

BLUE COAT PROXYSG TROUBLESHOOTING

Course Objective

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

Duration / Format

3 days (24 hours) /available as classroom instructor led (ILT) or virtual classroom (VCT) training

- > Instructor-Led Training (ILT) - 3 days (3x8 hours)
- > Virtual Classroom Training (VCT) - 5 days (4x5 hours and 1x4 hours)

Audience / Target Group

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.

Course Description and Contents

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

Students will be recognized as **Blue Coat Certified ProxySG Troubleshooters** upon completing this course.

Registration / Course Ordering Information

For registration or reservation, please go to <http://www.bluecoat.com/training/enrollmentform> and reference course number **TR-BCCPT**. Alternatively, for registration or for questions, e-mail us at training@bluecoat.com. Information on Blue Coat's comprehensive education and training portfolio can be found at <http://www.bluecoat.com/support/training>.