Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Symantec Edge SWG Diagnostics and Troubleshooting R3.X

CODE:	LENGTH:	PRICE:
SYM_000294	16 Hours (2 days)	£1,190.00

Description

The *Symantec Edge SWG Diagnostics & Troubleshooting R3* course provides a structured approach to diagnosing and solving common troubleshooting issues related to Edge SWG deployments. The course will emphasize building competency in the use of the powerful diagnostic tools available on the Edge SWG, as well as familiarity with best practices and common misconfigurations.
Hands-On
This course includes both analysis of pre-existing diagnostic files (such as sysinfo, packet capture, policy traces) as well as 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.
- Diagnose and solve a variety of issues using tools such as sysinfo files, packet captures, and policy traces.
- Be able to provide various diagnostic files to Symantec Support when requested.
- Describe the best practices to follow and common misconfigurations to avoid related to the most common issues.

Prerequisites

It's expected that students will have taken the Symantec Edge SWG Administration R3 course.

Programme

Module 1: Edge SWG Diagnostics and Troubleshooting Overview

- Symantec troubleshooting methodology
- Symantec Edge SWG component review

Module 2: Using key diagnostic tools

- Sysinfo files
- Policy tracing and policy coverage
- Packet captures
- Diagnostics probe and diagnostic reporting
- Logs
- Sessions

Module 3: Troubleshooting issues related to SSL interception

- Review of SSL interception on the Edge SWG
- Defining issues related to SSL interception
- Diagnosing and solving issues related to SSL interception
- Best practices and common misconfigurations

Module 4: Troubleshooting issues related to authentication

- Overview of authentication on the Edge SWG
- Defining issues related to authentication
- Diagnosing and solving issues related to authentication
- Best practices and common misconfigurations

Module 5: Troubleshooting performance issues related to policy

- Review of policy operations on the Edge SWG
- Defining policy issues on the Edge SWG
- Diagnosing and solving issues related to policy
- Best practices and common misconfigurations

Module 6: Troubleshooting issues related to access logging

- Edge SWG access logging overview
- Defining issues related to access logging
- Diagnosing and solving issues related to access logging
- Best practices and common misconfigurations

Module 7: Troubleshooting issues related to DNS and ICAP

- Overview of DNS service on Edge SWG
- Defining issues related to DNS
- Diagnosing and solving issues related to DNS
- Troubleshooting issues related to ICAP
- Best practices and common misconfigurations

Module 8: Troubleshooting issues related to licensing, CPU, and memory

- Troubleshooting issues related to licensing
- Troubleshooting issues related to CPU
- Troubleshooting issues related to memory

Test and Certification

The *250-589: Symantec Edge SWG Diagnostics & Troubleshooting R3 Technical Specialist* certification exam accompanies this course.

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
17 Dec 2026	Virtual Classroom	GMT	English	Classroom		~~£ 1,190.00~~ £1,071.00
04 Feb 2027	Virtual Classroom	GMT	English	Classroom		£1,190.00
27 May 2027	Virtual Classroom	BST	English	Classroom		£1,190.00
23 Sep 2027	Virtual Classroom	BST	English	Classroom		£1,190.00
18 Nov 2027	Virtual Classroom	GMT	English	Classroom		£1,190.00

Additional Information

This training is also available as onsite training. Please contact us to find out more.