Endpoint Protection 14.2 Maintain and Troubleshoot

Duration: 3 Days Course Code: S000101

Overview:

This course teaches students learn how to troubleshoot installations, monitor and troubleshoot the SEPM, client-to-SEPM communication, content distribution, client deployments, and protection technologies.

The class also covers how to follow Symantec best practices for remediating a virus outbreak, automating functionality with REST APIs, and integrating Endpoint Protection with 3rd party applications.

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Target Audience:

The Symantec Endpoint Protection 14.2 Maintain and Troubleshoot course is designed for the IT security management professional tasked with troubleshooting Endpoint Protection 14.2.

Objectives:

- **After this course participants should be able to:**
- Monitor, maintain, and troubleshoot an Endpoint Protection environment.
- Upgrade the Endpoint Protection environment.
- Use best practices when troubleshooting and remediating a virus outbreak.
- Automate functionality with Rest APIs and integrate Endpoint Protection with 3rd party applications

Prerequisites:

This course assumes that students have attended Endpoint Protection 14.2 Configure and Protect or have relevant experience maintaining a SEP environment, including basic troubleshooting.

Testing and Certification

- 250-428 Administration of Symantec Endpoint 14

Follow-on-Courses:

The following courses are recommended for further learning and development:

- S000229 – Symantec Endpoint Protection 14.x Administration R1
- S000195 – Web Isolation Planning Implementation and Administration R2
- S000208 – Web Protection - Cloud SWG Planning, Implementation, and Administration

Content:

Module 1: Troubleshooting Techniques and Tools

- Use a systematic approach for problem solving.
- Describe Symantec and third-party troubleshooting tools and how they are used.
- Know which SEPM and SEP client logs to research when troubleshooting specific issues.
- Use the Symantec Knowledge Base and interact with Symantec Technical Support.

Module 2: Troubleshooting the Console

- Describe the components that make up the Endpoint Protection Manager.
- Describe SEPM services and their roles.
- Troubleshoot problems related to the SEPM services that prevent you from logging onto the console.
- Describe the database configuration and connection methods.
- Configure email to enable an administrator to reset passwords and know where to check administratorpermissions.

Module 3: Installation and Migration Issues

- Troubleshoot and resolve a failed Endpoint Protection Manager installation.
- Troubleshoot and resolve a failed Endpoint Protection for Windows client install.
- Troubleshoot and resolve a failed Endpoint Protection for Mac client install.
- Troubleshoot and resolve a failed Endpoint Protection for Linux client install.

Module 4: Client Communication Issues

- Identify the interactions between the client and the SEPM.
- Identify heartbeat process.
- Locate and configure debug logs for client communication issues.
- Describe communications issues from the client perspective.
- Identify Linux and Mac communication issues.

Module 5: Content Distribution Issues

- Troubleshoot and resolve LiveUpdate issues on the SEPM and client.
- Troubleshoot and resolve issues between a client and management server.
- Troubleshoot and resolve issues from clients who retrieve updates from a Group Update Provider.

Module 6: Extending the SEP infrastructure

- Describe how data is transferred during replication and know which replication logs are affected.
- Automate functionality with Rest APIs.
- Integrate Endpoint Protection with third party applications.

Module 7: Responding to a Security Incident

- Identify and examine useful SEPM reports for incident response.
- Learn the best approach for handling a virus outbreak.
- Identify and submit false positives to Symantec

Module 8: Performance Issues

- Assess SEP performance using sizing and scalability recommendations.
- Optimize performance for the SEPM.
- Optimize performance for the SEP client.
- Utilities and other resources.
- Case studies

Further Information:

For More information, or to book your course, please call us on Head Office Tel.: +974 40316639

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