

Workspace ONE AirLift

VMware Workspace ONE UEM 1811

VMware Workspace ONE AirLift 1.1



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Contents

1	Introduction to VMware Workspace ONE AirLift	4
	Workspace ONE AirLift Requirements	4
2	Workspace ONE AirLift Installation and Configuration	7
	Retrieve the Workspace ONE UEM REST API Key	7
	Install Workspace ONE AirLift	8
	Connect Workspace ONE UEM and ConfigMgr	8
	Optional Workspace ONE AirLift Settings	9
	Command Line Tools for Workspace ONE AirLift	9
3	Workspace ONE AirLift Collections	11
	Map a Collection to Workspace ONE UEM	12
	Remove a Mapping from Workspace ONE AirLift	12
4	Workspace ONE AirLift Enrollment	14
	Configure the Workspace ONE AirLift Enrollment Application	14
	Enroll Collections into Workspace ONE AirLift	15
5	Workspace ONE AirLift Applications	16
	Workspace ONE AirLift App Export Considerations	16
	Export ConfigMgr Applications to Workspace ONE UEM	17

Introduction to VMware Workspace ONE AirLift

1

VMware Workspace ONE AirLift is a server-side connector that simplifies and speeds the customers journey to modern management. Workspace ONE AirLift bridges administrative frameworks between Microsoft System Center Configuration Manager (ConfigMgr) and Workspace ONE UEM.

This bridge allows the customer to focus on moving co-management workloads and applications to the appropriate platform without redefining device and group memberships. Workspace ONE AirLift provides seamless adoption of co-management benefits and eases the transition on a collection by collection basis addressed toward particular use cases.

Workspace ONE AirLift allows the administrator to map your existing ConfigMgr device collections to Workspace ONE UEM smart groups. Workspace ONE AirLift dynamically monitors the device collections and keeps both platforms consistent. Workspace ONE AirLift leverages Workspace ONE UEM tags to add devices to smart groups after enrollment. These tags use a naming scheme with the prefix 'co-mgt' to clarify the source of the membership. This process is referred to as 'collection mapping' and is accomplished in the Workspace ONE AirLift console. You can remove mappings once transition is complete or leave the mappings in place if co-management is the intended goal of the implementation.

Workspace ONE AirLift allows you to create a ConfigMgr enrollment application by providing a blueprint and the software needed to configure and create the Workspace ONE enrollment application in ConfigMgr. Simplify and accelerate Proof of Concepts's, pilots, and production implementations by providing collection mapping and streamlined enrollment with Workspace ONE AirLift.

Workspace ONE AirLift also provides the means to export applications from ConfigMgr to Workspace ONE UEM. You can then deploy and manage applications from the Workspace ONE platform. Workspace ONE AirLift provides validations so you aware of any additional configuration applications may need.

A co-management dashboard provides a visualization of the transition and indicates the progress for devices and applications. The dashboard also displays top co-management workloads to show customers what functionality Workspace ONE AirLift uses on the co-managed devices along with an enrollment history and percentage complete within ConfigMgr collections.

Workspace ONE AirLift Requirements

Before you can use Workspace ONE AirLift to bridge ConfigMgr to Workspace ONE UEM, you must meet the prerequisites and requirements.

You must meet these requirements if you are a SaaS or On-premises customer.

Hardware Requirements

Ensure your server meets the necessary hardware requirements before installing.

Hardware Requirements	Details
VM or Physical Server	<p>2 CPU Core (2.0+ GHz)</p> <p>4 GB RAM or higher</p> <p>1 GB disk space for the Workspace ONE AirLift application, operating system, and .NET Core runtime. Consider having 5 GB of disk space.</p> <p>You do not need to have additional space for backups or redundancy as Workspace ONE AirLift self-heals by comparing SCCM collections and Workspace ONE UEM smart group labels.</p>

Software Requirements

Ensure your sever meets the software requirements before installing.

Software Requirement	Details
Browser	<p>Workspace ONE AirLift supports the most recent versions of Chrome, Firefox, and Edge. Internet Explorer is not supported.</p> <p>For full automation, the Workspace ONE AirLift server must be online and able to retrieve software from Microsoft and Mongo.</p>
Operating System	<p>Windows Server 2012 R2, Windows Server 2016, or Windows 10</p> <p>Note Workspace ONE AirLift does not support Windows Server 2012 R2 configured as domain controllers.</p>

Network Requirements

Ensure your server meets the network requirements before installing.

