



**Enterprise Computing Solutions - Education Services**

## **TRAINING OFFERING**

---

**Du kan nå os her**

Email: [training.ecs.dk@arrow.com](mailto:training.ecs.dk@arrow.com)  
Phone: +45 7025 4500



# Symantec Web Protection – Cloud SWG Diagnostics and Troubleshooting R2

**CODE:**

SYM\_000285

**LENGTH:**

16 Hours (2 dage)

**PRICE:**

Request Price

## Description

The Symantec Web Protection - Cloud SWG Diagnostics & Troubleshooting course is intended for IT professionals who will be diagnosing and troubleshooting Symantec Cloud SWG deployments.

### Hands-on Labs

This course includes practical hands-on exercises that enable students to test their understanding of the concepts presented in the lessons.

## Objectives

By the completion of this course, you will be able to:

- Describe the troubleshooting methodology as recommended by Symantec.
- Identify the steps to troubleshoot and resolve a broad range of issues with Cloud SWG, including access methods, authentication, and policy and performance issues
- Be able to provide various diagnostic files to Symantec Support when requested.

## Prerequisites

- Basic understanding of networking concepts
- Basic understanding of network security concepts
- Working knowledge of cloud-based solutions

## Programme

**Module 1: Cloud SWG Diagnostics & Troubleshooting Overview**

- Symantec troubleshooting methodology
- Key Cloud SWG use cases
- Cloud SWG core components

**Module 3: Troubleshooting Remote Access Methods**

- Troubleshooting WSS Agent issues
- Troubleshooting Web and Cloud Access Protection issues
- Troubleshooting SEP Mobile issues

**Module 5: Troubleshooting Policy and Performance Issues**

- Troubleshooting policy issues
- Troubleshooting performance issues

**Module 2: Troubleshooting Corporate Access Methods**

- Troubleshooting corporate access methods overview
- Troubleshooting Explicit Proxy access method issues
- Troubleshooting Proxy Forwarding access method issues

**Module 4: Troubleshooting Authentication Issues**

- Troubleshooting Auth Connector authentication issues
- Troubleshooting SAML authentication issues
- Troubleshooting Captive Portal authentication issues

**Module 6: Course Review**

- Symantec Web Protection--Cloud SWG Diagnostics & Troubleshooting R2 course review

## Follow on courses

- Web Protection Cloud SWG – Administration R2
- Web Protection Edge SWG – Administration R2
- Web Protection Edge SWG – Diagnostics and Troubleshooting R2

## Test and Certification

The 250-588: Symantec Web Protection – Cloud SWG R2 Technical Specialist certification exam includes content from this course and its companion course, Symantec Web Protection – Cloud SWG Administration R2.

## Session Dates

På anmodning. [Kontakt os venligst](#)

## Yderligere Information

[Denne træning er også tilgængelig som træning på stedet. Kontakt os for at finde ud af mere.](#)