Zscaler End User Support

Quick Guide

Created by Professional Services

January 5, 2021 Version 2.0

Table of Contents

Document Purpose

The purpose of this document is to provide a single place of reference for End User Instructions, Common Support Issues, Troubleshooting and Common Zscaler Client Connector Issues to be used in preparation of Deployment and Day 1 Support. While Zscaler Professional Services will make every effort to keep this document up to date, all the enclosed information can be found at https://help.zscaler.com with the most up to date information available. Also included for reference is a section below titled Web URLs which is specifically where this information was captured from.

Version Control

Version	Date	Change Made
1.2	September 24, 2019	Document Created
1.3	February 11, 2020	Updated
2.0	January 5, 2021	Updated

Web URLs

https://help.zscaler.com/zscaler-client-connector/using-zscaler-client-connector
https://help.zscaler.com/zscaler-client-connector/enrolling-zscaler-service-zscaler-client-connector
https://help.zscaler.com/zscaler-client-connector/troubleshooting-zscaler-client-connector
https://help.zscaler.com/z-app/zscaler-app-connection-status-errors
https://help.zscaler.com/z-app/zscaler-app-errors
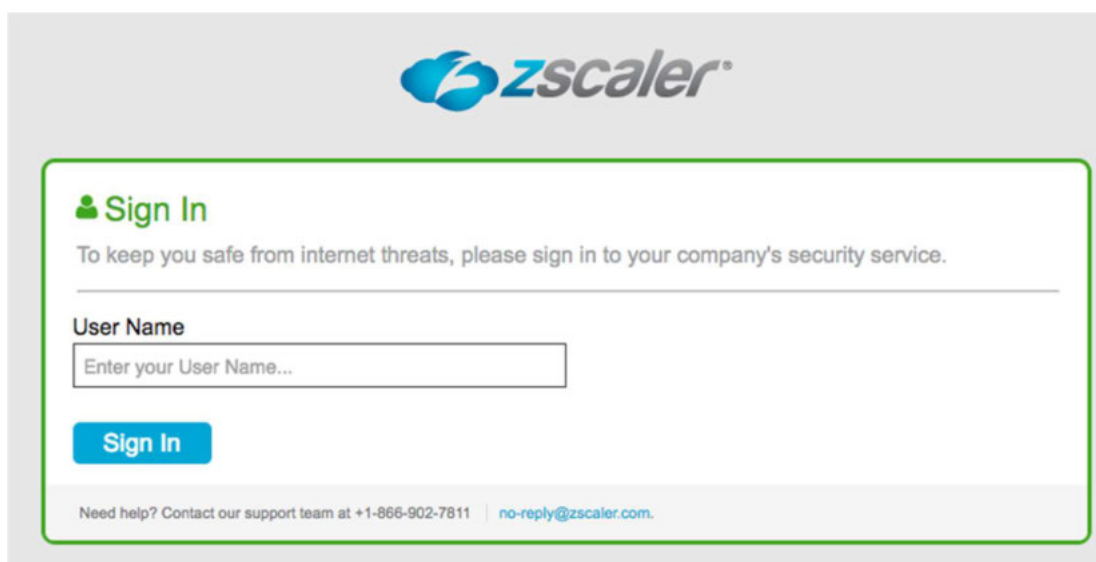
End User Instructions (Samples)

Sample #1 - Web Filtering and Protection for the end-User

End-user instructions

Web Filtering and Protection for the end-User

We are deploying a new web filtering and protection service from Zscaler. There should be no significant, if any, impact from this deployment. You may be required to authenticate with this new service to enable you to perform any web-browsing. If this occurs you will be presented with the login screen below. Please enter your full email-address and click the "Submit" button.

At this point you may or may-not be presented with the Password screen. The reasons for this are primarily dependent on your location (inside a company office/location or outside on-the-road) and the different authentication options available to the service.

If necessary, enter your password and click the "Login" button.

At this point you are authenticated to the Zscaler service and you can browse the web.

Depending on the authentication period defined by the administrator you may be required to complete the login process at a future time or on a periodic basis.

During browsing you may be presented with a "Block" page such as the one below. URL blocking is performed for both security (virus, malware, phishing etc.) and policy (restricted content such as adult material, gambling sites etc.) purposes.
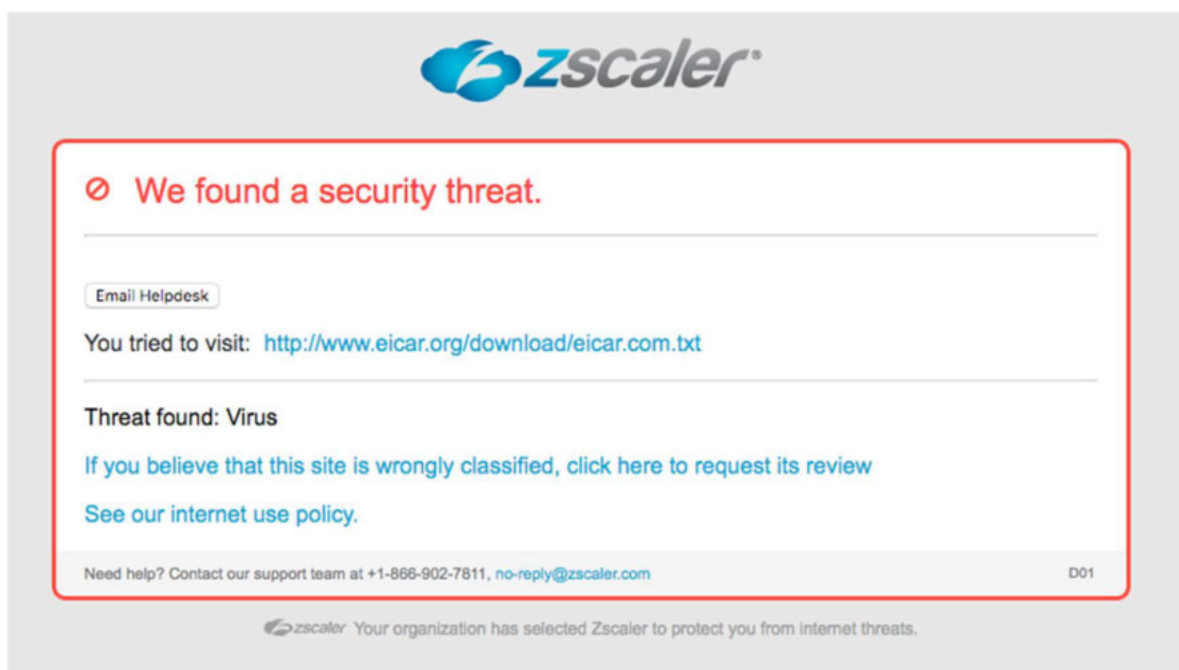
If you feel that you have been blocked from an acceptable site please contact support at the contacts listed at the bottom of the "Block" page.

If you have any issues using the Internet please contact our support team at 1-800-999-9999 or email support@company.com.

Sample# 2 – Enrolling on Zscaler Client connector - Windows

Enrolling with the Zscaler Service on the Zscaler App (Windows)

1. When Zscaler Client Connector is installed on your device, open the app by right clicking the Zscaler Client Connector tray icon and selecting Open Zscaler.
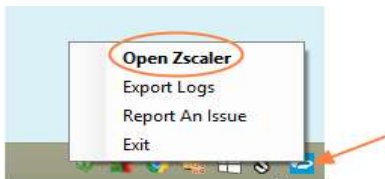
An enrollment page appears, as shown below. The menu at the top right-hand corner enables you to do the following:

- View the license agreement
- View information about the Zscaler App, including the version number
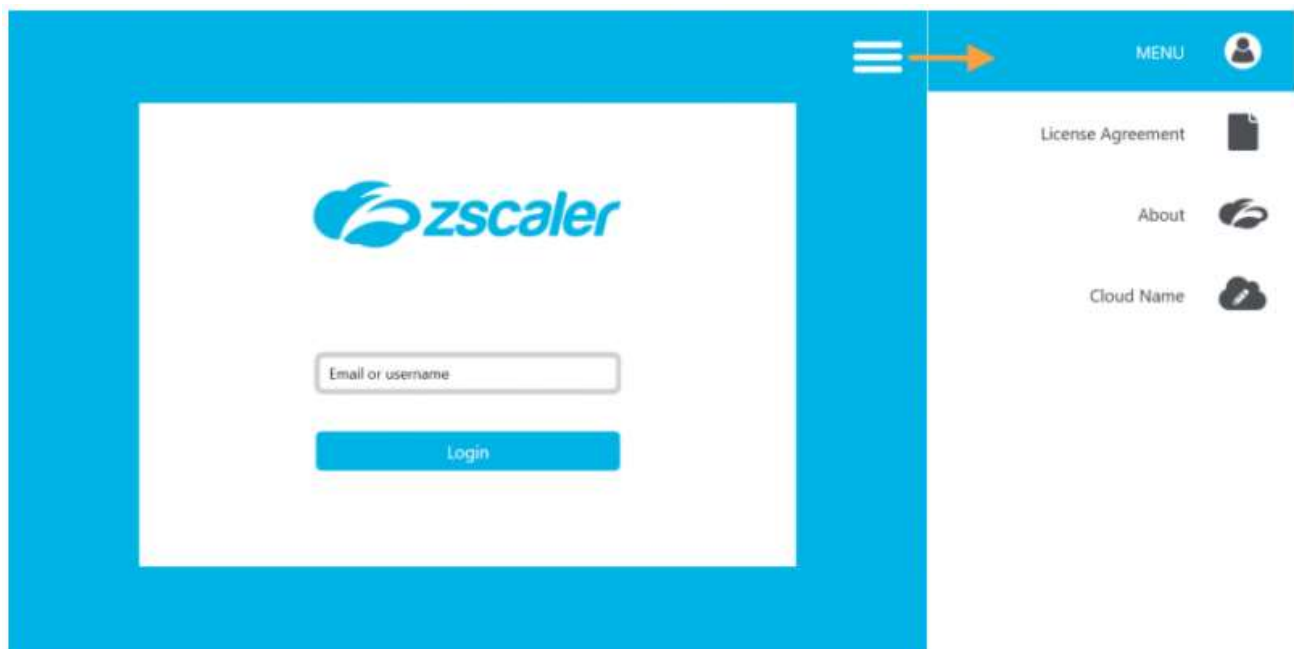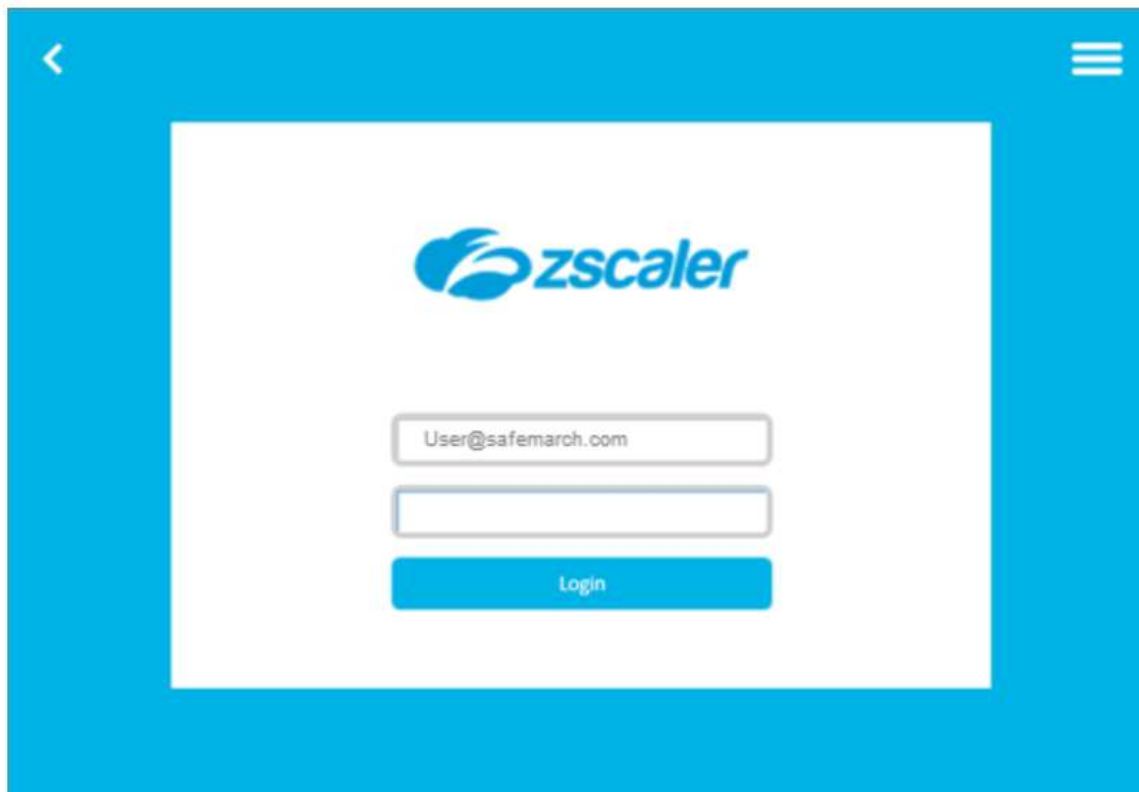
You must enter a username and click Login. The username must be in email format, unless your organization's admin configured settings so that you can log in without entering your organization's domain.