Network Requirement	Details
Domains	<p>Microsoft System Center Configuration Manager (ConfigMgr) and Workspace ONE UEM must be on the same domain.</p>

Workspace ONE UEM Requirements

Ensure your Workspace ONE UEM deployment meets the requirements before installing.

Workspace ONE UEM Requirements	Details
Version	Workspace ONE UEM v9.5 or later
Admin account	Admin account with API-level permissions. For On-premises customers, the admin account cannot be a Global-level admin. You should only use a child organization group admin account.

ConfigMgr Requirements

Ensure your ConfigMgr deployment meets the requirements before installing.

ConfigMgr Requirements	Details
Version	Microsoft Systems Center Configuration Manager 2012 R2 or later
Admin Account	<p>Admin account with the following permissions:</p> <ul style="list-style-type: none"> ■ Basic permissions - Cannot create an enrollment app or enroll devices <ul style="list-style-type: none"> ■ Application - Read ■ Collection - Read, Read Resource ■ Distribution Point - Read ■ Distribution Point - Read ■ Package - Read ■ To enroll devices: <ul style="list-style-type: none"> ■ Collection - Distribute Applications ■ To create an enrollment app: <ul style="list-style-type: none"> ■ Application - Create, Modify ■ To manage distribution: <ul style="list-style-type: none"> ■ Distribution - Copy to Distribution Point

Workspace ONE AirLift Installation and Configuration

2

Installing Workspace ONE AirLift involves running the installation file on your server and configuring Workspace ONE UEM and Microsoft System Center Configuration Manager (ConfigMgr).

Procedure

- 1 [Install Workspace ONE AirLift.](#)
- 2 [Retrieve the Workspace ONE UEM REST API Key.](#)
- 3 [Connect Workspace ONE UEM and ConfigMgr.](#)

This chapter includes the following topics:

- [Retrieve the Workspace ONE UEM REST API Key](#)
- [Install Workspace ONE AirLift](#)
- [Connect Workspace ONE UEM and ConfigMgr](#)
- [Optional Workspace ONE AirLift Settings](#)
- [Command Line Tools for Workspace ONE AirLift](#)

Retrieve the Workspace ONE UEM REST API Key

Before you configure Workspace ONE AirLift, retrieve the API key from the Workspace ONE UEM console.

Procedure

- 1 In the Workspace ONE UEM console, navigate to **Groups & Settings > All Settings > System > Advanced > API > REST API**.
- 2 Copy the **APIserver** key for later use.

What to do next

After retrieving the API key, install Workspace ONE AirLift. For more information, see [Install Workspace ONE AirLift](#).

Install Workspace ONE AirLift

Run the Workspace ONE AirLift executable file on your application server and install Workspace ONE AirLift.

Prerequisites

Before you can install Workspace ONE AirLift, you must meet the prerequisites:

- Meet the Workspace ONE AirLift Prerequisites.
- Download the Workspace ONE AirLift executable file from My Workspace ONE (my.workspaceone.com).

Procedure

- 1 On the application server, navigate to the AirLiftSetup.exe file. Run the executable file. After installing the prerequisites, the Workspace ONE AirLift installer runs.

This wizard installs the required SQL Server Express 2017 and MongoDB.

- 2 Complete the installation wizard.

Connect Workspace ONE UEM and ConfigMgr

After installing Workspace ONE AirLift, you must connect Workspace ONE UEM to Microsoft System Center Configuration Manager (ConfigMgr).

Procedure

- 1 Run Workspace ONE AirLift by navigating to <http://localhost:5000> in a browser.
- 2 Configure the Workspace ONE UEM connection information.

Settings	Description
API URL	Enter the URL for your Workspace ONE UEM API service.
Console Address	Select Same as API if your console and API service share an address. If the Workspace ONE UEM console does not share an address with the API service, select No . Enter the Console URL .
API Key	Enter the API key from the Workspace ONE UEM console. For more information, see Retrieve the Workspace ONE UEM REST API Key .
User name	Enter the user name of the admin account created for Workspace ONE AirLift. See Workspace ONE AirLift Requirements for more information.
Password	Enter the password for the admin account created for Workspace ONE AirLift.

