



Sophos Firewall Technician Course Overview

This course is designed for technical professionals who will be supporting Sophos Firewall and provides an overview of how to troubleshoot the product.

Delivery

This course is available online via the Training Portal, or as an instructor-led classroom course. Please contact your CAM or CAE to find out more about the availability of classroom courses in your region.

Electronic copies of the supporting documents for the course are provided to each trainee via the training portal.

Duration

This course will take approximately **2 days (16 hours)** to complete.

Assessment

To complete this course, trainees must take and pass an online assessment.

Trainees will have **3 hours** to complete the assessment; the pass mark is **80%** and trainees will have **3 attempts** to pass.

Lab Environment

Each trainee is provided with a pre-configured environment that simulates a company network with two sites, a head office, and a branch office.

Objectives

On completion of this course, trainees will be able to:

- Apply the troubleshooting process to issues
- Use the tools available on the Sophos Firewall to gather information and investigate issues
- Locate and read log files on Sophos Firewall
- Identify and resolve common issues

Prerequisites

Prior to taking this training, trainees should:

- Have completed and passed the Sophos Firewall – Certified Engineer course
- Have completed any subsequent delta modules up to version 21.5

We recommend that you have the following knowledge and experience:

- Windows networking and the ability to troubleshoot issues
- A good understanding of IT security
- Configuring network security devices
- Configuring and administering Linux/UNIX systems

If you are uncertain whether you meet the necessary prerequisites, please email us at globaltraining@sophos.com and we will be happy to help.

Course Agenda

Module	Chapter	Duration
1. Getting Started with Sophos Firewall		
Chapters	<ul style="list-style-type: none"> Getting Started with Troubleshooting Sophos Firewall Troubleshooting Routing on Sophos Firewall Troubleshooting Device Access on Sophos Firewall Troubleshooting Let's Encrypt Certificates 	30 minutes
Lab Tasks	Preparation <ul style="list-style-type: none"> Register for a Sophos Central evaluation Activate London Gateway 1 and London Gateway 2 Activate New York Gateway Getting Started with Sophos Firewall <ul style="list-style-type: none"> Cannot connect to the web admin console Cannot access Server in New York from London (Scenario 1) 	45 minutes
2. Base Firewall		
Chapters	<ul style="list-style-type: none"> Troubleshooting Firewall Rules on Sophos Firewall Troubleshooting NAT Rules on Sophos Firewall Troubleshooting TLS Decryption on Sophos Firewall Troubleshooting FastPath on Sophos Firewall 	25 minutes
Lab Tasks	<ul style="list-style-type: none"> Cannot access Server in New York from London (Scenario 2) DNAT not working (Scenario 1) DNAT not working (Scenario 2) Remote Desktop Not Working 	40 minutes
3. Network Protection		
Chapters	<ul style="list-style-type: none"> Troubleshooting IPS Troubleshooting ATP Alerts Troubleshooting Central Registration Troubleshooting Security Heartbeat Troubleshooting Lateral Movement Protection 	45 minutes
Lab Tasks	<ul style="list-style-type: none"> Cannot register Sophos Firewall with Sophos Central Endpoint cannot establish a heartbeat with Sophos Firewall 	40 minutes
4. Site-to-Site Connections		
Chapters	<ul style="list-style-type: none"> Troubleshooting SSL VPNs Troubleshooting IPsec Site-to-Site VPNs Troubleshooting Remote Ethernet Devices 	25 minutes
Lab Tasks	<ul style="list-style-type: none"> IPsec VPN could not be established (Scenario 1) IPsec VPN could not be established (Scenario 2) 	30 minutes
5. Authentication		
Chapters	<ul style="list-style-type: none"> Troubleshooting Azure AD SSO on Sophos Firewall Troubleshooting Authentication Failures Troubleshooting Synchronized User ID 	35 minutes

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	<ul style="list-style-type: none"> ▪ Troubleshooting STAS ▪ Troubleshooting Multi-Factor Authentication 	
Lab Tasks	<ul style="list-style-type: none"> ▪ User cannot authentication ▪ User not authenticated with STAS 	20 minutes
6. Web Protection		
Chapters	<ul style="list-style-type: none"> ▪ Troubleshooting Web Policies ▪ Troubleshooting Web Scanning ▪ Troubleshooting Web Categorization 	15 minutes
Lab Tasks	<ul style="list-style-type: none"> ▪ Site incorrectly blocked for user 	10 minutes
7. Application Control		
Chapters	<ul style="list-style-type: none"> ▪ Troubleshooting Application Control 	5 minutes
Lab Tasks	<ul style="list-style-type: none"> ▪ Application not working for user 	10 minutes
8. Remote Access		
Chapters	<ul style="list-style-type: none"> ▪ Troubleshooting Sophos Firewall Remote Access VPNs 	5 minutes
Lab Tasks	<ul style="list-style-type: none"> ▪ Remote access VPN could not be established (Scenario 1) ▪ Remote access VPN could not be established (Scenario 2) 	20 minutes
10. Web Server Protection		
Chapters	<ul style="list-style-type: none"> ▪ Troubleshooting Web Server Protection Policies ▪ Troubleshooting Web Server Protection Authentication 	15 minutes
11. High Availability		
Chapters	<ul style="list-style-type: none"> ▪ Troubleshooting High Availability on Sophos Firewall 	10 minutes
Lab Tasks	<ul style="list-style-type: none"> ▪ Cannot enable High Availability 	15 minutes
12. Logging and Reporting		
Chapters	<ul style="list-style-type: none"> ▪ Troubleshooting Reports 	5 minutes
13. Course Review		
Chapters	<ul style="list-style-type: none"> ▪ How to find help from Sophos ▪ Course review 	10 minutes

Further Information

If you require any further information on this course, please contact us at globaltraining@sophos.com.

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