

Symantec Data Center Security Server Advanced 6.x Diagnostics and Troubleshooting

Course Code: 000212

Course Description

The *Symantec Data Center Server Advanced 6.x Diagnostics and Troubleshooting R1* course is designed for the IT security management professional tasked with troubleshooting Data Center Security Server Advanced (SDCSSA). Students learn how to troubleshoot the SDCSSA server, UMC, and agent core components. You also learn how to identify services, examine configuration files, interpret log files and use that information for diagnosis and troubleshooting.

Delivery Method

Instructor-Led

Duration

Two Days

Course Objectives

- Identify the process flow between all DCSSA components
- Troubleshoot and change Management server and Unified Management Console (UMC) configurations
- Solve agent issues with special emphasis placed on communication, certificate issues, and agents or agent status not displaying in UMC.
- Tune and troubleshoot policies on Windows and Linux/Unix agents.
- Research and solve Server and Agent installation and upgrade issues

Hands-On

This course includes practical hands-on exercises that enable you to test your new skills and begin to use those skills in a working environment.

Prerequisites

- You must have attended the Symantec Data Security Server Advanced 6.x Administration R1 course or have one year of day-to-day experience maintaining an SDCSSA environment, which includes basic troubleshooting.
- Broadcom also recommends that you visit Symantec eLibrary and take the fifteen-minute introductory to Symantec Diagnostic and Troubleshooting Methodology course.

Certification

250-426 Administration of Symantec Data Center Security Server Advanced 6.7

Course Outline

Module 1: Examining the SDCSSA Architecture and Components

- Describing the SDCSSA architecture
- Describing each component's role
- Describing how components interact when performing common tasks
- Isolating SDCSSA components to troubleshoot

Module 2: Troubleshooting the Management Server

- Identify Management server core components and their roles
- Examine services and dependencies
- Identify and examine logs
- Identify and examine configuration, communication, and certificate issues
- Diagnose and troubleshoot management server changes

Module 3: Troubleshooting Management and UMC Consoles

- Identify core components
- Examine services and dependencies
- Research authentication issues
- Identify, examine, and troubleshoot configuration, communication, and certificate issues
- Examine the applying policy process

Module 4: Troubleshooting Agents

- Identifying Windows agent components
- Troubleshooting Windows agents
- Identifying Linux agent components
- Troubleshooting Linux agents

Module 5: Troubleshooting Prevention and Detection Policies

- Examine Prevention policy components
- Examine policy logs (local)
- Troubleshooting Prevention policies
- Examine Detection policy components
- Troubleshoot Detection policies
- Manage events
- Tune policies

Module 6: Troubleshooting Installations and Upgrades

- Locate installation and upgrade information
- Troubleshoot Management server installation and upgrades
- Troubleshoot Management Console installation and upgrades
- Troubleshoot Windows, Linux, and Unix Agent installation and upgrades