Slide 1 - Troubleshooting ZIA

Slide notes

Welcome to this training module on some of the common issues seen when troubleshooting ZIA.

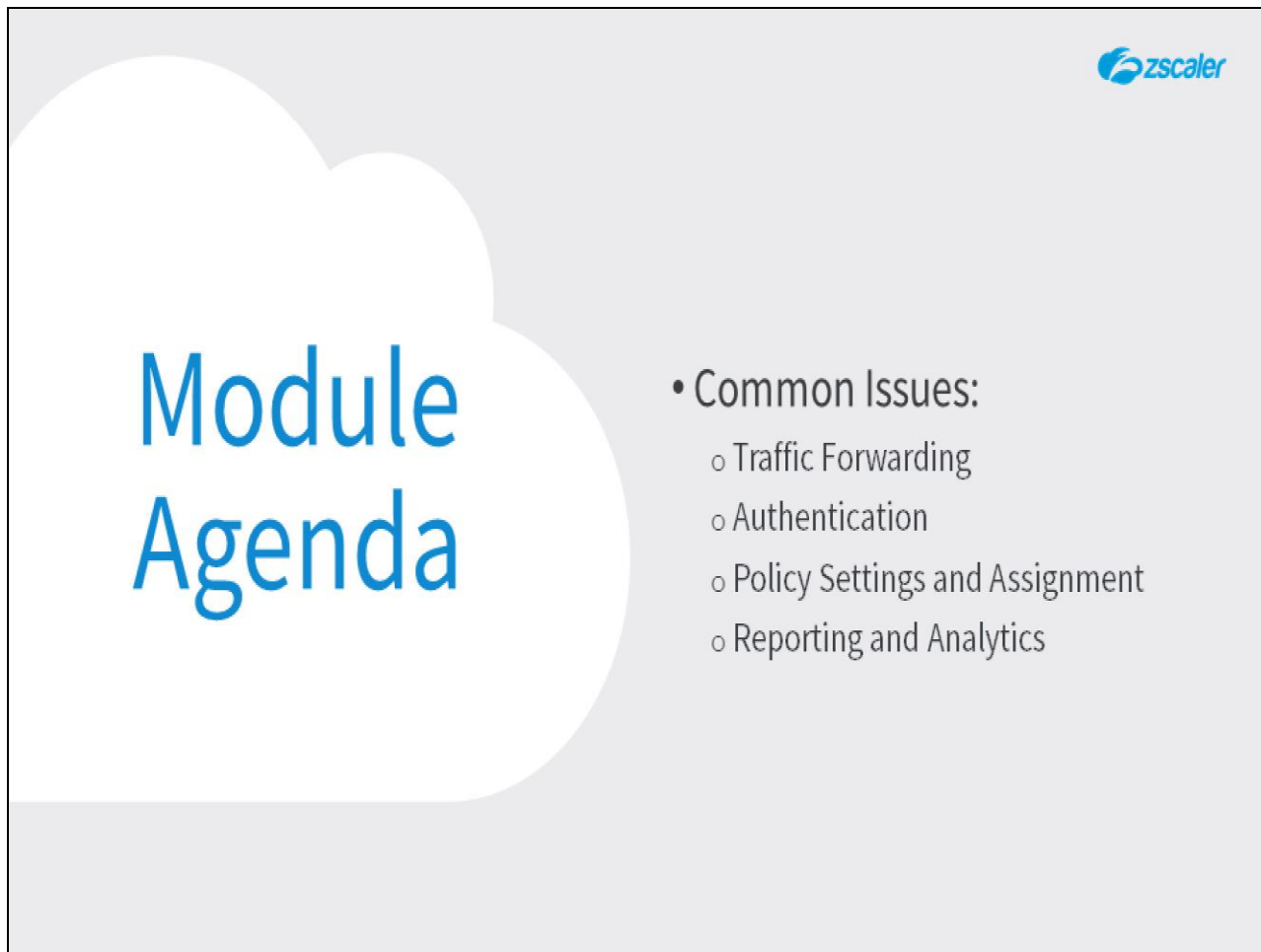**Slide 2 - Navigating the eLearning Module**

Slide notes

Here is a quick guide to navigating this module. There are various controls for playback including **play** and **pause**, **previous**, and **next** slide.

