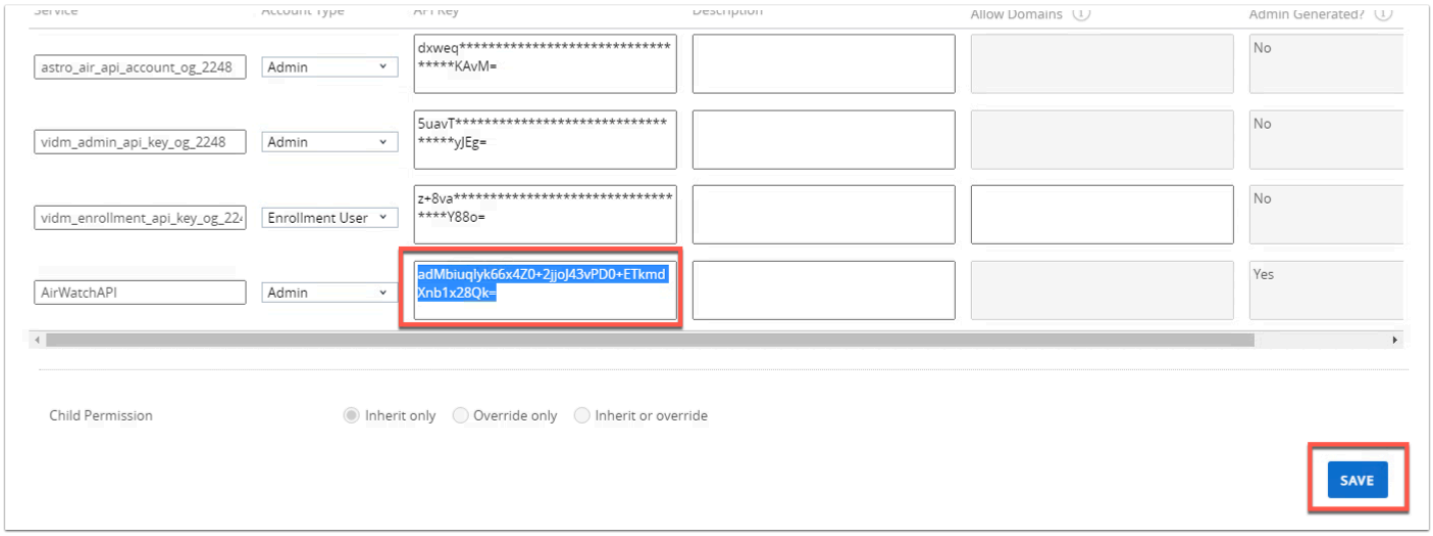
35. Fill in the Authorize Connector: Workspace ONE UEM:
    - Base URL: **https://dw-livefire.awmdm.com/**
    - Auth Type: **Basic Authentication**
    - User Name: **{YOUR EMAIL ADDRESS}**
    - Password: **VMware1!**
    - Workspace ONE UEM API Key - **Flip to Workspace ONE UEM Admin Console**



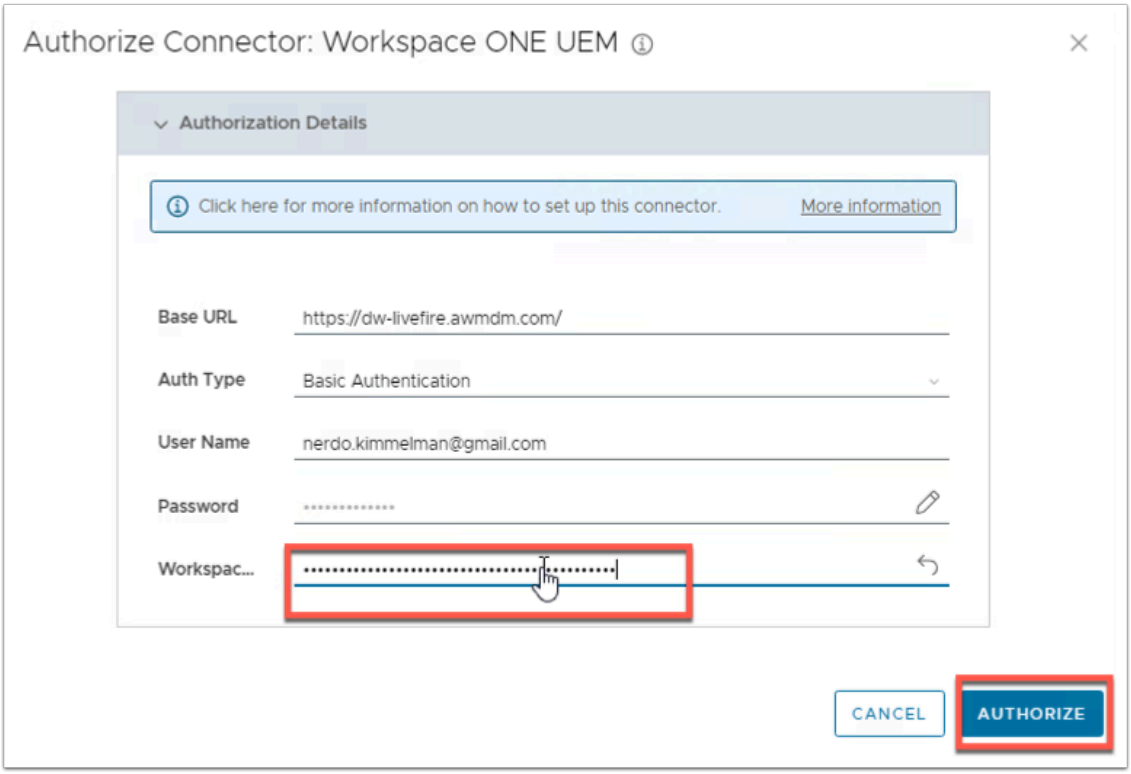
36. In a new tab open Workspace ONE UEM Admin Console - https://dw-livefire.awmdm.com/
    - Navigate to **GROUPS & SETTINGS** > **All Settings**



37. In the **Settings** page navigate to **System** > **Advanced** > **API** > **REST API**.
    - Click **Override**.



38. Copy the **API Key** for the AirWatch API Service and click **SAVE**.



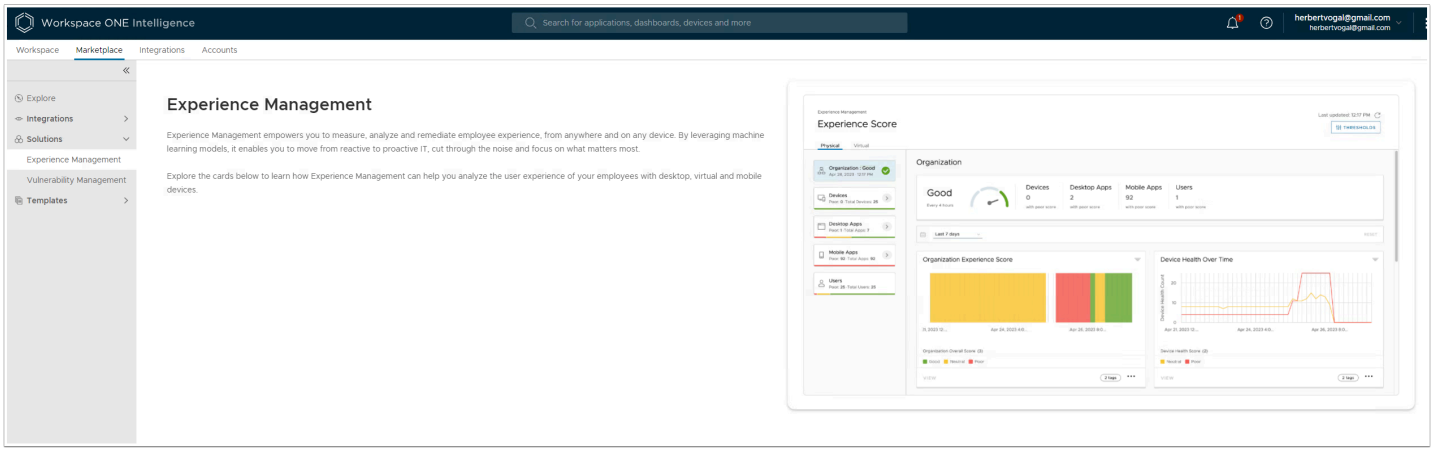
39. Navigate back to the browser Tab with Workspace ONE Intelligence.
    - Click the Pencil icon in the Workspace ONE UEM API Key field
    - Paste the **API Key** into the **Workspace ONE UEM API Key** field
    - Click **AUTHORIZE**

Part 2: Enable Experience Management

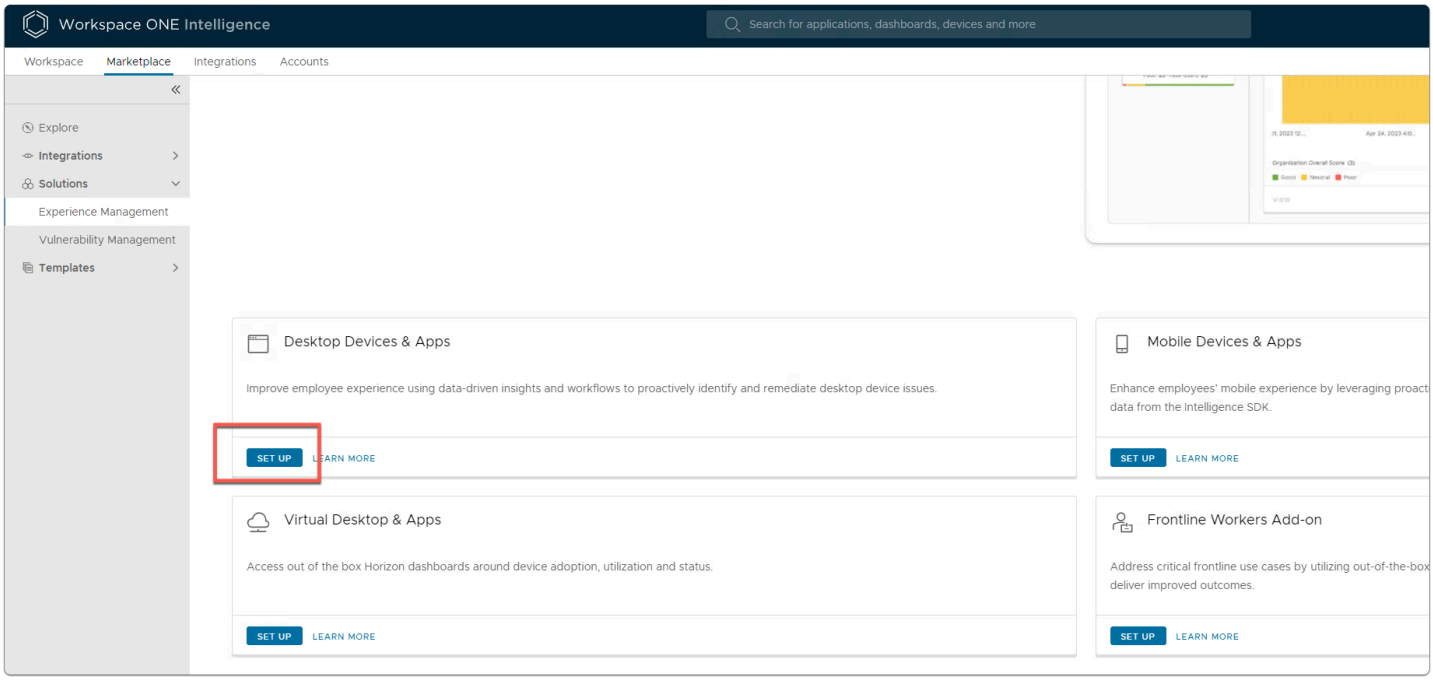
In this exercise you will enable Experience Management in Workspace ONE Intelligence. This will allow for the device to send telemetry and metrics to Intelligence and report on the following and more -

- Device Heal, Application Health
- Performance and Stability
- OS Crashes
- Login, and Logout
- Boot and Shutdown events and duration
- Windows Services Status
- Windows Performance Monitor Data

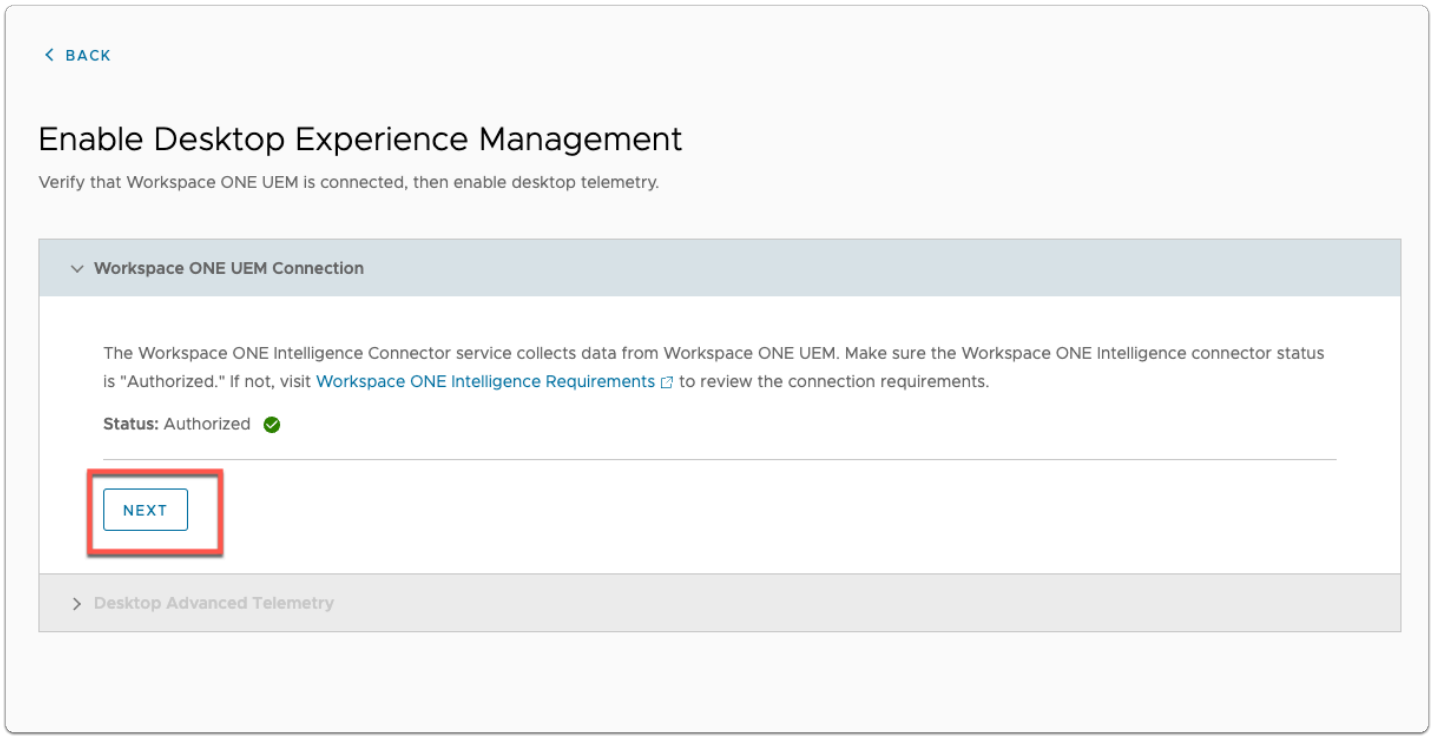
NOTE: In this lab we will simply enable this function so that devices will begin their reporting, we won't actually have any metrics at this point.



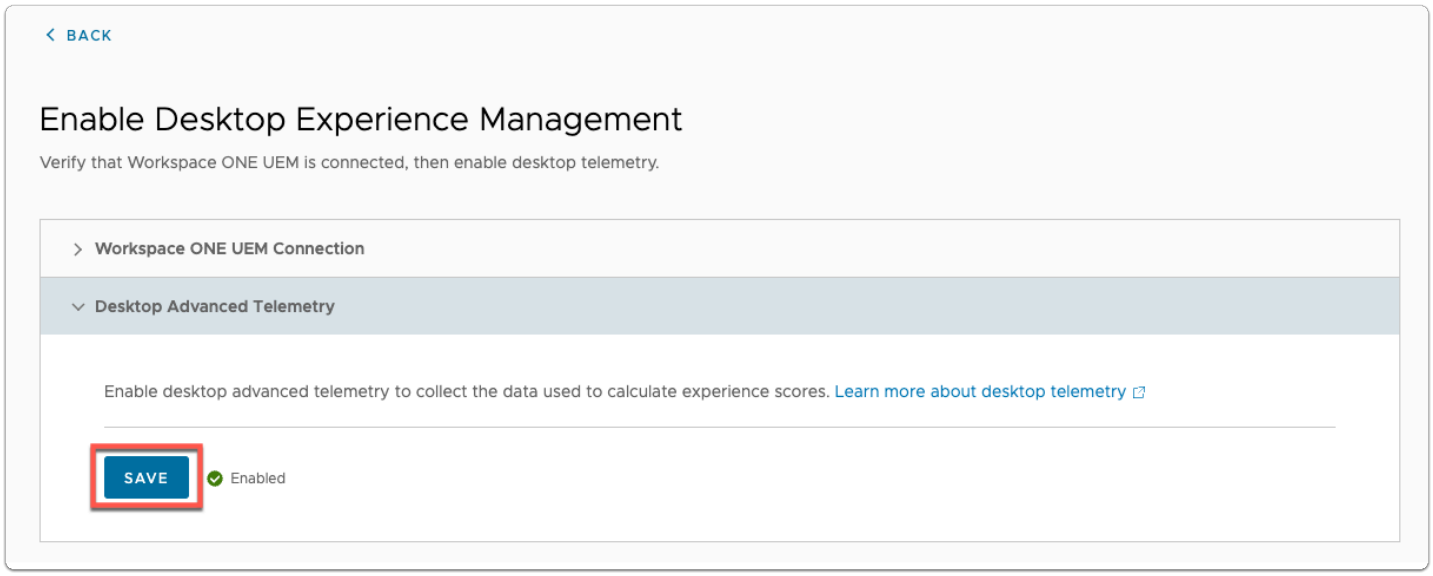
1. In the Workspace ONE Intelligence Console
   - navigate to **Marketplace** > **Solutions** > **Experience Management**



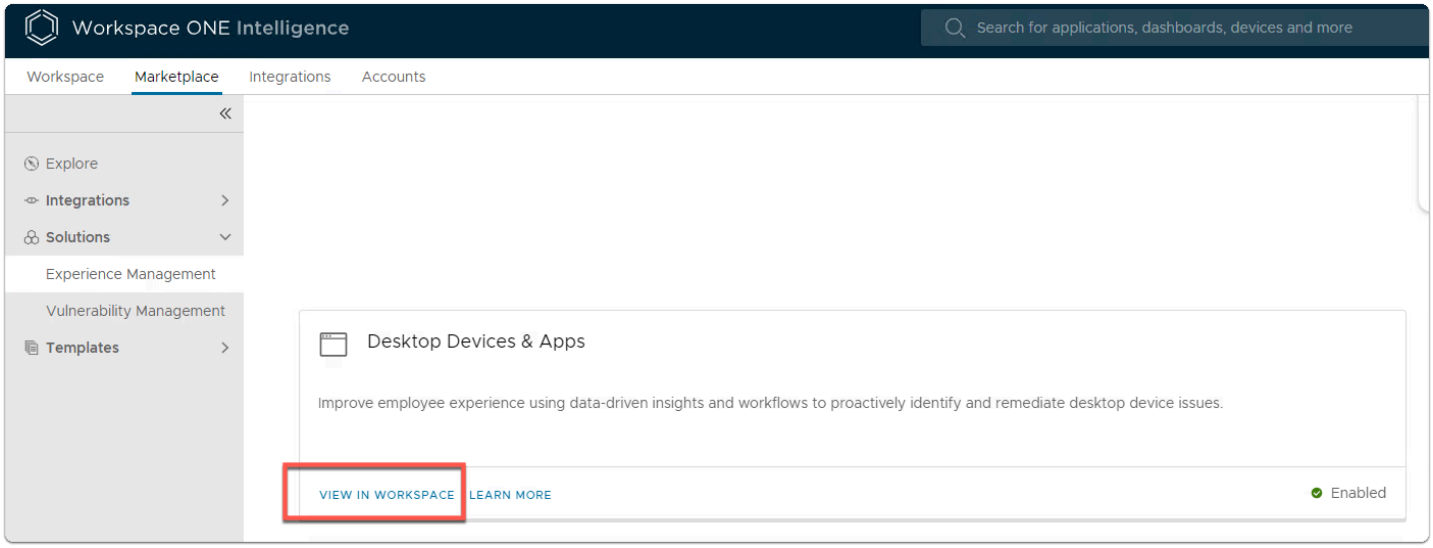
2. In the Experience Management page
   - Click **SET UP** on the **Desktop Experience Management**



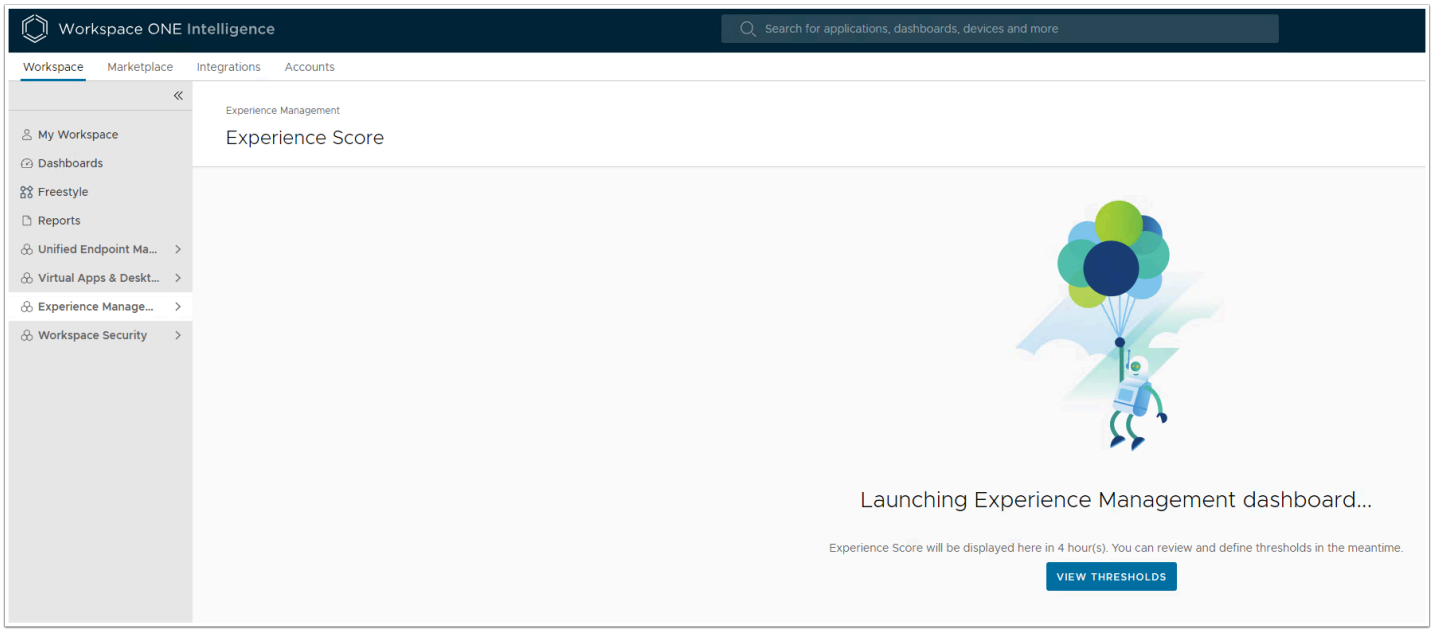
3. In the **Enable Desktop Experience Management**
   - select **NEXT** to authorize the right server.



