



**Enterprise Computing Solutions - Education Services**

## **TRAINING OFFERING**

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# Symantec Web Protection - Cloud SWG Diagnostics and Troubleshooting R1

CODE:	LENGTH:	PRICE:
SYM_000214	24 Hours (3 days)	£2,025.00

## Description

The Symantec Cloud Secure Web Gateway Diagnostics and Troubleshooting course is intended for IT professionals who will be diagnosing and troubleshooting the Symantec Cloud Secure Web Gateway.

## Objectives

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

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

**Labs** ▪ Setup FQDN Firewall Lab ▪ Break Tenant Lab ▪ Setup Fail Over Lab ▪ Explicit Over IPsec Lab ▪ Setup Agents Lab ▪ Troubleshooting Agents Lab ▪ Install Auth Connector Lab ▪ Configure Auth Connector as SAML IdP Lab ▪ Troubleshooting Auth Connector as SAML IdP Lab ▪ Configure Captive Portal Lab ▪ Reporting Lab ▪ SymDiag Lab **Hands-On**  
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.

## Prerequisites

- Working knowledge of cloud based solutions
- Knowledge of internet traffic protocols
- Basic understanding of principles of authentication

## Programme

Module 1: Cloud SWG Architecture, Components, Architecture and Integrations

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

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

Module 2: Cloud SWG Corporate Access Methods

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

Module 3: Cloud SWG Remote Access Methods

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

#### Module 4: Website and File Access Issues

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

#### Module 5: Provide Safe and Proper Web Usage Based on User Identity

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

#### Module 6: Cloud SWG Performance Issues

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

#### Module 7: Key Points of Diagnostics and Troubleshooting

- Examining Cloud SWG 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

### **Follow on courses**

- Web Protection Cloud SWG – Planning, Implementation, and Administration
- Web Protection Edge SWG – Planning, Implementation, and Administration

### **Session Dates**

On request. Please [Contact Us](#)

### **Additional Information**

[This training is also available as onsite training. Please contact us to find out more.](#)