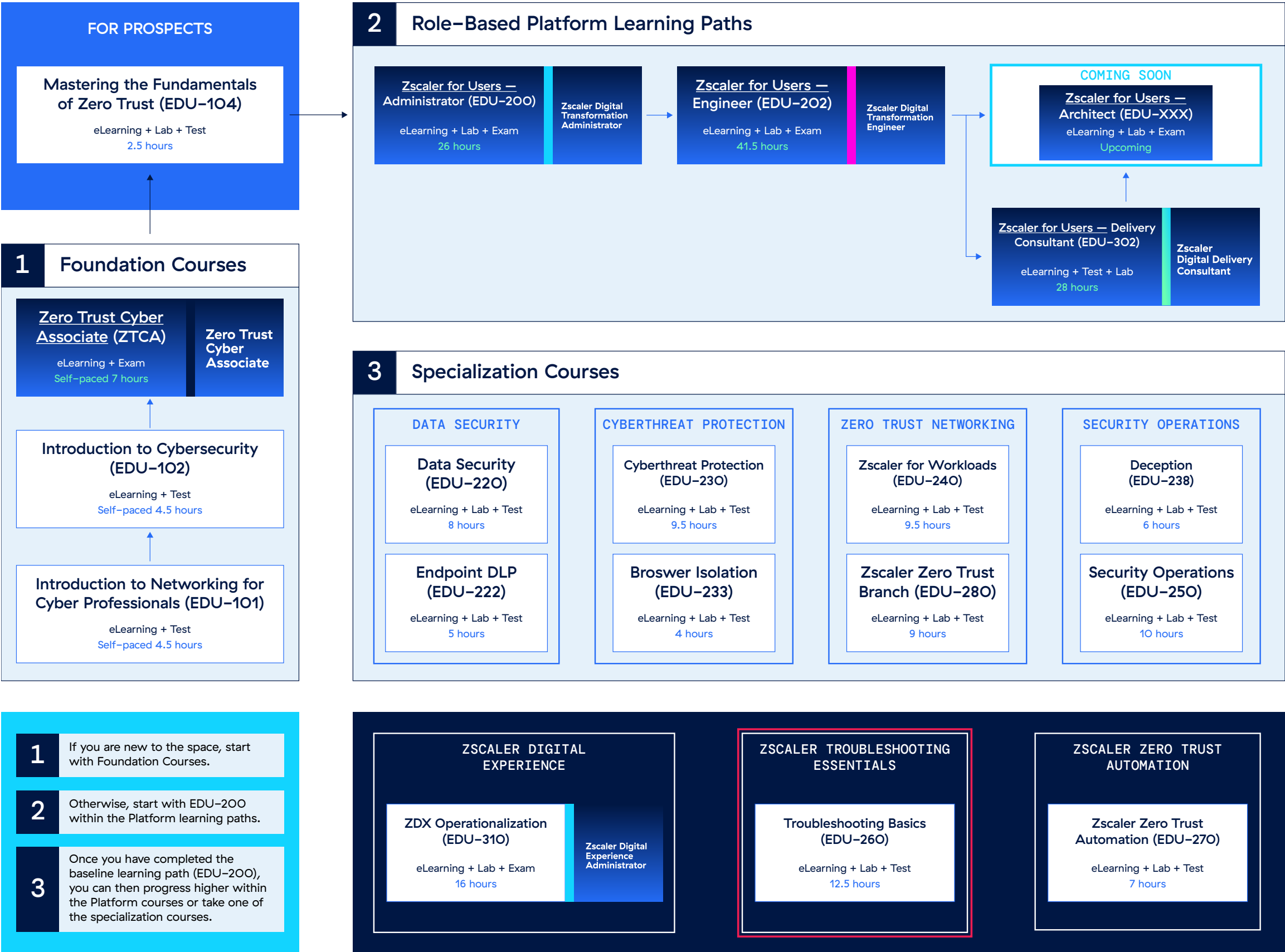


Zscaler Cyber Academy

Troubleshooting Basics (EDU-260)

