Zscaler Cyber Academy

Troubleshooting Basics (EDU–260)

Zscaler Troubleshooting Basics

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.

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