Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Symantec Web Protection – Cloud SWG Diagnostics and Troubleshooting R2

CODE:	LENGTH:	PRICE:
SYM_000285	16 Hours (2 days)	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 2: Troubleshooting Corporate Access Methods
▪ Troubleshooting corporate access methods overview
▪ Troubleshooting Explicit Proxy access method issues
▪ Troubleshooting Proxy Forwarding access method issues

Module 3: Troubleshooting Remote Access Methods
▪ Troubleshooting WSS Agent issues
▪ Troubleshooting Web and Cloud Access Protection issues
▪ Troubleshooting SEP Mobile issues

Module 4: Troubleshooting Authentication Issues
▪ Troubleshooting Auth Connector authentication issues
▪ Troubleshooting SAML authentication issues
▪ Troubleshooting Captive Portal authentication issues

Module 5: Troubleshooting Policy and Performance Issues
▪ Troubleshooting policy issues

▪ Troubleshooting performance 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

On request. Please Contact Us

Additional Information

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