

# ProxyAV Training Course v1.1.1 Chapter Summaries

This document gives brief summaries of the chapters in the Blue Coat® ProxyAV™ Training Course textbook.

## Chapter 1: Introduction to ProxyAV

This chapter is an introduction to the ProxyAV. It describes the ProxyAV and what Web threats it is able to deal with. The topics explained in the chapter include an overview of how the ProxyAV is deployed together with the Blue Coat ProxySG®, what ProxyAV hardware models are available, how third party anti-virus engines are used with the ProxyAV, and how the licensing system is used.

## Chapter 2: Scanning Overview

This chapter explores the mechanisms and processes behind the ProxyAV scanning at a more technical level. This section touches upon ICAP fundamentals, explains the basic scanning mechanism and types of scanning processes used. The chapter explains the new simplified malware scanning configuration introduced in SGOS 5.5, as well as the traditional customized malware scanning mechanism. Also, you will learn about the patience page, data trickling, deferred scanning, and Intelligent Connection Traffic Monitoring (ICTM).

## Chapter 3: ProxyAV Administration

This chapter discusses various administration utilities available on the ProxyAV. Some of the ProxySG administration tasks related to virus scanning are explained as well. After completing this chapter, you will understand how to distribute ICAP requests to multiple ProxyAV appliances, how to implement ProxyAV failover, how to customize the messages displayed by the ProxyAV, and how to back up and restore the ProxyAV configuration. Various support tools provided by Blue Coat and the process of updating the ProxyAV firmware are also described.

## Chapter 4: Monitoring ProxyAV

This chapter covers the monitoring and reporting features provided by ProxyAV. The topics discussed include logging, alerts, history statistics, ICAP statistics, request history, SNMP support, and on-board diagnostics.

## Chapter 5: Best Practices

This chapter discusses suggestions for anti-virus scanning policy improvements and several configuration steps that can help avoid some common ProxyAV issues. Several examples of useful CPL policies are provided. In particular, you will learn what are the key questions involved in defining a Web scanning policy, how to conserve scanning resources, what is the difference between fail closed and fail open, how to bypass streaming media, how to limit the types of files that require scanning, and some additional ways for optimizing the policy.

## Chapter 6: Troubleshooting

In this chapter, you will learn about the available ProxyAV and ProxySG troubleshooting tools. The larger part of this chapter is dedicated to discussing some of the most common problems experienced by ProxyAV customers. The typical symptoms, possible causes, and suggested solutions are provided for each problem.