Based on your organization's authentication mechanism, you might be prompted to complete one of the following steps:

- You may simply be required to enter a password and click Login.

- You might be redirected to your organization's single sign-on (SSO) form. Enter your credentials and log in. The SSO provider in the example below is Okta.

If your organization has configured an Acceptable Use Policy (AUP), the AUP window will appear. You must accept the AUP to proceed to enrollment. If your organization does not have an AUP, the app will proceed directly to enrollment.

Once the app completes enrollment, the app is ready for use.

Sample# 3 – Using the Zscaler Client Connector: Windows

Using the Zscaler Client Connector: Windows

Zscaler Client Connector is an application installed on your device to ensure that your internet traffic and access to your organization's internal apps are secure and in compliance with your organization's policies, even when you're off your corporate network.

No matter where you're accessing the web, Zscaler Client Connector ensures that your traffic is forwarded to and protected by the Zscaler Internet Access (ZIA) service. Additionally, with Zscaler Private Access (ZPA) enabled, you can also securely access your organization's internal resources from any location. Finally, with the Zscaler Digital Experience (ZDX) service enabled, Zscaler Client Connector performs synthetic probing to a desired Software-as-a-Service (SaaS) application or internet-based service (e.g., OneDrive, Gmail, etc.) to triage and pinpoint the source of performance issues.

Zscaler Client Connector is designed to provide a seamless user experience. It automatically recognizes when you are connected to a trusted network (for example, your corporate office network) and depending on your organization's configuration, can disable ZIA, ZPA, and ZDX services accordingly. It can also recognize when you connect to Wi-Fi hotspots (for example, at airports, hotels, and cafés) where you must pay or accept a use policy before connecting. The app disables its services for temporarily and re-enables itself after you've had a chance to complete the steps necessary to connect.

Once you log in with your user ID and complete a one-step device enrollment process, you can begin safely connecting to the web and to your organization's internal applications and services with Zscaler Client Connector.

This guide takes you through the features of the Zscaler Client Connector.

1. Enrolling with the Zscaler Service

Before you can use the Zscaler Client Connector, you must enroll with the Zscaler service.

2. Zscaler App Features

Once you have enrolled with the Zscaler service on the Zscaler Client Connector, you can view the following features.
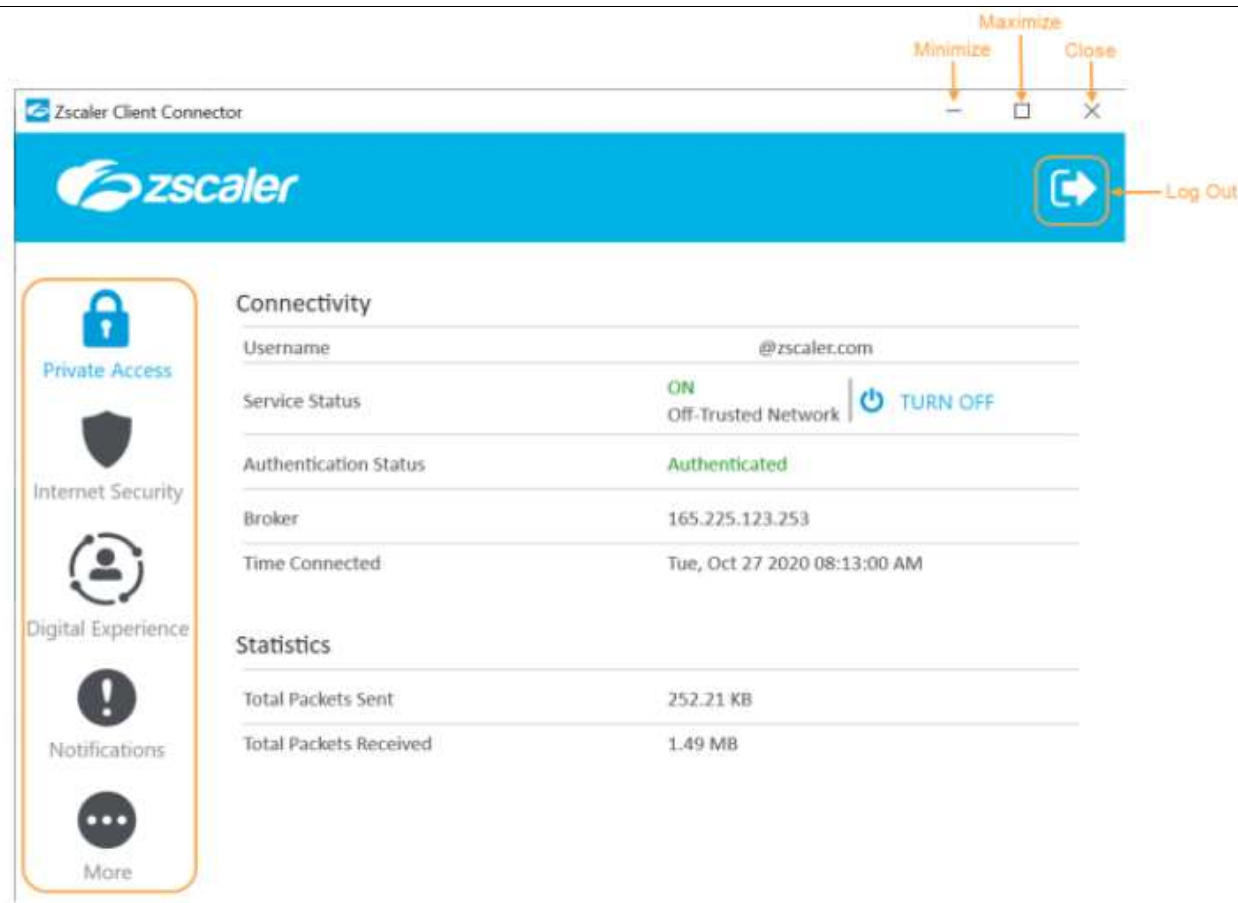
You can click the following buttons:

- Click the log out button on the top right-hand corner to log out of Zscaler Client Connector. You might be required to enter a password your organization's admin has set for the app. If you log out of the app, you must complete enrollment again when you log back in.
- Click the minimize button to minimize the window without closing it.
- Click the maximize button to maximize the window.
- Click the close button to close the window. This does not log you out of the app.

The app features Zscaler Client Connector's services in the menu on the left. The example above shows the menu options for an organization that has subscribed to the ZIA, ZPA, and ZDX services. If your organization is not subscribed to one of these services, you will not see that option in the left menu.

3. Zscaler Client Connector Tray Icon Options

Zscaler Client Connector displays an icon in the system tray, as shown below:

You can right-click the icon to display the following options:

- **Open Zscaler**: Click to open the app window.
- **Report an Issue**: If your organization has enabled this option, you can click to report an issue. For instructions on completing the form.
- **Export Logs**: Click to export logs with this option. Logs will be saved as a text file on your device.
- **Exit**: Click to exit the app and disable the Zscaler service. Depending on your organization's policies, you might be required to enter a password configured by your organization's admin.
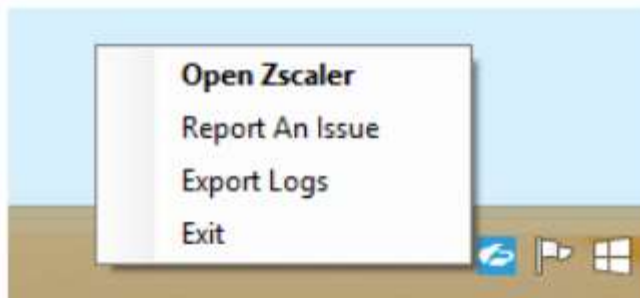
- If notifications are enabled, you will see notifications in the tray icon, as shown below. To learn how to enable the system tray notifications
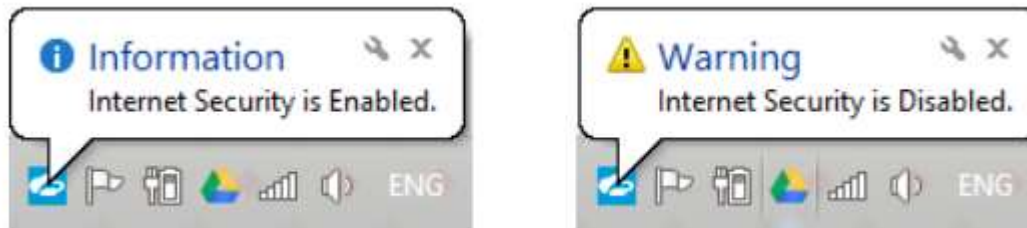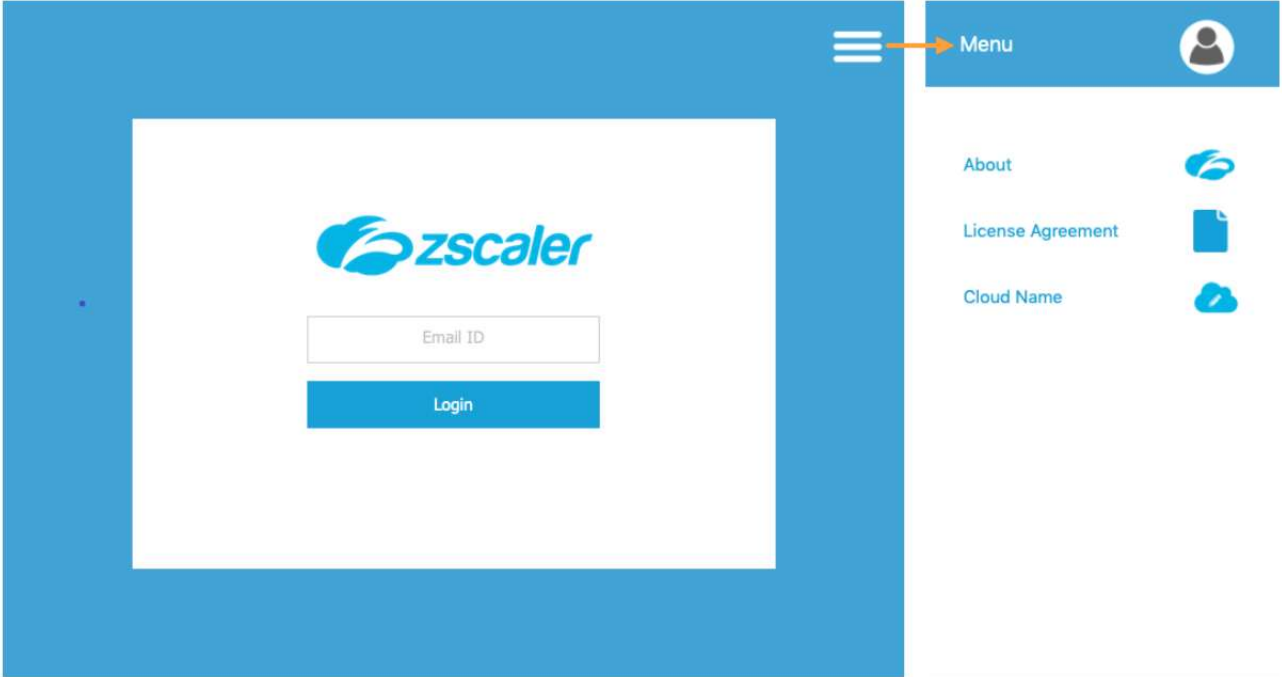
Sample# 4 – Enrolling on Zscaler Client Connector - macOS

