



# Network Security Support Engineer

***In this course, you will learn how to diagnose and troubleshoot the most common networking and security problems in a Fortinet protected network security solution. In interactive break-and-fix labs, you will use tools, diagnostics, and debug commands to detect, isolate, and resolve problems related to the most commonly used FortiGate features, such as IPsec, routing, web filtering, HA, IPS, and more. These skills and this knowledge will give you an advanced understanding of how to support a network security solution based on FortiGate devices.***

## Product Version

- FortiGate 7.2.4

## Course Duration

- Lecture time (estimated): 9 hours
- Lab time (estimated): 8 hours
- Total course duration (estimated): 17 hours/3 days

## Who Should Attend

Networking and security professionals involved in diagnosing, troubleshooting, and supporting an enterprise security infrastructure using FortiGate devices should attend this course.

This course assumes advanced knowledge of networking, and extensive hands-on experience working with FortiGate.

## Certification

This course is intended to help you prepare for the *NSE 7 Network Security Support Engineer* certification exam.

## Prerequisites

You must have an understanding of the topics covered in the *NSE 4 FortiGate Security* and *NSE 4 FortiGate Infrastructure* courses, or have equivalent experience.

It is also recommended that you have an understanding of the topics covered in the *NSE 7 Enterprise Firewall* course.

## Agenda

1. Troubleshooting Concepts
2. System Resources
3. Sessions, Traffic Flow, and Networking
4. Security Fabric
5. Firewall Authentication
6. FSSO
7. Security Profiles
8. High Availability
9. IPsec
10. IPsec—IKEv2
11. Routing
12. BGP
13. OSPF

## Objectives

After completing this course, you will be able to:

- Set up a baseline for FortiGate and analyze the first steps to diagnose a FortiGate
- Monitor process activity, diagnose conserve mode, and troubleshoot unexpected reboots and frozen devices
- Analyze information in the session table and debug flow output
- Troubleshoot session helpers
- Troubleshoot common problems related to local, LDAP, and RADIUS authentication
- Troubleshoot common FSSO problems
- Troubleshoot FortiGuard and web filtering problems
- Monitor an HA cluster and troubleshoot common HA problems
- Troubleshoot and diagnose IPsec VPNs with debug and sniffer commands
- Troubleshoot routing problems with debug commands
- Monitor OSPF status and troubleshoot common OSPF problems with debug commands

- Monitor and verify the BGP status with commands and troubleshoot common BGP issues

## Training Delivery Options and SKUs

### Instructor-Led Training

Includes standard NSE training content delivered in person onsite, or live online using a virtual classroom application. Training is delivered within [public classes](#) or as a private class. Private requests are scoped, quoted, developed, and delivered by Fortinet Training (minimum quantities apply).

Use the following ILT Training SKU to purchase scheduled public classes of this course through [Fortinet Resellers](#) or [Authorized Training Partners](#):

FT-NST

### Self-Paced Training

Includes online training videos and resources through the [Fortinet Training Institute](#) library, free of charge.

You can purchase on-demand lab access with interactive, hands-on activities using the following methods:

- Credit card, through the course on the Fortinet Training Institute
- Purchase order (PO), through [Fortinet Resellers](#) or [Authorized Training Partners](#)

After you complete the purchase, you receive lab access and the accompanying lab guide within the self-paced course.

Use the following on-demand lab training SKU to purchase lab access using a PO:

FT-NST-LAB

See [Purchasing Process](#) for more information about purchasing Fortinet training products.

## (ISC)²

- CPE training hours: 9
- CPE lab hours: 8
- CISSP domains: Security Operations

## Program Policies and FAQs

For questions about courses, certification, or training products, refer to [Program Policy Guidelines](#) or [Frequently Asked Questions](#).

