

PGP Universal Server 3.2 and PGP Desktop 10.2: Administration

COURSE DESCRIPTION

The *PGP Universal Server 3.2 and PGP Desktop 10.2: Administration* course for PGP Universal Server 3.2 and PGP Desktop 10.2 is designed to provide you with the fundamental knowledge to install, administer, and troubleshoot the PGP Universal Management Server and primary client product.

The course also covers troubleshooting of PGP Desktop, including installation and enrollment problems, PGP Whole Disk Encryption, and common files and services that may need to be manipulated or repaired.

Additionally, you are introduced to the following PGP encryption products: Key Management Services, PGP Support Package for BlackBerry, PGP Mobile, PGP iOS Viewer and Endpoint Device Control.

Delivery Method

This course is available in the following delivery methods:

- Instructor-led training (ILT) – 5 days
- Virtual Academy (VA) – 5 days
- Web-based training (WBT) – 10 hours

Course Objectives

This course provides instruction on PGP Universal Server 3.2 and PGP Desktop 10.2. At the completion of the course, you will be able to:

- Describe the features, concepts, components, and terminology of both the PGP Universal Server 3.2 and PGP Desktop 10.2 products.
- Install PGP Universal Server 3.2 and complete setup using the most commonly configured options.
- Install a managed and customized PGP Desktop 10.2 client.
- Configure, complete administration tasks for, and use PGP Whole Disk Encryption and other PGP Desktop features.
- Configure policy-based messaging security for internal and external recipients.
- Create and modify users, user policies, and groups using either manual or directory integration methods.
- Combine two or more PGP Universal Servers into a cluster.

Who Should Attend

This course is intended for those responsible for the installation, configuration, maintenance, or troubleshooting of PGP Universal Server or PGP Desktop.

Prerequisites

An understanding of information security concepts and terminology helps you succeed in this course. Also, this course requires familiarity with networking and computing concepts. Symantec recommends that students taking this course have at least one year of information technology experience.

INSTALL, CONFIGURE, AND DEPLOY COURSE OUTLINE

Cryptography Essentials

- Cryptography defined
- Caesar cipher
- Symmetric-key cryptography
- Public-key cryptography
- PGP public-key cryptography
- Digital signatures
- Trust models
- Keys and key signatures
- Passphrases
- Certificates

PGP Product Introduction

- PGP security products
- PGP Universal Server
- PGP Desktop
- PGP Command Line
- PGP Support Package for BlackBerry
- PGP Mobile
- PGP iOS Viewer

Installing PGP Universal Server

- PGP Universal Server Installation steps
- System Requirements
- Installing PGP Universal Server
- Configuring the PGP Universal Server
- Installing updates and upgrading to 3.2

Consumers and Groups

- Introducing consumers, users and devices
- Introducing groups and policy

Administrative Keys

- The Organization Key
- Additional Decryption Key (ADK)
- SSL/TLS and X.509 certificates
- Ignition key

Server Messaging

- Learn Mode
- Mail proxies
- Server placement
- Mail flow

Monitoring and Reporting

- Server monitoring and logging
- Protecting your PGP Universal Server

Mail Policy

- Definition of policy chains and rules
- Rule conditions, actions, and key searches
- Default policy chains
- Adding custom chains to mail flow
- Custom chains and rules

Key Not Found

- External users
- Key Not Found and direct actions

Web Messenger

- Introducing Web Messenger
- Configuring Web Messenger
- PDF Messenger
- Out of Mail Stream
- X.509 Delivery
- External delivery options

Preparing Universal Server for PGP Desktop Clients

- What is directory synchronization?
- How to use directory synchronization

Keys

- Managed key configuration
- Key usage and tokens

Configuring Client Enrollment

- Definition of enrollment
- Methods of client enrollment

Installing PGP Desktop

- System requirements
- PGP Desktop installer
- Licensing PGP Desktop
- Modifying the PGP Desktop

Creating General Policy Settings

- General PGP Desktop options in consumer policy
- Updating policy settings

PGP Desktop Messaging

- How PGP Desktop affects messaging infrastructure
- MAPI buttons

Configuring PGP Whole Disk Encryption

- What is Whole Disk Encryption?
- Configuring Whole Disk Encryption
- PGP Whole Disk Encryption for Mac OS X
- PGP Whole Disk Encryption for Linux

PGP Whole Disk Encryption Management and Recovery

- Logon failure and reporting
- The WDE-ADMIN group
- The `pgpwde` command-line tool
- Recovery options
- Remote Disable and Destroy
- Configuring Remote Disable and Destroy

Configuring PGP NetShare

- Encrypted folder creation
- How to configure PGP Netshare
- PGP NetShare Group Key
- Active Directory Group integration
- Miscellaneous information about PGP NetShare

Other PGP Desktop Features

- PGP Zip file and folder protection
- PGP Shredder
- Shred Free Space
- PGP Virtual Disk
- PGP Portable

Clustering

- How PGP Universal Server Clustering works
- Using the DMZ Clustering Zone
- Cluster failover
- Web Messenger inbox replication

MAINTAIN AND TROUBLESHOOT COURSE OUTLINE**PGP Support Tools**

- Introduction to the PGP Support Knowledge Base and documentation library
- PGP Universal Server Services and general overview

PGP Universal Server Command Line Administration

- Accessing the command line
- Debug logging
- VMWare Tools

PGP Universal Server Troubleshooting

- Common commands and services
- Common services, problems and solutions

PGP Universal Server Database Access and Reporting

- Database access
- Database reporting

PGP Universal Server Common Problems

- Installation failure troubleshooting
- Licensing issues
- General issues

PGP Universal Server Common Clustering Issues

- Synchronization and replication
- Debugging the cluster

PGP Universal Server Common Messaging Issues

- Failure to encrypt mail messages
- Mail queuing
- Open relay
- Mail routes
- Certificate issues

PGP Web Messenger Issues

- Login problems
- Web Messenger errors

PGP Desktop Services, Files and Folders

- Managing services
- PGP Desktop common problems

PGP Desktop Installation and Enrollment Issues

- The enrollment process
- PGP Desktop installation problems
- Credentials problems
- Missing keyrings

PGP Whole Disk Encryption Troubleshooting

- The boot drive encryption process
- PGP WDE recovery
- PGP WDE startup problems
- Authentication problems
- Single Sign-On problems