Enrolling with the Zscaler Service on the Zscaler Client Connector (macOS)

1. Open the Zscaler Client Connector window by clicking Open on the Zscaler Client Connector icon in the menu bar.
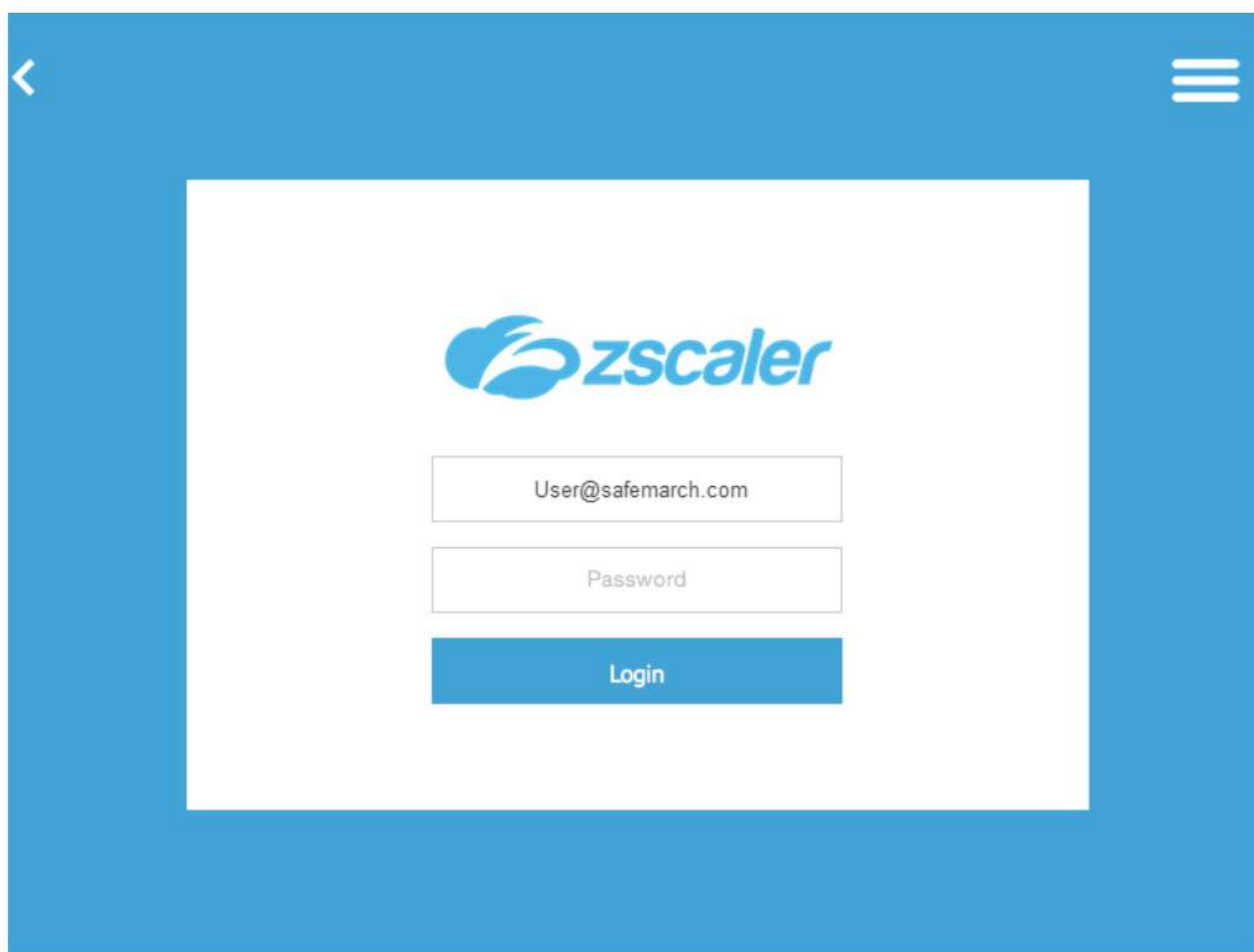
2. An enrollment page appears, as shown below. The menu at the top right-hand corner enables you to do the following:

   - View information about the Zscaler Client Connector, including the version number.

   - View the license agreement

3. You must enter a username and click **Login**. The username must be in email format, unless your organization's admin configured settings so that you can log in without entering your organization's domain.

4. Based on your organization's authentication's mechanism, you may be prompted to complete one of the following steps:

   - You may simply be required to enter a password and click Login.

- You might be redirected to your organization's single sign-on (SSO) form. Enter your credentials and log in. The SSO provider in the example below is Okta.

5. If your organization has configured an Acceptable Use Policy (AUP), the AUP window will appear. You must accept the AUP to proceed to enrollment. If your organization does not have an AUP, the app will proceed directly to enrollment.

Once the app completes enrollment, the app is ready for use.

Sample# 5 – Using the Zscaler Client Connector: macOS

Using the Zscaler Client Connector: macOS

Zscaler Client Connector is an application installed on your device to ensure that your internet traffic and access to your organization's internal apps are secure and in compliance with your organization's policies, even when you're off your corporate network.

No matter where you're accessing the web, Zscaler Client Connector ensures that your traffic is forwarded to and protected by the Zscaler Internet Access (ZIA) service. Additionally, with Zscaler Private Access (ZPA) enabled, you can also securely access your organization's internal resources from any location. Finally, with the Zscaler Digital Experience (ZDX) service enabled, Zscaler Client Connector performs synthetic probing to a desired Software-as-a-Service (SaaS) application or internet-based service (e.g., OneDrive, Gmail, etc.) to triage and pinpoint the source of performance issues.

Zscaler Client Connector is designed to provide a seamless user experience. It automatically recognizes when you are connected to a trusted network (for example, your corporate office network) and depending on your organization's configuration, can disable ZIA, ZPA, and ZDX services accordingly. It can also recognize when you connect to Wi-Fi hotspots (for example, at airports, hotels, and cafés) where you must pay or accept a use policy before connecting. The app disables its services temporarily and re-enables itself after you've had a chance to complete the steps necessary to connect.

Once you log in with your user ID and complete a one-step device enrollment process, you can begin safely connecting to the web and to your organization's internal applications and services with Zscaler Client Connector.

1. Enrolling with the Zscaler Service

Before you can use the Zscaler Client Connector, you must enroll with the Zscaler service.

2. Zscaler App Features

Once you have enrolled with the Zscaler service on the Zscaler Client Connector, you can view the following features.

- Click the log out button on the top right-hand corner to log out of Zscaler Client Connector. You may be required to enter a password your organization's admin has set for the app. If you log out of the app, you must complete enrollment again when you log back in.
- Click the minimize button to minimize the window without closing it.
- Click the maximize button to maximize the window.
- Click the close button to close the window. This does not log you out of the app.

The app features Zscaler Client Connector's services in the menu on the left. The example above shows the menu options for an organization that has subscribed to the ZIA and ZPA services. If your organization is not subscribed to one of these services, you will not see that option in the left menu.

3. Menu Bar Options

The Zscaler Client Connector displays an icon in the menu bar.
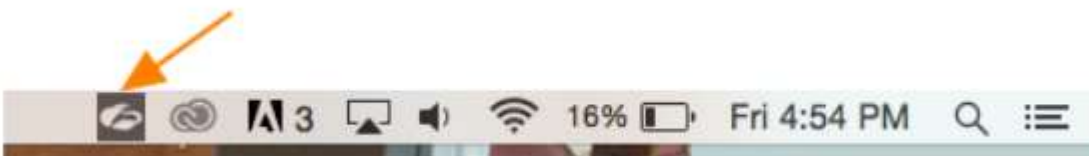
You can click the icon to display the following options.

- Open Zscaler: Click to open the app window.
- Report an Issue: If your organization has enabled this option, you can click to report an issue. For instructions on completing the form, see Reporting an Issue with Zscaler Client Connector for macOS.
- Export Logs: Click to export logs with this option. Logs will be saved as a text file on your device.
- Exit: Click to exit the app and disable the Internet Security service. Depending on your organization's policies, you might be required to enter a password configured by your organization's admin.

If notifications are enabled, you will see notifications, as shown below. To learn how to enable the menu bar notifications.

Sample# 6 – Enrolling on Zscaler Client Connector - Android

Enrolling with the Zscaler Service on the Zscaler Client Connector (Android)

1. Open Zscaler Client Connector by tapping the Zscaler Client Connector app icon on your mobile device.

2. An enrollment screen appears, as shown below. The menu at the top right-hand corner enables you to do the following:

   - Export logs.
   - Uninstall the app.
   - View the license agreement.
   - View information about Zscaler Client Connector, including the version number.
   - Enter the cloud name that you want to connect to.
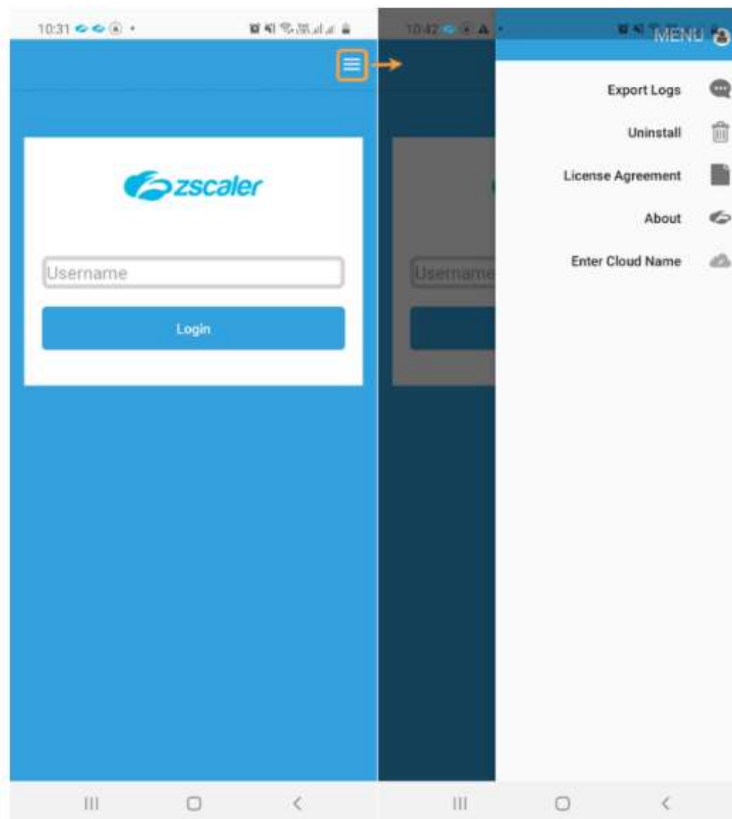
3. You must enter a username and tap **Login**. The username must be in email format, unless your organization's admin configured settings so that you can log in without entering your organization's domain.

