Zscaler Cyber Academy



Troubleshooting Basics (EDU-260)

DATASHEET

About the Course

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.

Zscaler Troubleshooting Basics

Prerequisites	Basic knowledge of Networking and Cybersecurity domain
Learning Path	Click Here
Certificate	 A certificate is awarded upon successful completion of: Troubleshooting Basics (EDU-260) Courses (4.4 hours) Hands-on Lab (5.97 hours) Troubleshooting Basics Test (1.05 hours)
Resources	Visit Zscaler Cyber Academy for more information
Delivery Formats	 eLearning + Lab (Self-guided) 1-Day ILT (virtual or in-person)
Target Audience	Level 1 support and administrator group

© 2O25 Zscaler, Inc. All rights reserved. ZscalerTM and other trademarks listed at **zscaler.com/legal/trademarks** are either (i) registered trademarks or service marks or (ii) trademarks or service marks of Zscaler, Inc. in the United States and/or other countries. Any other trademarks are the properties of their respective owners.