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Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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Kronborgsgränd 7, 164 46 Kista

Email: edu.ecs.se@arrow.com
Phone: +46 8 555 188 00

Symantec Web Protection – Cloud SWG Diagnostics and Troubleshooting R2

CODE:	LENGTH:	PRICE:
SYM_000285	16 Hours (2 days)	kr28,500.00

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

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
01 Sep 2025	Virtual Classroom (GMT+1)	CEDT	English	Instructor Led Online		kr28,500.00

Ytterligare information

Denna utbildning finns också som utbildning på plats. Kontakta oss för mer information.