

Symantec Web Protection - Cloud SWG Diagnostics and Troubleshooting R1

Course Code: 000214

Course Description

The Symantec Cloud Secure Web Gateway Diagnostics and Troubleshooting course is intended for IT professionals who will be diagnosing and troubleshooting the Symantec Cloud Secure Web Gateway.

Delivery Method

Instructor-Led and Virtual Academy

Duration

Three Days

Course Objectives

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

- Describe the architecture, components and process flow of Cloud SWG
- Identify the steps to diagnose, troubleshoot and resolve a broad range of issues with Cloud SWG to include Access Methods, Authentication Means, Web and File Access, as well as Performance Issues

Labs

- Setup FQDN Firewall Lab
- Break Tenant Lab
- Setup Fail Over Lab
- Explicit Over IPsec Lab
- Setup Agents Lab
- Troubleshooting Agents Lab
- Install Auth Connector Lab
- Configure Auth Connector as SAML IdP Lab
- Troubleshooting Auth Connector as SAML IdP Lab
- Configure Captive Portal Lab
- Reporting Lab
- SymDiag Lab

Hands-On

This course includes practical hands-on exercises that enable you to test your new skills and begin to use those skills in a working environment.

Prerequisites

- Working knowledge of cloud based solutions
- Knowledge of internet traffic protocols
- Basic understanding of principles of authentication

Additional Courses Available

- Web Protection Cloud SWG – Planning, Implementation, and Administration
- Web Protection Edge SWG – Planning, Implementation, and Administration

Course Outline

Module 1: Cloud SWG Architecture, Components, Architecture and Integrations

- Understand the Troubleshooting Methodology
- Know the core components
- Comprehend the Architecture and Process flow
- Basic understanding of:
 - Cloud Firewall Service
 - Data Loss Prevention Integration
 - CloudSOC Integration
 - Web Isolation Integration

Module 2: Cloud SWG Corporate Access Methods

- Define problems with Corporate Access Methods
- Diagnose and Solve problems with Corporate Access Methods
- Results with Corporate Access Methods

Module 3: Cloud SWG Remote Access Methods

- Define problems with Remote Access Methods
- Diagnose and Solve problems with Remote Access Methods
- Results with Remote Access Methods

Module 4: Website and File Access Issues

- Define problems with Authentication Means
- Diagnose and Solve problems with Authentication Means
- Results with Authentication Means

Module 5: Provide Safe and Proper Web Usage Based on User Identity

- Define Website and File Access Issues
- Diagnose and Solve Website and File Access Issues
- Results with Website and File Access Issues

Module 6: Cloud SWG Performance Issues

- Component, Architecture and Process Flow of WSS Internet Performance Issues
- Define problems with Cloud SWG Internet Performance Issues
- Diagnose Problems with Cloud SWG Internet Performance Issues
- Solving Problems with Cloud SWG Internet Performance Issues
- Results of Internet Performance Issues with Cloud SWG

Module 7: Key Points of Diagnostics and Troubleshooting

- Examining Cloud SWG Architecture, Components, and Integrations – Key Points
- Corporate Access Methods Module – Key Points
- Remote Access Methods Module – Key Points
- Authentication Means Module – Key Points
- Troubleshooting Website and File Access Issues – Key Points
- Troubleshooting Performance Issues – Key Points

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