COURSE OUTLINE

Zscaler Cyber Academy Catalog



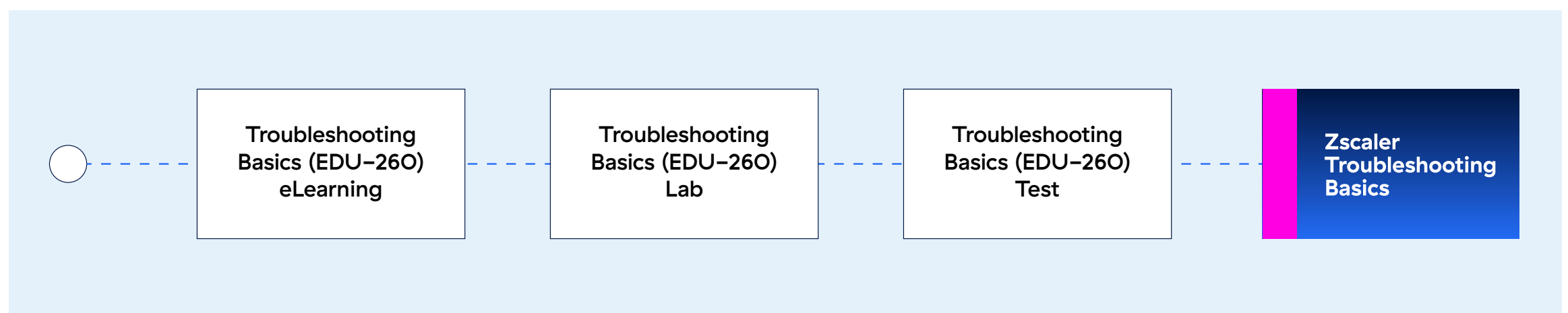


EDU-260 Learning Journey Map

The recommended path for the Troubleshooting Basics learning journey is to complete the eLearning course, and then take the hands-on labs. Once these are completed, you can sign up for the test. You will have 105 minutes to answer 49 questions, with 3 attempts. Upon passing the test, you'll earn the Troubleshooting Basics completion certificate.

OUR LEARNING PATH

Troubleshooting Basics (EDU-260) Learning Path



LEARNING OUTCOMES

Once you complete this course, you will be able to:

- Review Zscaler's troubleshooting processes
- Explain Zscaler's troubleshooting tools
- Discuss the self-help support options offered by Zscaler
- Identify how to get the help you need
- Recognize Zscaler customer support services and touch points
- Discuss a typical troubleshooting flow for each of the Zscaler best practices
- Analyze how to troubleshoot common issues by utilizing Zscaler processes and tools



eLearning Details

Prerequisites	Basic knowledge of Networking and Cybersecurity
Proficiency	Intermediate
Description	This course aims to provide the knowledge required to effectively troubleshoot level one issues. You'll learn to follow the troubleshooting process; get an overview of fundamental troubleshooting tools, self-help options, and guided assistance from Zscaler; and learn to troubleshoot common issues.
Duration	4.4 hours
Type	Self-paced
Completion Criteria	Complete the eLearning
Available Language(s)	English
Price per Set	Free

eLearning Outline

Troubleshooting Methodology	
Topics	Sub Topic
Introduction to Troubleshooting	
Troubleshooting Process	<ul style="list-style-type: none">• Introduction to Troubleshooting• Logical Approach to Troubleshooting• Troubleshooting Process• Troubleshooting Flow
Troubleshooting Tools	<ul style="list-style-type: none">• Troubleshooting Tools• Zscaler Client Connector Packet Capture• Zscaler Client Connector Logs• Understanding the Zscaler Client Connector Logs• Troubleshooting SAML Authentication Issues



Topics	Sub Topic
Self–Help Service Options	<ul style="list-style-type: none">• Three Primary Resources• Navigate to the Self–Help Options• Zscaler Self–Help Service Options Simulation
Getting the Help You Need	<ul style="list-style-type: none">• What to Do Next• Customer Support Services Demonstration
Zscaler Support Services	
Recap	