You can also mute the audio or enable Closed Captioning which will cause a transcript of the module to be displayed on the screen. Finally, you can click the **X** button at the top to exit.

Slide 3 - Module Agenda

Slide notes

In this module, we will look at common issues with: Traffic forwarding, authentication; the setting and assignment of policy; and with the reporting and analytics environment.

Slide 4 - Common Issues – Traffic Forwarding
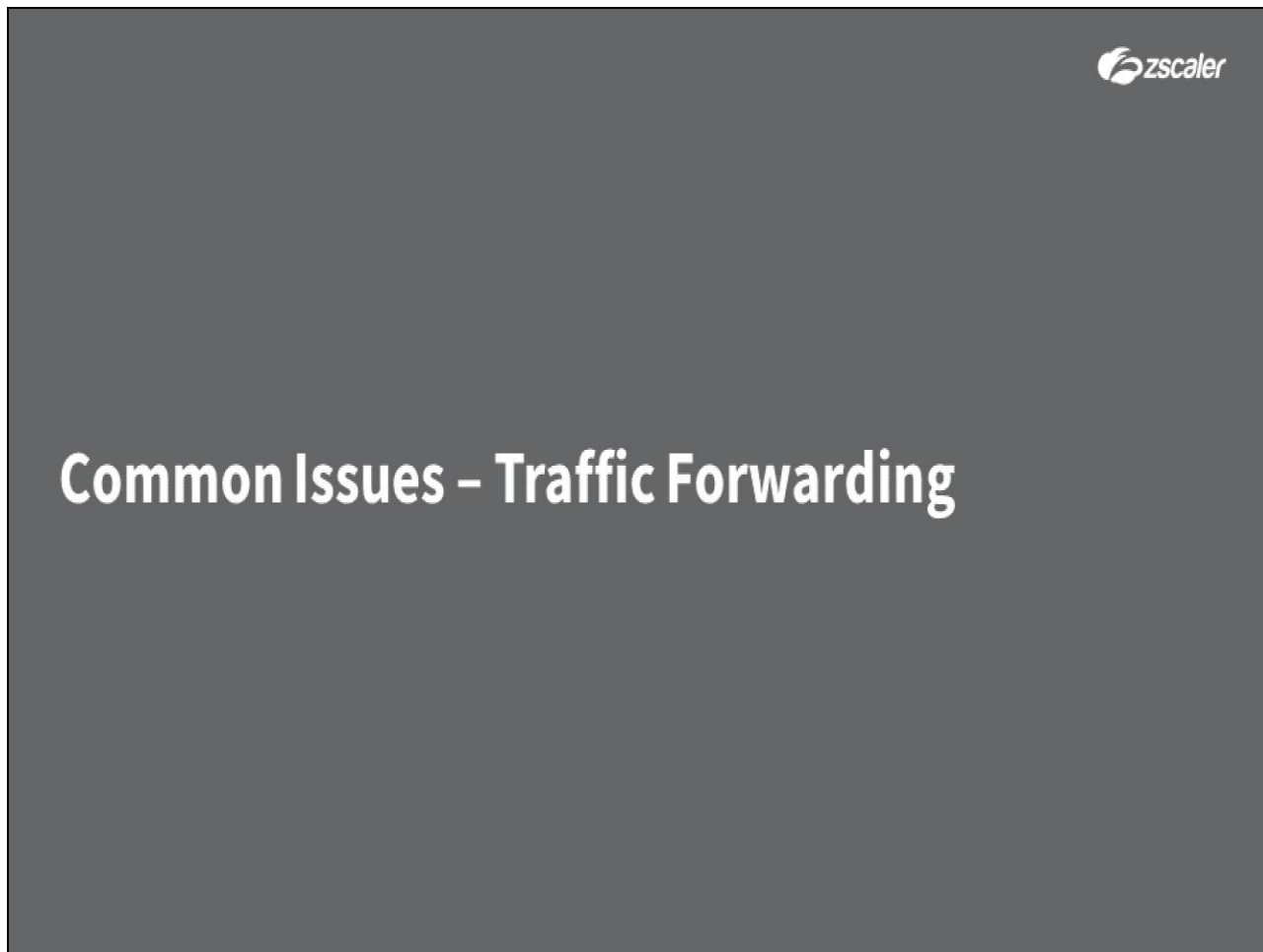
Slide notes

