Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Symantec Web Security Service Diagnostic and Troubleshooting R2

CODE:	LENGTH:	PRICE:
SYM_00034381	16 Hours (2 days)	£1,190.00

Description

The *Symantec Web Security Service Diagnostics and Troubleshooting* course is intended for IT professionals who will be diagnosing and troubleshooting the Symantec Web Security Service (WSS).

Objectives

- Describe the architecture, components and process flow of WSS
- Identify the steps to diagnose, troubleshoot and resolve a broad range of issues with WSS to include Access Methods, Authentication Means, Web and File Access, as well as Performance Issues

Prerequisites

- Either the Web Security Service Core Administration R1 course or the Web Security Service Planning, Implementation and Administration R1.1 course
- Symantec Diagnostic and Troubleshooting Methodology Course (eLearning – 15 min.)
- Internet protocols, authentication and network communications.

Programme

Module 1: Web Security Service Architecture, Components, Architecture and Integrations

- Understand the Troubleshooting Methodology
- Know the core components
- Comprehend the Architecture and Process flow
- Basic understanding of:

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Cloud Firewall Service
–
Data Loss Prevention Integration
–
CloudSOC Integration
–
Web Isolation Integration

Module 2: WSS Corporate Access Methods

- Define problems with Corporate Access Methods
- Diagnose and Solve problems with Corporate Access Methods

- Results with Corporate Access Methods

Module 3: WSS Remote Access Methods

- Define problems with Remote Access Methods
- Diagnose and Solve problems with Remote Access Methods
- Results with Remote Access Methods

Module 4: WSS Authentication Means

- Define problems with Authentication Means
- Diagnose and Solve problems with Authentication Means
- Results with Authentication Means

Module 5: Website and File Access Issues

- Define Website and File Access Issues
- Diagnose and Solve Website and File Access Issues
- Results with Website and File Access Issues

Module 6: WSS Performance Issues

- Component, Architecture and Process Flow of WSS Internet Performance Issues
- Define problems with WSS Internet Performance Issues
- Diagnose Problems with WSS Internet Performance Issues
- Solving Problems with WSS Internet Performance Issues
- Results of Internet Performance Issues with WSS

Module 7: Key Points of Diagnostics and Troubleshooting

- Examining WSS Architecture, Components, and Integrations – Key Points
- Corporate Access Methods Module – Key Points
- Remote Access Methods Module – Key Points
- Authentication Means Module – Key Points
- Troubleshooting Website and File Access Issues – Key Points
- Troubleshooting Performance Issues – Key Points

Further Information

This course includes practical hands-on exercises that enable you to test your new skills and begin to use those skills in a working environment.

Session Dates

On request. Please Contact Us

Additional Information

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