Troubleshooting Use Cases

Topics	Sub Topic
Introduction	
Troubleshooting Overview	
Authentication	<ul style="list-style-type: none">• Authentication Overview• Authentication Issues: Troubleshooting Flow• Troubleshooting Common Issues Related to Authentication• Cookie–Based Authentication Issue
Traffic Forwarding	<ul style="list-style-type: none">• Traffic Forwarding Overview• Traffic Forwarding Troubleshooting Flow• Troubleshooting Common Issues Related to Traffic Forwarding• Internet Access Issues• Website/Application Access Issues• Performance Issues• Performance Issues: Things to Remember
Policy Settings & Assignment	<ul style="list-style-type: none">• Policy Setting and Assignment Overview• Policy Settings & Assignment Troubleshooting Flow• Troubleshooting Common Issues Related to Policy Settings & Assignment
Security Services	<ul style="list-style-type: none">• Security Services Overview• Security Services Troubleshooting Flow• Troubleshooting Common Issues Related to Security Services
Troubleshooting Common Issues Related to Data Protection	<ul style="list-style-type: none">• Zscaler Data Protection Overview• Data Protection Issues Troubleshooting Flow• Troubleshooting Common Issues Related to Data Protection



Topics	Sub Topic
Digital Experience	<ul style="list-style-type: none">Digital Experience OverviewDigital Experience: Key Features & BenefitsDigital Experience Issues Troubleshooting FlowTroubleshooting Common Issues Related to Digital Experience
Nanolog Streaming Service	<ul style="list-style-type: none">Overview of Nanolog Streaming Service (NSS)Log StreamingVM-Based NSSCloud NSSVM-Based NSS vs. Cloud NSSLog CollectionWhat Happens If the NSS Goes Down?NSS Issues
Virtual Service Edge	<ul style="list-style-type: none">Virtual Service Edges (VSE) OverviewVirtual Service EdgeBenefits of Virtual Service EdgePrivate Service Edges vs. Virtual Service EdgesTroubleshooting Common Issues Related to Virtual Service Edge
Troubleshooting Common Issues Demonstration	<ul style="list-style-type: none">Test Connectivity to Zero Trust ExchangeDeploying the Zscaler Client ConnectorTroubleshooting SAML AuthenticationZscaler Client Connector: AuthenticationView the Log Within the Zscaler Client Connector and Connectivity to the Zero Trust ExchangeDeploy and Inspect SSL CertificatesZIA Connectivity and LogsZscaler Private Access (ZPA): DNS and ConnectivityZPA: Active Directory DNSZPA: Support and Diagnostics LogsZscaler Client Connector Exporting Logs and Packet Captures
Appendices	
Useful Troubleshooting Tips	<ul style="list-style-type: none">Common App Connector IssuesPerformance IssuesZscaler Client Connector Log
Recap	



Hands-On Lab Details

Troubleshooting Methodology	
Prerequisites	Troubleshooting Methodology (EDU-260) eLearning
Proficiency	Intermediate
Description	<p>The lab environment is designed to carry out exercises provided in your lab guide. Your lab environment contains the resources needed to test secure user access to the internet through the Zero Trust Exchange. Your virtual lab environment will start with:</p> <ul style="list-style-type: none">• A virtual PC for use in troubleshooting and testing as an end user• Login credentials for the user and admin accounts you'll need• A lab guide with a set of exercises to guide your learning
Duration	2.75 hours
Type	Self-paced hands-on lab
Completion Criteria	Complete all lab exercises
Available Language(s)	English
Price per Seat	\$300 (1 credit)

Lab Outline

Troubleshooting Methodology	
Task	Sub Task
Lab 0: Connecting to the Virtual Lab	<ul style="list-style-type: none">• 1.1: Admin Portal Access
Lab 1: Use Client Connector Support & Troubleshooting Options	<ul style="list-style-type: none">• 1.1: Check Zscaler Client Connector Connectivity



Task	Sub Task
Lab 2: Troubleshooting	<ul style="list-style-type: none">2.1: Check Client Connectivity to the Zero Trust Exchange2.2: Check ZIA Authentication2.3: Check ZPA Authentication2.4: Check Internet Access Policy2.5: Check Zscaler Connectivity2.6: View Support & Diagnostics Logs2.7: Export Logs and Capture Packets at Zscaler Client Connector