In the first section, we will look at some commonly reported issues with the forwarding of traffic to Zscaler.

Slide 5 - Common Issues – Traffic Forwarding

Common Issues – Traffic Forwarding
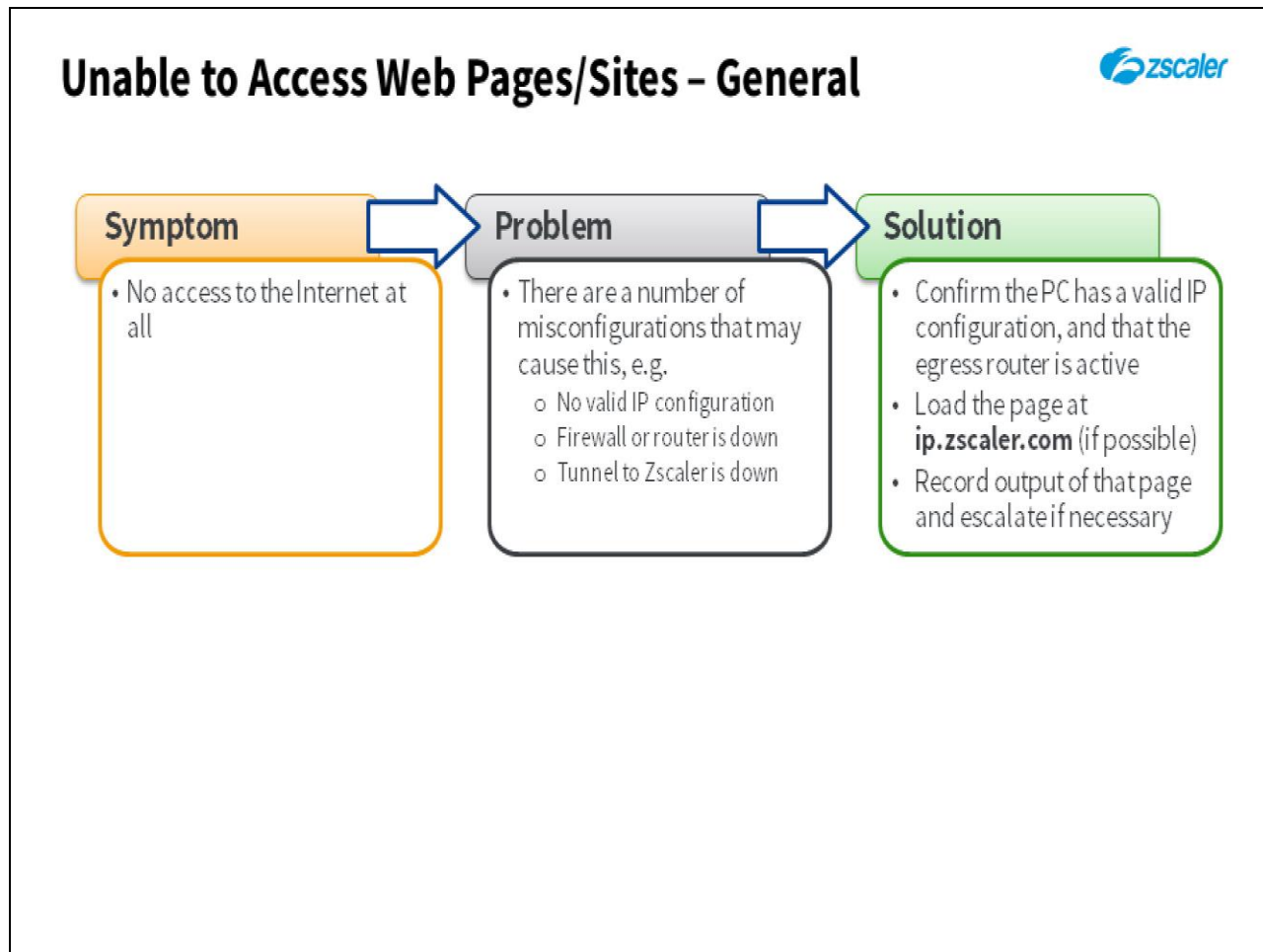
zscaler