4. In the **Enable Desktop Experience Management** wizard
   - Under **Desktop Advanced Telemetry**
     - select **SAVE**



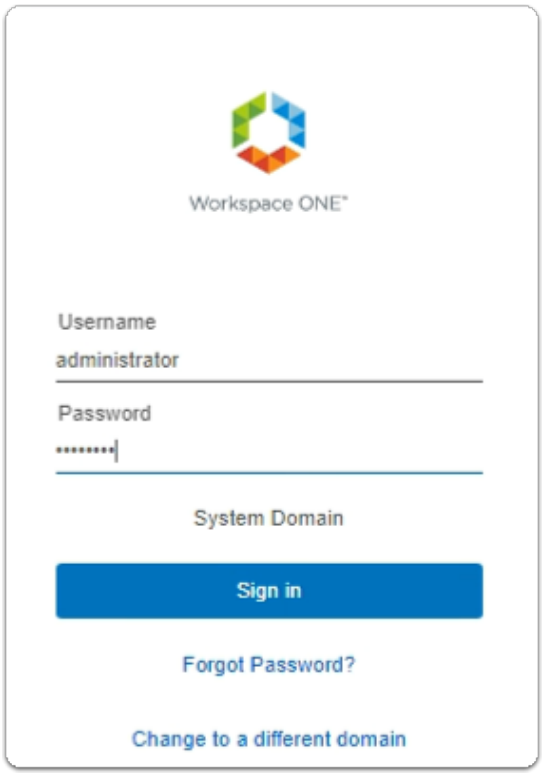
5. You should now have Desktop Experience Management Enabled.
   - Click **View** this will take you to the Workspace Tab.
   - NOTE: There is no data in here as of yet.



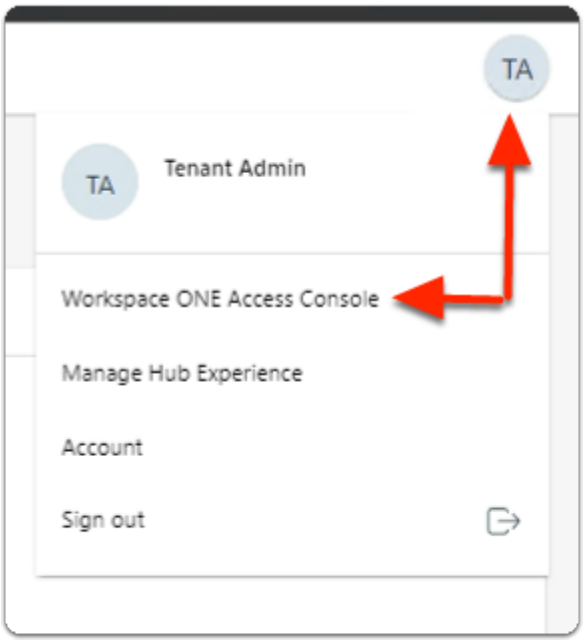
After device have registered with UEM we will see Desktop telemetry here.

Part 3: Workspace ONE Access , Connector pairing pre-requisites

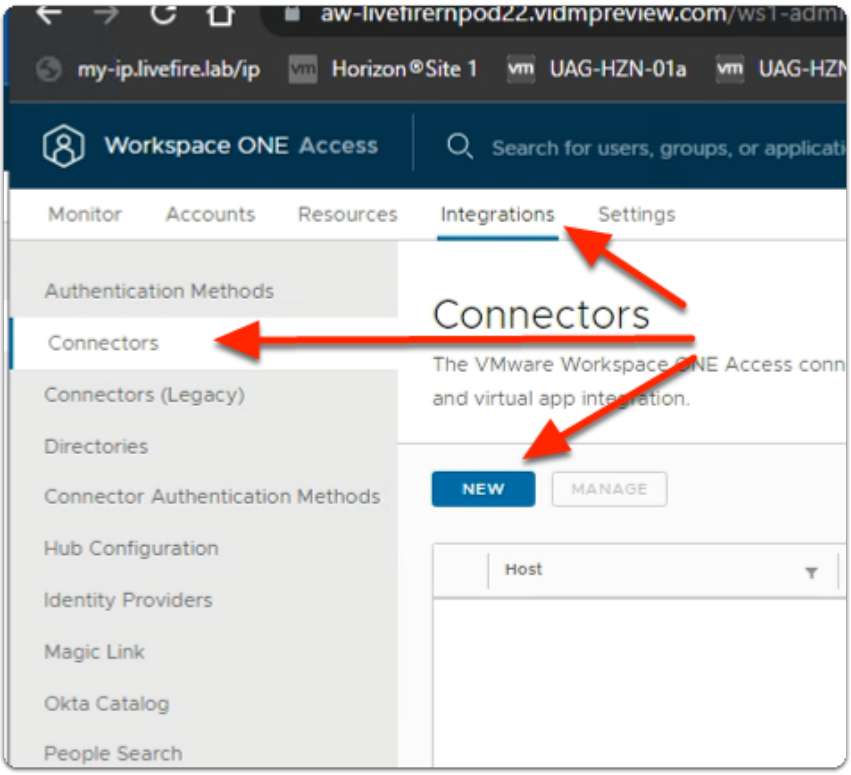
In this lab you will download the Workspace ONE Access connector configurations. These configurations will be used later in Part 4 to installe the Workspace ONE Access connector.



1. On your ControlCenter server
   - Open your **Workspace ONE Access**, Admin console URL
     - Under **Username**
       - enter **Administrator**
     - Under **Password**
       - enter **VMware1!**
     - Select **Sign In**



2. In the **Web Intelligent Hub** Console
   - To the right,
     - select **TA**
   - From the dropdown
     - select **Workspace ONE Access Console**

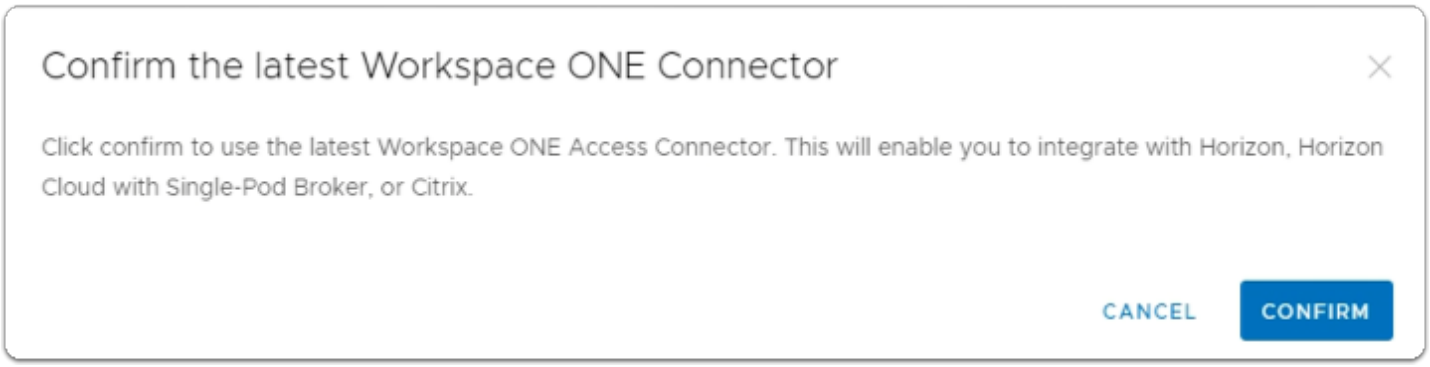


3. In the **Workspace ONE Access Console**
   - Select **Integrations**
   - Under **Integrations**
     - Select **Connectors**
   - In the **Connectors** area
     - Select **NEW**

4. In the **Connector Usage Confirmation** window
   - Select the **radio button**, next to :-

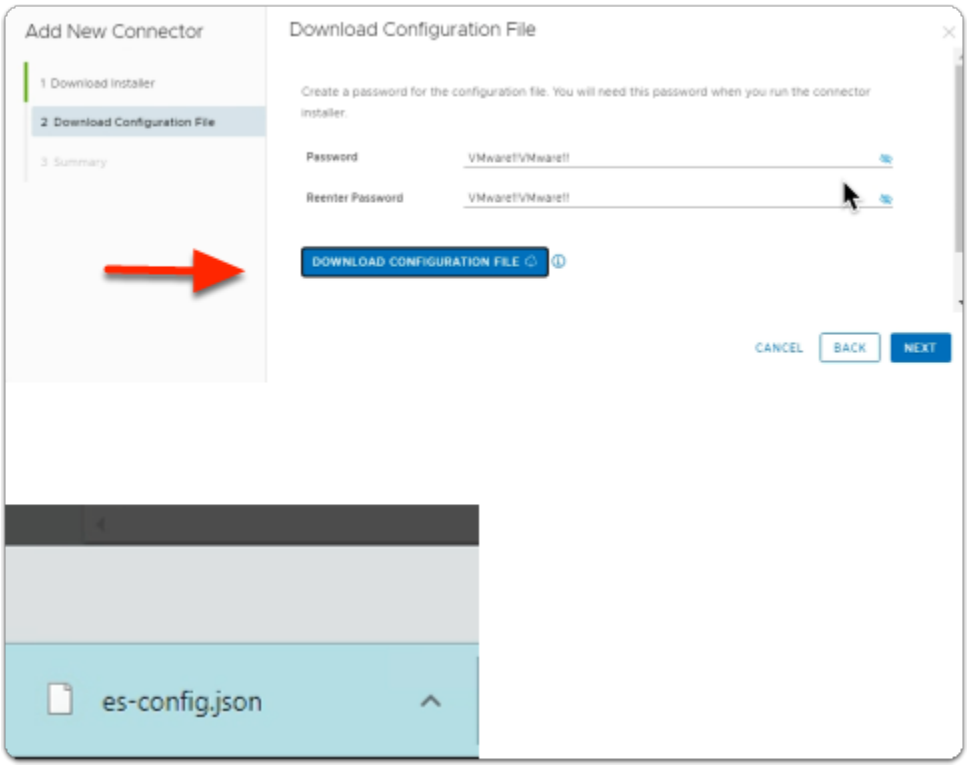
- **Latest Workspace ONE Access Connector**

- Select **OK**

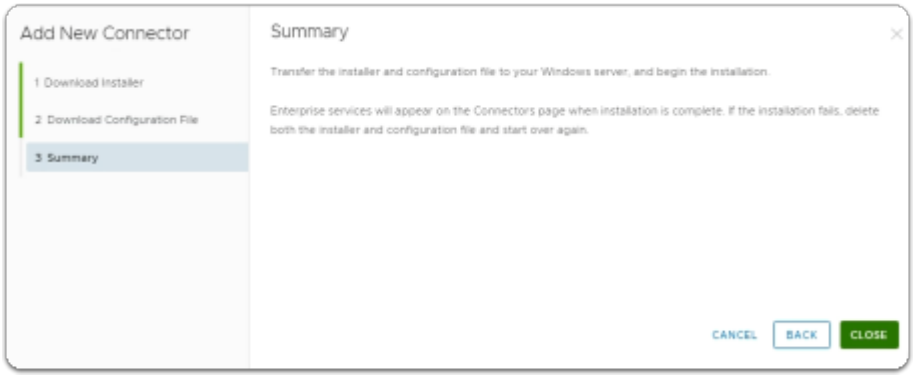


5. In the **Confirm the latest Workspace ONE Connector** window
   - Select **CONFIRM**

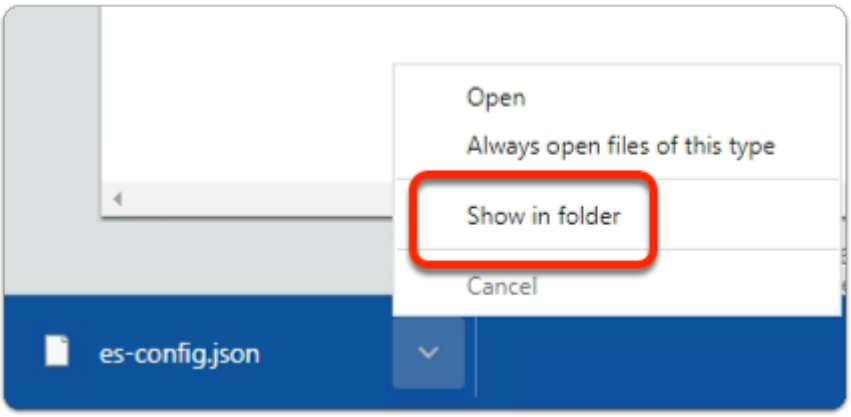
6. In the **Add New Connector** window
   1. **Downloader Installer** area
      - Select **NEXT**



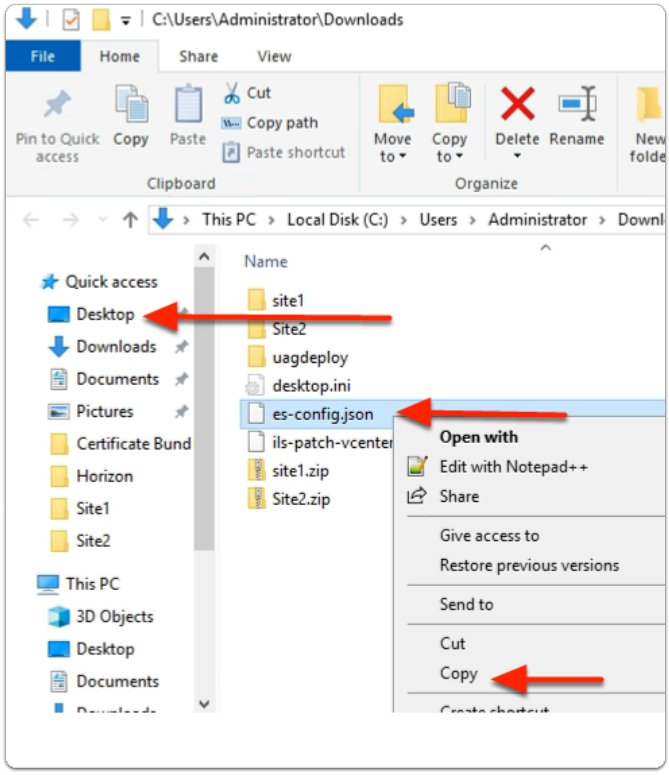
7. In the **Add New Connector** window
   2. **Download Configuration File** area
      - Next to **Password:** enter **VMware1!VMware1!**
      - Next to **Reenter Password:** enter **VMware1!VMware1!**
      - Select **DOWNLOAD CONFIGURATION FILE**
        - note an **es-config.json** file gets downloaded
      - Select **NEXT**



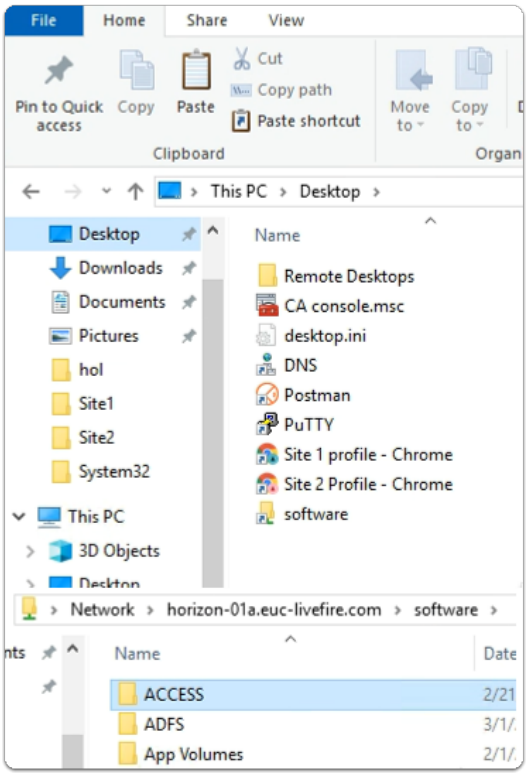
8. In the **Add New Connector** window
   3. **Summary** window
      - Select **CLOSE**



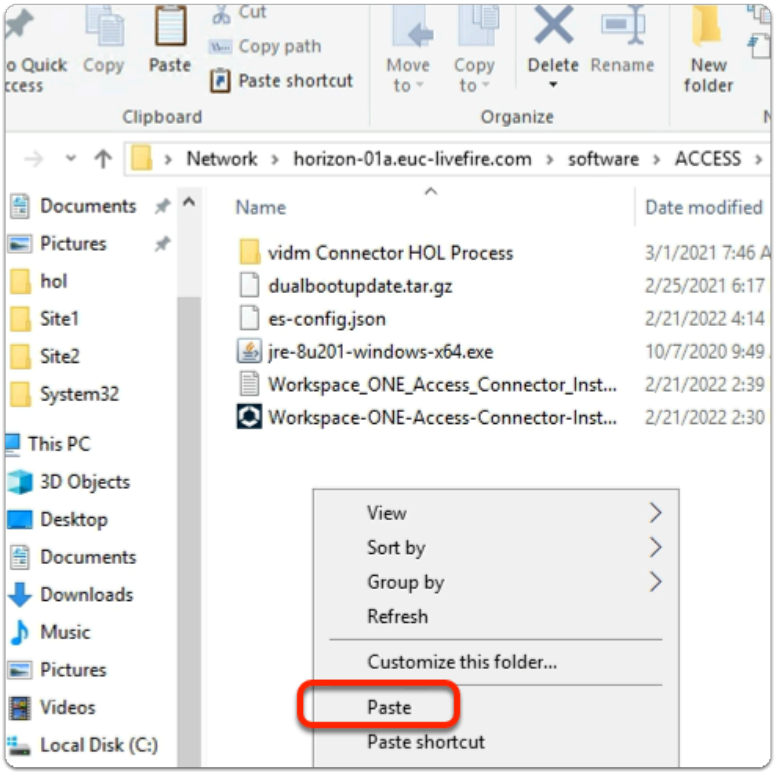
9. On your ControlCenter server browser
   - Next to the **es-config.json**
     - Select the **Dropdown**
     - Select **Show in folder**



10. In the **File Explorer** window
    - Select and right-click the **es-config.json** file
    - Select **Copy**
    - In the left pane
      - Select **Desktop**

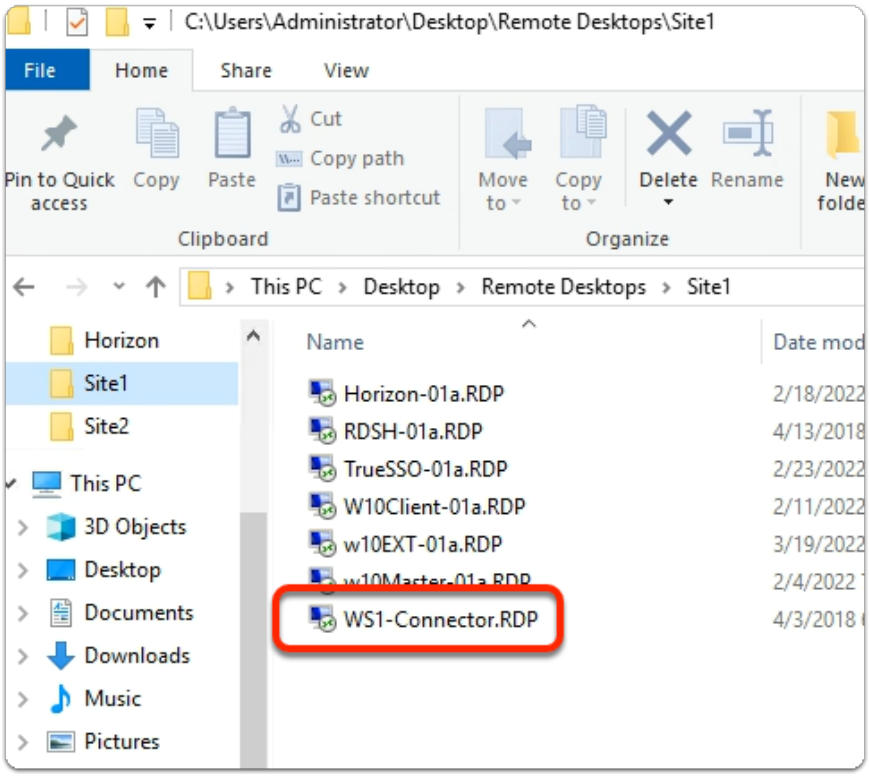


11. In the **File Explorer** window
    - **Desktop area**
        - Select the **Software** shortcut
        - In the **Software** folder
            - Open the **ACCESS** folder

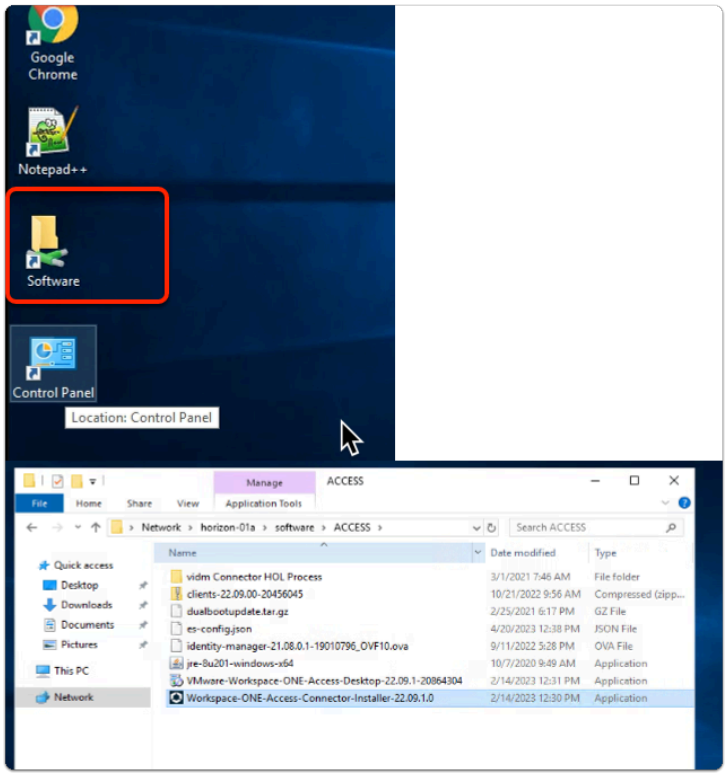


12. In the **File Explorer** window
    - **ACCESS** folder
        - **Paste** your **es-config.json** file
    - **Close your File Explorer** window

