Enterprise Computing Solutions - Education Services

TRAINING OFFERING

You can reach us at:

Arrow Enterprise Computing Solutions Ltd, Part 1st Floor, Suite 1D/1, Central House, Otley Road, Harrogate, HG3 1UG

Email: educationteam.ecs.uk@arrow.com
Phone: 0870 251 1000

ProxySG 6.7 Diagnostics and Troubleshooting

CODE:	LENGTH:	PRICE:
SYM_DT	8 Hours (1 day)	£645.00

Description

The ProxySG 6.7 Diagnostics and Troubleshooting course provides a structured approach to diagnosing and solving common troubleshooting issues related to ProxySG deployments.
The course will emphasize handson experience, with extensive opportunities to build competency in the use of the powerful diagnostic tools available on the ProxySG.
This course includes practical hands-on exercises that enable you to test your diagnostic skills in a working environment.

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 access and performance issues using tools such as sysinfo files, packet captures, and policy traces.

Audience

The ProxySG 6.7 Diagnostics and Troubleshooting course is intended for students who wish to gain familiarity with ProxySG troubleshooting techniques and tools.

Prerequisites

This course assumes that students have completed the ProxySG 6.7 Basic and Advanced Administration courses.

Programme

Module 1: ProxySG Secure Web Gateway— Diagnostics and Troubleshooting Overview
• Brief review of the ProxySG-based Secure Web Gateway solution
• Overview of common issues related to internal resources, external dependencies, SSL interception, and policy efficiency
• Description of how to generate sysinfo files and what information they contain
Module 2: Exploring Sysinfo Files • Using sysinfo files as a key tool in diagnosing troubleshooting issues
Module 3: Troubleshooting Issues Related to Authentication
• Methods for diagnosing and solving issues related to authentication, focusing on IWA direct and IWA BCAAA realms.
• Includes issues related to surrogate credentials and Schannel congestion
• Methods for diagnosing and solving issues related to DNS lookups
Module 4: Troubleshooting Issues Related to DNS • Includes both forward and reverse DNS lookups, and DNS imputing
• Methods for diagnosing and solving issues related to SSL interception
Module 5: Troubleshooting SSL Interception Issues • Includes connection and performance issues
Module 6: Troubleshooting Performance Issues Related to Policy Efficiency
• Methods for optimizing performance through tips for creating more efficient policies

Session Dates

On request. Please Contact Us

Additional Information

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