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.