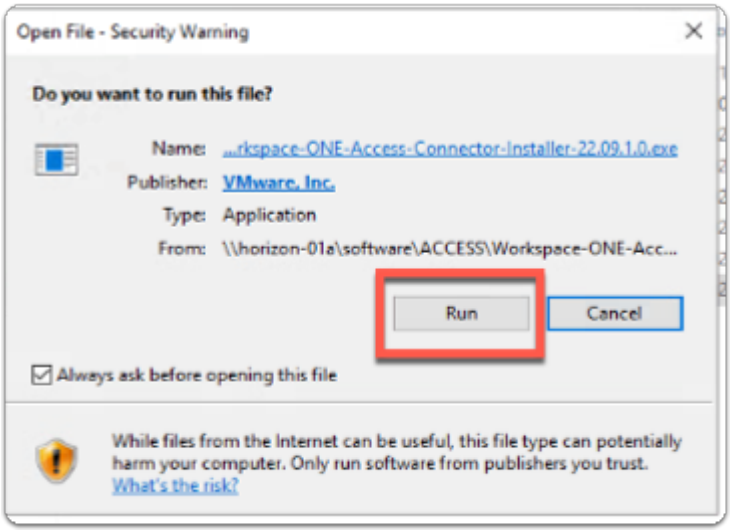
Part 4: Installing and Configuring the Workspace ONE Access connector



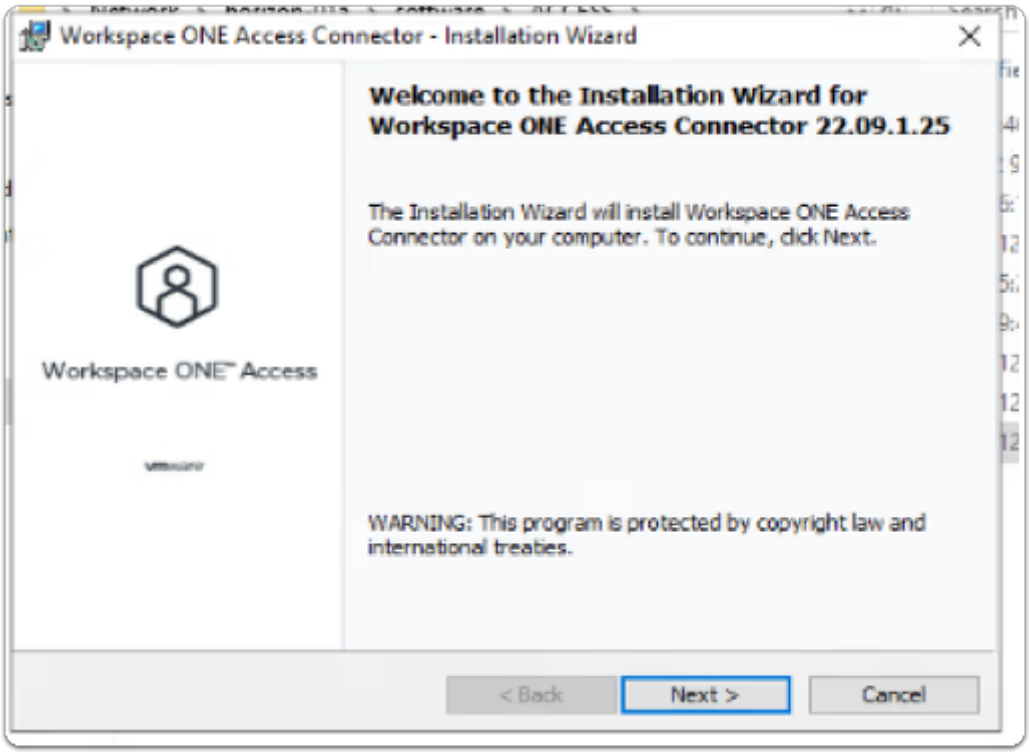
1. On your ControlCenter server
    - On the Desktop.
        - Open the **Remote Desktops\Site1** folder
        - Select and launch the **WS1-Connector.RDP** shortcut



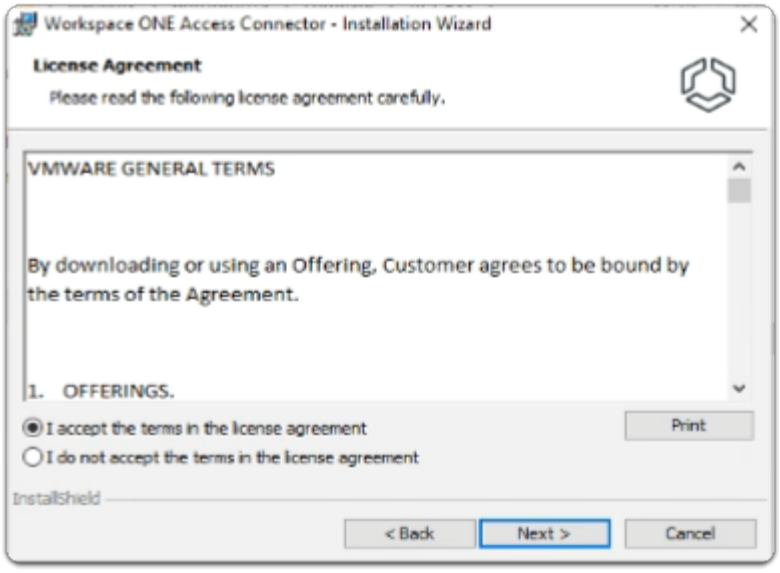
2. On your WS1-Connector server
   - Open the **Software** Folder
   - Select the **ACCESS** Folder
   - Select and Launch
     - **Workspace-ONE-Access-Connector-Installer-22.09.1.0.exe**



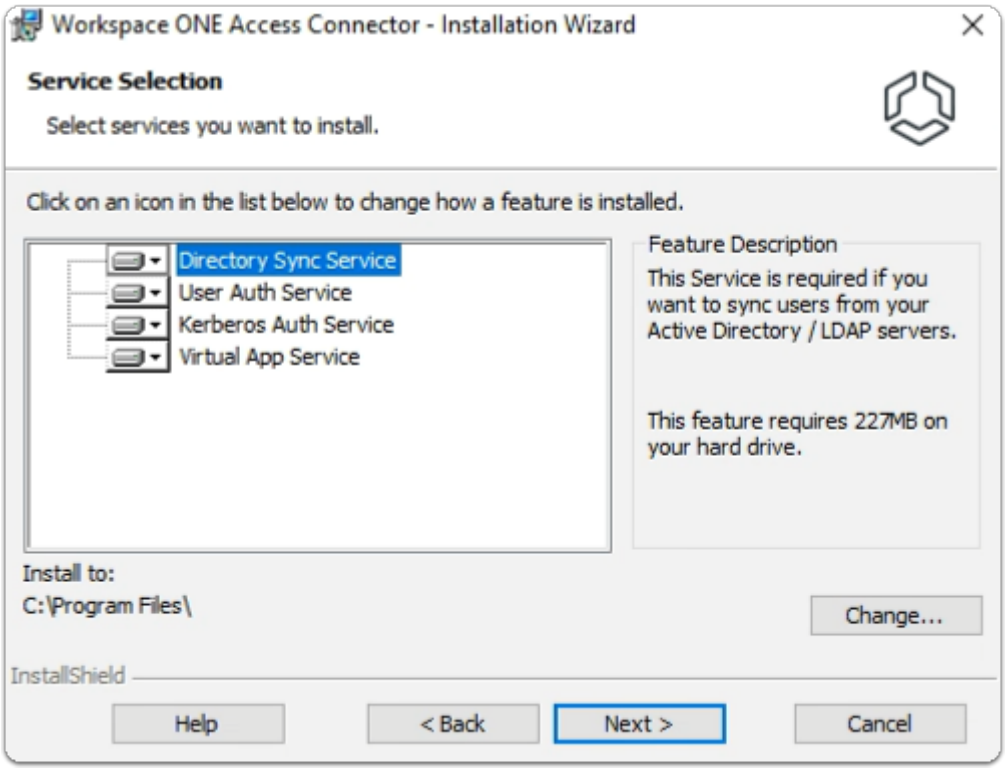
3. On your **WS1-Connector** server
   - On the **Open File - Security Warning** window
     - Select **Run**



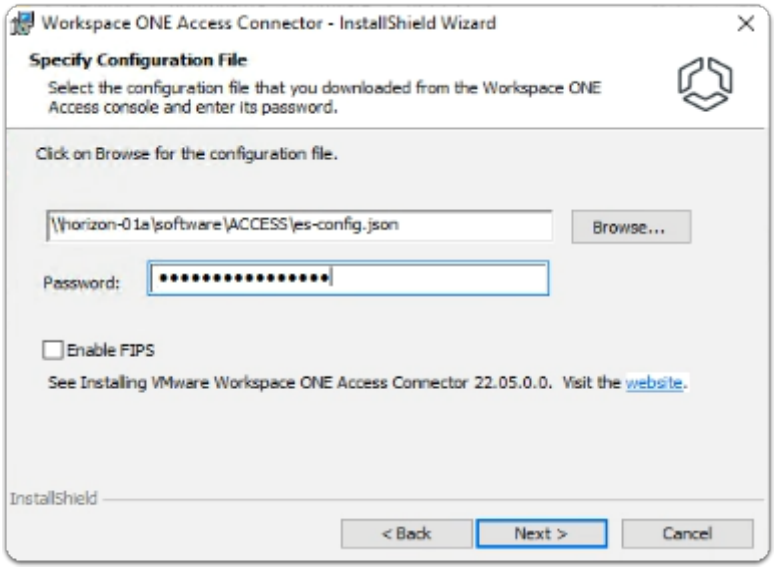
4. On the **Workspace ONE Access Connector - InstallShield** Wizard
   - In the **Welcome to the Installation Wizard for Workspace ONE Access Connector 22.09.0.0**
     - Select **Next**



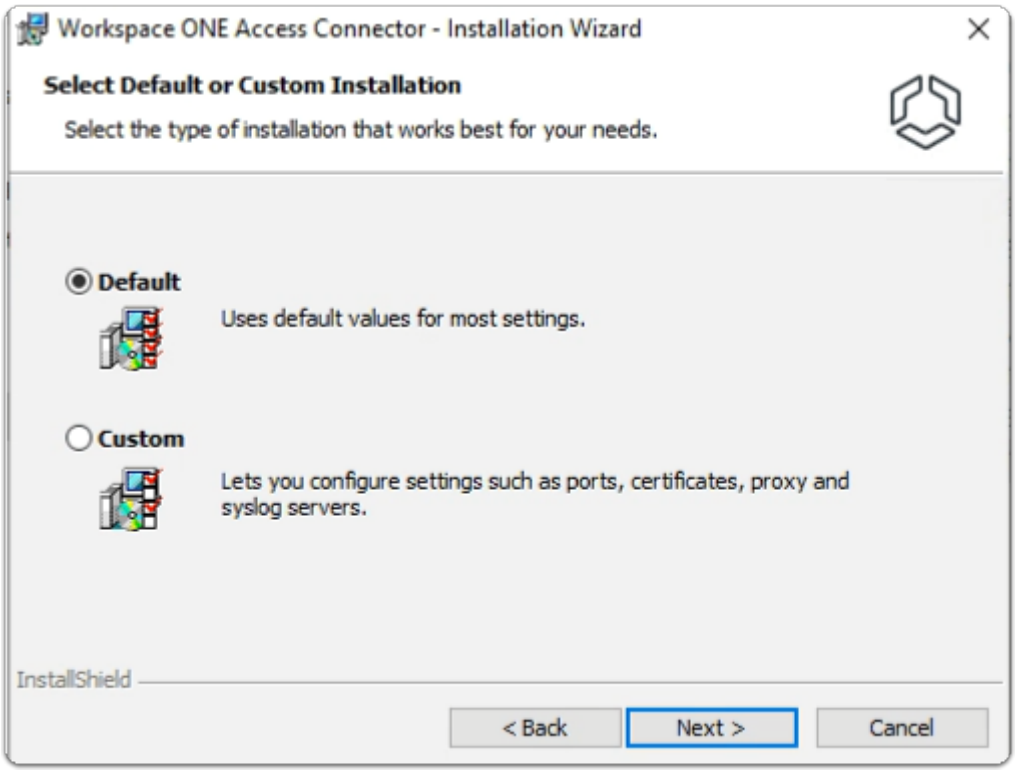
5. On the **Workspace ONE Access Connector - InstallShield** Wizard
   - **Licence Agreement** window
     - Select the **radio button** next to:-
       - **I accept the terms in the license agreement**
     - Select **Next**



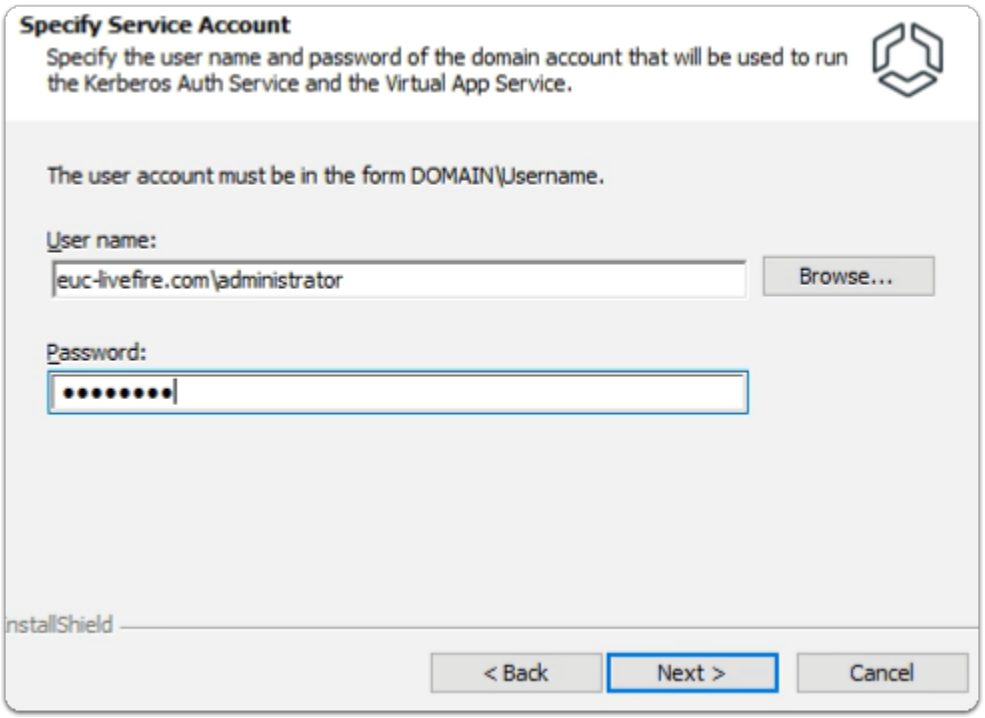
6. On the **Workspace ONE Access Connector - InstallShield** Wizard
   - **Service Selection** window
     - Select **Next**



7. On the **Workspace ONE Access Connector - InstallShield** Wizard
   - **Specify Configuration File** window
     - In the box in front of **Browse...**
       - type **\\horizon-01a\software\ACCESS\es-config.json**
     - Next to **Password:** type **VMware1!VMware1!**
   - Select **Next**



8. In the **Workspace ONE Access Connector - InstallShield** Wizard
   - keep **Default**
   - select **Next**

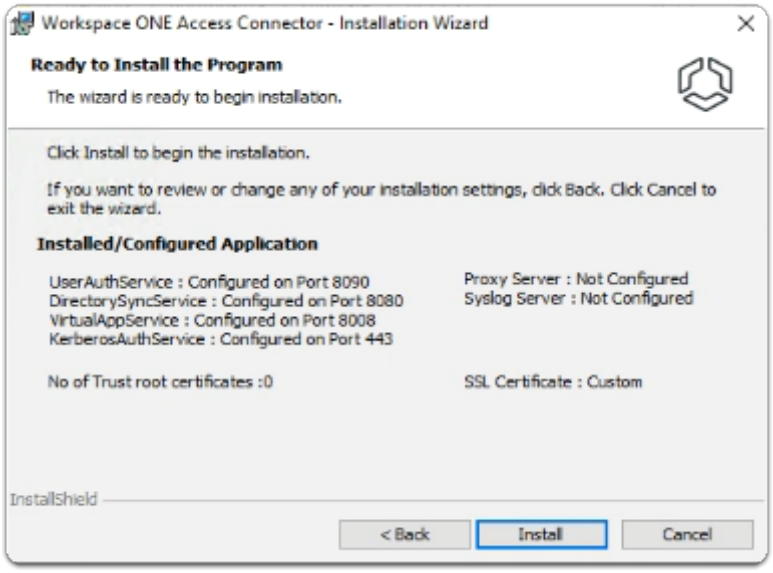


9. In the **Workspace ONE Access Connector - InstallShield** Wizard
   - **Specify Service Account** window
   - Under User name: type

- **euc-livefire.com\administrator**

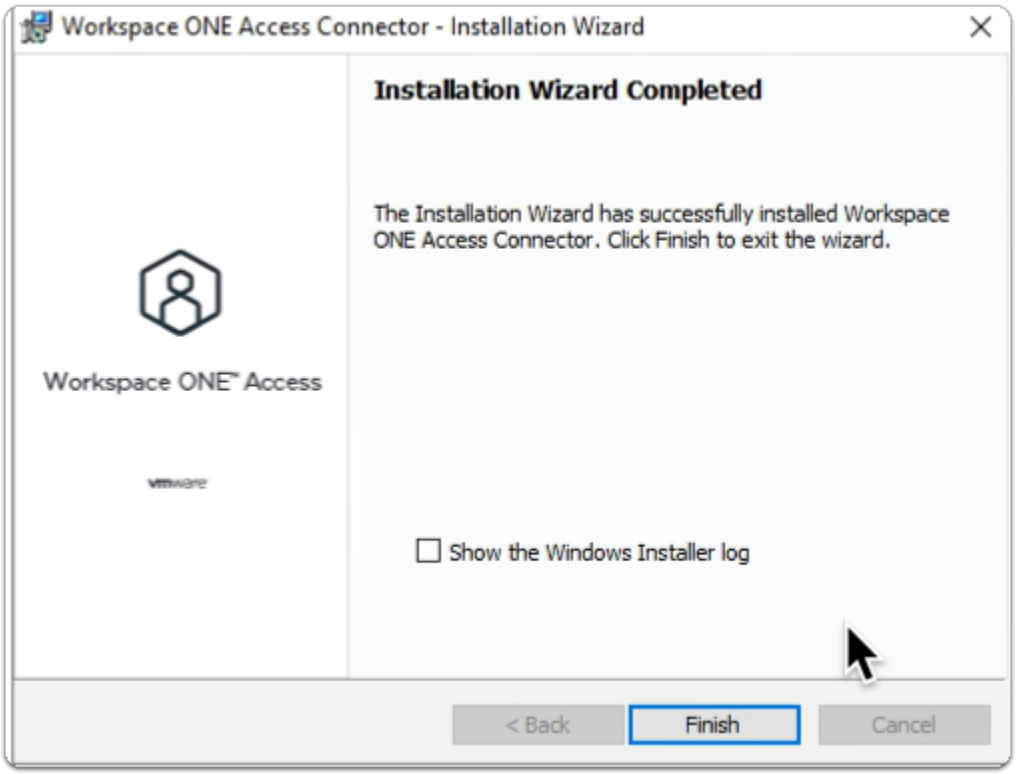
- Under **Password:**
  - type **VMware1!**

- Select **Next**



10. In the **Workspace ONE Access Connector - InstallShield** Wizard
    - **Ready to Install** window
      - Select **Install**

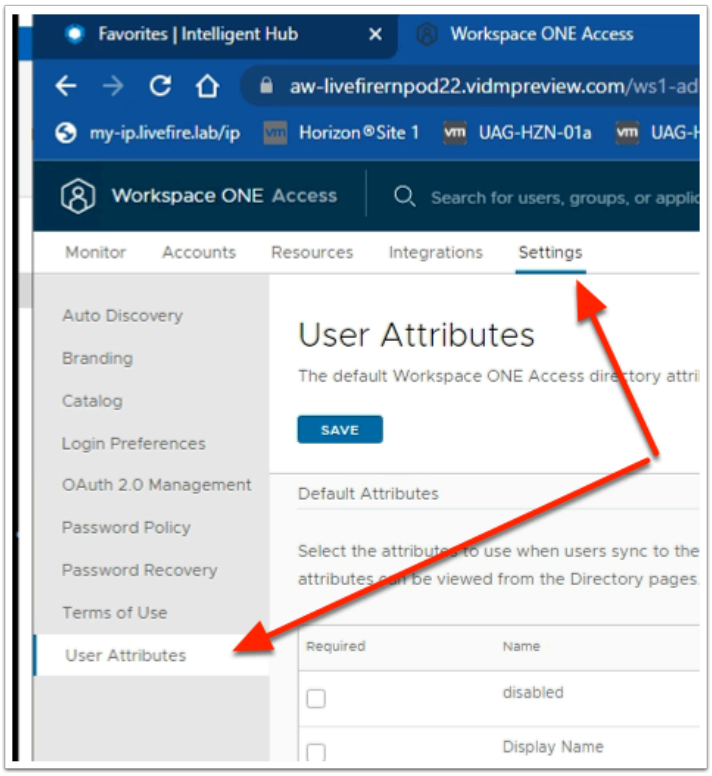
> The Installation of the Workspace ONE Access Connector will take about 10 minutes to complete. Continue with Part 5 while the installation is going. Check back periodically to ensure it has successfully installed.



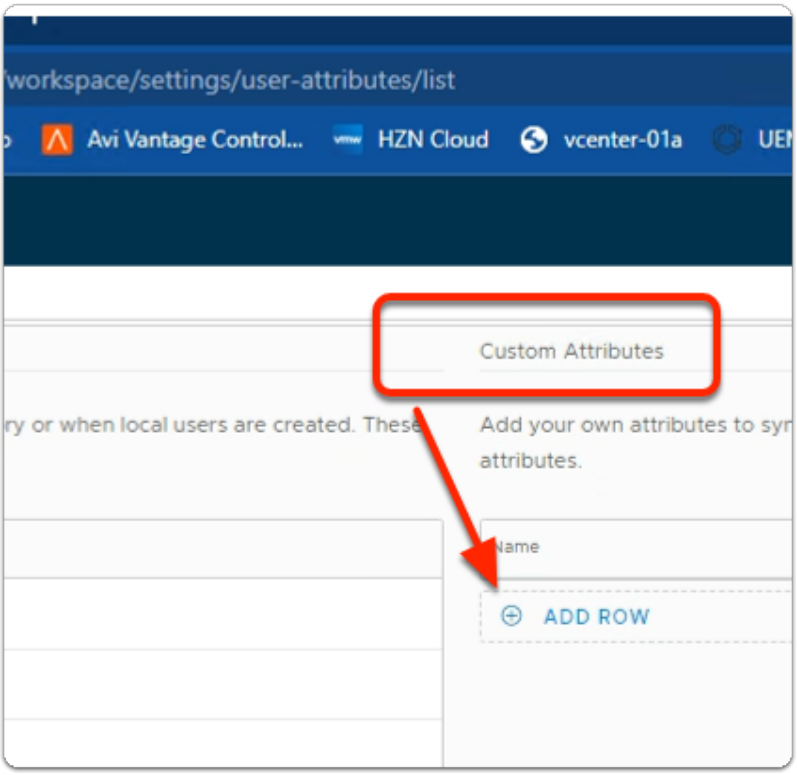
11. In the **Workspace ONE Access Connector - InstallShield** Wizard
    - **Installation Wizard Completed** window
        - Select **Finish**

Part 5: Configuring Directory Sync with Workspace ONE Access connector

First we will configure the Attributes. Note! Every organisation will need to research their requirements when deciding whether or not to set attributes to **required.** For specific applications where this needs to be considered, if the associated user object does not have the attribute, authentication might fail.