- 3 Select **Continue**.

4 Configure the ConfigMgr settings.

Setting	Description
ConfigMgr Server	Enter the server address for your ConfigMgr environment.
Site Code	Enter the ConfigMgr Site Code.
Secure Connection	This option is enabled by default. Disable if you do not have TLS properly configured on your SCCM server.
Domain	Enter the domain of your ConfigMgr server.
User name	Enter the user name of the admin account for Workspace ONE AirLift. See Workspace ONE AirLift Requirements for more information.
Password	Enter the password for the admin account created for Workspace ONE AirLift.

5 Select **Submit**.

Workspace ONE AirLift is now configured.

Optional Workspace ONE AirLift Settings

Consider reviewing these settings after configuring your Workspace ONE AirLift deployment. These settings enable you to schedule syncs, grant permissions to users, and opt-in to the VMware Customer Experience Information Program.

Schedule Sync

The **Schedule Sync** option allows you to schedule when Workspace ONE AirLift syncs with ConfigMgr for updates. You can set the schedule to the specific time and day you want.

Navigate to **Settings > Schedule Sync** to configure these settings.

Permissions

The **Permissions** settings allow you to grant additional users either **View Only** or **Admin** permissions for Workspace ONE AirLift.

Navigate to **Settings > Permissions** to configure these settings.

Command Line Tools for Workspace ONE AirLift

Command Line Tools for Workspace ONE AirLift allow you to make system administrator changes to your Workspace ONE AirLift service. Use caution when using these tools as they can remove data.

Command Line Tools

The following tools allow you to complete admin tasks on your Workspace ONE AirLift server.

- Delete Workspace ONE AirLift data

- This command line tool allows you to delete all data retrieved and generated after performing a synchronization of Airlift without deleting your existing settings. The tool deletes the data in SQL Server and MongoDB but keeps all configuration data in SQL Server and leaves appsettings.json untouched.

- Code:

```
--delete-data [--force|-f]
```

- Example:

```
Airlift --delete-data
```

- Factory reset Workspace ONE AirLift

- This command line tool allows you to remove all Workspace ONE AirLift and any existing settings and configurations you have made. The tool deletes the data in SQL Server and MongoDB and restores appsettings.json file with appsettings.json.default.

- Code:

```
--factory-reset [--force|-f]
```

- Example:

```
Airlift--factory-reset -f
```

- Get MongoDB connection string

- This command line tool allows you to obtain the MongoDB connection string which stores the cache data which Workspace ONE AirLift uses. You can use this connection string to authenticate and access MongoDB manually to read the cached data that Workspace ONE AirLift generated.

- Code:

```
--get-mongo-connection
```

- Example:

```
Airlift --get-mongo-connection
```

Workspace ONE AirLift Collections

3

Workspace ONE AirLift connects your ConfigMgr collections to Workspace ONE UEM smart groups. This connection allows you to map devices from your existing collections into Workspace ONE UEM.

Note Only collections with at least one Windows 10 device display on the Collections page.

Mapping a collection to a smart group allows you to begin enrolling devices into Workspace ONE UEM. The mapping honors the dynamic nature of device collections by adding and removing devices in the mapped Workspace ONE UEM smart group while the mapping exists. Mapping collections does not enable Workspace ONE UEM management functionality directly. You must enroll devices to begin using modern management. Mapping only creates a relationship between collections and smart groups.

The Workspace ONE AirLift displays your ConfigMgr collections and their migration progress to a co-managed state in Workspace ONE UEM.

If a collection mapping is removed or if the migration is completed and the ConfigMgr collection is no longer used, Workspace ONE AirLift does not display the collection as mapped. See the state of your collections in Workspace ONE AirLift in the Collections tab.

The Management column shows the management state of the collection.

- SCCM - ConfigMgr manages the collection.
- Co-managed - the collection is mapped to a Workspace ONE UEM smart group and enrollment into Workspace ONE UEM can begin.

The Workspace Mapping column shows which Workspace ONE UEM smart group the collection is mapped to. To open the smart group in the Workspace ONE UEM console, select the mapping.

The Enrollment Progress column shows the percentage of the collection that has completed the enrollment process.