1. Unable to Access Web Pages/Sites – General

2. Unable to Access Web Pages/Sites – Zscaler Client Connector

Slide notes

For traffic forwarding, we will look at issues in two main areas: The inability to access Web pages in general; the inability to access Web pages for Zscaler Client Connector users.

**Slide 6 - Unable to Access Web Pages/Sites – General**

Slide notes

Firstly, we will talk about common issues where a user is unable to access Web pages or sites.

Symptom: The end user has no access to The Internet at all.

Problem: There are a number of misconfigurations that may cause this, e.g. the client machine has no valid IP configuration, a Firewall or router device is down, or a tunnel to Zscaler is inactive.

Solution: Confirm the PC has a valid IP configuration, and that the egress router is active. Load the page at **ip.zscaler.com** (if possible). Record output of that page and escalate if necessary.

Slide 7 - Unable to Access Web Pages/Sites – General
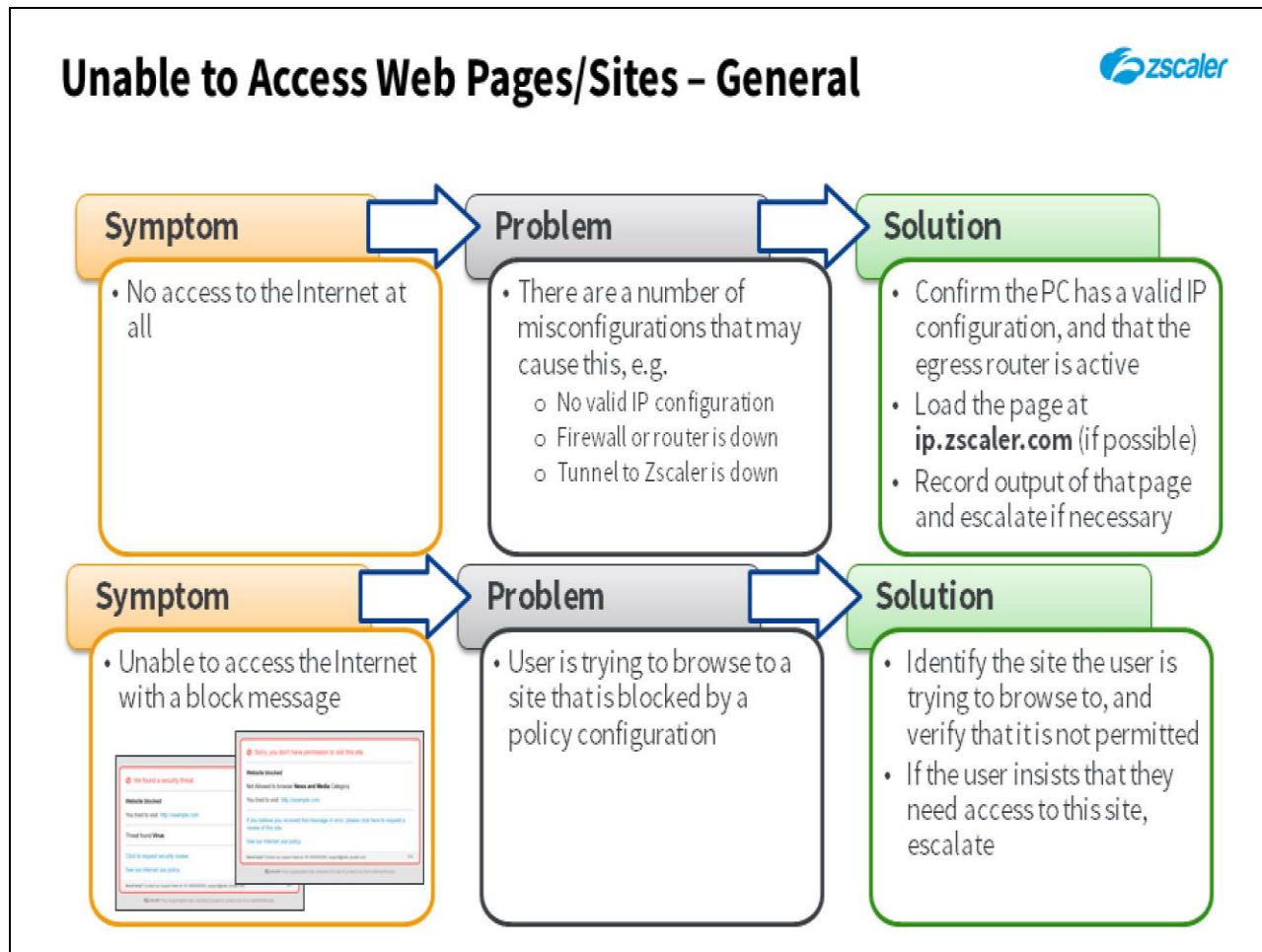
Slide notes

