

WSS Diagnostics and Troubleshooting

COURSE DESCRIPTION

The WSS Diagnostics and Troubleshooting 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

- Symantec Diagnostics and Troubleshooting Methodology Course (eLearning – 15 min.)
- You must have working knowledge of internet protocols authentication and communications.

Hands-On Labs

This course includes hands-on labs for Remote Client (unified Agent), policy, SSL Interception, performance issues, reports and Malware Analysis. Demonstrations are used for features not covered in hands-on labs.

COURSE OUTLINE

Web Security Service Components, Architecture and Process Flow

- Covering a variety of configurations

Remote Client (Unified Agent) 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

DLP Integration Issues

- Diagnose and troubleshoot

CASB CloudSOC Integration Issues

- Diagnose and troubleshoot



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