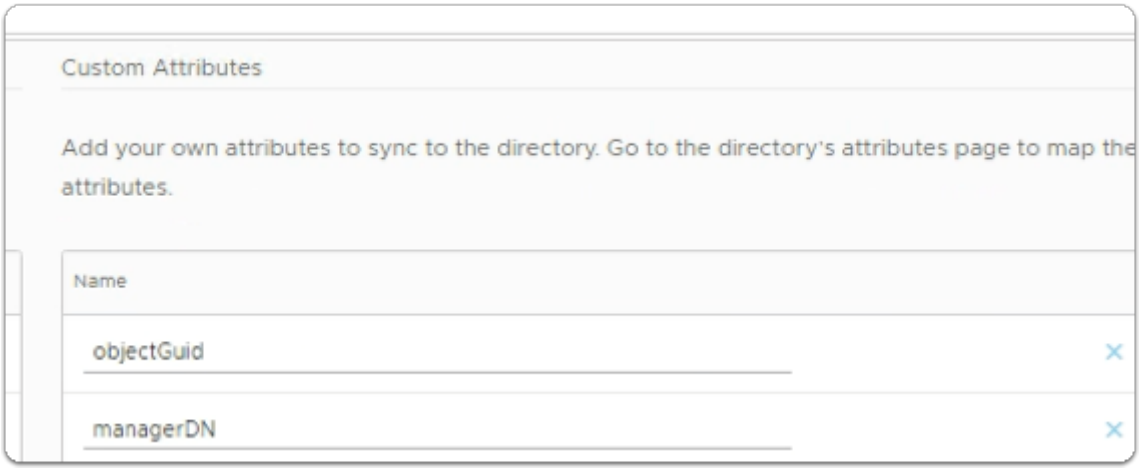


1. In the Workspace ONE Access Admin console
   - Select **Settings**
     - Select **User Attributes**

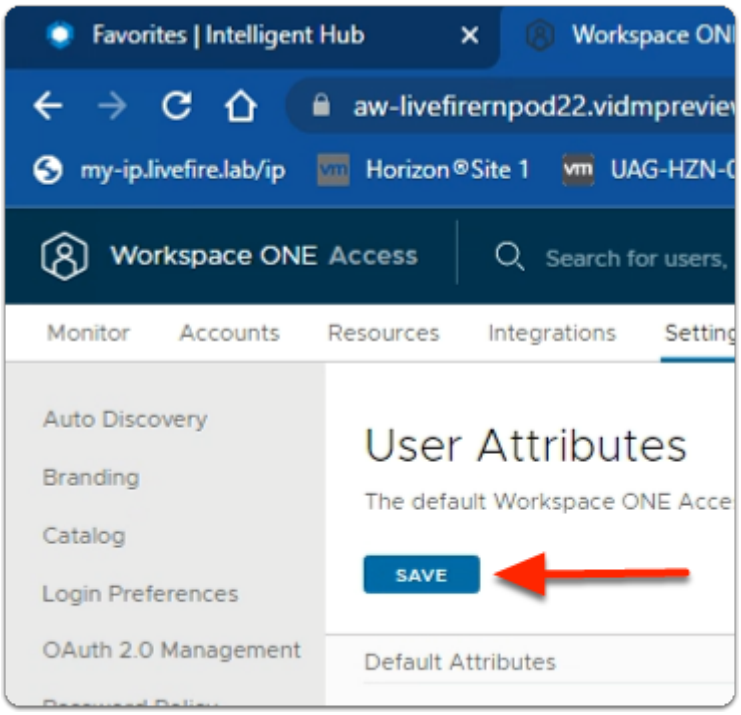


2. In the **User Attributes** console
   - **In the right area under Custom Attributes**

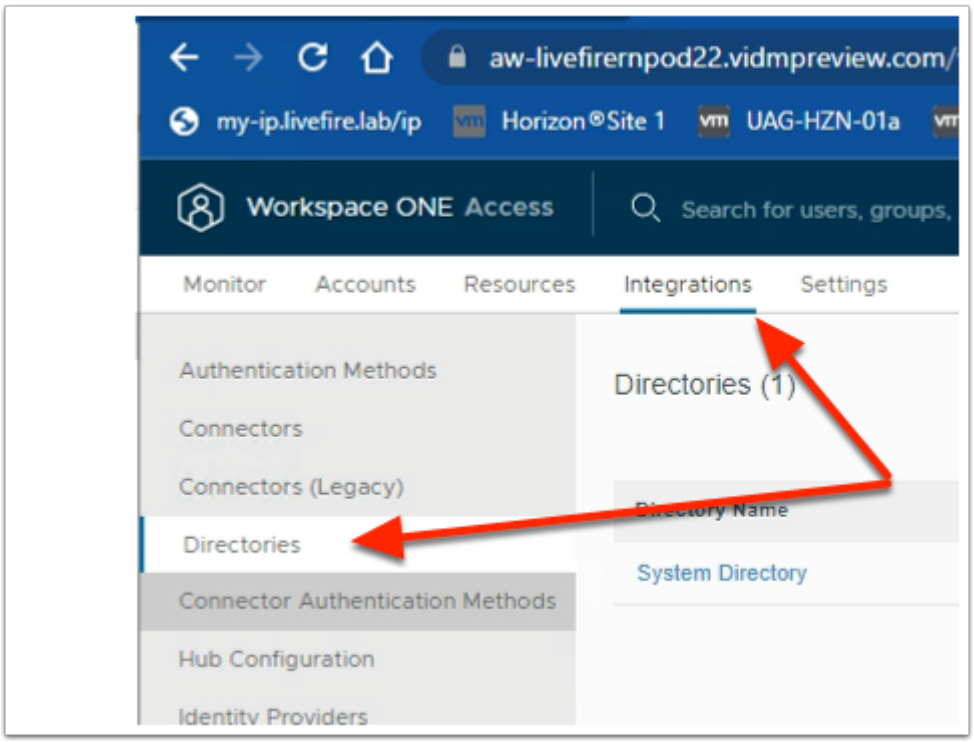
- Select ⊕ **ADD ROW** **2 times**



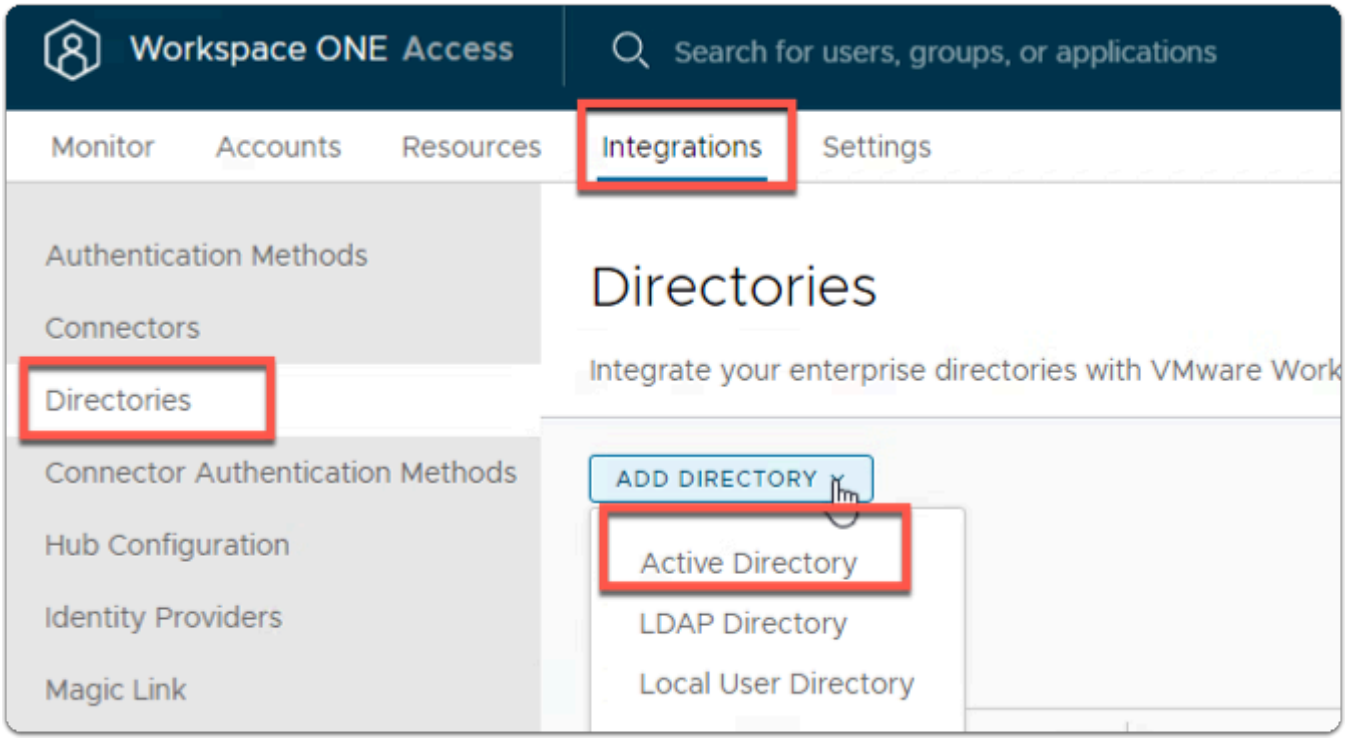
3. In the **User Attributes** console
   - Under **Name**
     - Add the following additional attributes
       - note this is case sensitive :
     - **objectGuid**
     - **managerDN**



4. In the **User Attributes** console
   - Under **User Attributes**
   - Select **SAVE**

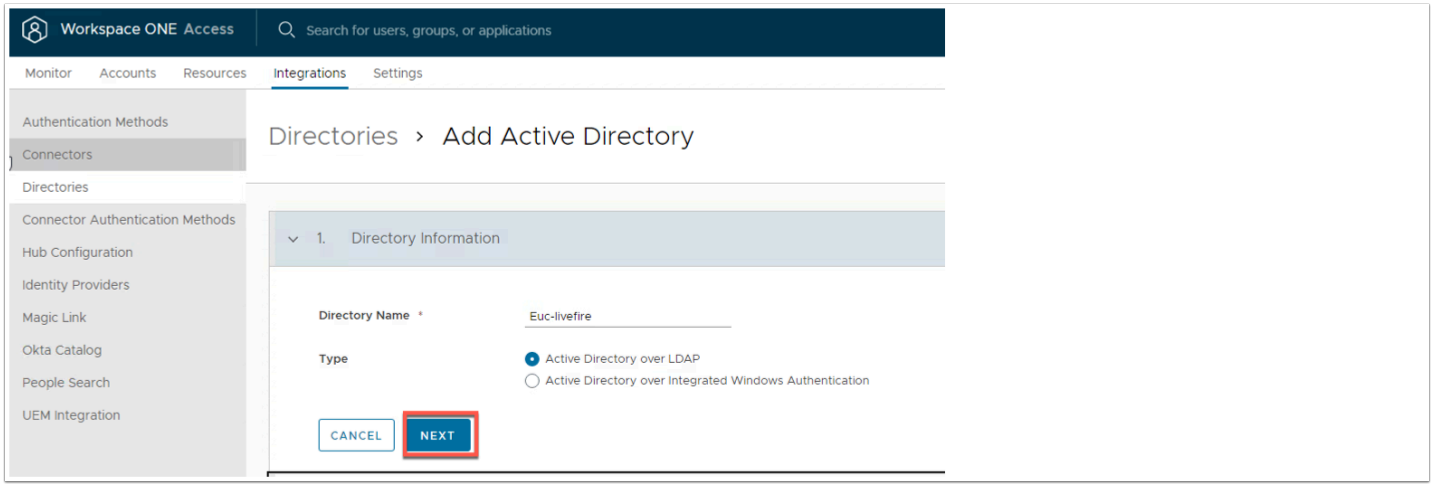


5. In the **Workspace ONE Access** admin console.
   - Select **Integrations**,
     - Select **Directories**

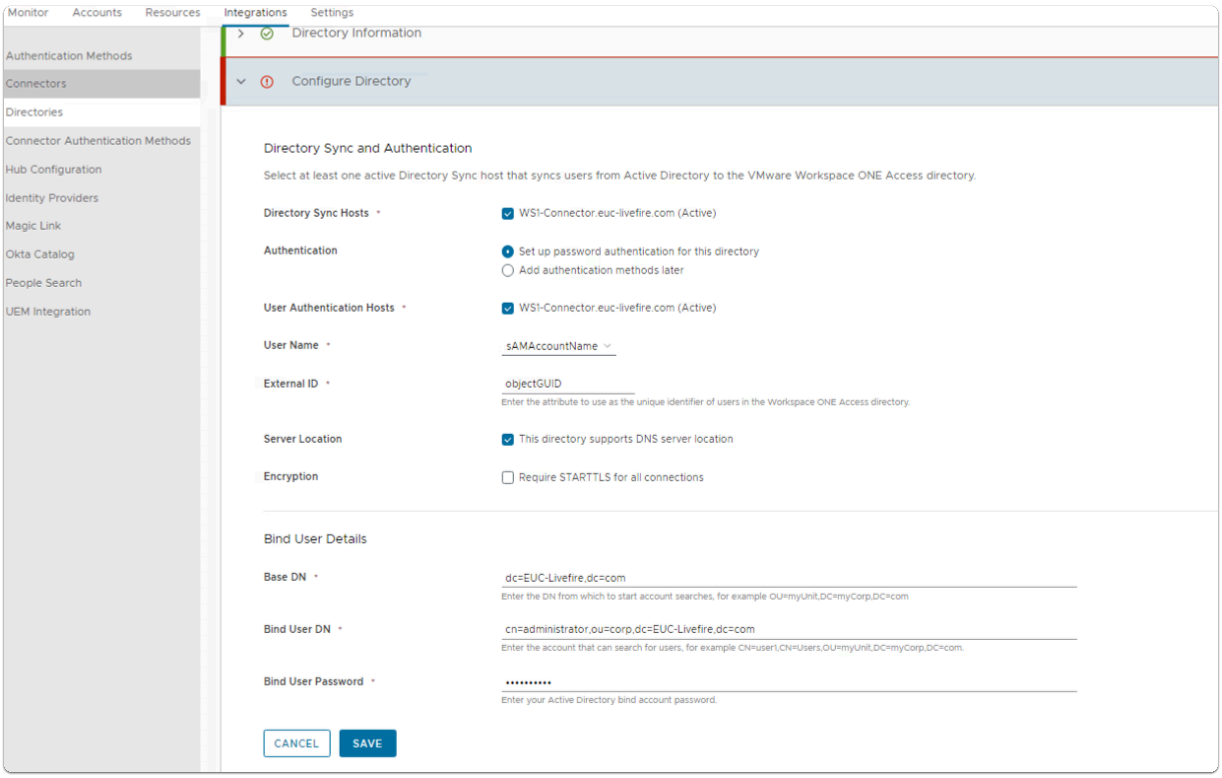


6. In the **Directories** area
   - To the right
     - Select **Add Directory**

- In the **Add Directory** dropdown
  - Select **Active Directory**



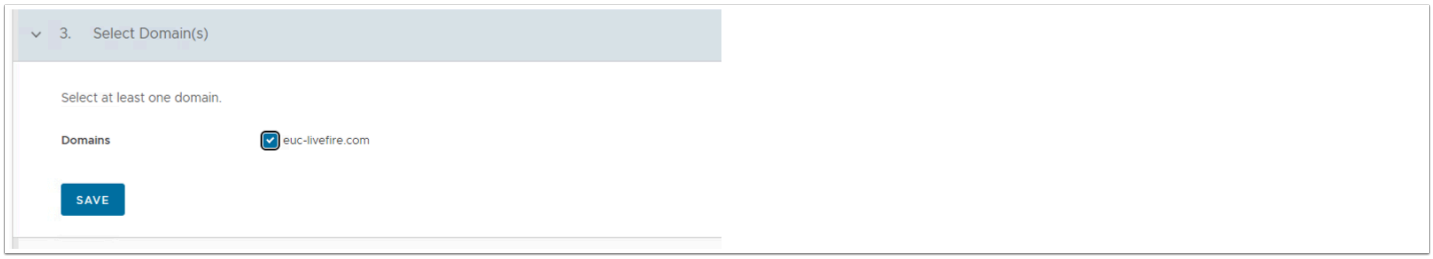
7. In the **Add Active Directory** Page,
   - Under Directory Information
     - **Directory Name:** type **EUC-Livefire**
     - Ensure the **Active Directory over LDAP radio button** is selected
     - Click **NEXT**



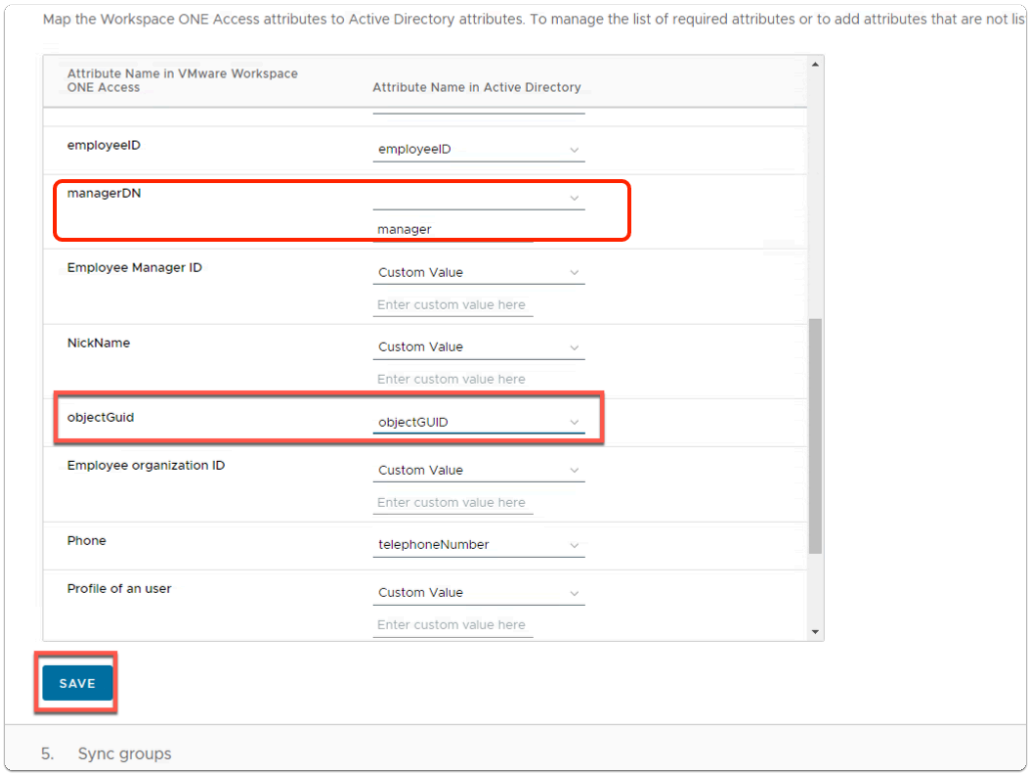
8. In the Configure Directory section,
   - Leave the **Directory Sync and Authentication** as default
   - In the **Bind User Details** area
     - Enter the following Next to :
       - **Base DN: dc=EUC-Livefire,dc=com**

- **Bind DN:** cn=administrator,ou=corp,dc=EUC-Livefire,dc=com
- **Bind DN Password:** VMware1!

- Select **Save**

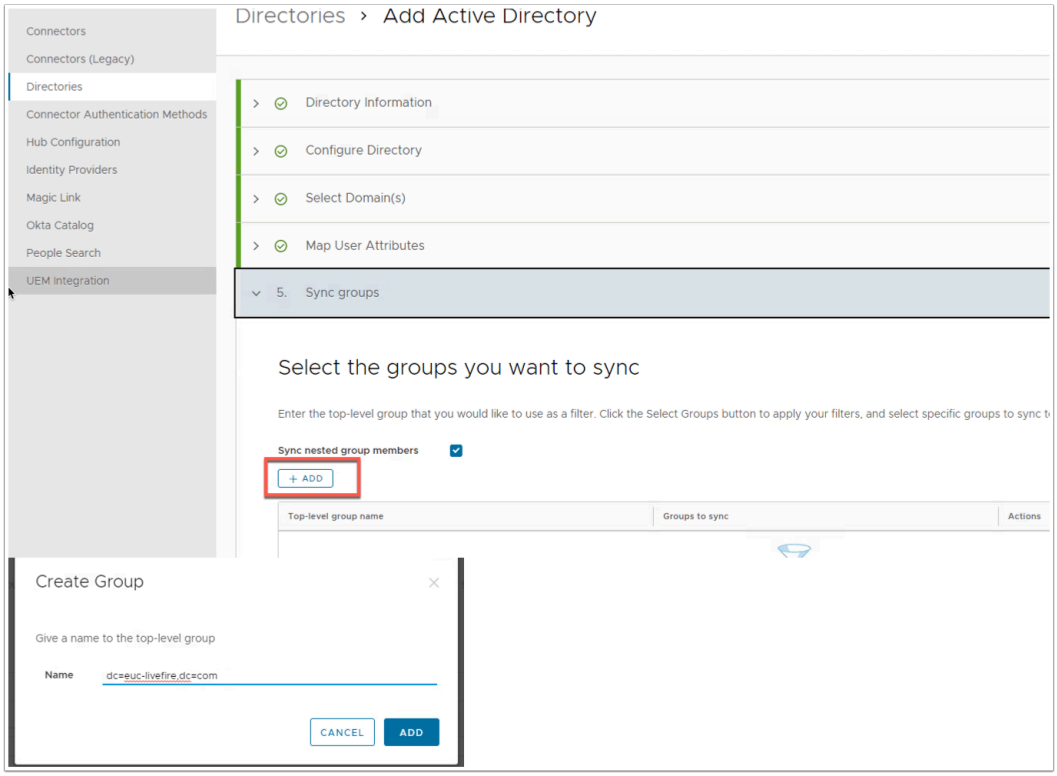


9. In the **Select the Domains** page,
   - **euc-livefire.com** (EUC-LIVEFIRE)
     - Select **Save**.

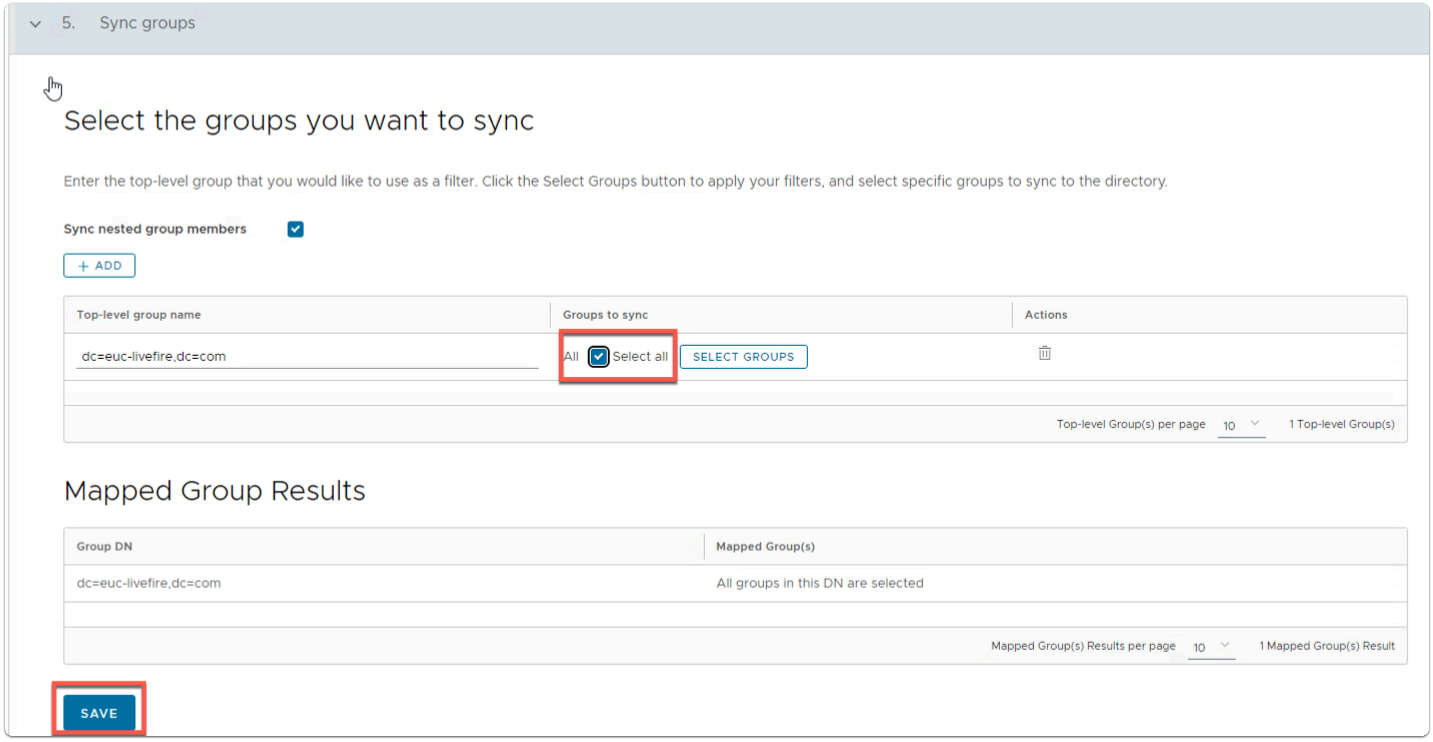


10. On the **Map User Attribute** page
    - Map the following attributes :
    - (what you enter here is case sensitive)
    - **managerDN** select ***custom input*** and type **manager**
      - **Scroll down** next to:-
        - **objectGuid:** select **objectGUID**

