



Enterprise Computing Solutions - Education Services

## TRAINING OFFERING

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**Du kan nå oss här**

Kronborgsgränd 7, 164 46 Kista

Email: [edu.ecs.se@arrow.com](mailto:edu.ecs.se@arrow.com)

Phone: +46 8 555 188 00





# ProxySG 6.7 Diagnostics and Troubleshooting

|              |                 |               |
|--------------|-----------------|---------------|
| <b>CODE:</b> | <b>LENGTH:</b>  | <b>PRICE:</b> |
| SYM_DT       | 8 Hours (1 day) | kr5,550.00    |

## 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

På begäran, [kontakta oss](#)

## Ytterligare information

[Denna utbildning finns också som utbildning på plats. Kontakta oss för mer information.](#)