Another common issue, is where users are able to access The Internet in general, but there are some sites that cannot be reached, and a Zscaler block notification message is seen instead.
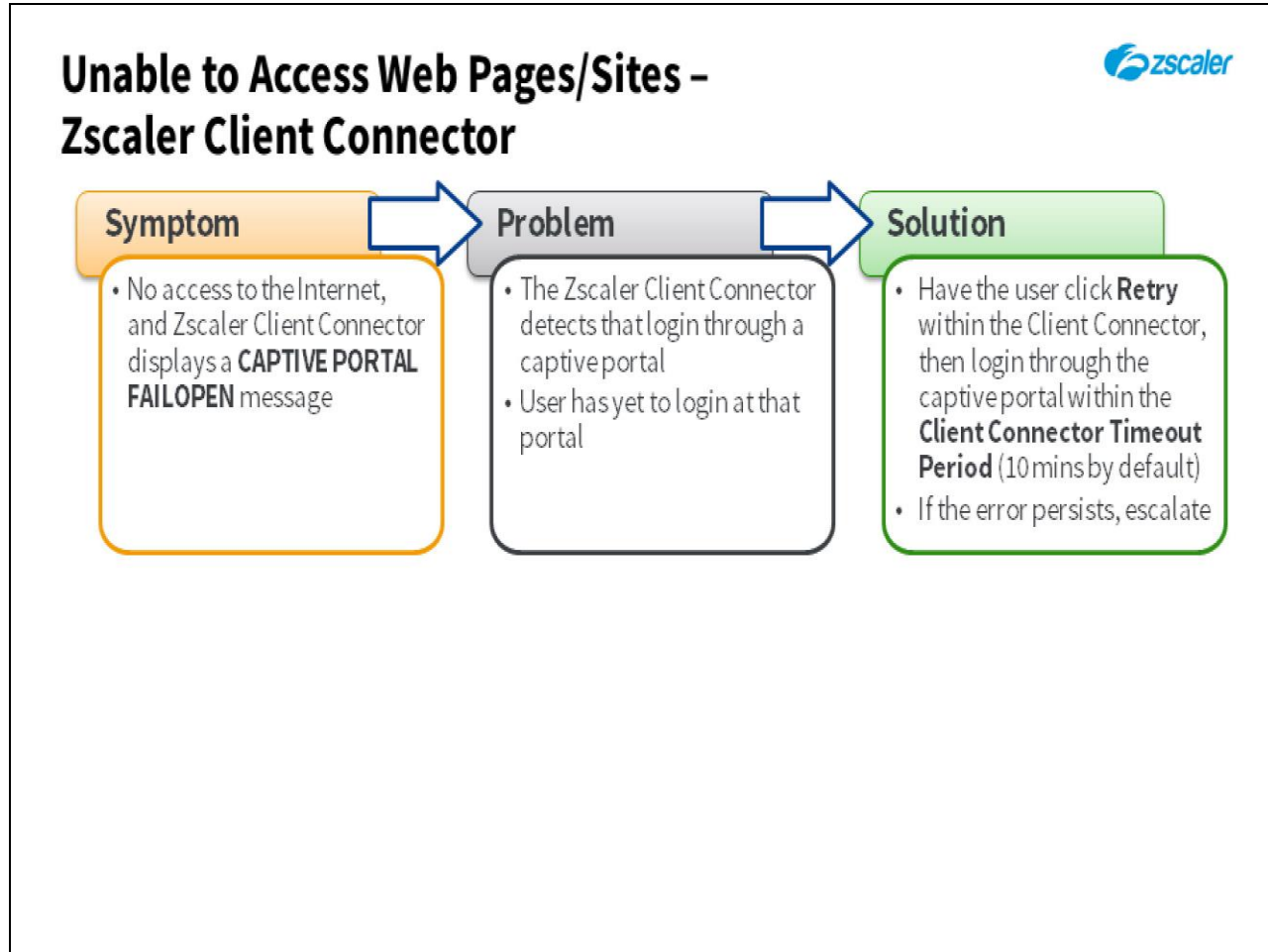
Symptom: The end user is unable to access an Internet site, and receives a block message.