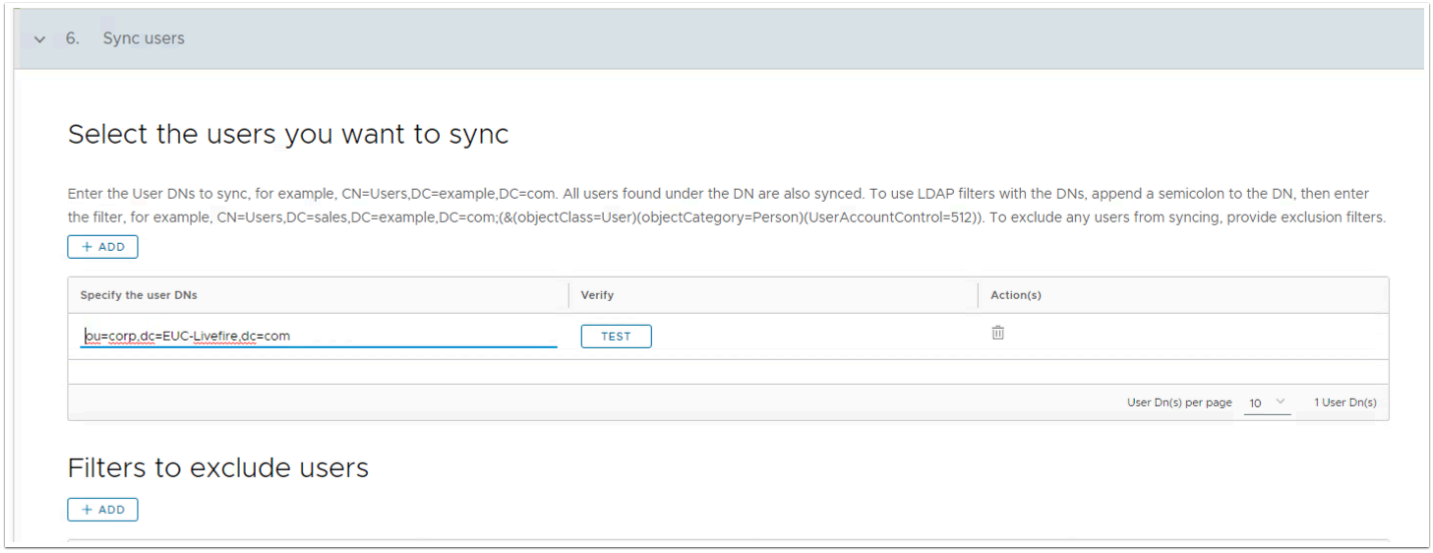
      - Click **SAVE**



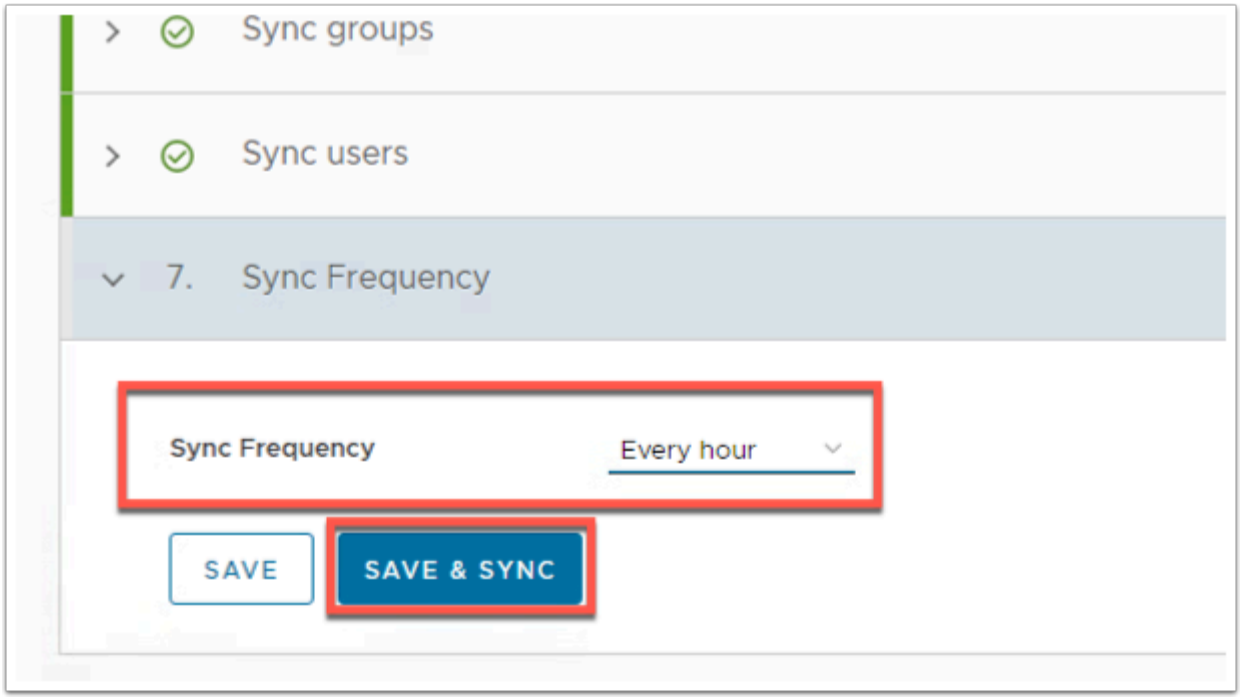
11. On the **Select the Groups you want to sync** page,
    1. Click the **+ADD**
    2. Under **Create Group**
        - enter **dc=euc-livefire,dc=com**
    3. Click **ADD**



12. On the **Select the Groups you want to sync** page,
    - Under Select All
        - Select the **check box**
    - Select **Save**.

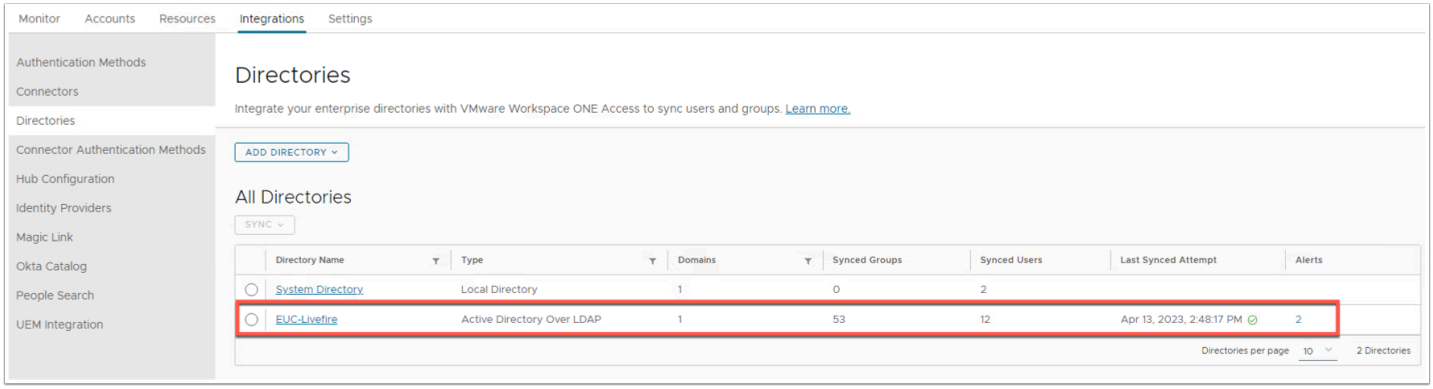


13. In the **Select Users you would like to sync** window
    - Under **Specify the user DNs**
        - edit the existing syntax so that it reads
            - **ou=corp,dc=EUC-Livefire,dc=com**
        - Select **Save**

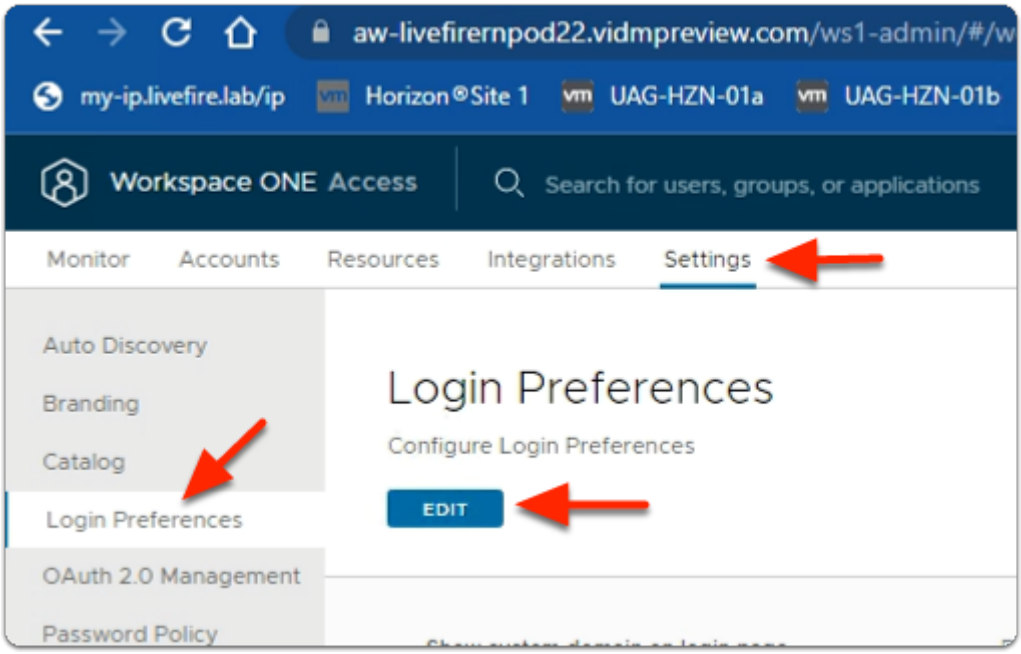


14. On the **Sync Frequency** window
    - On Change the **Sync Frequency** to **Every hour**

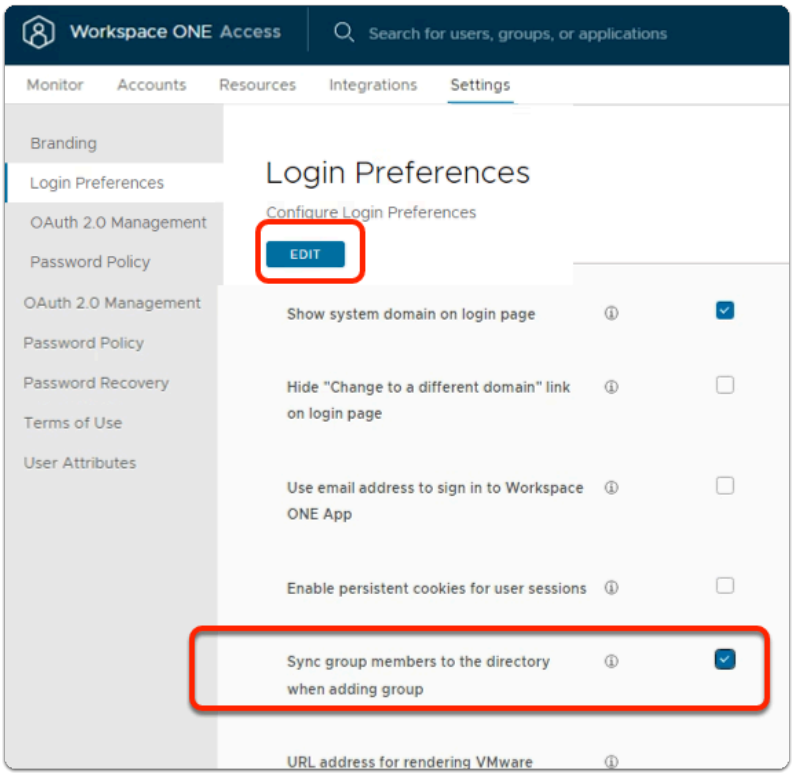
- Click **SAVE & SYNC**



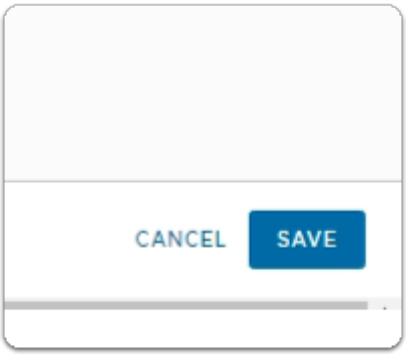
15. On the **Directories** window
    - **Refresh** your browser window
        - Note the **Synced Groups** and **Synced Users**



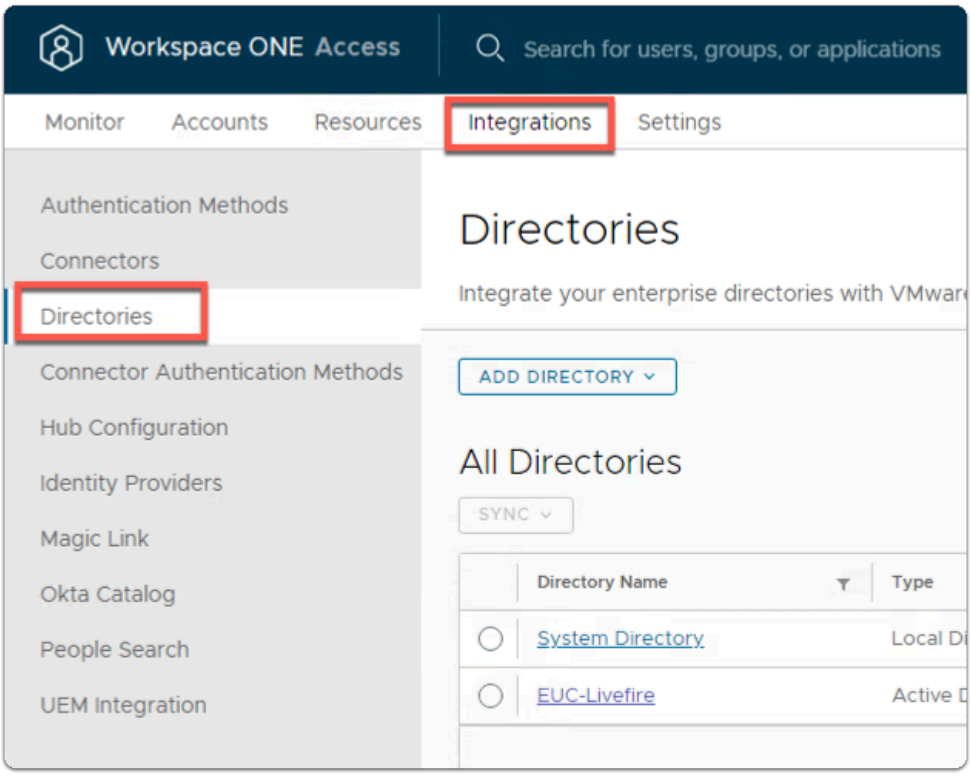
16. In your **Workspace ONE Access admin** console
    - Select **Settings**
        - Select **Login Preferences**
        - Under **Login Preferences**
            - Select **EDIT**



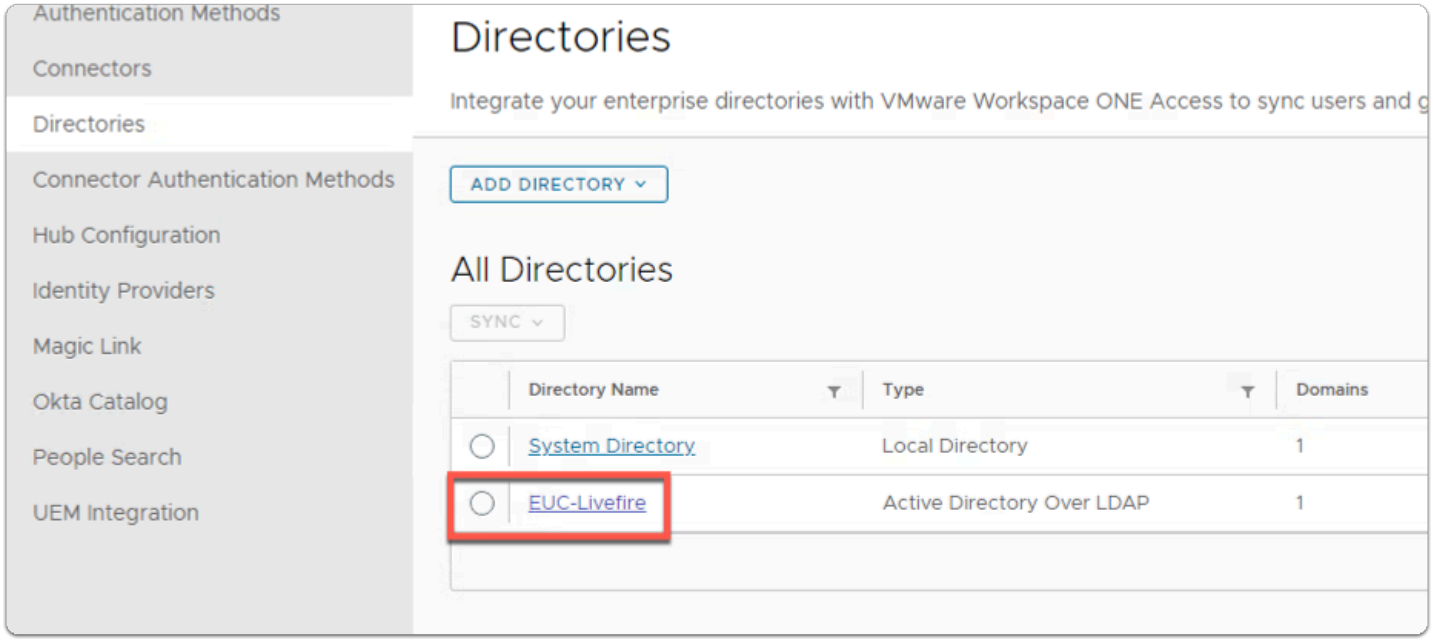
17. In the **Login Preferences** area
    - **In line with:**
        - **Sync Group Members to the Directory When Adding Group**
            - select the **Checkbox**



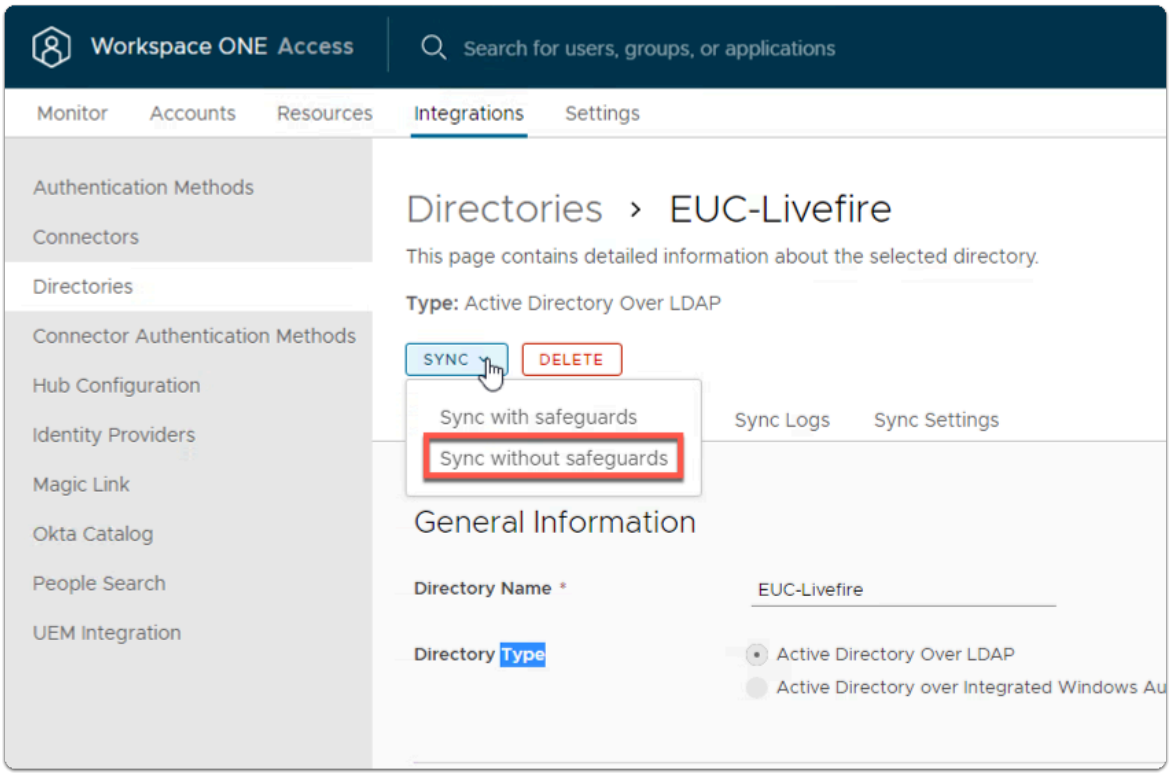
18. In the **Login Preferences** area
    - In the bottom right
        - select **SAVE**



