# WEB SECURITY SERVICE 6.10 DIAGNOSTICS AND TROUBLESHOOTING
## DURATION: 2 DAYS

## COURSE OVERVIEW

The WSS Diagnostics and Troubleshooting course is intended for IT professionals who will be diagnosing and troubleshooting the Symantec Web Security Service (WSS).

## TARGET AUDIENCE

This course is for professionals who deal with troubleshooting issues for Web Security Service

## COURSE OBJECTIVES

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

1. Describe the architecture, components and process flow of WSS
2. Identify the steps to diagnose, troubleshoot and resolve a broad range of issues with WSS

## COURSE CONTENT

**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

**Proxy SG 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 Cloud SOC Integration Issues**

Diagnose and troubleshoot

## COURSE PREREQUISITES

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