4. Based on your organization's authentication mechanism, you might be prompted to complete one of the following steps:

   - You might simply be required to enter a password and tap **Login**.

   - You might be redirected to your organization's single sign-on (SSO) form. Enter your credentials and log in. The SSO provider in the example below is Okta.

5. If your organization has configured an Acceptable Use Policy (AUP), the AUP screen will appear. You must accept the AUP to proceed to enrollment. If your organization does not have an AUP, the app proceeds directly to enrollment.

/ ZSCALER CONFIDENTIAL INFORMATION

6. After the app completes enrollment, allow it to establish a VPN tunnel. If you do not allow the app to establish the VPN, you must restart the app to see this prompt again.

After the app establishes the VPN, the app is ready for use.

Sample# 7 – Using the Zscaler Client Connector: Android

Using the Zscaler Client Connector: Android

Zscaler Client Connector is an application installed on your device to ensure that your internet traffic and access to your organization's internal apps are secure and in compliance with your organization's policies, even when you're off your corporate network.

No matter where you're accessing the web, Zscaler Client Connector ensures that your traffic is forwarded to and protected by the Zscaler Internet Access (ZIA) service. Additionally, with Zscaler Private Access (ZPA) enabled, you can also securely access your organization's internal resources from any location. Finally, with the Zscaler Digital Experience (ZDX) service enabled, Zscaler Client Connector performs synthetic probing to a desired Software-as-a-Service (SaaS)

application or internet-based service (e.g., OneDrive, Gmail, etc.) to triage and pinpoint the source of performance issues.

Zscaler Client Connector is designed to provide a seamless user experience. It automatically recognizes when you are connected to a trusted network (for example, your corporate office network) and depending on your organization's configuration, can disable ZIA, ZPA, and ZDX services accordingly. It can also recognize when you connect to Wi-Fi hotspots (for example, at airports, hotels, and cafés) where you must pay or accept a use policy before connecting. The app disables its services temporarily and re-enables itself after you've had a chance to complete the steps necessary to connect.
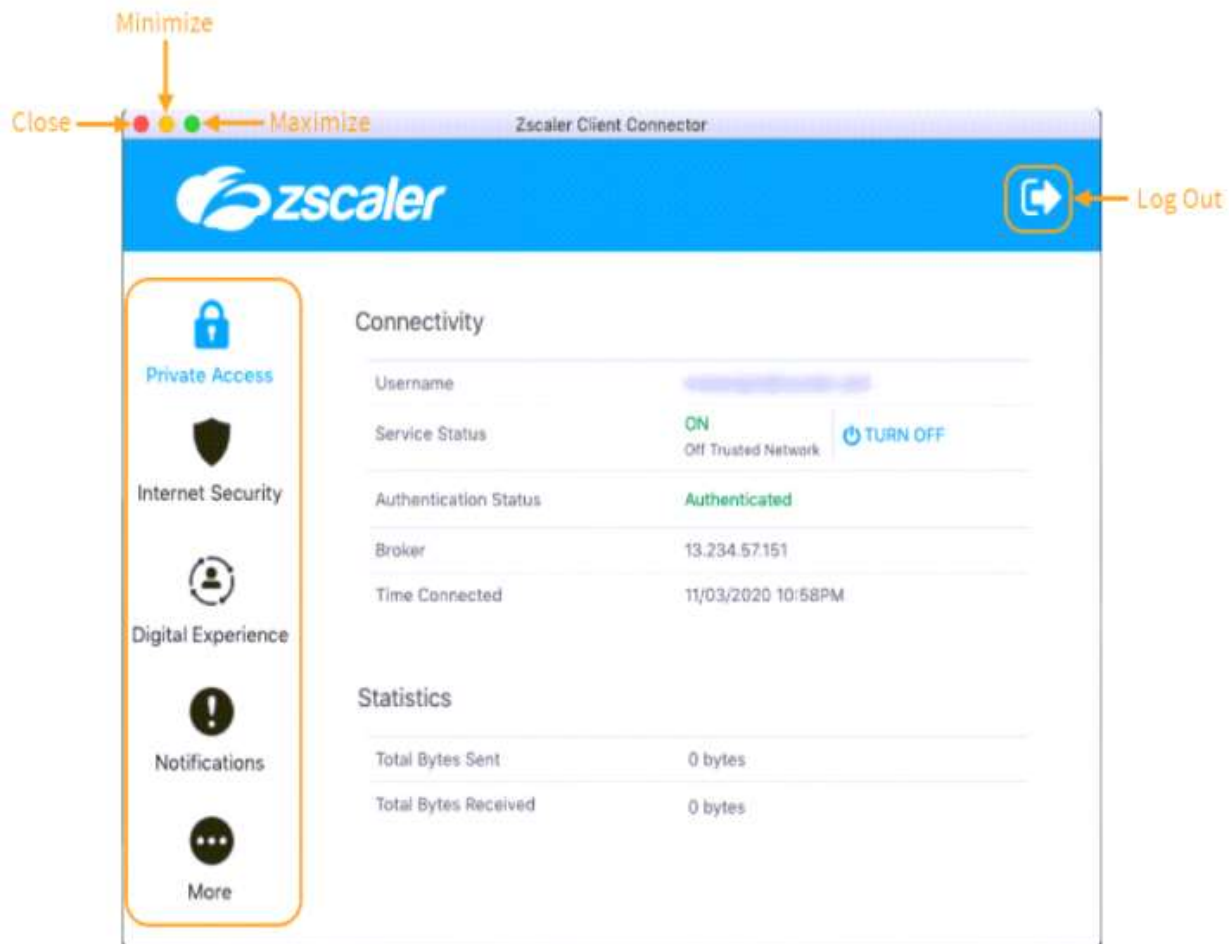
Once you log in with your user ID and complete a one-step device enrollment process, you can begin safely connecting to the web and to your organization's internal applications and services with Zscaler Client Connector.

1. Enrolling with the Zscaler Service

Before you can use the Zscaler Client Connector, you must enroll with the Zscaler service.

2. Zscaler App Features

Once you have enrolled with the Zscaler service on the Zscaler Client Connector, you can view the following features.

- Tap the log out button on the top right-hand corner to log out of the app. You may be required to enter a password your organization's admin has set for the app. If you log out of the app, you must complete enrollment again when you log back in.
- The app features Zscaler Client Connector's services in the menu at the bottom. The example above shows the menu options for an organization that has subscribed to both Zscaler Private Access (ZPA) and Zscaler Web Security services. If your organization is not subscribed to one of those services, you will not see that option in the bottom menu.

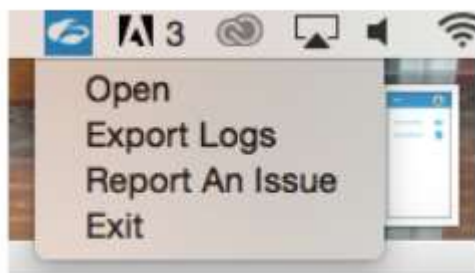**Sample# 8 – Enrolling on Zscaler Client Connector - iOS**

Enrolling with the Zscaler Service on the Zscaler Client Connector (iOS)

1. Open Zscaler Client Connector by tapping the Zscaler Client Connector app icon on your mobile device.

2. An enrollment screen appears, as shown below. The menu at the top right-hand corner enables you to do the following:

- Turn on or turn off notifications on the app icon.
- Troubleshoot the Zscaler App.
- View information about the Zscaler App, including the version number.
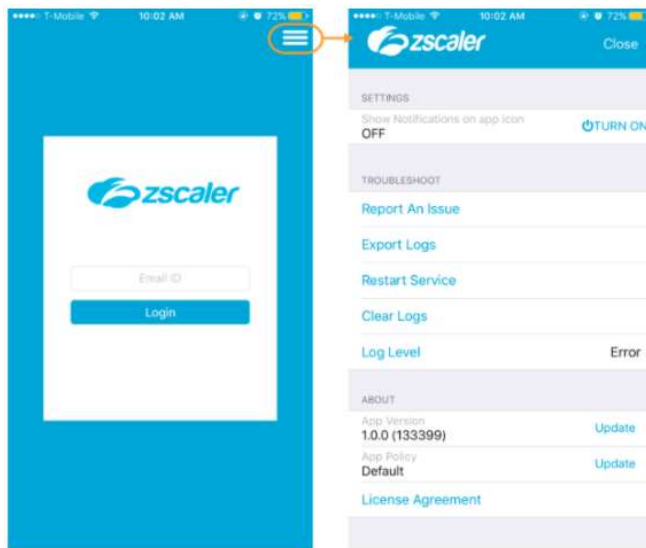
3. You must enter a username and tap **Login**. The username must be in email format, unless your organization's admin configured settings so that you can log in without entering your organization's domain.

4. Based on your organization's authentication mechanism, you might be prompted to complete one of the following steps:

- You might be required to enter a password and tap **Login**.
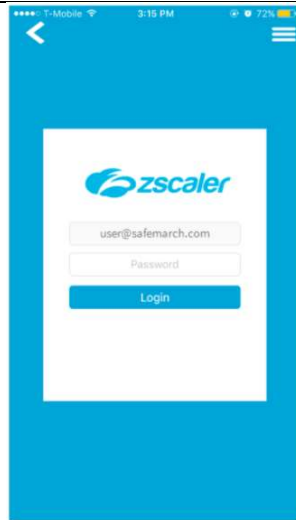
- You might be redirected to your organization's single sign-on (SSO) form. Enter your credentials and log in. The SSO provider in the example below is Okta.
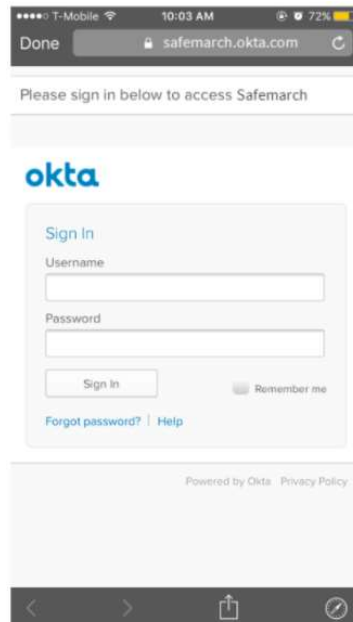
5. If your organization has configured an Acceptable Use Policy (AUP), the AUP screen will appear. You must accept the AUP to proceed to enrollment. If your organization does not have an AUP, the app proceeds directly to enrollment.