19. In the **Workspace ONE Access** console
    - select **Integrations**
        - select **Directories**

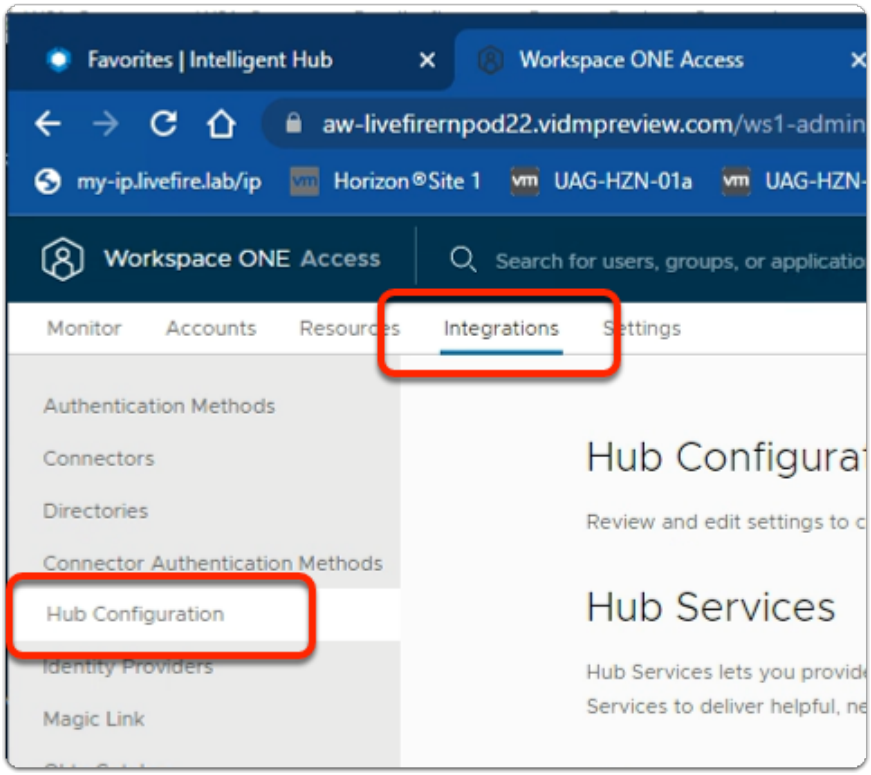


20. In the **Directories** area
    - select **EUC-Livefire**

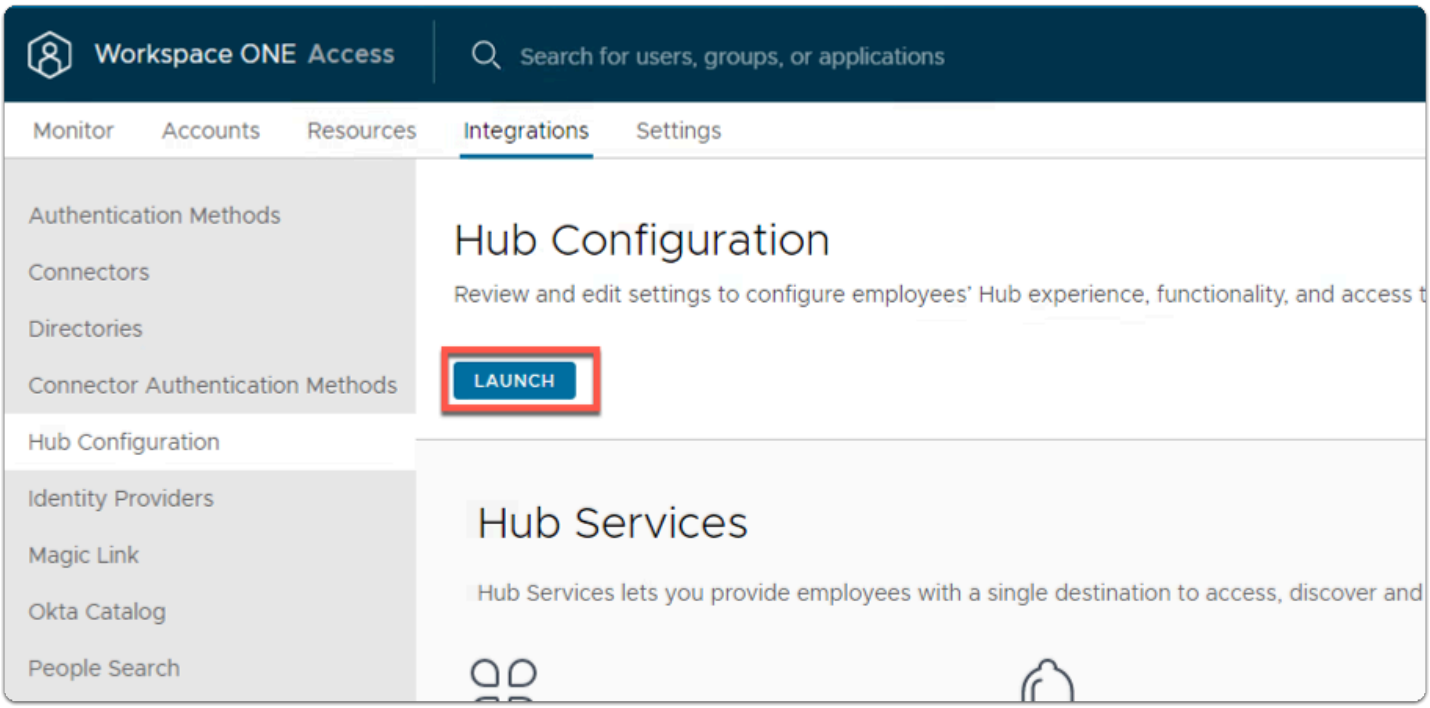


21. In the **EUC-Livefire** directory area
    - In the right corner
        - Next to **Sync**
            - select the **dropdown**
                - select **Sync without Safeguards**

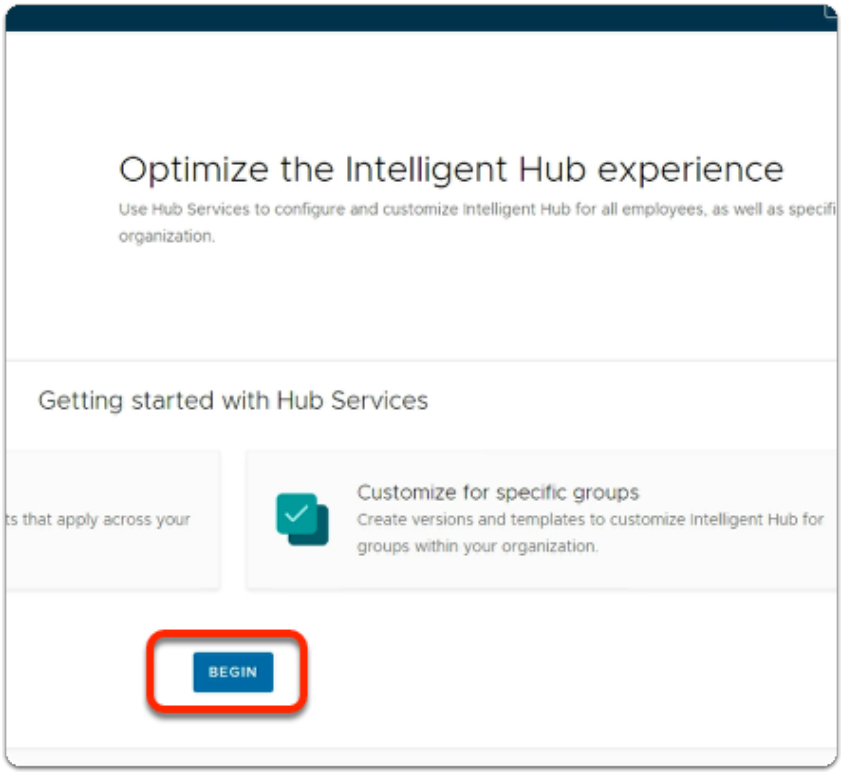
Part 6: Workspace ONE Hub Services Integration with Workspace ONE Access

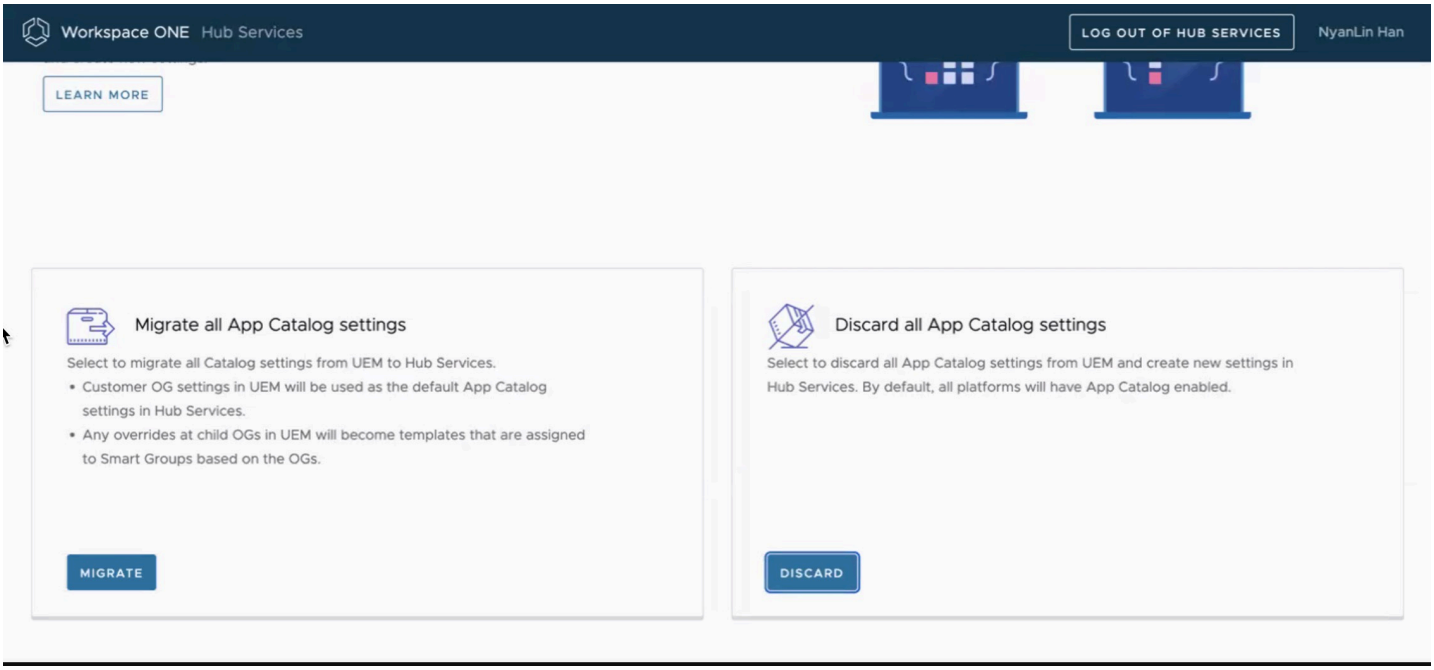


1. In the **Workspace ONE Access admin** console
   - Select **Integrations**
   - Select **Hub Configuration**

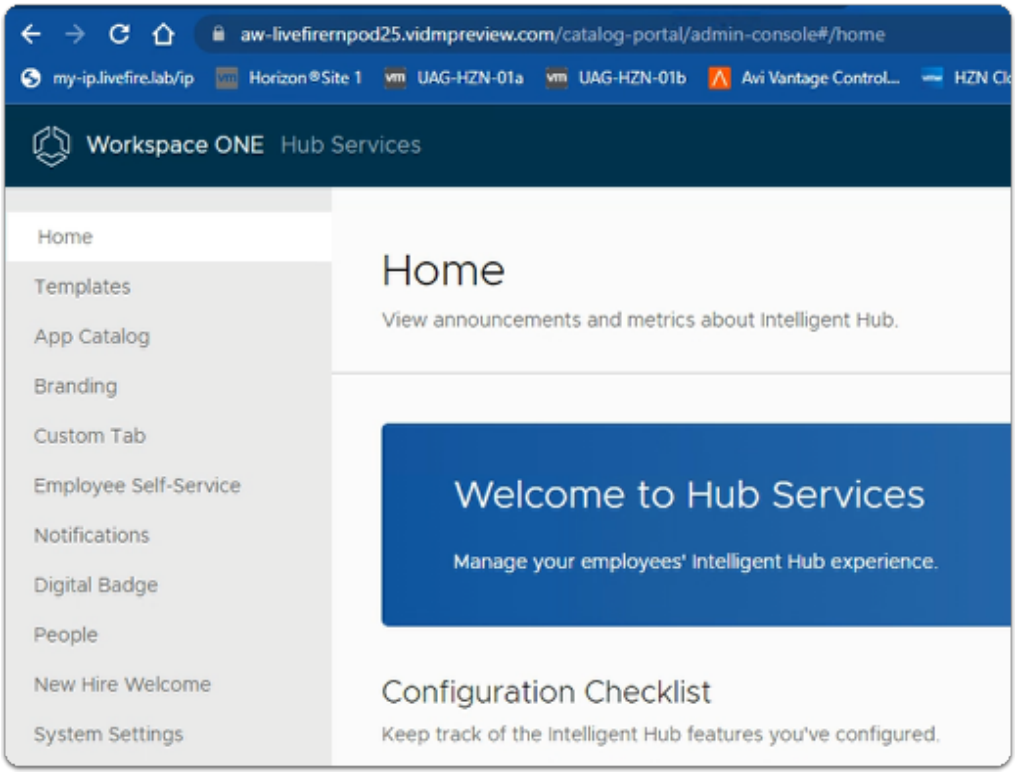


2. In the **Hub Configuration** window
   - Under **Hub Services**
     - Select **LAUNCH**



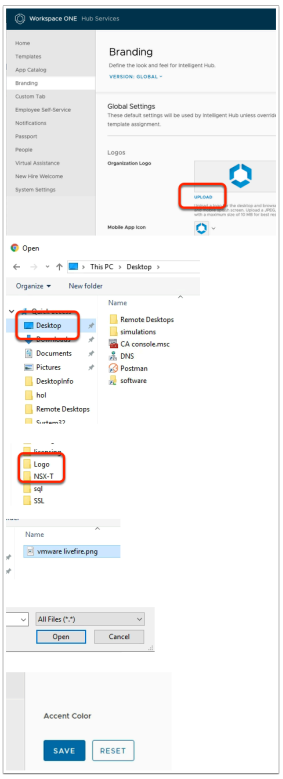


3. In the **Optimize the Intelligent Hub Experience** window
   - Select **BEGIN**
   - If you get a choice select **DISCARD**

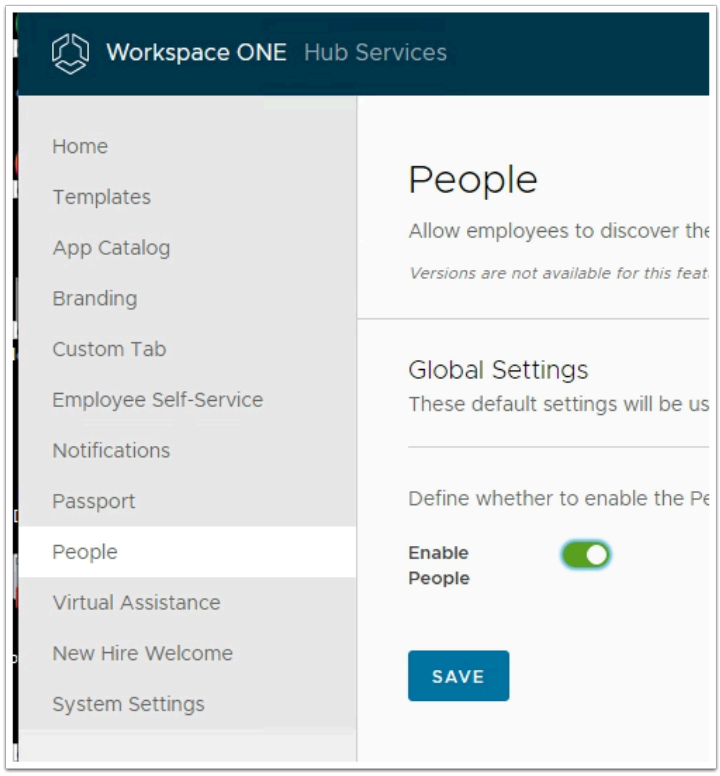


4. In the **Welcome to Hub Services**
   - Review the associated options.
   - In Section 7: We will configure Hub Services

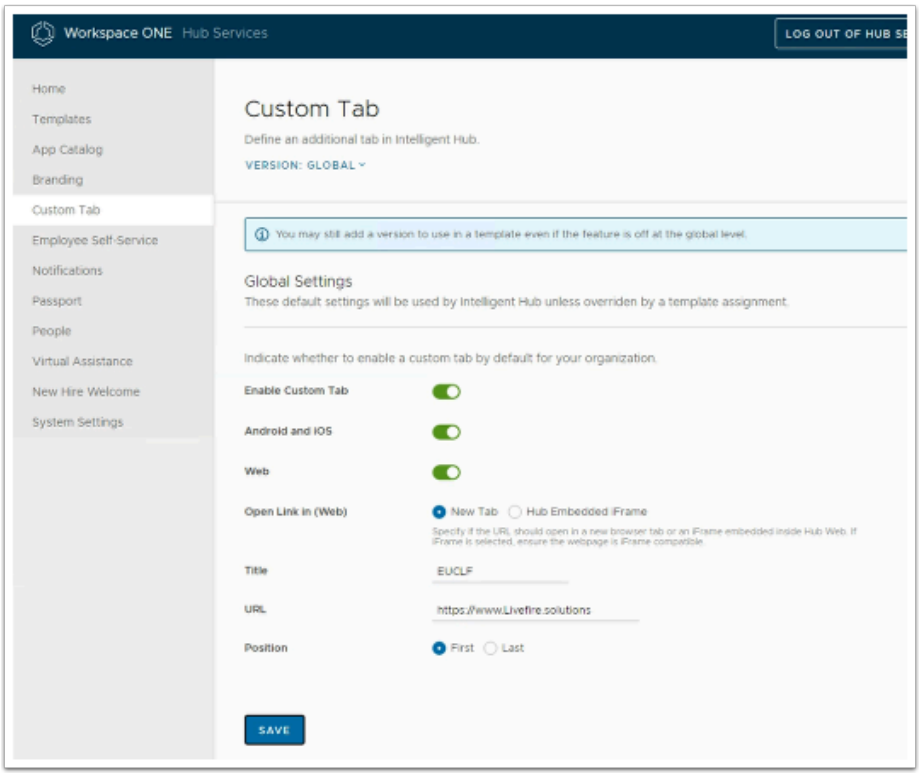
Part 7: Configuring Workspace ONE Hub Services



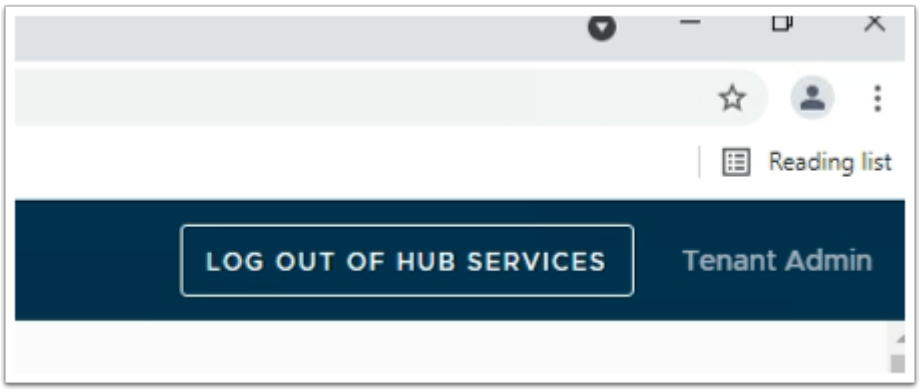
1. In **Workspace ONE Hub Services**
   - Select the **Branding** section
     - Find **Logos** > **Organization Logo** , to the right select **UPLOAD**
     - In the left pane,
       - Under **Quick access,** select **Desktop**
       - Select **Software**
       - Select and open **Logo**
       - Select **vmware livefire.png**
       - Select **Open**
       - **Scroll down**
         - and select **SAVE**



2. In the **Workspace ONE Hub Services** page
   - In the left pane, select **People**
   - Under **People** area,
     - next to **Enable People,**
       - move the **toggle** to the right
   - Select **SAVE**



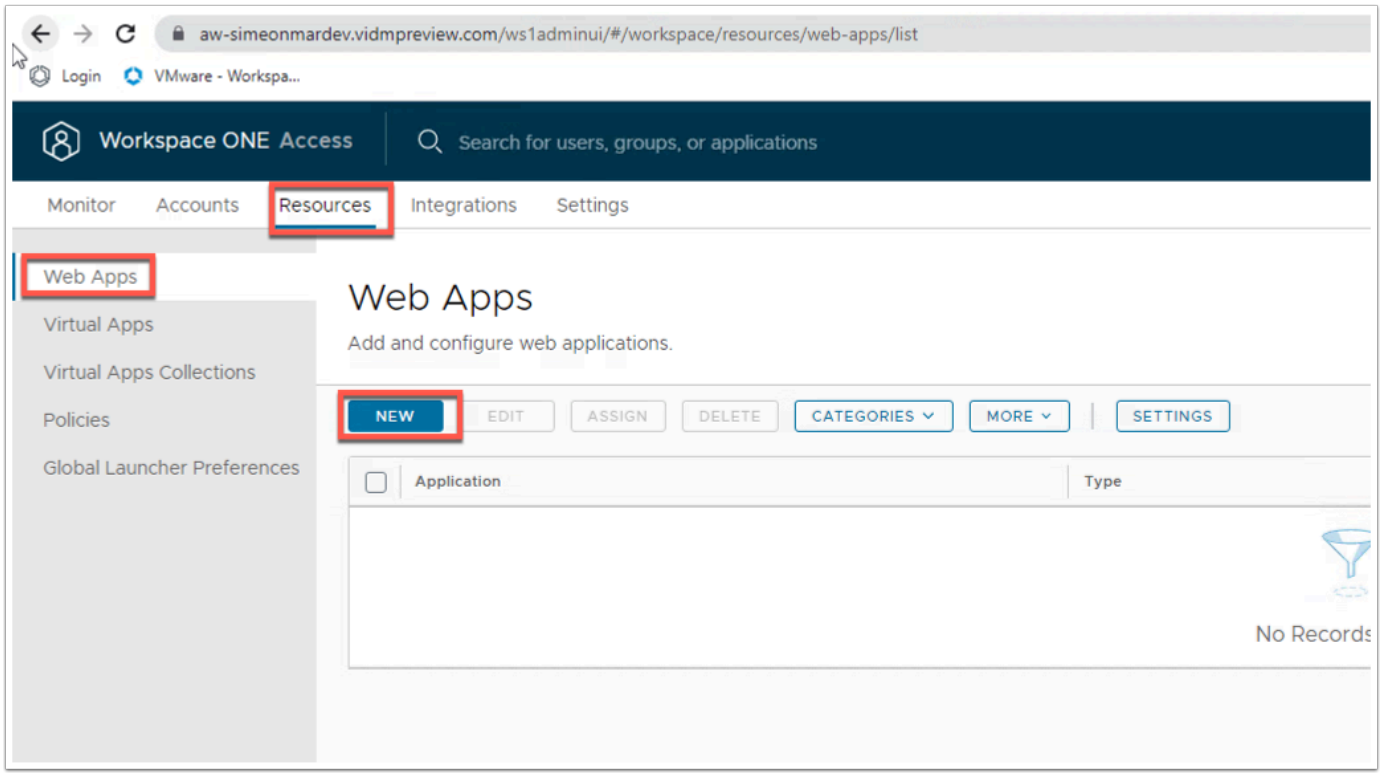
3. In the **Workspace ONE Hub Services** page
    - From the **left menu,**
        - **Select the Custom Tab.**
            - Next to **Enable Custom Tab**,
                - move the **toggle right**.
            - Next to **Web**
                - move the **toggle right**.
            - Next to **Title**
                - enter: **EUCLF** (Best practice is not use a label longer than 6 characters).
            - Next to **URL**:
                - enter **https://www.Livefire.solutions**
            - Next to **Position**,
                - enable the **First radio button.**
            - Select **SAVE**



