

Blue Coat ProxySG Troubleshooting

Code : ACBE-BLC-TROUB

Days : 3

Course Description:

The Blue Coat ProxySG Troubleshooting course is designed to offer a comprehensive approach to troubleshooting Blue Coat ProxySG appliances.

After completing this course, you will understand:

- > How to approach the solution for a technical issue
- > How to use the tools built into the ProxySG to assist in troubleshooting
- > The hardware inside the different models of ProxySG and how to diagnose hardware-specific issues
- > How to analyze policy issues and troubleshoot relevant protocols

Target Audience:

IT professionals at authorized Blue Coat partner companies or customer IT help desk and support staff responsible for supporting and troubleshooting network ProxySG appliance, as well as application performance for both Secure Web Gateway and WAN Optimization deployments.

Prerequisites:

Students must have completed four Blue Coat training courses, (Blue Coat Certified Proxy Administrator and Professional, as well as Blue Coat WAN Acceleration Administrator and Professional courses), and passed the corresponding certification exams.

Certification:

Students will be recognized as Blue Coat Certified ProxySG Troubleshooters upon completing this course and passing the associated Prometric online exam.

Main topics:

The course defines and enables students to implement a rigorous methodology when handling support cases and includes in detail all the internal and external tools needed to properly support ProxySG.

The Blue Coat Certified Troubleshooting Course covers:

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| -> Troubleshooting Methodology | -> Policy Debugging |
| -> Troubleshooting Tools | -> URL Issues |
| -> Packet Capture | -> Managing FTP Traffic |
| -> System Information | -> FTP Troubleshooting |
| -> Using BlueTouch Online | -> ADN Troubleshooting |
| -> Hardware Overview and Troubleshooting | -> CIFS Troubleshooting |
| -> ProxySG Performance Issues | -> Blue Coat Reporter Troubleshooting |
| -> ProxySG Performance Case Studies | -> WCCP Implementation and troubleshooting |