

# Web Security Service Diagnostics and Troubleshooting R2

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## COURSE DESCRIPTION

The Web Security Service Diagnostics and Troubleshooting R2 course is intended for IT professionals who will be diagnosing and troubleshooting the Symantec Web Security Service (WSS).

## Delivery Method

Instructor-led and Virtual Academy

## Duration

Two days

## Course Objectives

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

- Describe the architecture, components and process flow of WSS
- Identify the steps to diagnose, troubleshoot and resolve a broad range of issues with WSS

## Who Should Attend

This course is for professionals who deal with troubleshooting issues for Web Security Service.

## Prerequisites

- Either the Web Security Service Core Administration R1 course or the Web Security Service Planning, Implementation and Administration R1.1 course.
- Symantec Diagnostic and Troubleshooting Methodology Course (eLearning – 15 min.)
- You must have working knowledge of internet protocols, authentication and network communications.

## Hands-On Labs

This course includes hands-on labs for WSS Agent, Unified Agent, SEP-WSS Integration, authentication, policy, threat protection, SSL Interception, performance issues, privacy issues, and reports.

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## COURSE OUTLINE

### Web Security Service Components, Architecture and Process Flow

- Covering a variety of configurations

### WSS Agent Access Issues

- Diagnose and troubleshoot

### Unified Agent Access Issues

- Diagnose and troubleshoot

### SEP-WSS Integration Access Issues

- Diagnose and troubleshoot

### Policy Issues

- Diagnose and troubleshoot

### Firewall/VPN Access Issues

- Diagnose and troubleshoot

### Authentication Issues

- Diagnose and troubleshoot

### SSL Interception Issues

- Diagnose and troubleshoot

### Internet Performance Issues

- Diagnose and troubleshoot

### Reports Issues

- Diagnose and troubleshoot

### ProxySG Forwarding Access Issues

- Diagnose and troubleshoot

### Blocking of Web Site Access Issues

- Diagnose and troubleshoot

### **Explicit Proxy Access Issues**

- Diagnose and troubleshoot

### **Mobile Device Access Issues**

- Diagnose and troubleshoot

### **Malware Analysis Issues**

- Diagnose and troubleshoot

### **WSS Cloud Firewall Service Issues**

- Diagnose and troubleshoot

### **Web Isolation Issues**

- Diagnose and troubleshoot

### **DLP Integration Issues**

- Diagnose and troubleshoot

### **CASB CloudSOC Integration Issues**

- Diagnose and troubleshoot

### **WSS CASB Gatelets Issues**

- Diagnose and troubleshoot

### **Data Privacy Issues**

- Diagnose and troubleshoot



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