**Overview**

Language.

Pathfinders

|  |  |  |
| --- | --- | --- |
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ZDX Operationalization (EDU-310)

ZDX Overview

* ZDX score

Navigation ZDX Admin portal

Troubleshooting Poor Wifi

End user device root causes, high cpu

Troubleshooting

Slow dns response

Slow network router (hop)

Call quality

Troubleshooting device startup and software reliability issues with MS Integration

Cloud applications monitoring

Configure alerts and deep tracing

Best practices for operational ZDX

Client connector sends data up to TPG and then to ZDX Analytics (produces charts of user interface) (slide 1)

If all client connectors are probing applications, will that be a problem?

* On a large scale, this was remedied by having the clients ping the ZDX, and once a minute, Zscaler sends out a probe instead of multiple probes by users.

ZDX gathers info every 5 minutes, historically for 2 weeks. (slide 2)

The data is per user but can be aggregated by location, application to pinpoint issue

ZDX deep tracing gets you results at around 5 minutes

Can the inventory dashboard show when the last time is an app is used

Zscaler uses Probe

If we know the ip we can see the rest of the info (ZIA)

ZPA – user has private address on a public egress, going through hops to get to ZPA, and ZPA sends it back through an app connector

Longest hops are in orange, does not mean it is bad

ZPA Leg abstracts need a web probe

Single client connecter can only handle 30 probes, probes can be configured but 30 probes is the limit.

Slides 35 and 34 are the same data, different view

Probes – with 30 probes, per user, per device, with Zscaler. We determine which applications should always have probes, (priorities) and limit how many probes are dedicated per applications, to get full testing data.