Problem: These messages result from the user trying to browse to a site that is blocked by a policy configuration.

Solution: Identify the site the user is trying to browse to, and verify that it is not permitted. If the user insists that they need access to this site, then you should escalate to someone with the ability and authority to update the Policy.

Slide 8 - Unable to Access Web Pages/Sites –

Zscaler Client Connector

Slide notes

Next, we will look at common issues with Zscaler Client Connector users who are unable to access Web pages or sites.
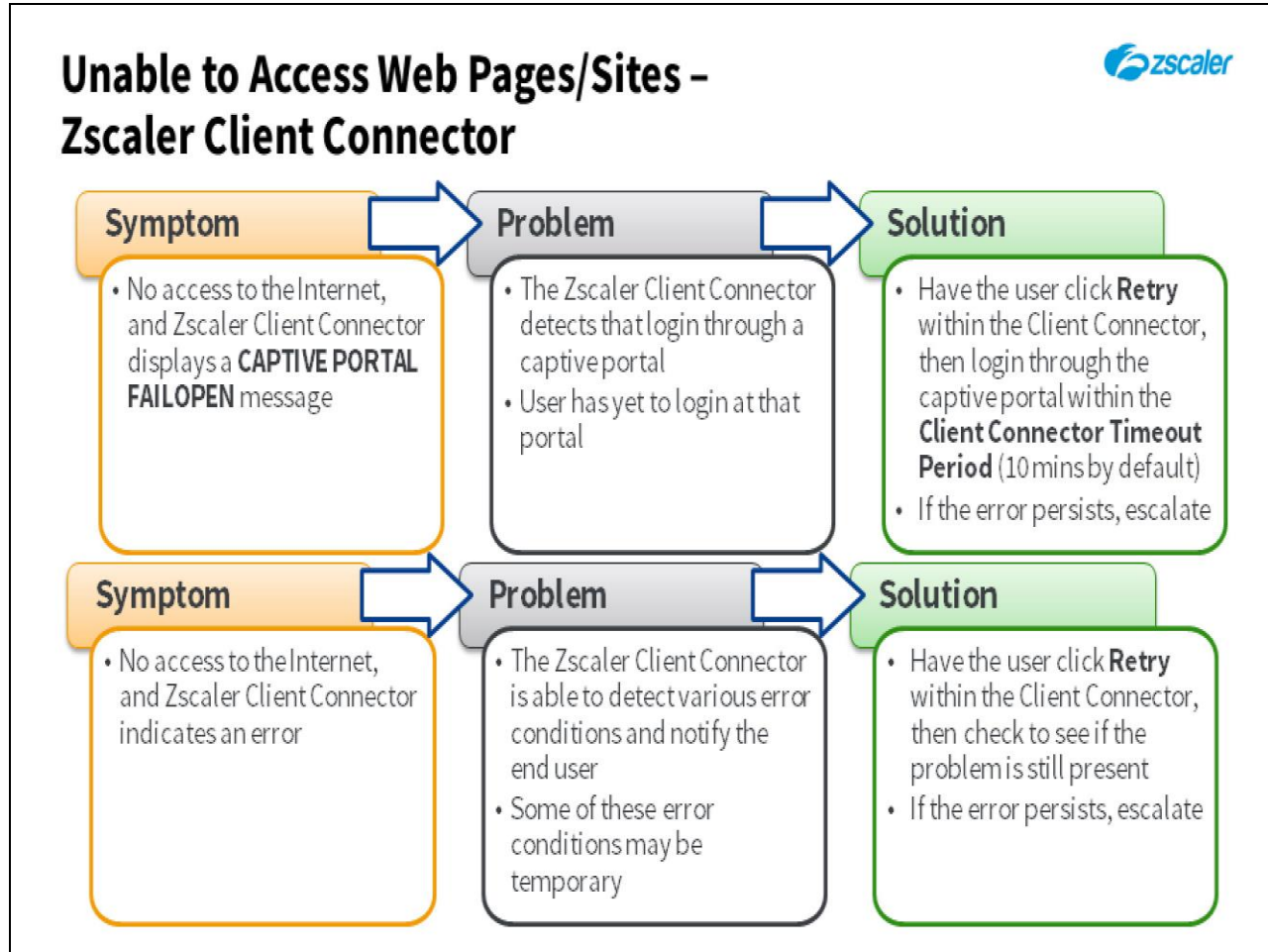
Symptom: The end user has no access to The Internet, and the Zscaler Client Connector displays a 'CAPTIVE PORTAL FAILOPEN' message.

Problem: The Zscaler Client Connector has detected that login through a captive portal is required before accessing The Internet, but the user has yet to login at that portal. For example, they are connecting at a Hotspot that requires login, or acceptance of an AUP before accessing The Internet.

Solution: Have the user click 'Retry' within the Client Connector , then login through the captive portal within the Client Connector timeout period (10 mins by default). If the error persists, then you probably need to escalate the issue.

Slide 9 - Unable to Access Web Pages/Sites –

Zscaler Client Connector

Slide notes

The Zscaler Client Connector may on occasion indicate some other error message.

Symptom: The end user has no access to The Internet, and the Zscaler Client Connector indicates an error.

Problem: The Zscaler Client Connector is able to detect various error conditions and notify the end user. Some of these error conditions may be temporary.

Solution: Have the user click 'Retry' within the Client Connector, then check to see if the problem is still present. If the error persists, then you probably need to escalate.