6. After the app completes enrollment, allow it to establish a VPN tunnel. If you do not allow the app to establish the VPN, you must restart the app to see this prompt again.
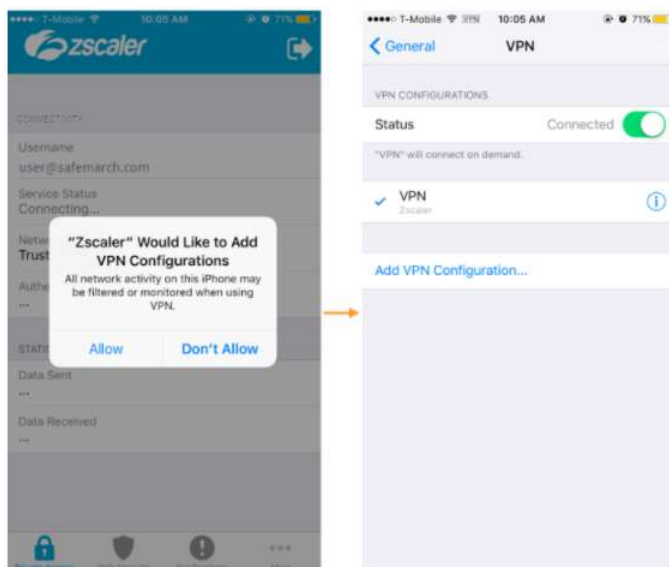
After the app establishes the VPN, the app is ready for use.

Sample# 9 – Using the Zscaler Client Connector: iOS

Using the Zscaler Client Connector: iOS

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No matter where you're accessing the web, Zscaler Client Connector ensures that your traffic is forwarded to and protected by the Zscaler Internet Access (ZIA) service. Additionally, with Zscaler Private Access (ZPA) enabled, you can also securely access your organization's internal resources from any location. Finally, with the Zscaler Digital Experience (ZDX) service enabled, Zscaler Client Connector performs synthetic probing to a desired Software-as-a-Service (SaaS) application or internet-based service (e.g., OneDrive, Gmail, etc.) to triage and pinpoint the source of performance issues.

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1. Enrolling with the Zscaler Service

Before you can use the Zscaler Client Connector, you must enroll with the Zscaler service.

2. Zscaler App Features

Once you have enrolled with the Zscaler service on the Zscaler Client Connector, you can view the following features.

- Tap the log out button on the top right-hand corner to log out of the app. You may be required to enter a password your organization's admin has set for the app. If you log out of the app, you must complete enrollment again when you log back in.
- The app features Zscaler Client Connector's services in the menu at the bottom. The example above shows the menu options for an organization that has subscribed to both Zscaler Private Access (ZPA) and Zscaler Web Security services. If your organization is not subscribed to one of those services, you will not see that option in the bottom menu. Click the minimize button to minimize the window without closing it.

Common support issues for administrators and support staff

Slowness with Zscaler Service

Slow browsing or download issues can come from multiple source issues including DNS resolution delay, packet retransmission issues or even third-party software components. In order to find what is causing the slowness and get to the root cause as fast as possible, we want to collect a bit more information from you as outlined below.

Questions to Answer

- When did the slowness start?
- Does this impact a single user, single site or multiple sites?
- Is this for all websites or a specific website/web application
- Which method are you using to route traffic? (i.e., Explicit proxy, PAC, GRE, VPN)

Gather the Following Information

1. Determine the Cloud Path: Provide a screenshot of ip.zscaler.com from the affected machine.
    a. Next, we will check the node health, datacenter throughput and provide an MTR back to your IP.
2. Run MTR Trace - with Zscaler Analyzer => z-traceroute found on the (ip.zscaler.com) page.

    a. https://help.zscaler.com/zia/how-do-i-use-zscaler-analyzer

    b. Collect at least 300 packets
    c. If you are using IPsec or GRE tunnels this must show the route outside the tunnel.
    d. This Zscaler Analyzer tool is present on (ip.zscaler.com) page, for download.

3. Run Specific URL baseline - Zscaler Analyzer => z-WebLoad tool with default settings. Never test using google.com.

    a. https://help.zscaler.com/zia/how-do-i-use-zscaler-analyzer

    b. Note 1: Please be prepared to install Wireshark or windows NetMon, for a WebEx with our engineers. We may need captures from your client and on our nodes, so we can analyze the traffic flow between yourselves and our nodes.

c. Note 2: We strongly recommend setting up Zscaler Analyzer on monitoring stations in various regions for long-term regional base-lining and troubleshooting. Note, this may require correct firewall ruleset and routing considerations.

Application unable to connect to the internet:

Applications that are unable to connect to the internet are sometimes caused when SSL decryption using Zscaler breaks the application due to certificate pinning.

Quick Resolution

- Add the URL to SSL exemption list: Zscaler Admin Portal> Policy> SSL Inspection> Policy for SSL Decryption> Do Not Inspect Sessions to these Hosts.

If the Issue Persists, Collect the following information

- HTTP Header Capture:
  - https://help.zscaler.com/zia/how-do-i-capture-http-headers-google-chrome
  - https://help.zscaler.com/zia/how-do-i-capture-http-headers-mozilla-firefox
- Wireshark Capture:
  - https://www.wireshark.org/download.html
- Open Support ticket for further review.

URL Blocked due to incorrect categorization in Zscaler URL Database

Users will be provided with a block page which provides the blocked URL, Category it is identified in, link to review the category.

- Submit recategorization review from the website: https://sitereview.zscaler.com/

  - This will be reviewed within 2 hours of request submission; the category will be rectified accordingly.

  - The submitter will not be notified if the changes are accepted or declined.

  - https://help.zscaler.com/zia/using-zscaler-site-review-lookup-urls

- Open a support ticket with the screenshot of the block page to be reviewed by the Zscaler Categorization Team.

  Workaround for temporary access:

- Create a custom URL category: Whitelist URLs

  o https://help.zscaler.com/zia/how-do-i-add-custom-url-categories

- Create a URL Filtering policy(Rule1) to allow the custom category to be used by the user.

  o https://help.zscaler.com/zia/how-do-i-configure-url-filtering-policy

URL Blocked due to incorrect categorization in Zscaler Security Database

3. Users will be provided with a block page which provides the blocked URL, Security Category it is identified in.

   How to Resolve:

   Open a support ticket and attach a screenshot of the block page to be reviewed by the Zscaler Security Team.

   Workaround for Temporary Access:

   Add the URL of URL path under the security exemptions list:

   https://help.zscaler.com/zia/how-do-i-configure-security-exceptions-advanced-threat-protection

Troubleshooting

Data Collection for Troubleshooting

Open a support ticket for further review of the issues after collecting the below mentioned data:

- Zscaler Application Logs in Debug Mode.
- Screenshot of the error seen.
- Also collect HTTP header capture and Wireshark capture, this will provide us more insights(optional).

Troubleshooting Zscaler App (Windows)

Following are further details about the Troubleshoot menu features of the Windows version of the Zscaler App.
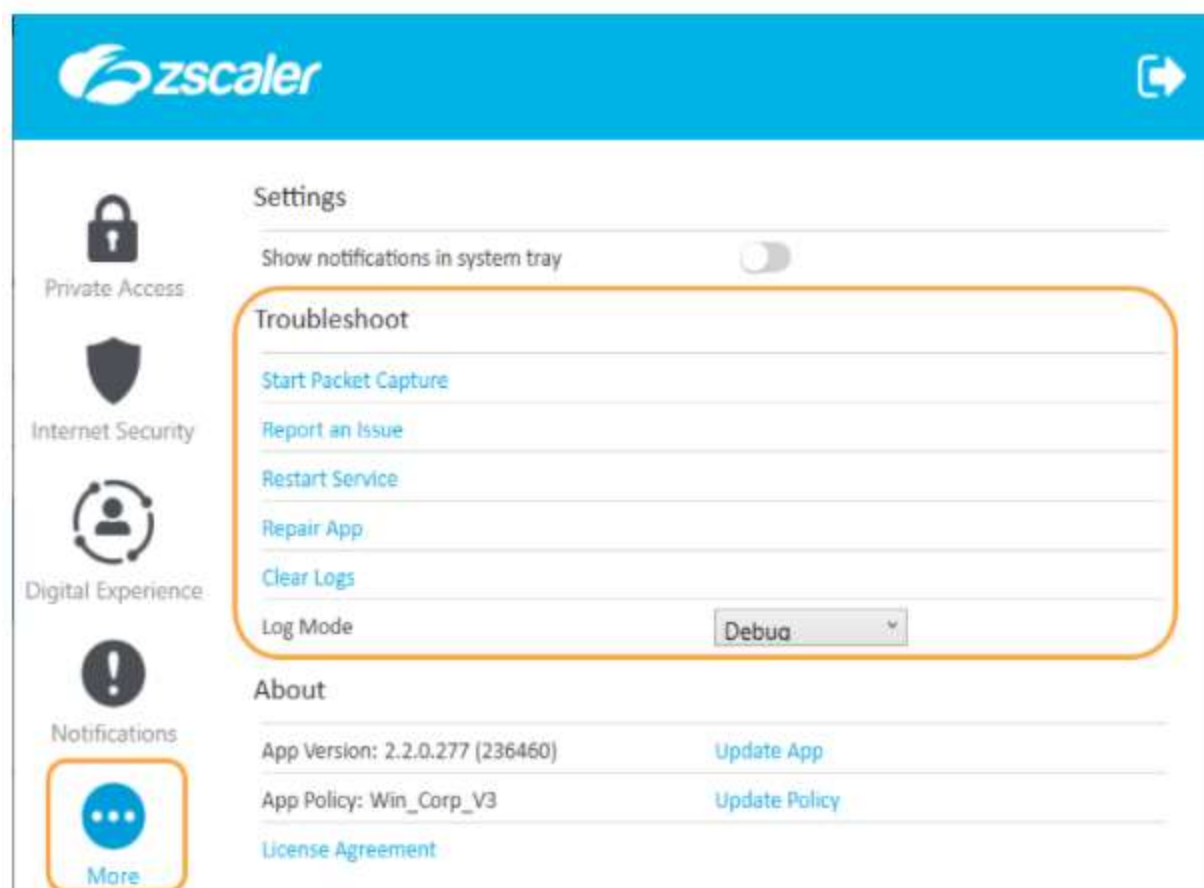
- **Start Packet Capture:** If your organization's admin enabled packet captures, you can use this feature when reproducing an issue. To learn more, see Using the Start Packet Capture Option.
- **Report an Issue:** If your organization's admin enabled in-app support access, you can use this feature to report an issue. When you submit the form, depending on your organization's set up, Zscaler Client Connector can send an email to your organization's support admin or submit a ticket directly to Zscaler Support (your support admin will receive a copy of this ticket as well). After you submit the form, you will receive an email acknowledging the support request. For instructions on completing the form, see Reporting an Issue with Zscaler Client Connector for Windows.
- **Restart Service:** You can click to restart the app. Restarting does not impact security enforcement.
- **Repair App:** If you select this option, the app will attempt to repair itself by reinstalling app drivers and services. Zscaler recommends trying this option before reporting an issue.
- **Clear Logs:** You can clear stored logs.
- **Log Mode:** You can change the mode in which Zscaler Client Connector generates logs, but the change is effective for that connection session only. At the start of the next connection session, the app returns to the default log mode set by your organization. Below is a description of each log mode.
  - o **Error:** Logs only when the app encounters an error and functionality is affected.
  - o **Warn:** Logs when the app is functioning but is encountering potential issues, or logs when conditions for the Error log mode are met.
  - o **Info:** Logs general app activity, or logs when conditions for the Warn log mode are met.
  - o **Debug:** Logs all app activity that could assist Zscaler Support in debugging issues, or logs when conditions for the Info log mode are met.