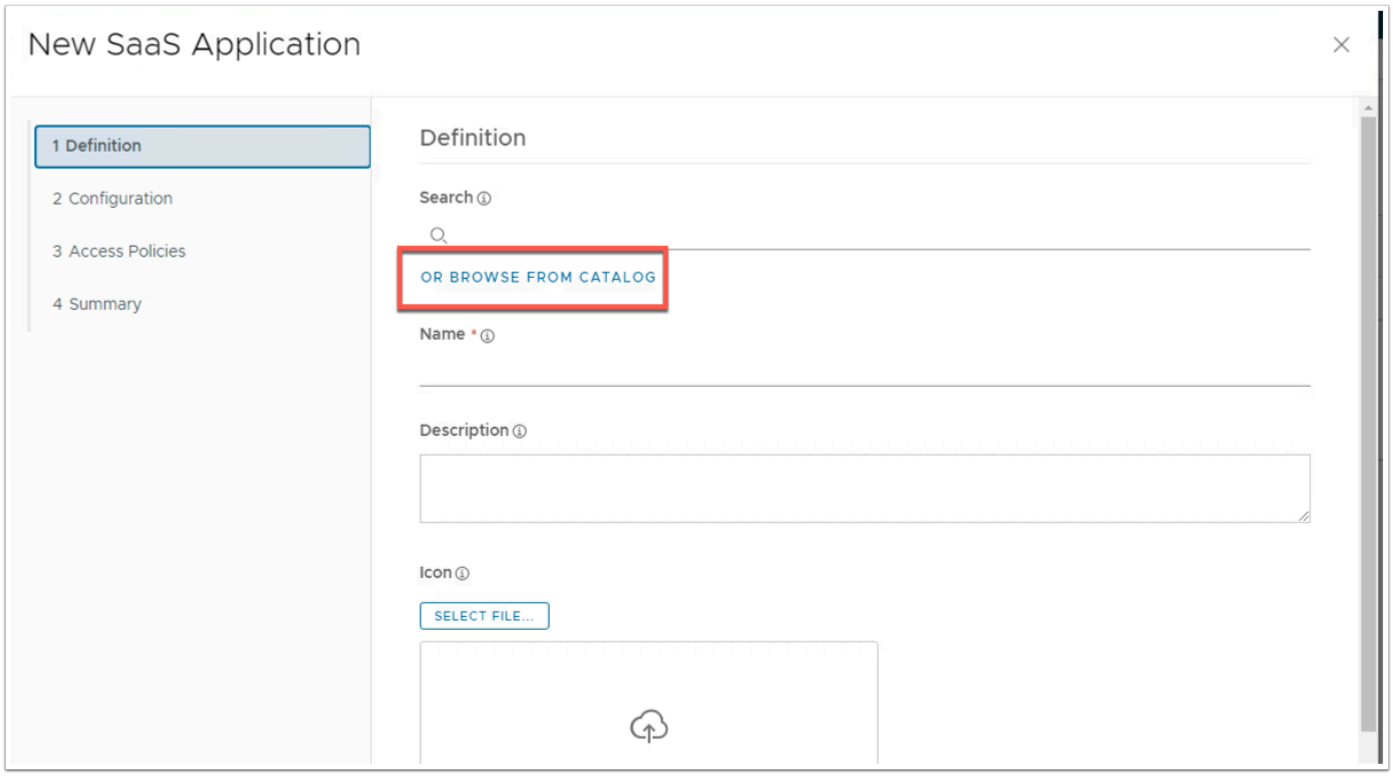
4. To the top right of the **Workspace ONE Hub Services** page
   - Select **LOG OUT OF HUB SERVICES**

Part 8: User Provisioning to UEM

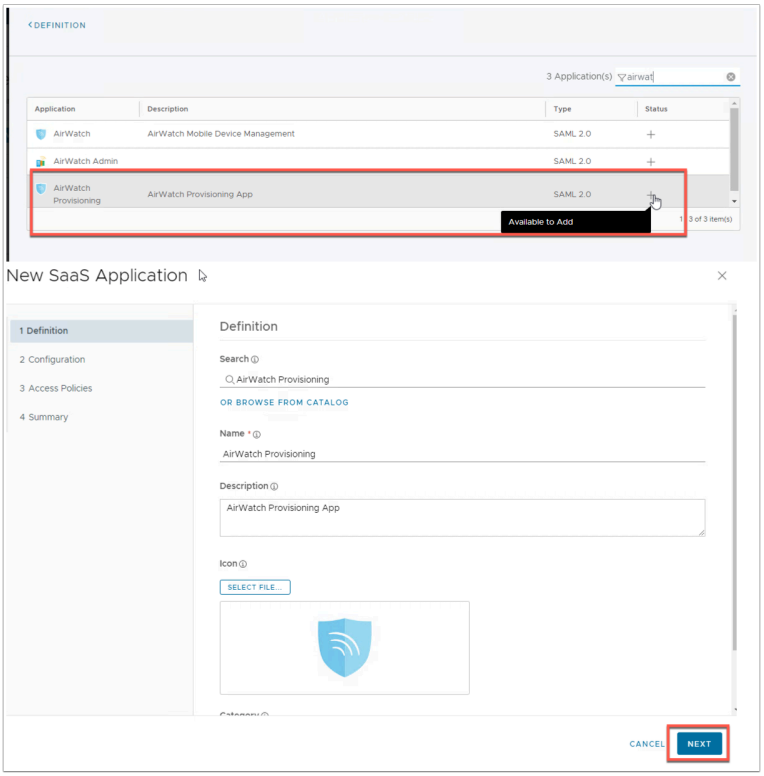
Organizations can leverage the provisioning adapter in WorkspaceONE Access to provision users into Workspace ONE UEM. This implementation does not require the AirWatch Cloud Connector and will leverage SAML JIT to create users in UEM during the enrollment process.



2. In the Workspace ONE Access admin console navigate to **Resources** > **Web Apps** > **NEW**

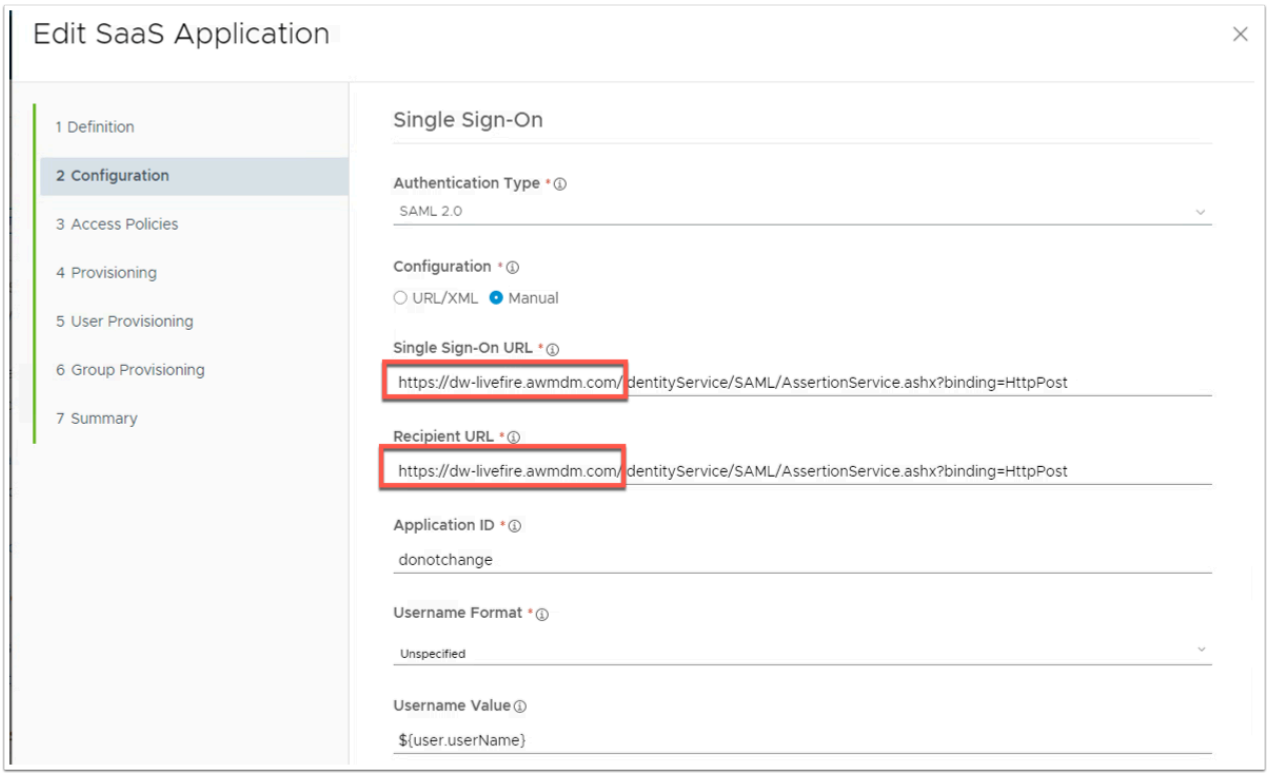


3. Click on **OR BROWSE FROM CATALOG**

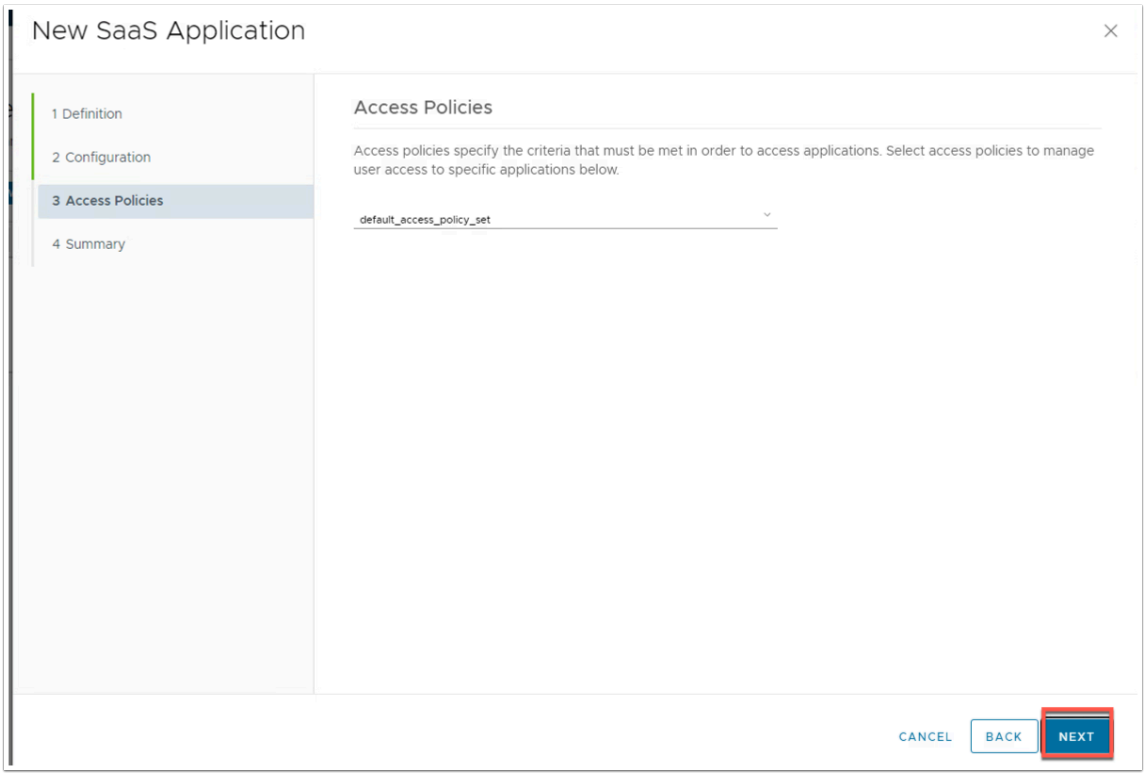


4. Search for **AirWatch** and click on the **+** Next to AirWatch Provisioning. Click **NEXT** after your return to the New SaaS Application page.

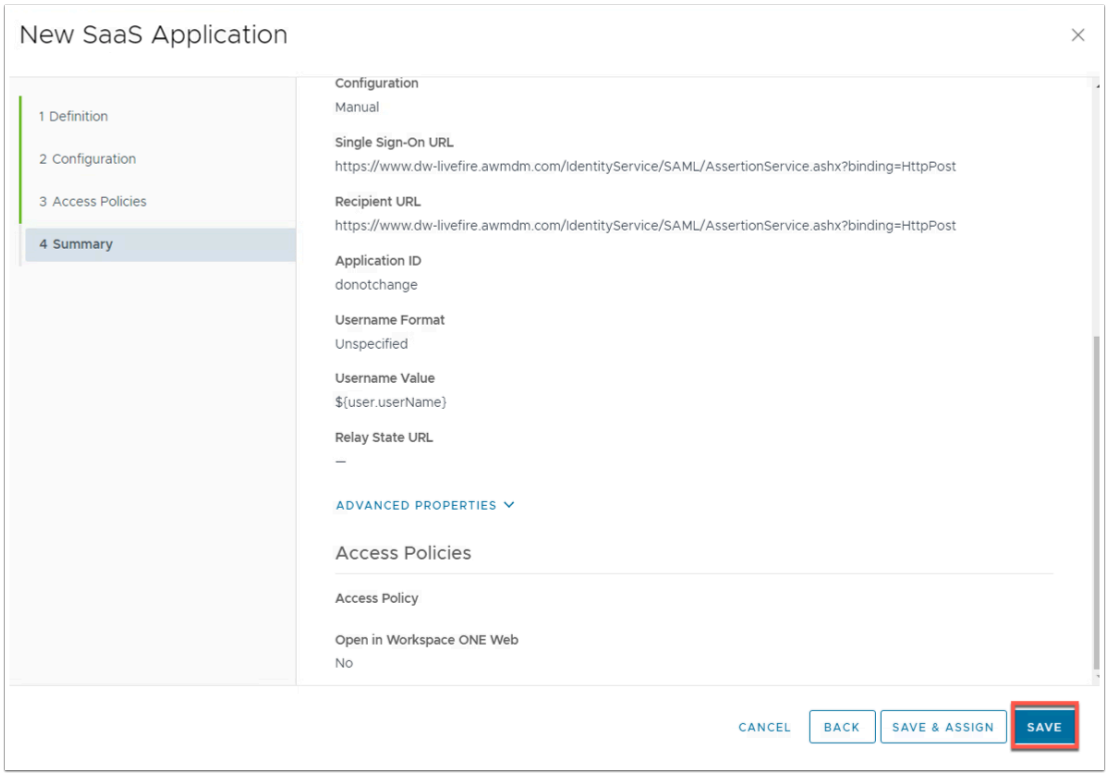
NOTE: Ensure you are not selecting the AirWatch without the Provisioning.



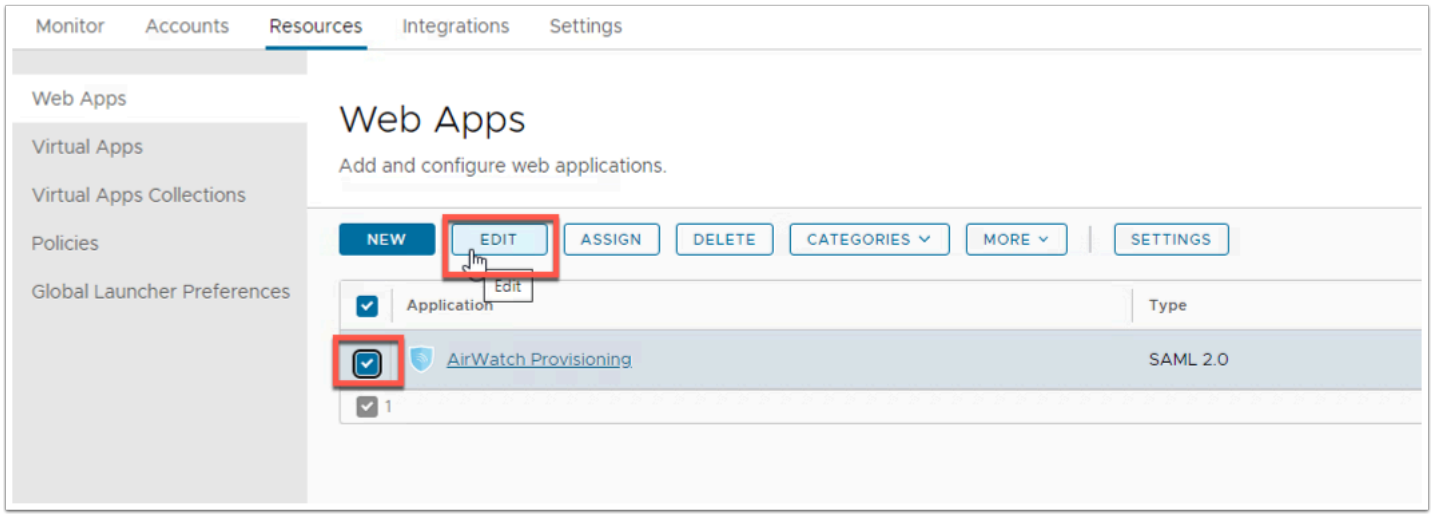
5. Change the **Single Sign-On URL** and **Recipient URL** to match **dw-livefire.awmdm.com** (leave what comes after the URL there) and click **NEXT**



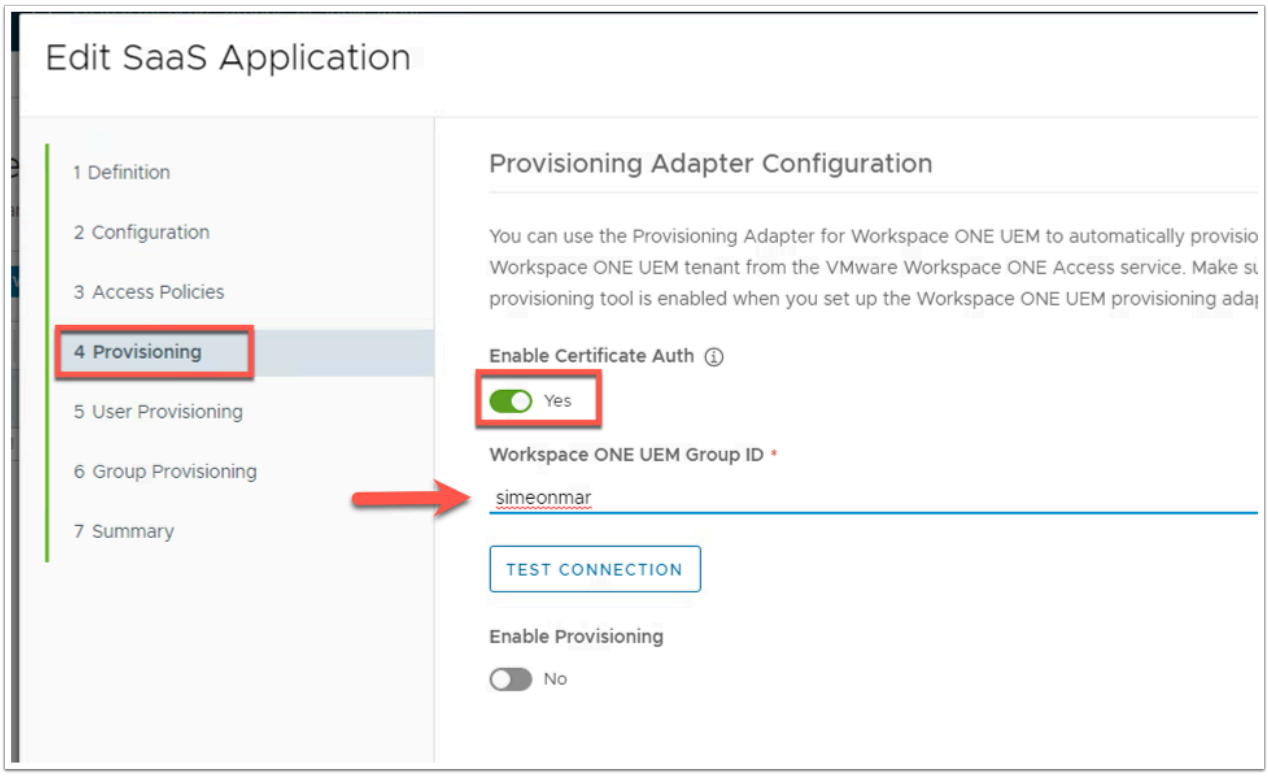
6. Click **NEXT** on the **Access Policies**



