



**Enterprise Computing Solutions - Education Services**

## **TRAINING OFFERING**

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**You can reach us at:**

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**CODE:**      **LENGTH:**      **PRICE:**

SYM\_DT      8 Hours (1 day)      £645.00

## Description

The ProxySG 6.7 Diagnostics and Troubleshooting course provides a structured approach to diagnosing and solving common troubleshooting issues related to ProxySG deployments.

The course will emphasize hands-on experience, with extensive opportunities to build competency in the use of the powerful diagnostic tools available on the ProxySG.

This course includes practical hands-on exercises that enable you to test your diagnostic skills in a working environment.

## Objectives

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

- Describe the troubleshooting methodology as recommended by Symantec.
- Diagnose and solve a variety of access and performance issues using tools such as sysinfo files, packet captures, and policy traces.

## Audience

The ProxySG 6.7 Diagnostics and Troubleshooting course is intended for students who wish to gain familiarity with ProxySG troubleshooting techniques and tools.

## Prerequisites

This course assumes that students have completed the ProxySG 6.7 Basic and Advanced Administration courses.

## Programme

Module 1: ProxySG Secure Web Gateway—Diagnostics and Troubleshooting Overview

- Brief review of the ProxySG-based Secure Web Gateway solution
- Overview of common issues related to internal resources, external dependencies, SSL interception, and policy efficiency
  - Description of how to generate sysinfo files and what information they contain

Module 2: Exploring Sysinfo Files • Using sysinfo files as a key tool in diagnosing troubleshooting issues

Module 3: Troubleshooting Issues Related to Authentication

- Methods for diagnosing and solving issues related to authentication, focusing on IWA direct and IWA BCAA realms.
- Includes issues related to surrogate credentials and Schannel congestion

- Methods for diagnosing and solving issues related to DNS lookups

Module 4: Troubleshooting Issues Related to DNS • Includes both forward and reverse DNS lookups, and DNS imputing

- Methods for diagnosing and solving issues related to SSL interception

Module 5: Troubleshooting SSL Interception Issues • Includes connection and performance issues

Module 6: Troubleshooting Performance Issues Related to Policy Efficiency

- Methods for optimizing performance through tips for creating more efficient policies

## Session Dates

On request. Please [Contact Us](#)

## Additional Information

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