Troubleshooting Zscaler App (macOS)

Following are further details about the Troubleshoot menu features of the macOS version of the Zscaler App.
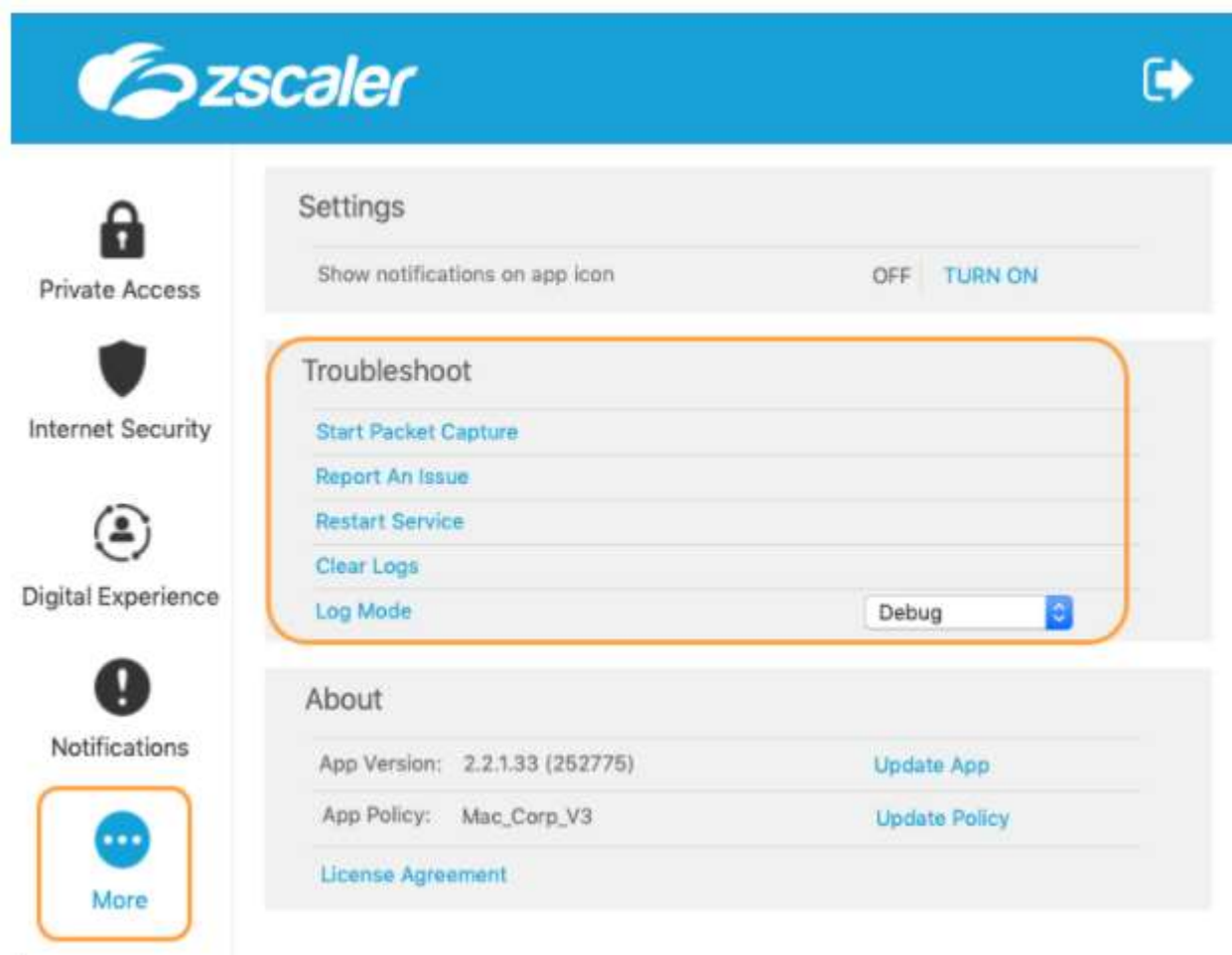
- **Start Packet Capture:** If your organization's admin enabled packet captures, you can use this feature when reproducing an issue. For instructions on using this option, see Using the Start Packet Capture Option.
- **Report an Issue**: If your organization's admin enabled in-app support access, you can use this feature to report an issue. When you submit the form, depending on your organization's set up, Zscaler Client Connector might send an email to your organization's support admin or submit a ticket directly to Zscaler Support (your support admin will receive a copy of this ticket as well). After you submit the form, you will receive an email acknowledging the support request. For instructions on completing the form, see Reporting an Issue with Zscaler Client Connector for macOS.
- **Restart Service**: You can click to restart the app. Restarting does not impact security enforcement.
- **Clear Logs**: You can clear stored logs.
- **Log Mode**: You can change the mode in which Zscaler Client Connector generates logs, but the change is effective for that connection session only. At the start of the next connection session, the app returns to the default log mode set by your organization. Below is a description of each log mode.

- o **Error**: Logs only when the app encounters an error and functionality is affected.
- o **Warn**: Logs when the app is functioning but is encountering potential issues, or logs when conditions for the Error log mode are met.
- o **Info**: Logs general app activity, or logs when conditions for the Warn log mode are met.
- o **Debug**: Logs all app activity that could assist Zscaler Support in debugging issues, or logs when conditions for the Info log mode are met.

Troubleshooting Zscaler App (Android)

Following are the **Troubleshoot** menu features of the Android version of the Zscaler Client Connector:
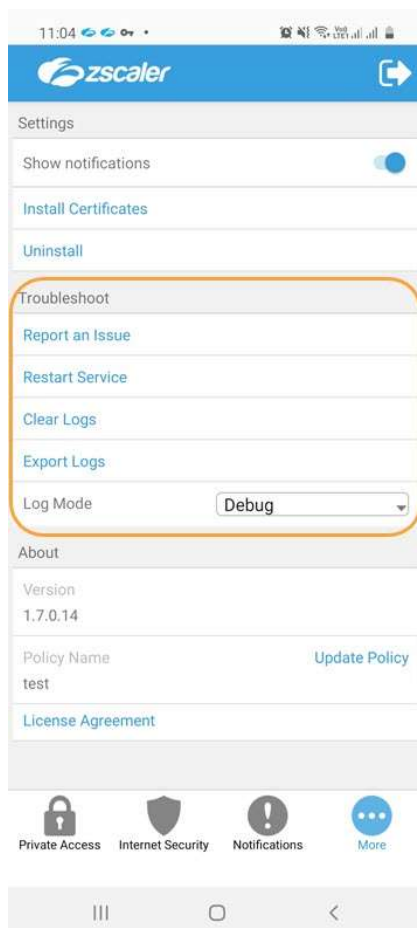
- **Report an Issue**: If your organization's admin enabled in-app support access, you can use this feature to report an issue. When you submit the form, depending on your organization's set-up, the app may either send an email to your organization's support admin or submit a

ticket directly to Zscaler Support (your support admin will receive a copy of this ticket as well). After you submit the form, you will receive an email acknowledging the support request. For instructions on completing the form, see Reporting an Issue with Zscaler Client Connector for Android.

- **Update Policy**: You can tap to manually refresh your web security policies and PAC file.
- **Restart Service**: You can tap to restart the app. Restarting does not impact security enforcement.
- **Clear Logs**: You can clear stored logs.
- **Export Logs**: You can export logs to a .enc file, then email that file to your organization's support admin.
- **Log Mode**: You can change the mode in which the app generates logs, but the change is effective for that connection session only. At the start of the next connection session, the app returns to the default log mode set by your organization. Below is a description of each log mode.
    - o **Error**: Logs only when the app encounters an error and functionality is affected.
    - o **Warn**: Logs when a) the app is functioning but is encountering potential issues or b) when conditions for the Error log mode are met.
    - o **Info**: Logs a) general app activity or b) when conditions for the Warn log mode are met.
    - o **Debug**: Logs a) all app activity that could assist Zscaler Support in debugging issues or b) when conditions for the info log mode are met.

Troubleshooting Zscaler App (iOS)

Following are the **Troubleshoot** menu features of the iOS version of the Zscaler Client Connector:
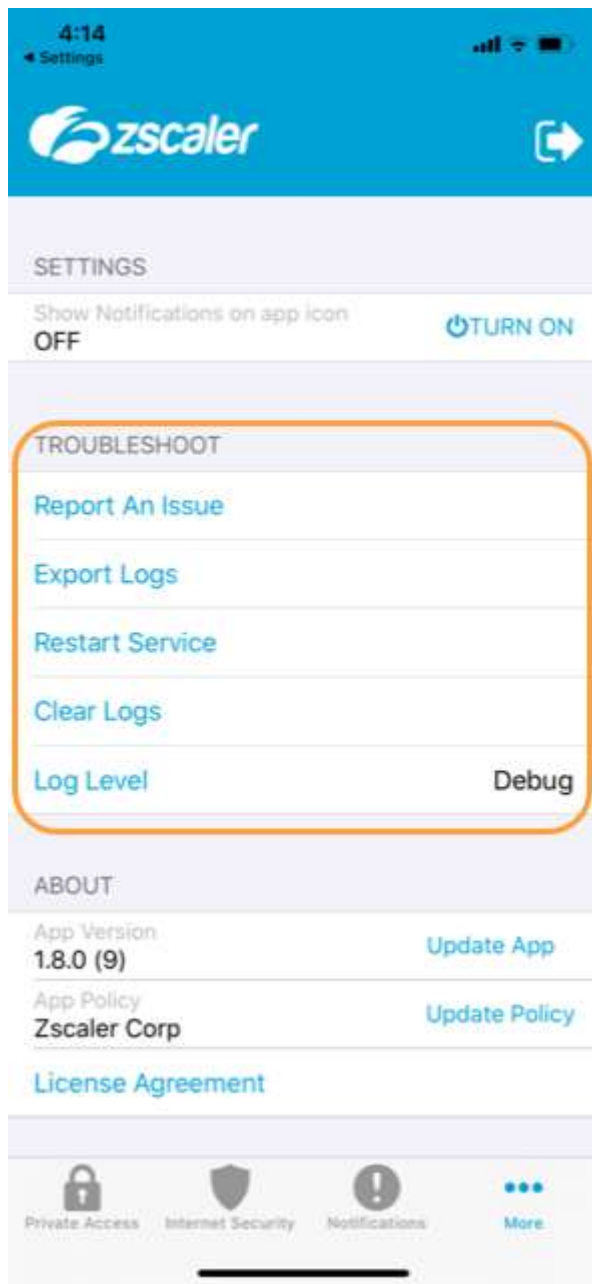
- **Report an Issue**: If your organization's admin enabled in-app support access, you can use this feature to report an issue. When you submit the form, depending on your organization's set-up, the app may either send an email to your organization's support admin or submit a ticket directly to Zscaler Support (your support admin will receive a copy of this ticket as well). After you submit the form, you will receive an email acknowledging the support request. For instructions on completing the form, see Reporting an Issue with Zscaler Client Connector for iOS.

