

Email Security Server Administration and Diagnostics

Instructor-Led Training

Highlights

Duration

1 day

Prerequisites

Experience with network administration and email support.

How to Register

Public sessions are listed at <https://trellix-training.netexam.com>.

Private sessions are available. For further details and pricing, please contact your Trellix account representative.

Instructor-led sessions are typically a blend of lecture and hands-on lab activities. To view our full course catalog, please visit <https://trellix-training.netexam.com>.

This workshop introduces a framework for administration and diagnostics of the Trellix Email Security – Server appliance. The course includes checklists, case studies, lab challenges and guidance for transitioning difficult cases to the Trellix Support team.

Attendees will gain hands-on experience administering the appliance and diagnosing common issues.

Learning Objectives

After completing this course, learners should be able to:

- Understand common issues that occur with Email Security – Server
- Administer the Email Security – Server appliance
- Describe the underlying technology and protocols of SMTP email transfer
- Gather logs and use them to determine status of email transfer and analysis
- Determine common issues and resolve them
- Escalate issues to Trellix Support

Who Should Attend

System administrators responsible for maintaining Trellix Email Security – Server appliances.

Course Outline

1. Common Trellix Administration and Diagnostics
 - Troubleshooting process
 - Basic troubleshooting
 - Best practice
 - Common issues
 - Licensing
 - Admin
 - Operation
 - Notifications
 - Boot
 - Performance
 - Upgrade
2. Email Security – Server Diagnostics
 - Health check
 - Server logs
3. Hardware Diagnostics
 - Troubleshooting PSU and HDD issues
 - Universal LED
4. Virtual Email Security – Server Diagnostics
 - Licensing
 - DTI configuration
5. Diagnostics of Email Protocols
 - The process of email and the Email Security – Server SMTP/ESMTP
 - POP3/IMAP
 - MTA
 - DNS
 - MX
 - Postfix
 - Email Security – Server modes
 - Reporting
 - Email logs
6. Administration and Diagnostics of Email Security Appliances
 - Processing interface
 - Domains
 - Next-hop
 - Receiving mail
 - Analysis
 - Mail delivery
 - Delay and latency
 - Understanding queues
7. Transition
 - Transition a case to Trellix Customer Support
 - Using the Trellix Customer Portal



Visit Trellix.com to learn more.

About Trellix

Trellix is a global company redefining the future of cybersecurity. The company's open and native extended detection and response (XDR) platform helps organizations confronted by today's most advanced threats gain confidence in the protection and resilience of their operations. Trellix's security experts, along with an extensive partner ecosystem, accelerate technology innovation through machine learning and automation to empower over 40,000 business and government customers.

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