# ProxySG 6.7 Diagnostics and Troubleshooting

**Category:** Networking & Security | **Vendor:** Symantec

**Duration:** 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

## Course Information

**Delivery Format:** Instructor Led - Online

## Course Overview

The ProxySG 6.7 Diagnostics and Troubleshooting course provides a structured approach to diagnosing and solving common troubleshooting issues related to ProxySG deployments. The course will emphasize hands on experience, with extensive opportunities to build competency in the use of the powerful diagnostic tools available on the ProxySG.

## About This Course

Module 1: ProxySG Secure Web Gateway— Diagnostics and Troubleshooting Overview.

- Brief review of the ProxySG-based Secure Web Gateway solution.
- Overview of common issues related to internal resources, external dependencies, SSL interception, and policy efficiency.

Module 2: Exploring Sysinfo Files.

- Description of how to generate sysinfo files and what information they contain.
- Using sysinfo files as a key tool in diagnosing troubleshooting issues.

Module 3: Troubleshooting Issues Related to Authentication.

- Methods for diagnosing and solving issues related to authentication, focusing on IWA direct and IWA BCAAA realms.
- Includes issues related to surrogate credentials and Schannel congestion.

Module 4: Troubleshooting Issues Related to DNS.

- Methods for diagnosing and solving issues related to DNS lookups.
- Includes both forward and reverse DNS lookups, and DNS imputing.

Module 5: Troubleshooting SSL Interception Issues.

- Methods for diagnosing and solving issues related to SSL interception.
- Includes connection and performance issues.

Module 6: Troubleshooting Performance Issues Related to Policy Efficiency.

- Methods for optimizing performance through tips for creating more efficient policies.

## Prerequisites & Entry Requirements

**General Prerequisites:**

This course assumes that students have completed the ProxySG 6.7 Basic and Advanced Administration courses.

# Learning Outcomes

**Upon successful completion of this course, participants will be able to:**

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 access and performance issues using tools such as sysinfo files, packet captures, and policy traces.

**Skills You Will Learn:**

By the completion of this course, you will be able to:<br><br><br>- Describe the troubleshooting methodology as recommended by Symantec.<br>- Diagnose and solve a variety of access and performance issues using tools such as sysinfo files, packet captures, and policy traces.

# Frequently Asked Questions

### Q: What delivery options are available for ProxySG 6.7 Diagnostics and Troubleshooting?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

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### Q: How many CPD hours does this course provide?

The 1-day ProxySG 6.7 Diagnostics and Troubleshooting course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

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### Q: What is the duration of the ProxySG 6.7 Diagnostics and Troubleshooting training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

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### Q: Do you provide corporate training for ProxySG 6.7 Diagnostics and Troubleshooting?

Yes, we provide corporate training, dedicated training, and closed classes for ProxySG 6.7 Diagnostics and Troubleshooting. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

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### Q: What related terms do people search for?

Popular related searches include: ProxySG 6.7 Diagnostics and Troubleshooting, Network Security, PROXYDT67

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### Q: Why choose Nexus Human for ProxySG 6.7 Diagnostics and Troubleshooting?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

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### Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ProxySG 6.7 Diagnostics and Troubleshooting training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.


## Nexus Human

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