Troubleshooting Use Cases	
Prerequisites	Troubleshooting Use Cases (EDU-260) eLearning
Proficiency	Intermediate
Description	The lab exercise will help you verify the configuration of platform services, security services, data protection and management/ logging services of Zscaler Zero Trust Exchange post setup of passing traffic securely while resolving some common use cases at a Level 1 support perspective.
Duration	3.22 hours
Type	Self-paced hands-on lab
Completion Criteria	Complete all lab exercises
Available Language(s)	English
Price per Seat	\$300 (1 credit)



Troubleshooting Use Cases

Task	Sub Task
Lab 1: Connecting to the Virtual Lab	<ul style="list-style-type: none">• 1.1: Test Your Lab Access and Start Your Environment
Lab 2: Troubleshooting Authentication	<ul style="list-style-type: none">• 2.1: Check Client Connectivity to the Zero Trust Exchange• 2.2: Troubleshoot ZIA Authentication• 2.3: Troubleshoot ZPA Authentication
Lab 3: Troubleshooting Traffic Forwarding	<ul style="list-style-type: none">• 3.1: Check Traffic Forwarding• 3.2: Use additional tools to check Traffic Forwarding
Lab 4: Troubleshooting and Debugging	<ul style="list-style-type: none">• 4.1: Check SSL Inspection Policy & Certificate Settings• 4.2: Check ZIA Access Policy Settings• 4.3: Check ZPA Policy Settings
Lab 5: Troubleshooting Security Services	<ul style="list-style-type: none">• 5.1: Viewing Threat Protection Configurations & Risk Reports• 5.2: Checking Sandbox Configuration• 5.3: Check URL/Cloud App Isolate Control Policies• 5.4: Inspect Non-web Traffic Blocking by Default Firewall Block• 5.3: Blocking QUIC Traffic as a Network Service• 5.4: Blocking Access to Restricted Sites with DNS controls
Lab 6: Troubleshooting Data Protection Services	<ul style="list-style-type: none">• 6.1: Review DLP Configurations• 6.2: Verify DLP Rule Enforcement• 6.3: Check File Type and Context Policy Enforcement• 6.4: View Block Action VWeb Log Record• 6.5: View Predefined Dictionaries• 6.6: View Custom Dictionaries – Regex and Phrases• 6.7: View Predefined and Custom DLP Engines
Lab 7: Troubleshooting User Experience Issues with Zscaler Digital Experience (ZDX)	<ul style="list-style-type: none">• 7.1: Checking Zscaler Client Connector• 7.2: View User ZDX Score for an Application• 7.3: Analyze Poor ZDX Score Interval• 7.4: Compare Poor ZDX Score to Last Known Good Score• 7.5: Isolate High Latency Hop• 7.6: View User Device Events Associated With ZDX Score Changes• 7.7: Generate Report Snapshot & Copy Snapshot UR
Lab 8: Troubleshooting Nanolog Streaming Service (NSS)	<ul style="list-style-type: none">• 8.1: Check NSS Servers and NSS Feeds Configuration

Certificate Exam Details

Troubleshooting Methodology	
Prerequisites	Troubleshooting Methodology (EDU-260) eLearning
Duration	45 minutes
Test Format	17 multiple-choice questions
Available Language(s)	English

Troubleshooting Use Cases	
Prerequisites	Troubleshooting Methodology (EDU-260) eLearning
Duration	60 minutes
Test Format	32 multiple-choice questions
Available Language(s)	English
Price per Attempt	US \$300 (1 credit)

About Zscaler

Zscaler (NASDAQ: ZS) accelerates digital transformation so customers can be more agile, efficient, resilient, and secure. The Zscaler Zero Trust Exchange™ platform protects thousands of customers from cyberattacks and data loss by securely connecting users, devices, and applications in any location. Distributed across more than 150 data centers globally, the SSE-based Zero Trust Exchange™ is the world's largest in-line cloud security platform. Learn more at [zscaler.com](https://www.zscaler.com) or follow us on Twitter [@zscaler](https://twitter.com/zscaler).

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Zero Trust
Everywhere