

# Symantec Web Protection – Cloud SWG Diagnostics and Troubleshooting R1

Course Code: 000214

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## Course Description

The Symantec Cloud Secure Web Gateway Diagnostics and Troubleshooting course is intended for IT professionals who will be diagnosing and troubleshooting the Symantec Cloud Secure Web Gateway.

## 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 Cloud SWG
- Identify the steps to diagnose, troubleshoot and resolve a broad range of issues with Cloud SWG to include Access Methods, Authentication Means, Web and File Access, as well as Performance Issues

## Hands-on Labs

- Setup FQDN Firewall Lab
- Break Tenant Lab
- Setup Fail Over Lab
- Explicit Over IPsec Lab
- Setup Agents Lab
- Troubleshooting Agents Lab
- Install Auth Connector Lab
- Configure Auth Connector as SAML IdP Lab
- Troubleshooting Auth Connector as SAML IdP Lab
- Configure Captive Portal Lab
- Reporting Lab
- SymDiag Lab

## Prerequisites

- Working knowledge of cloud based solutions
- Knowledge of internet traffic protocols
- Basic understanding of principles of authentication

## Additional Courses Available

- Web Protection Cloud SWG – Planning, Implementation, and Administration
- Web Protection Edge SWG – Planning, Implementation, and Administration
- Web Protection Edge SWG – Diagnostics and Troubleshooting R1

# Course Outline

## Module 1: Cloud SWG Architecture, Components, Architecture and Integrations

- Understand the Troubleshooting Methodology
- Know the core components
- Comprehend the Architecture and Process flow ▪  
Basic understanding of:
  - Cloud Firewall Service
  - Data Loss Prevention Integration
  - CloudSOC Integration
  - Web Isolation Integration

## Module 2: Cloud SWG Corporate Access Methods

- Define problems with Corporate Access Methods
- Diagnose and Solve problems with Corporate Access Methods
- Results with Corporate Access Methods

## Module 3: Cloud SWG Remote Access Methods

- Define problems with Remote Access Methods
- Diagnose and Solve problems with Remote Access Methods
- Results with Remote Access Methods

## Module 4: Website and File Access Issues

- Define problems with Authentication Means
- Diagnose and Solve problems with Authentication Means
- Results with Authentication Means

## Module 5: Provide Safe and Proper Web Usage Based on User Identity

- Define Website and File Access Issues
- Diagnose and Solve Website and File Access Issues
- Results with Website and File Access Issues

## Module 6: Cloud SWG Performance Issues

- Component, Architecture and Process Flow of WSS Internet Performance Issues
- Define problems with Cloud SWG Internet Performance Issues
- Diagnose Problems with Cloud SWG Internet Performance Issues
- Solving Problems with Cloud SWG Internet Performance Issues
- Results of Internet Performance Issues with Cloud SWG

## Module 7: Key Points of Diagnostics and Troubleshooting

- Examining Cloud SWG Architecture, Components, and Integrations – Key Points
- Corporate Access Methods Module – Key Points
- Remote Access Methods Module – Key Points
- Authentication Means Module – Key Points
- Troubleshooting Website and File Access Issues – Key Points
- Troubleshooting Performance Issues – Key Points