Symantec Endpoint Protection 14.0: Maintain and Troubleshoot

Category: Networking & Security | **Vendor:** Symantec

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

The Symantec Endpoint Protection 14x: Maintain and Troubleshooting course is designed for the IT security management professional tasked with troubleshooting Symantec Endpoint Protection 14x. Students learn how to troubleshoot and upgrade to Symantec Endpoint Protection 14x and how to 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 troubleshooting and remediating a virus outbreak and performing advanced monitoring using IT Analytics.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.

About This Course

The Symantec Endpoint Protection 14x: Maintain and Troubleshooting course is designed for the IT security management professional tasked with troubleshooting Symantec Endpoint Protection 14x.

Students learn how to troubleshoot and upgrade to Symantec Endpoint Protection 14x and how to monitor and troubleshoot the SEPM, client-to-SEPM communication, content distribution, client deployments, and protection technologies.

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Prerequisites & Entry Requirements

General Prerequisites:

You must have attended the Symantec Endpoint Protection 14.1: Administration course or have one year of day-to-day experience maintaining a SEP environment, which includes basic troubleshooting.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

By the completion of this course, you will be able to:

- Monitor client-to-SEPM communication.
- Maintain a Symantec Endpoint Protection environment.
- Upgrade the Symantec Endpoint Protection environment.
- Monitor and troubleshoot a Symantec Endpoint Protection environment.
- Monitor and troubleshoot SEPM and client content delivery.
- Monitor and troubleshoot protection technologies.
- Use best practices when troubleshooting and remediating a virus outbreak.
- Use IT Analytics to generate comprehensive reports from Symantec Endpoint Protection.

Detailed Course Outline

Introduction

- Course overview
- The classroom lab environment

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.

SEPM Console Troubleshooting

- Identify critical SEP 14x services and processes.
- Troubleshoot authentication issues.
- Troubleshoot the embedded and SQL database connection and configuration.

Troubleshoot Installation and Migration Issues

- Describe how data is transferred during replication and know which replication logs are affected.
- Troubleshoot a new SEPM SEP 14x installation.
- Describe how to upgrade the SEPM.
- Ensure a successful SEPM upgrade.
- Upgrade Windows clients and troubleshoot the deployment.
- Ensure Mac compatibility and troubleshoot upgrading Mac clients.
- Install and troubleshoot Linux client installations.

Troubleshooting 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.
- Describe the tools and methods to repair communication problems
- Identify Linux and Mac communication issues.

Content Distribution Issues

- Determine which LiveUpdate source works best for your organization.

- Examine how the SEPM connects to LiveUpdate and downloads content.

- Examine LiveUpdate logs.

- Manage LIveUpdate for SEP 14x clients.

- Describe Symantec best practices for managing and monitoring GUPs, and describe the use the Symantec Endpoint Protection Content Distribution Monitor.

Reporting

- Identify and examine critical SEPM reports for use during a malware outbreak.

- Introducing IT Analytics

- Creating reports using IT Analytics.

Incident Handling

- Life of an outbreak.

- Handling false positives.

- Identifying false positives.

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.

Skills You Will Learn:

By the completion of this course, you will be able to:

- Monitor client-to-SEPM communication.
- Maintain a Symantec Endpoint Protection environment.
- Upgrade the Symantec Endpoint Protection environment.
- Monitor and troubleshoot a Symantec Endpoint Protection environment.
- Monitor and troubleshoot SEPM and client content delivery.
- Monitor and troubleshoot protection technologies.
- Use best practices when troubleshooting and remediating a virus outbreak.
- Use IT Analytics to generate comprehensive reports from Symantec Endpoint Protection.

Frequently Asked Questions

Q: What delivery options are available for Symantec Endpoint Protection 14.0: Maintain and Troubleshoot?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 3-day Symantec Endpoint Protection 14.0: Maintain and Troubleshoot course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the Symantec Endpoint Protection 14.0: Maintain and Troubleshoot training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for Symantec Endpoint Protection 14.0: Maintain and Troubleshoot?

Yes, we provide corporate training, dedicated training, and closed classes for Symantec Endpoint Protection 14.0: Maintain and Troubleshoot. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: Symantec Endpoint Protection 14.0: Maintain and Troubleshoot, Endpoint Security, SEPMT

Q: Why choose Nexus Human for Symantec Endpoint Protection 14.0: Maintain and Troubleshoot?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your Symantec Endpoint Protection 14.0: Maintain and Troubleshoot training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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