Symantec.

Web Security Service Diagnostics and Troubleshooting R2

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.

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