



Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Symantec Web Protection – Cloud SWG Diagnostics and Troubleshooting R2

CODE:

SYM_000285

LENGTH:

16 Hours (2 days)

PRICE:

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 3: Troubleshooting Remote Access Methods

- Troubleshooting WSS Agent issues
- Troubleshooting Web and Cloud Access Protection issues
- Troubleshooting SEP Mobile issues

Module 5: Troubleshooting Policy and Performance Issues

- Troubleshooting policy issues
- Troubleshooting performance issues

Module 2: Troubleshooting Corporate Access Methods

- Troubleshooting corporate access methods overview
- Troubleshooting Explicit Proxy access method issues
- Troubleshooting Proxy Forwarding access method issues

Module 4: Troubleshooting Authentication Issues

- Troubleshooting Auth Connector authentication issues
- Troubleshooting SAML authentication issues
- Troubleshooting Captive Portal authentication 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.](#)