- **Export Logs**: You can export logs to a .enc file, then email that file to your organization's support admin.
- **Restart Service**: You can tap to restart the app. Restarting does not impact security enforcement.
- **Clear Logs**: You can clear stored logs.
- **Log Level**: You can change the mode in which the app generates logs, but the change is effective for that connection session only. At the start of the next connection session, the app returns to the default log mode set by your organization. Below is a description of each log mode.
    o **Error**: Logs only when the app encounters an error and functionality is affected.
    o **Warn**: Logs when the app is functioning but is encountering potential issues or when conditions for the Error log mode are met.
    o **Info**: Logs general app activity or when conditions for the Warn log mode are met.
    o **Debug**: Logs all app activity that could assist Zscaler Support in debugging issues or when conditions for the info log mode are met.

Common Zscaler Client Connector Issues

Zscaler Client Connector Error Messages

Zscaler Client Connector (formerly Zscaler App or Z App) displays error messages in the **Status**.
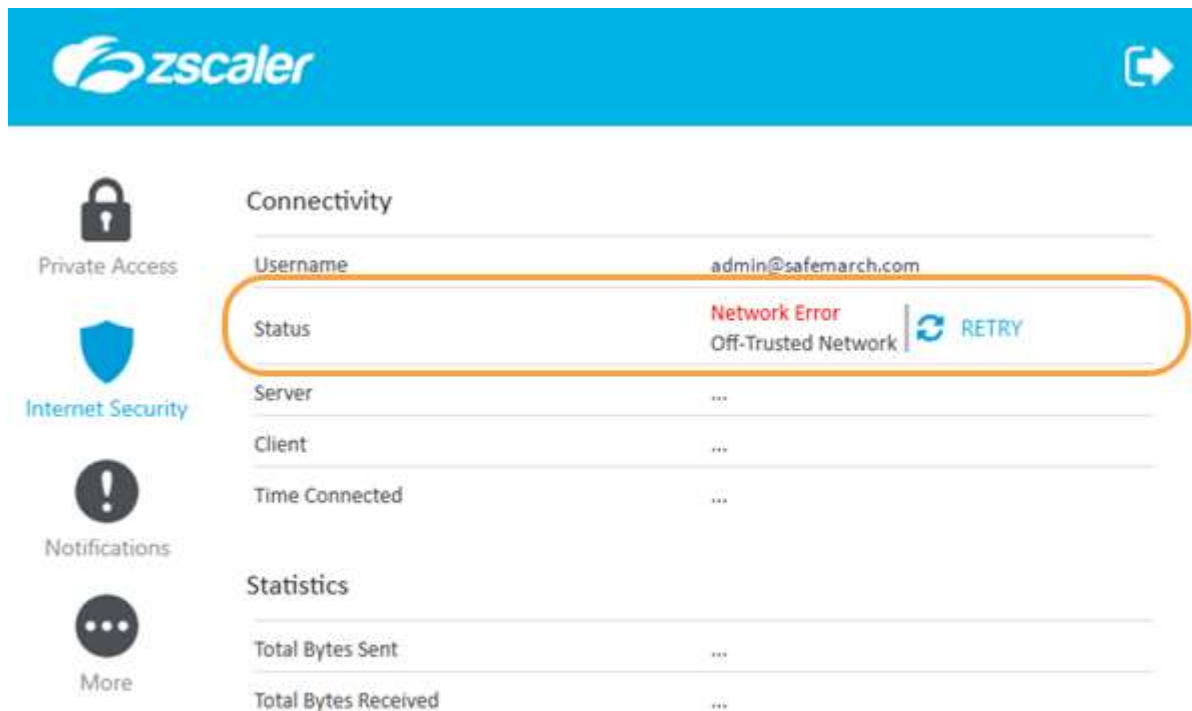
The table below provides a list of possible error messages, an explanation of the error, and the action users can take to resolve it.

Error Message	Explanation	Required Action
Intermediate Authentication Error	A tunnel authentication error has occurred because an intermediate proxy service has intercepted the app authentication request.	No action required.
Chaining Authentication Error	A tunnel authentication error has occurred due to proxy chaining.	No action required.
Authenticating...	A tunnel authentication error has occurred because the SME is waiting for user configuration.	No action required.
Network Error	No network interface can be detected.	Click **Retry** to resolve the error. The **Retry** option appears next to the **Status**. To learn more, contact Zscaler Support.

Internal Error	Internal socket problem has been detected.	Click **Retry** to resolve the error. The **Retry** option appears next to the **Status**. To learn more, contact Zscaler Support.
Connection Error	The ZIA Public Service Edge cannot be reached.	Click **Retry** to resolve the error. The **Retry** option appears next to the **Status**. To learn more, contact Zscaler Support.
Driver Error	A Windows driver installation issue has been detected, and the tunnel interface cannot be started.	In the **More** window, click **Repair App**. This option is available under the **Troubleshoot** menu. To learn more, contact Zscaler Support.
Local FW/AV Error	The device has a firewall or antivirus program blocking Zscaler Client Connector traffic.	Contact your administrator for any required configuration changes on the device. To learn more, contact Zscaler Support.
Trusted Network Detected	The device is connected to a trusted network.	No action required.
VPN Trusted Network	Zscaler Client Connector is in a fail-open state because a VPN connection taking all routes was detected.	No action required.
Captive Portal Detected	Zscaler Client Connector is in a fail-open state because Zscaler Client Connector detected a captive portal.	Click **Retry** and then resolve the captive portal. The **Retry** option appears next to the **Status**. If you don't resolve the captive portal in time, click **Retry** to try again. To learn more, contact Zscaler Support.
Captive Portal Error	The user has not resolved the captive portal within the time configured in the Zscaler Client Connector Portal. The error message disappears when the user reconnects.	Click **Retry** and then resolve the captive portal. The **Retry** option appears next to the **Status**. If you don't resolve the captive portal in time, click **Retry** to try again. To learn more, contact Zscaler Support.

Zscaler Client Connector Cloud Authentication Error Codes

Error Code	Error Message	Error Description	Resolution

-1	Failed to Initialize Authentication, PAC Download Failed.	This error occurs when the device fails to download the PAC file, which stops Zscaler Client Connector from authenticating the user.	Check network connectivity. It is likely that the device could not connect to the cloud when downloading the PAC file.
-2	Failed to Initialize Authentication, Invalid Custom PAC File.	This error occurs when the device downloads an invalid PAC file. For example, the format of the PAC file is incorrect.	Check the syntax of the arguments within the PAC file. To learn more, see Best Practices for Writing PAC Files.
-3	Failed to Initialize Authentication, VPN Detected.	This error occurs if Zscaler Client Connector detects an active VPN on the device.	Check the forwarding profile configuration.
-4	Failed to Initialize Authentication, Authentication Disabled.	This error occurs if your organization has not configured an authentication source.	Check the Authentication Profile configuration.
-5	Failed to Identify Authentication Service.	This error occurs if Zscaler Client Connector cannot determine the configured authentication type. For example, differentiating between a Hosted Database user or an Active Directory user.	Check the Authentication Profile configuration.
-6	Failed to Authenticate, Login Failed.	This error occurs when the user enters the incorrect credentials.	Verify if the user's credentials are correct.
-7	Zscaler Client Connector Error, Network Connection not Available.	This error occurs when Zscaler Client Connector cannot find an active network on the device.	Search for an active network. If the device is connected to a network, try connecting to another network.
-8	Zscaler Client Connector Error, Network Connection Failed.	This error occurs when Zscaler Client Connector is unable to connect to the cloud.	Check network connectivity. Go to ip.zscaler.com to check if you have connected to the Zscaler service. Go to ips.<your Zscaler cloud>.net and verify that the device can connect to the listed IP addresses. To learn how to find your cloud name, see What is my cloud name?
-9	Zscaler Client Connector Internal Error, Please Contact Administrator.	This is a generic error.	Export logs and contact Zscaler Support.
-10	Zscaler Client Connector Internal Error, Please Contact Administrator.	This is a generic error.	Export logs and contact Zscaler Support.
-11	Failed to Authenticate, Credentials are not Valid.	This error occurs when the user enters the incorrect credentials.	Verify the user's credentials.

Zscaler App Cloud Error Codes

Error Code	Error Message	Error Description	Resolution
1	Zscaler Client Connector Internal Error, Please Contact Administrator.	This is a generic error.	Export logs and contact Zscaler Support.
2	Zscaler Internet Security Authentication Error.	This authentication error occurs when the user's cookie is expired or is no longer valid.	Have the user reauthenticate to Zscaler Client Connector. If the issue persists, export logs and contact Zscaler Support.
3	Zscaler Internet Security Enrollment Version Error.	This error occurs when the device runs a version that is not supported by the cloud.	Upgrade to the latest version of Zscaler Client Connector.
4	Zscaler Internet Security Enrollment System Bad Timestamp Error, please check the system time and ensure that its accurate.	This error occurs when there is a time mismatch between the device and the server.	Check the system time and ensure that it is accurate.
5	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the device does not send its version to the cloud.	Export logs and contact Zscaler Support.
6	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the device does not send a timestamp to the server.	Export logs and contact Zscaler Support.
7	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
8	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the device does not send a cookie to the server.	Export logs and contact Zscaler Support.
9	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.

10	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
11	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
12	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the ZIA service is disabled for your organization. This error also occurs if your organization has not subscribed to Zscaler Client Connector license.	Export logs and contact Zscaler Support.
13	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when a device with an invalid device type connects to the cloud.	Export logs and contact Zscaler Support.
14	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
15	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
16	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the server is provided invalid device information.	Export logs and contact Zscaler Support.
17	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the server is provided invalid device information.	Export logs and contact Zscaler Support.
18	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the server is provided invalid device information.	Export logs and contact Zscaler Support.
19	Zscaler Client Connector Internal Error, Please Contact Administrator.	This is a generic error.	Export logs and contact Zscaler Support.
20	Zscaler Client Connector License not Subscribed.	This error occurs when a device tries to connect to the cloud using an organization that does not exist.	Export logs and contact Zscaler Support.

21	Zscaler Internet Security Enrollment Error - User has exceeded number of devices limit.	This error occurs when the user tries to enroll more than 16 devices under one username.	From the Zscaler Client Connector Portal, remove devices for that user. To learn more, see Removing a Device if I Reach the Number of Devices Limit
22	Zscaler Client Connector License not Subscribed.	This error occurs when the device attempts to connect to the cloud and your organization is not licensed or the status of your account is "Agreement Pending".	Export logs and contact Zscaler Support.
23	Zscaler Client Connector Internal Error, Please Contact Administrator.	This is a generic error.	Export logs and contact Zscaler Support.
24	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
25	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
26	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the server is provided invalid device information.	Export logs and contact Zscaler Support.
27	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when a device sends an invalid authentication token.	Have the user reauthenticate to Zscaler Client Connector. If the issue persists, export logs and contact Zscaler Support.
28	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when a device does not send an authentication token.	Have the user reauthenticate to Zscaler Client Connector. If the issue persists, export logs and contact Zscaler Support.
1000	Zscaler Client Connector License not Subscribed.	This error occurs when the device attempts to connect to the cloud and your	Export logs and contact Zscaler Support.

		organization is not licensed or the organization does not exist.	
1001	Zscaler Client Connector License not Subscribed.	This error occurs when the device attempts to connect to the cloud and your organization is not licensed or the organization does not exist.	Export logs and contact Zscaler Support.
1002	Failed to Authenticate, Credentials are not Valid.	This error occurs when the user enters the incorrect credentials.	Verify if the user's credentials are correct.
1003	Zscaler Client Connector Internal Error, Please Contact Administrator.	This is a generic error.	Export logs and contact Zscaler Support.
1004	Zscaler Client Connector Internal Error, Please Contact Administrator.	This is a generic error.	Export logs and contact Zscaler Support.
1005	IdP Authentication Failed, Please Contact Administrator.	This error occurs when the cloud receives an invalid SAML response.	Verify the SAML configuration and check the SAML process end-to-end.
1006	Zscaler Client Connector Internal Error, Please Contact Administrator	This is triggered when the cloud is unable to process the credentials provided.	Export logs and contact Zscaler Support.
1007	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered by the cloud servers.	Export logs and contact Zscaler Support.
1008	LDAP Authentication Failed, Please Contact Administrator.	This error occurs when the Zscaler Authentication Bridge (ZAB) is not connected.	Verify the LDAP configuration and ensure network connectivity.
1009	LDAP Authentication Failed, Please Contact Administrator.	This is an internal error.	Verify the LDAP configuration and ensure network connectivity.
1010	Zscaler Client Connector Internal Error, Please Contact Administrator	This error is triggered when the cloud is unable to process the credentials provided by the user.	Verify the LDAP configuration and ensure that the credentials entered by the user are valid.

