Training: Broadcom

Web Protection - Edge SWG Diagnostics and Troubleshooting

BROADCOM

TRAINING GOALS:

The Symantec Web Protection - Edge SWG Diagnostics and Troubleshooting R1 course provides a structured approach to diagnosing and solving common troubleshooting issues related to Edge SWG deployments. The course will emphasize building competency in the use of the powerful diagnostic tools available on the Edge SWG.

Course Objectives

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

- Describe the troubleshooting methodology as recommended by Symantec.
- Diagnose and solve a variety of issues using tools such as sysinfo files, packet captures, and policy traces.
- Be able to provide various diagnostic files to Symantec Support when requested.

CONSPECT:

This course includes both analysis of pre-existing diagnostic files (such as sysinfo, packet capture, policy traces) as well as practical hands-on exercises that enable students to test their understanding of the concepts presented in the lessons.

- Module 1: Edge SWG Diagnostics and Troubleshooting Overview
  - ■ Symantec troubleshooting methodology
  - ■ Symantec Edge SWG component review
  - ■ Key diagnostic tools review
- Module 2: Diagnosing Common Issues on the Edge SWG
  - ■ Diagnosing CPU usage issues
  - ■ Diagnosing memory usage issues
  - ■ Diagnosing issues with external dependencies
- Module 3: Troubleshooting Authentication Issues on the Edge SWG
  - ■ Overview of authentication on the Edge SWG
  - ■ Defining issues related to authentication

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- ■ Diagnosing issues related to authentication
- ■ Solving issues related to authentication
- ■ Result - Communicating result or contacting Symantec support

- Module 4: Troubleshooting Encrypted Traffic Management Issues on the Edge SWG
  - ■ Review of SSL interception on the Edge SWG
  - ■ Defining issues related to SSL interception
  - ■ Diagnosing issues related to SSL interception
  - ■ Solving issues related to SSL interception
  - ■ Result - Communicating result or contacting Symantec support
- Module 5: Troubleshooting DNS Issues on the Edge SWG
  - ■ Overview of DNS service on the Edge SWG
  - ■ Defining issues related to DNS lookups
  - ■ Diagnosing issues related to DNS lookups
  - ■ Solving issues related to DNS lookups
  - ■ Result - Communicating result or contacting Symantec support
- Module 6: Troubleshooting Policy Issues on the Edge SWG
  - ■ Review of policy operations on the Edge SWG
  - ■ Defining policy issues on the Edge SWG
  - ■ Diagnosing policy issues on the Edge SWG
  - ■ Solving policy issues on the Edge SWG
  - ■ Result - Communicating result or contacting Symantec support

REQUIREMENTS:

It’s expected that students will have taken the Web Protection - Edge SWG Planning, Implementation, and Administration course.

Difficulty level



CERTIFICATE:

The participants will obtain certificates signed by Broadcom. (course completion)

TRAINER:

Authorized Broadcom Trainer

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