To map a collection to a smart group, see [Map a Collection to Workspace ONE UEM](#)

This chapter includes the following topics:

- [Map a Collection to Workspace ONE UEM](#)
- [Remove a Mapping from Workspace ONE AirLift](#)

Map a Collection to Workspace ONE UEM

To begin the transition to modern management, map your ConfigMgr collections to Workspace ONE UEM smart groups. This mapping connects ConfigMgr managed devices to Workspace ONE UEM while maintaining your device membership in ConfigMgr.

Procedure

- 1 In Workspace ONE AirLift, navigate to the **Collections** tab. Select the check box next to the collection you want to map then select **Map**.
- 2 In the Map to Workspace ONE window, complete the settings.

Setting	Description
ConfigMgr Collection	(Display Only) This value is the collection you selected previously.
Workspace ONE Group	Select the Workspace ONE UEM smart group to which you want to map your collection. Manually entering a smart group creates a new smart group in Workspace ONE UEM.

- 3 Select **Save**.

The collection now displays a co-managed state.

Remove a Mapping from Workspace ONE AirLift

When the need arises, remove a mapping from a collection in Workspace ONE AirLift to break the relationship between a collection and a smart group.

Remove a mapping after you have enrolled all the devices in the map, no longer want to connect a collection to a smart group, or simply want to clean up after enrolling your devices.

Procedure

- 1 In Workspace ONE AirLift, navigate to the **Collections** tab.
- 2 Select the collection that you want to remove the mapping from.
- 3 Select **Map**.
- 4 In the Map to Workspace ONE window, select **Remove**.
- 5 In the Remove Mapping prompt, select whether you want to keep any devices in their Workspace ONE UEM smart group.
 - a If you select **Yes**, the device remains in the smart group.
 - b If you select **No**, the device is removed from the smart group. The device remains in Workspace ONE UEM, but all profiles, applications, and tags associated with the smart group are removed.
- 6 Select **Remove**.

Workspace ONE AirLift now removes the relationship between the collection and the smart group.

Workspace ONE AirLift Enrollment

4

Workspace ONE AirLift enrollment allows ConfigMgr and Workspace ONE UEM to co-manage devices. This process moves the device to a co-managed state.

You must first map your ConfigMgr collections to Workspace ONE UEM smart groups. For more information, see [Chapter 3 Workspace ONE AirLift Collections](#).

This chapter includes the following topics:

- [Configure the Workspace ONE AirLift Enrollment Application](#)
- [Enroll Collections into Workspace ONE AirLift](#)

Configure the Workspace ONE AirLift Enrollment Application

To enroll your Windows 10 devices into Workspace ONE UEM using Workspace ONE AirLift, you must configure the enrollment application. This process involves switching between Workspace ONE AirLift, Workspace ONE UEM, and ConfigMgr.

This task is only for those users who either do not have an enrollment application configured or want to create a new enrollment app.

Procedure

- 1 In Workspace ONE AirLift, navigate to **Settings > Enrollment**.
- 2 Set **Use Existing Enrollment Application** to **No**.
- 3 Configure the following settings:

Setting	Description
Application Name	Enter a name for the enrollment application
Organizational Group	Select an organizational group from the drop-down menu.
Staging User	Enter the staging user name.
Staging User Password	Enter the staging user password.
Enrollment Server URL	Enter your Workspace ONE UEM enrollment URL.
Include Workspace ONE App	Select to download the Workspace ONE app as part of enrollment.

Setting	Description
Include ConfigMgr Integration Client	If you are enrolling Windows 10 devices running a version of Windows 10 before 1709 and a version of ConfigMgr before 1709, select to download the ConfigMgr Integration Client as part of enrollment. Otherwise, do not select this option.
Workspace ONE Intelligent Hub Install Command Line	Select Show to display the command line. Copy the code for later use.
Content Location	Enter the file path for the enrollment application.
Distribution Selection	Set the distribution selection to Auto or Manual. If you select manual, you must select the distribution servers or groups in ConfigMgr.

Your enrollment application is ready for use in Workspace ONE AirLift. For more information on enrolling devices, see [Enroll Collections into Workspace ONE AirLift](#).