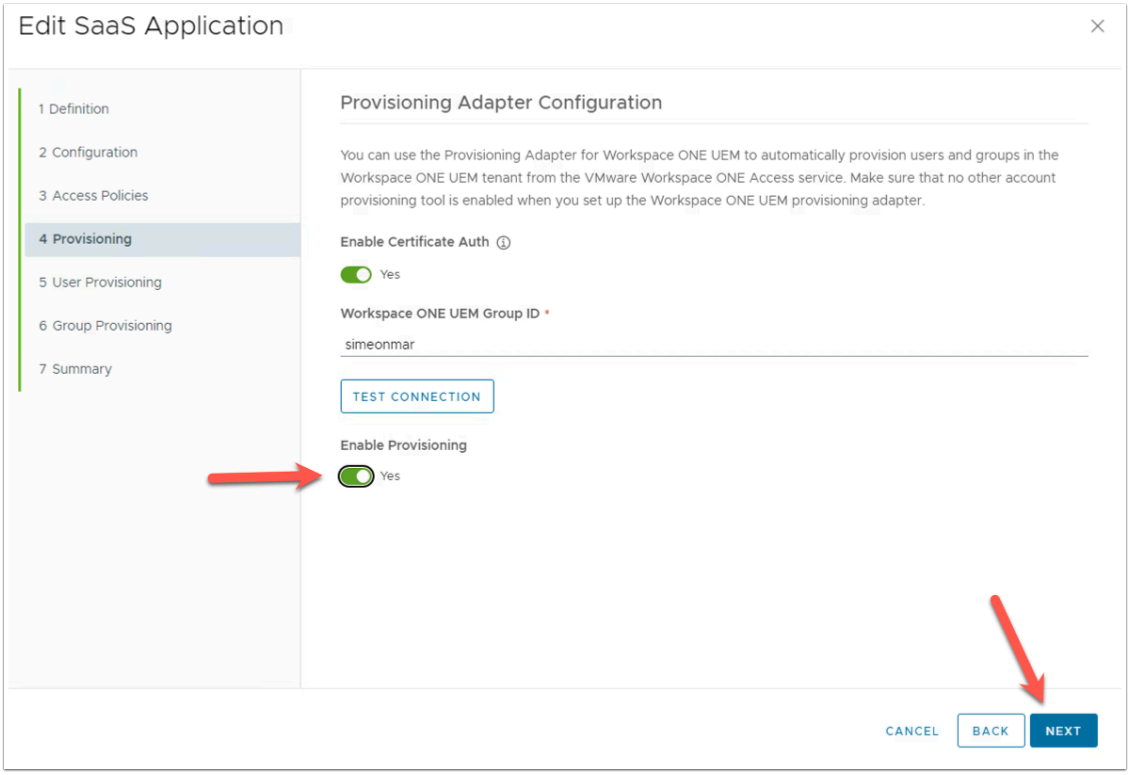
7. Click **SAVE**



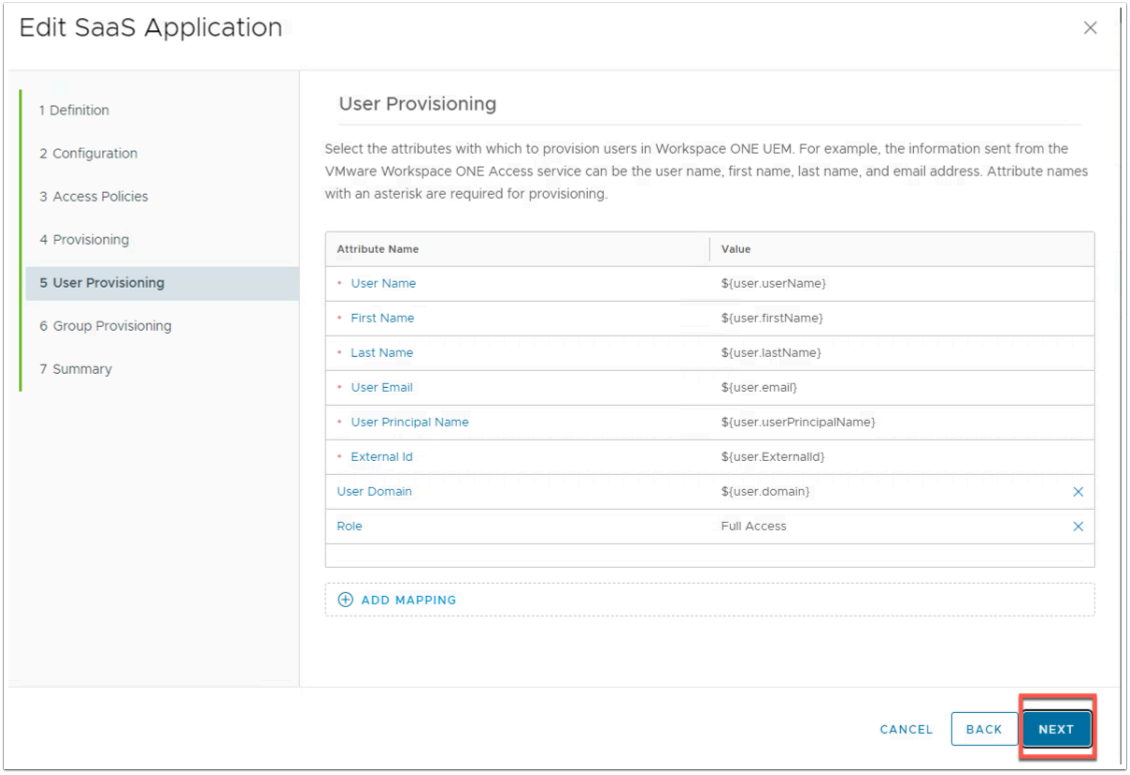
8. Now in the Web Apps screen select the application and clic **EDIT**



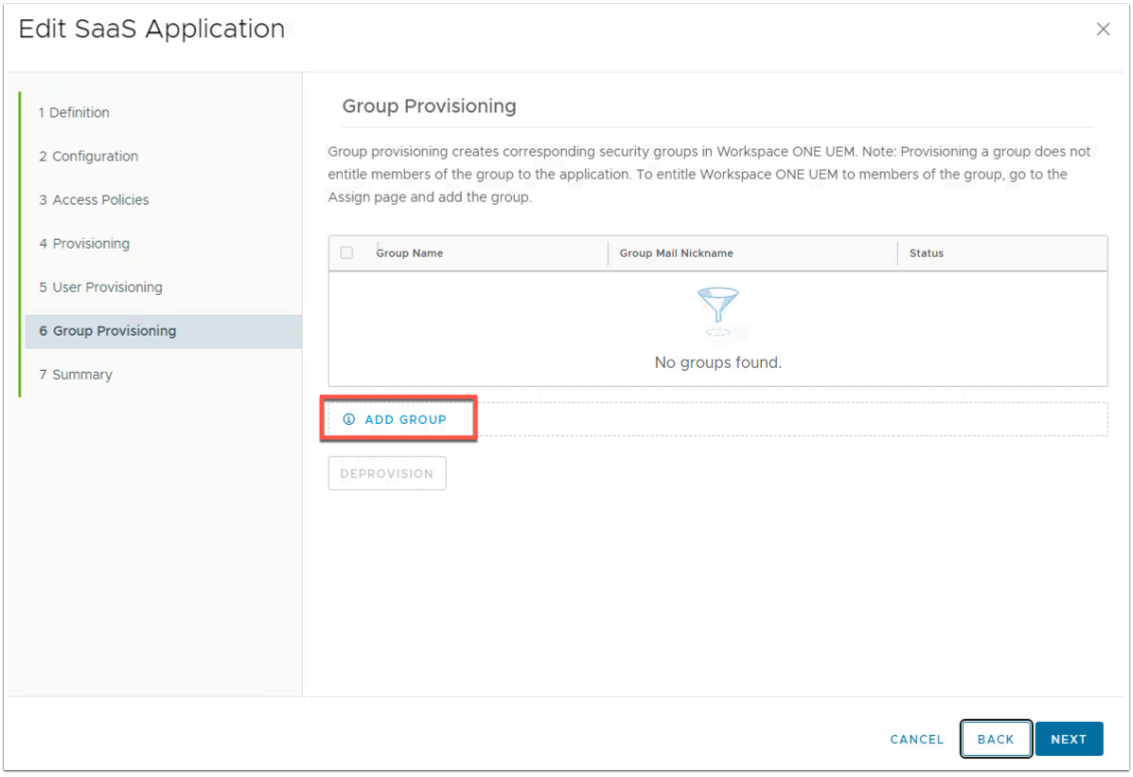
9. In the **Edit SaaS Application** you will now see more options, click on Provisioning and change **Enable Certificate Auth** enter your UEM GroupID.
   - Click **TEST CONNECTION**



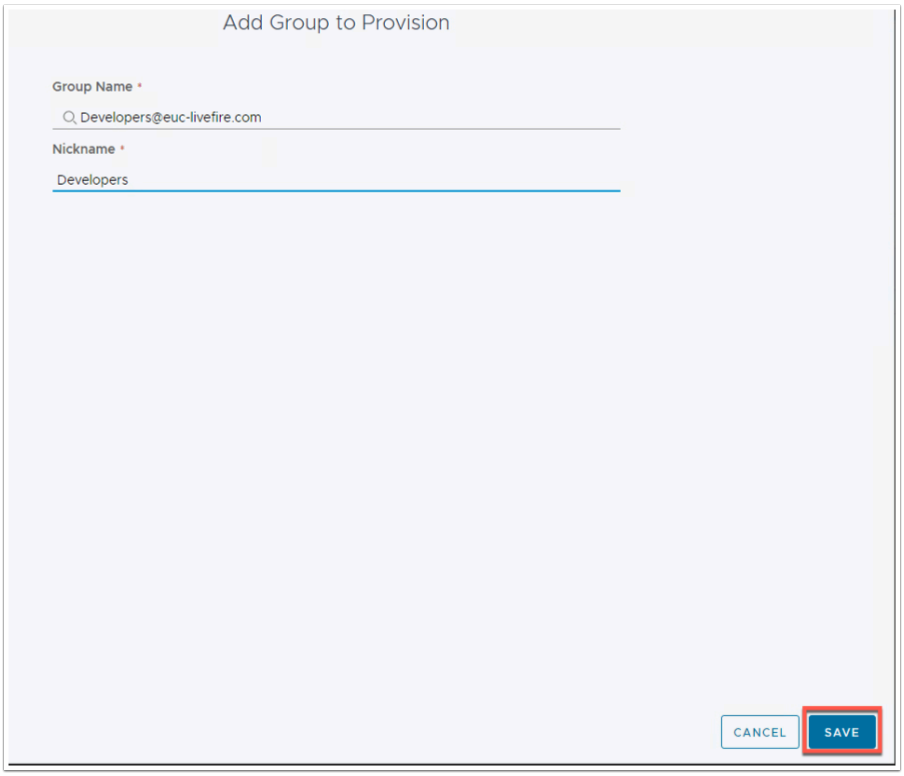
10. The connection should be successful and now ensure **Enable Provisioning** is ticked and click **NEXT**.



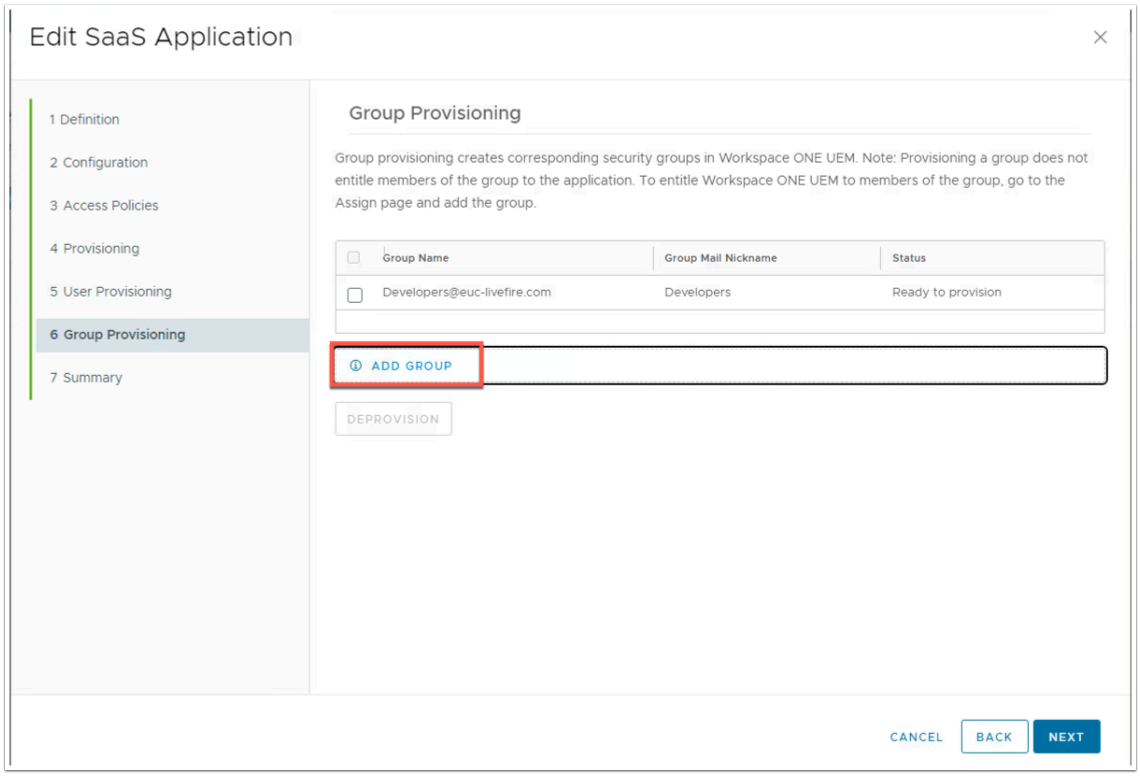
11. Leave the **User Provisioning** values as default and click **NEXT**



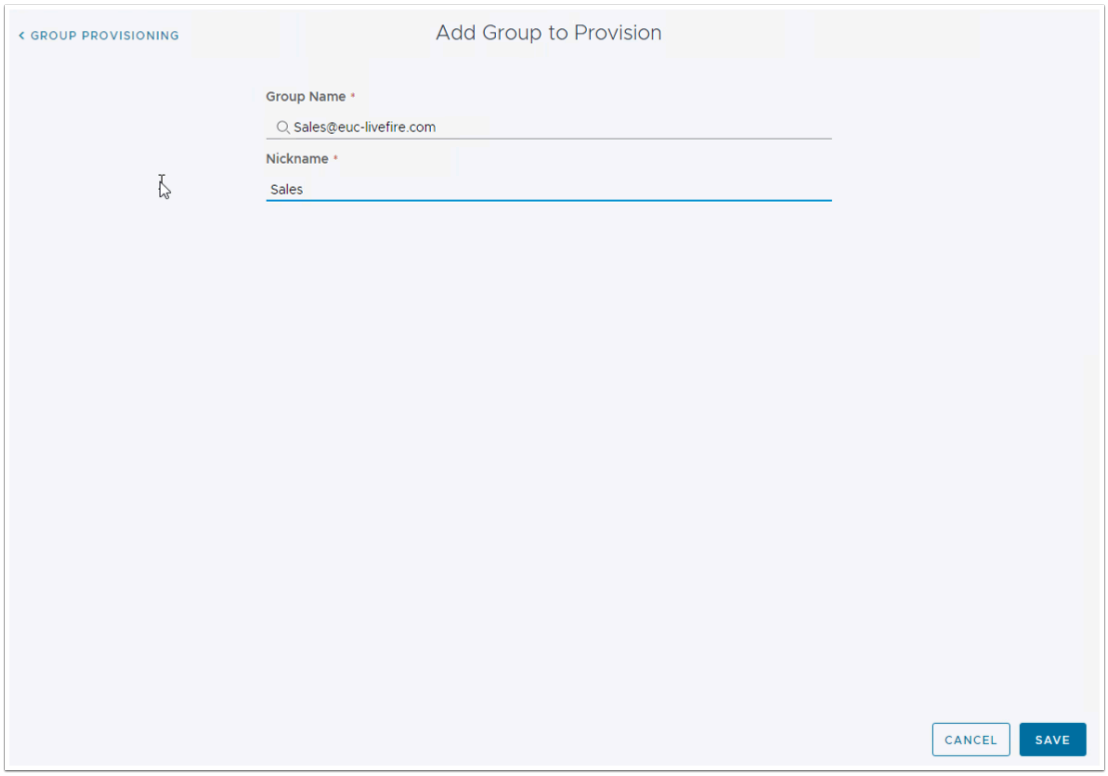
12. On the **Group Provisioning** click **ADD GROUP**



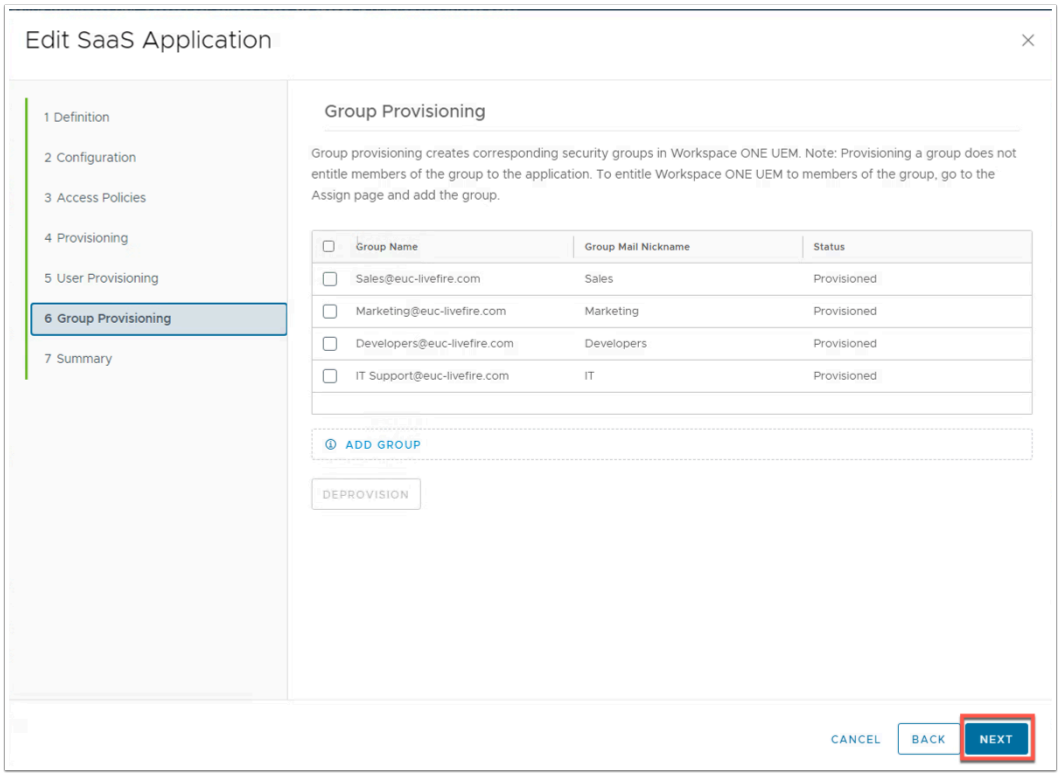
13. Type **Developers@euc-livefire.com** and give it the nickname **Developers**. Click **SAVE**.



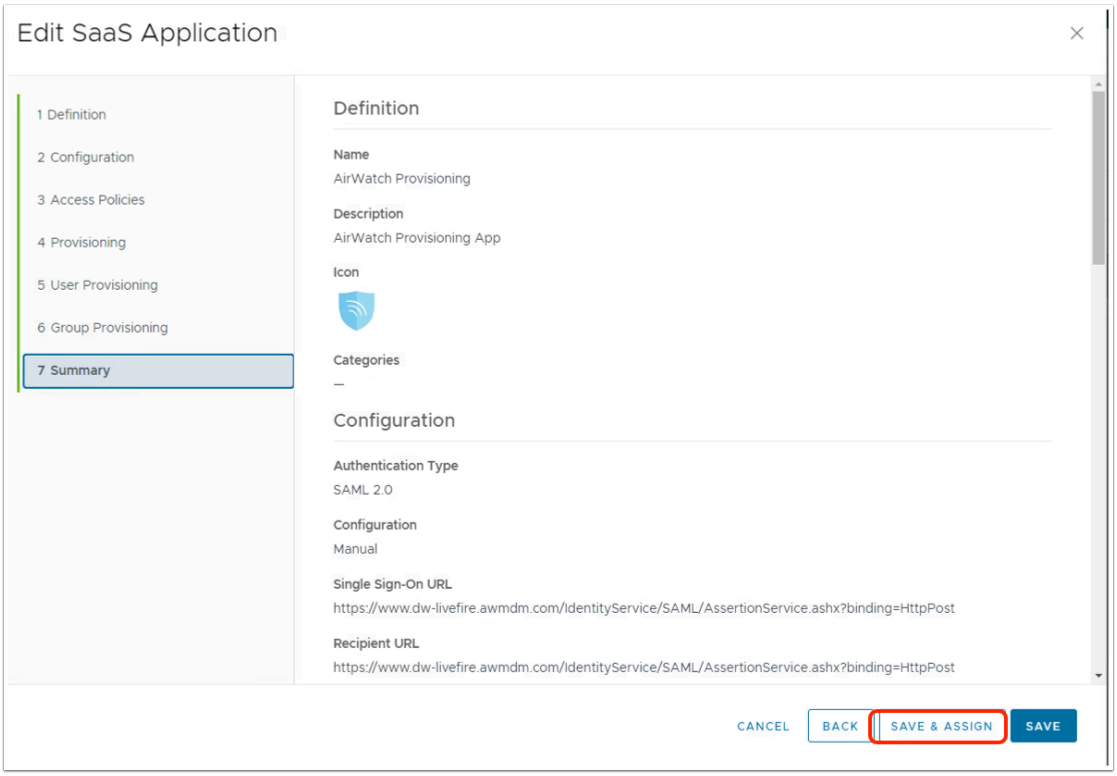
14. Now click **ADD GROUP** again.



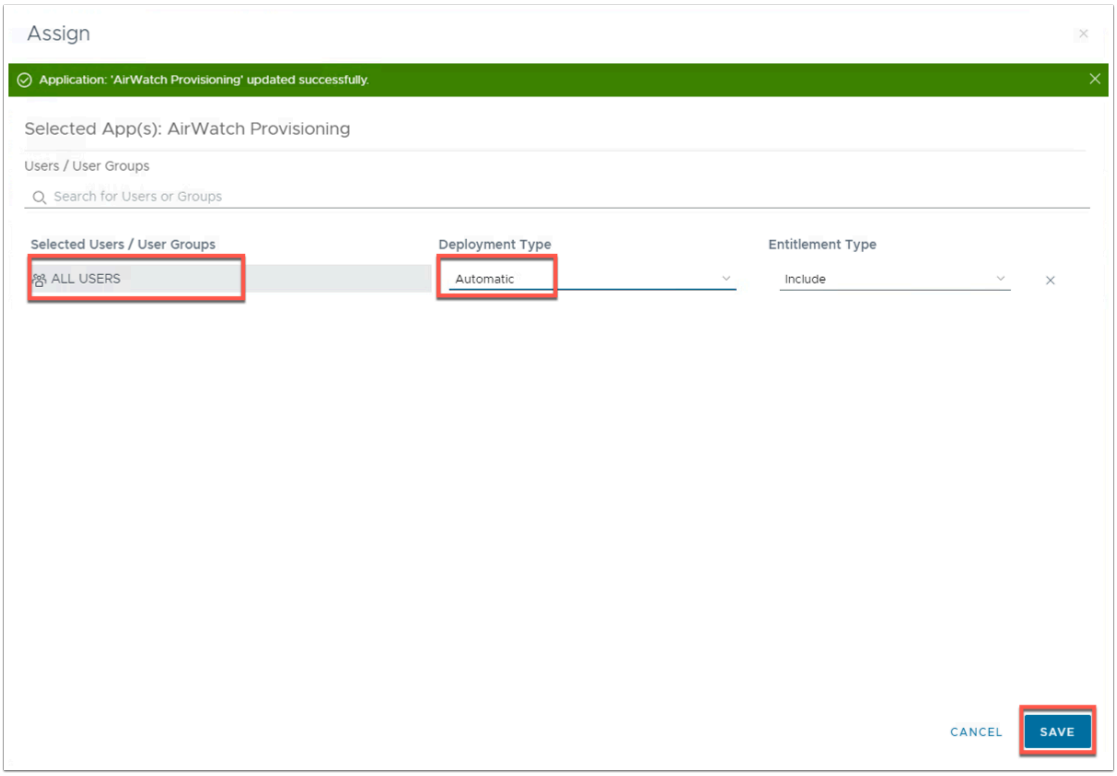
15. Type **Sales@euc-livefire.com** and give it the nickname **Sales**. Click **SAVE**
    - Repeat the process for **Marketing** and **IT support**



16. Click **NEXT**.



17. Click **SAVE & ASSIGN** on the summary page.



18. Search for **ALL USERS** and add them. Change **Deployment Type** to **Automatic** and click **SAVE**.

You have finished setting up and integrating Workspace ONE UEM, Access, and Intelligence. Now that our digital workspace platform is prepared we can think about integrating with Microsoft Azure.