1011	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error is triggered when the cloud is unable to process the credentials provided by the user.	Verify the LDAP configuration and ensure that the credentials entered by the user are valid.
1012	Failed to Authenticate, please try again.	This error occurs when user information cannot be found.	Verify the user's credentials.
1013	LDAP Authentication Failed, Please Contact Administrator.	This error occurs when the user is not found or has been deleted.	Verify the LDAP configuration and ensure network connectivity.
1014	LDAP Authentication Failed, Please Contact Administrator.	This error occurs when LDAP services are down for the organization.	Verify the LDAP configuration and ensure network connectivity.
1015	LDAP Authentication Failed, Please Contact Administrator.	This error occurs when the Central Authority (CA) is not ready to authenticate.	Verify the LDAP configuration and ensure network connectivity.
1016	LDAP Authentication Failed, Please Contact Administrator.	This error is triggered when the cloud fails to communicate with LDAP.	Verify the LDAP configuration and ensure network connectivity.
1017	LDAP Authentication Failed, Please Contact Administrator.	This error is triggered when the cloud fails to communicate with LDAP.	Verify the LDAP configuration and ensure network connectivity.
1018	LDAP Authentication Failed, Please Contact Administrator.	This error is triggered when the cloud fails to communicate with LDAP.	Verify the LDAP configuration and ensure network connectivity.
1019	Failed to Authenticate, Credentials are not Valid.	This error occurs when the user enters the incorrect credentials.	Verify the user's credentials.

Zscaler App Portal Error Codes

/ ZSCALER CONFIDENTIAL INFORMATION

Error Code	Error Message	Error Description	Resolution
3005	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the device sends an invalid request.	Ensure that the version of Zscaler Client Connector is current. Check that traffic is not being modified between the device and the server.
3006	Zscaler Client Connector Error, User Password is not Valid.	This error occurs when the user enters a password that does not match the username.	Check if the configuration of the Authentication Profile is correct. Verify that the user is entering the correct password.
3007	Zscaler Client Connector Error, User Name is not Valid.	This error occurs when the user enters a username that cannot be found.	Verify that the user is entering the correct password. Verify that the user exists in the user authentication source.
3008	Zscaler Client Connector Error, User is not Logged-in.	This error occurs when the user attempts to log out of Zscaler Client Connector and the app does not have a record of a logged in user.	Have the user exit Zscaler Client Connector and attempt to log in again.
3009	Zscaler Client Connector Error, Password has Expired.	This error occurs when the user's password has expired.	Reset the password for the user and check the password expiry setting of the Authentication Profile.
3010	Zscaler Client Connector Error, Password is not Valid.	This error occurs when the user attempts to change the password and enters the old password incorrectly.	Verify that the user is entering the old password correctly or reset the password for the user.
3011	Zscaler Client Connector Error, User not Subscribed to Zscaler Service.	This error occurs when the device attempts to connect to the cloud and your organization is not licensed.	Export logs and contact Zscaler Support.
3012	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the device attempts to connect to the cloud and sends an invalid device identifier that does not match any enrolled device.	Have the user reauthenticate to Zscaler Client Connector.
3013	Zscaler Client Connector Error, Device is not Registered.	This error occurs if the user attempts to connect from a device that is not available in the Zscaler Client Connector Portal.	Have the user reauthenticate to Zscaler Client Connector with the device.
3014	Zscaler Client Connector Error, Service Subscription has Expired.	This error occurs when your organization license has expired.	Contact Zscaler Support.
3015	Zscaler Client Connector Error, Provided Password is not Strong Enough.	This error occurs when the user tries to change the password and the entered password does not meet the password strength requirements.	Have the user enter a more secure password or reset the password for the user.

			Check the password strength settings of the Authentication Profile.
3016	Zscaler Client Connector Error, PAC Url is not Valid.	This error occurs when an invalid PAC file URL is specified in the forwarding profile.	Verify that the PAC file URL entered in the forwarding profile is correct and resolves to a PAC file.
3017	Zscaler Client Connector Error, PAC File is not Valid.	This error occurs when an invalid PAC file is specified in the forwarding profile.	Check the syntax of the arguments within the PAC file. To learn more, see Best Practices For Writing PAC Files.
3018	Zscaler Client Connector Error, Already Subscribed to Zscaler Service.	This error is triggered on the cloud when attempting to create a new domain that already exists.	Contact Zscaler Support.
3019	Zscaler Client Connector Error, Profile Name Already in Use.	This error occurs when attempting to create an app profile with the same name as an existing app profile.	Change the name of the new app profile or remove the existing app profile.
3020	Zscaler Client Connector Error, Invalid PAC File URL.	This error occurs when an invalid PAC file URL is specified in the forwarding profile.	Verify that the PAC file URL entered in the forwarding profile is correct and resolves to a PAC file.
3021	Zscaler Client Connector Error, Invalid PAC File Content	This error occurs when an invalid PAC file is specified in the forwarding profile.	Check the syntax of the arguments within the PAC file. To learn more, see Best Practices For Writing PAC Files.
3022	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the device tries to retrieve an updated profile and already has the latest profile.	Ignore this error.
3023	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs if the device attempts to download the policy and the download fails. This error also occurs for admins browsing the forwarding profile or app profiles pages.	Attempt to update the policy from the device again.
3024	Zscaler Client Connector Error, Device not Supported.	This error occurs if the connecting device is not a recognized and supported platform. This error also occurs if a supported platform attempts to connect as a different platform. For example, a Windows device attempting to connect as a macOS one.	Ensure that the user is running the correct and current version of Zscaler Client Connector.
3025	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when the device attempts to update its policy with a policy that no longer exists.	Download the policy again. If this fails, log out and reauthenticate to Zscaler Client Connector.

3026	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs if the session expires while the device downloads a policy. If the download is interrupted and then resumes, it might not be completed.	Ensure the device has connectivity, then update the policy again.
3027	Zscaler Client Connector Internal Error, Please Contact Administrator.	This error occurs when an iOS device sends an invalid push notification token.	Have the user reauthenticate to Zscaler Client Connector. If this fails, reinstall Zscaler Client Connector.
3049	Failed to register with Zscaler Private Access.	This error occurs when the device attempts to register for ZPA and during the certificate signing process, the signing fails.	This error is followed by a more specific ZPA authentication error code. To learn more, see Zscaler Client Connector: ZPA Authentication Errors.
3050	Failed to deregister with Zscaler Private Access.	This error occurs when removing or deregistering a device from the ZPA Portal and the cloud fails to remove it.	This error is followed by a more specific ZPA authentication error code. To learn more, see Zscaler Client Connector: ZPA Authentication Errors.
3051	Invalid Device.	This error occurs when an iOS or Android device attempts to connect to a macOS or Windows endpoint.	Ensure that the version of Zscaler Client Connector is current.
3054	Failed to Deregister Device.	This error occurs if the user logs out of the device or the admin removes a device and the cloud fails to remove it.	Export logs and contact Zscaler Support.
3071	Zscaler Client Connector was unable to enroll at this time. It will automatically retry in 12 seconds. Failed to register with service.	This error occurs when too many requests are logged into the server. The retry time interval value is dynamic and may vary depending on the Mobile Admin's load.	Have the user try logging in again after the retry limit is reached.

Report an Issue Error Codes

Error Code	Error Message	Error Description	Resolution
8790	Failed to report an issue	This is a generic error.	Export logs and contact Zscaler Support.
8791	Failed to report an issue	This error occurs when the user tries to report an issue and has not entered a username in the **Name** field of the form.	Export logs and contact Zscaler Support.

8792	Failed to report an issue	This error occurs when the user tries to report an issue and has entered a username in the **Name** field of the form that is too long.	Export logs and contact Zscaler Support.
8793	Failed to report an issue	This error occurs when the user tries to report an issue and has not provided a destination email address.	Export logs and contact Zscaler Support.
8794	Failed to report an issue	This error occurs when the user tries to report an issue and has provided an email address that is too long.	Export logs and contact Zscaler Support.
8795	Failed to report an issue	This error occurs when the user tries to report an issue and has not provided a subject.	Export logs and contact Zscaler Support.
8796	Failed to report an issue	This error occurs when the user tries to report an issue and has provided a subject that is too long.	Export logs and contact Zscaler Support.
8797	Failed to report an issue	This error occurs when the user tries to report an issue and the list of email addresses in the **CC** field of the form is too long.	Export logs and contact Zscaler Support.
8798	Failed to report an issue	This error occurs when the user tries to report an issue and enters a message in the **Comments** field of the form that is too long.	Export logs and contact Zscaler Support.
8799	Failed to report an issue	This error occurs when the user tries to report an issue and the internal field for the **Problem** field is too long.	Export logs and contact Zscaler Support.
8800	Failed to report an issue	This error occurs when the user tries to report an issue and the value for the **Priority** field is too long.	Export logs and contact Zscaler Support.
8801	Failed to report an issue	This error occurs when the user tries to report an issue and the internal value for the account type is too long.	Export logs and contact Zscaler Support.
8802	Failed to report an issue	This error occurs when the user tries to report an issue and the internally generated ticket ID number is too long.	Export logs and contact Zscaler Support.
8803	Failed to report an issue	This error occurs when the user tries to report an issue and the internal organization identifier is too long.	Export logs and contact Zscaler Support.
8804	Failed to report an issue	This error occurs when the user tries to report an issue and the internally provided email address for the admin is too long.	Export logs and contact Zscaler Support.
8805	Failed to report an issue	This error occurs when the user tries to report an issue and there is no log file to attach.	Export logs and contact Zscaler Support.
8806	Failed to report an issue	This error occurs when the user tries to report an issue and no log file is present in the submission.	Export logs and contact Zscaler Support.
8807	Failed to report an issue	This error occurs when the user tries to report an issue and an invalid log file is attached.	Export logs and contact Zscaler Support.
8808	Failed to report an issue	This error occurs when the user tries to report an issue and the size of the specified log file is too large.	Export logs and contact Zscaler Support.
8809	Failed to report an issue	This error occurs when the user tries to report an issue and the cloud responds with an invalid response.	Export logs and contact Zscaler Support.

8810	Failed to report an issue	This error occurs when the user tries to report an issue and the internal value for the application version is too long.	Export logs and contact Zscaler Support.

Additional Helpful Links

[Zscaler Client Connector : Windows Registry Keys](#)
[Zscaler Client Connector: ZPA Authentication Errors](#)
[Removing a Device if I Reach the Number of Devices Limit](#)
[About Zscaler Analyzer](#)
[Measuring the Performance of the Zscaler Service](#)