Enroll Collections into Workspace ONE AirLift

After creating an enrollment application, enroll your devices into Workspace ONE UEM. This enrollment process adds your Windows 10 devices to Workspace ONE UEM and enables them to receive profiles, apps, and more.

Procedure

- 1 In Workspace ONE AirLift, navigate the **Collections** tab.
- 2 Select the collection you want to enroll and select **Enroll**.

Only a collection that is mapped to a Workspace ONE UEM smart group can enroll devices into Workspace ONE UEM.

- 3 Review the information displayed and select **Enroll**.

Enrollment into Workspace ONE UEM begins on the Windows 10 devices in the collection selected.

Workspace ONE AirLift Applications

5

Workspace ONE AirLift exports Microsoft System Center Configuration Manager (ConfigMgr) applications so you can add the applications to Workspace ONE UEM. This export simplifies the process of migrating your applications to Workspace ONE UEM without the need for repackaging.

Workspace ONE AirLift displays your existing ConfigMgr applications and the relevant validation information. The applications display in the Applications list view with relevant information. These applications must be an .MSI or .EXE (using the script installer deployment type) file type. You can also use ZIP files. Workspace ONE AirLift supports file system and Windows Installer detection methods.

For more information on how Workspace ONE AirLift handles multiple deployment types, see [Workspace ONE AirLift App Export Considerations](#).

The Validation column displays the application validation status. If the install context of an application is set to both system and user install context, AirLift defaults to Device context in Workspace ONE UEM.

Consider exporting the applications with a green Validation status first. Apps with red or yellow statuses might require additional configuration.

The Status column displays the export status of your applications.

You can review the state of your application validation by selecting the **Report** button. This button download a .CSV file onto your machine that reviews the state of all your application validations.

The Workspace Application column displays the name of the application after it is added to Workspace ONE UEM.

This chapter includes the following topics:

- [Workspace ONE AirLift App Export Considerations](#)
- [Export ConfigMgr Applications to Workspace ONE UEM](#)

Workspace ONE AirLift App Export Considerations

Exporting applications from Microsoft System Center Configuration Manager (ConfigMgr) requires specific considerations. Workspace ONE AirLift handles deployment types and detection methods based on rules.

If your ConfigMgr application contains multiple deployment types, Workspace ONE AirLift parses each payload for those payloads that require Windows 10. If a Windows 10 payload is not found, Workspace ONE AirLift selects the next best payload if Windows 10 is not named in the requirements based on the internal logic.

You can export ConfigMgr applications with detection methods other than Windows Installer or file system, but you must manually configure the app deployment options to set **When To Call Install Complete** in the Workspace ONE UEM console. ConfigMgr Applications that use Windows Installer or simple file system methods will export with the detection logic intact.

ConfigMgr application dependencies are not transferred as part of the application export function.

The Application Export screen lists the corresponding Workspace ONE UEM application name as long as the exported application has a matching name. After successful export you can edit or rename the application as needed. This edit removes the linkage to the Workspace Application from the column in the Workspace ONE AirLift application export screen.

Workspace ONE UEM stores each binary as a unique value and prevents multiple imports of the same application as represented by that binary. This binary value prevents a repeat app export of the same application. Consider deleting the application from Workspace ONE UEM and then export the application again from Workspace ONE AirLift if needed. The application export feature involves transferring the application binaries and the metadata of configuration which can take a significant amount of time depending on connectivity between Workspace ONE AirLift and Workspace ONE UEM.

The application export screen only allows selection and export of applications listed on one page at a time to increase the predictability and success of the application export function. It is recommended to use the sorting options of the columns to target the list of application to export and the activity log to track the progress of the application export operation.

Export ConfigMgr Applications to Workspace ONE UEM

Export your ConfigMgr applications to Workspace ONE UEM through Workspace ONE AirLift. This process moves your existing application lists to Workspace ONE UEM to simplify moving to modern management.

Procedure

- 1 In Workspace ONE AirLift, navigate to the **Applications** tab and select the application you want to export.

- 2 Select **Export**.

The application export process begins. After the app has been exported, the status changes to Exported.

- 3 To open the Applications Details View in the Workspace ONE UEM console, select the Workspace Application hyperlink.

What to do next

Selecting the hyperlink opens the Workspace ONE UEM console. From the UEM console, you can finish the app assignment.