![Symantec]

Symantec Data Center Security Server Advanced 6.7 Diagnostics and Troubleshooting

COURSE DESCRIPTION
The Symantec Data Center Server Advanced 6.7 Diagnostics and Troubleshooting 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 and Virtual Academy

Duration
Two days

Course Objectives
By the completion of this course, you will be able to:
- 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.

Who Should Attend
This course is for network managers, resellers, systems administrators, client security administrators, systems professionals, and consultants who are charged with the troubleshooting, and day-to-day management of SDCSSA in a variety of network environments, and who are responsible for troubleshooting and tuning the performance of this product in an enterprise environment.

Prerequisites
You must have attended the *Symantec Data Security Sever Advanced 6.7 Administration* course or have one year of day-to-day experience maintaining an SDCSSA environment, which includes basic troubleshooting. Symantec also recommends that you visit Symantec eLibrary and take the fifteen-minute introductory *to Symantec Diagnostic and Troubleshooting Methodology* course.

Course Pre-Work
Before attending the *Symantec Data Center Security: Server Advanced 6.7 Diagnostics and Troubleshooting* course it is required to complete the following web-based training:

- [Symantec Diagnostic and Troubleshooting Methodology](#)

COURSE OUTLINE

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

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

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

Troubleshooting SDCSSA Agents

- Identify and examine core components for Windows, Unix, and Linux agents
- Examine services, dependencies, and logs
- Diagnose and troubleshoot agent communication
- Analyze how the agent applies a policy
- Troubleshoot agent issues

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

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