Slide 10 - Error Codes – Zscaler Client Connector
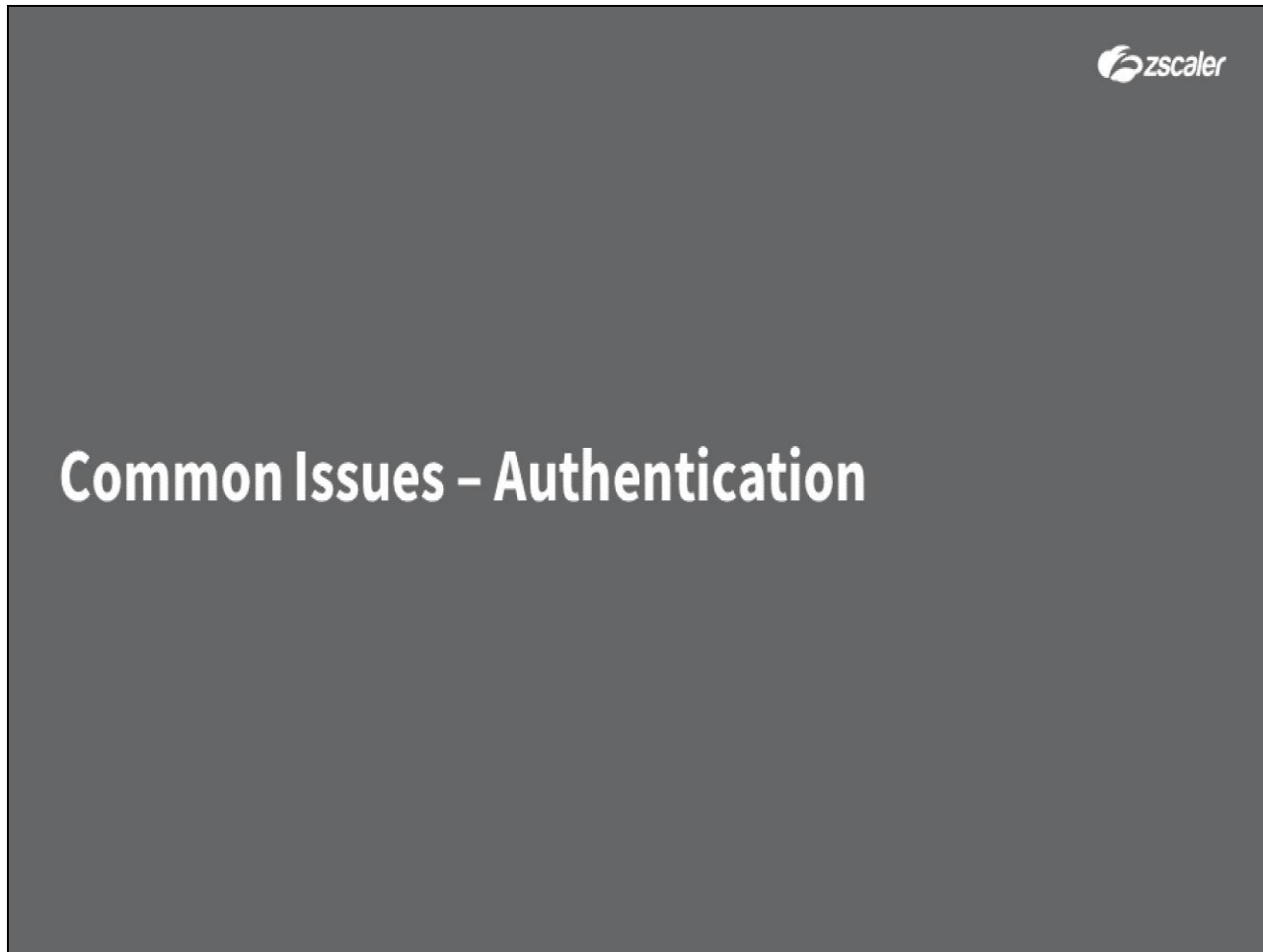

Slide notes

For a complete list of Client Connector-related error codes, check out the URL listed here.

Slide 11 - Common Issues – Authentication

Slide notes

In the next section, we will look at some commonly reported issues when users are authenticating to Zscaler.

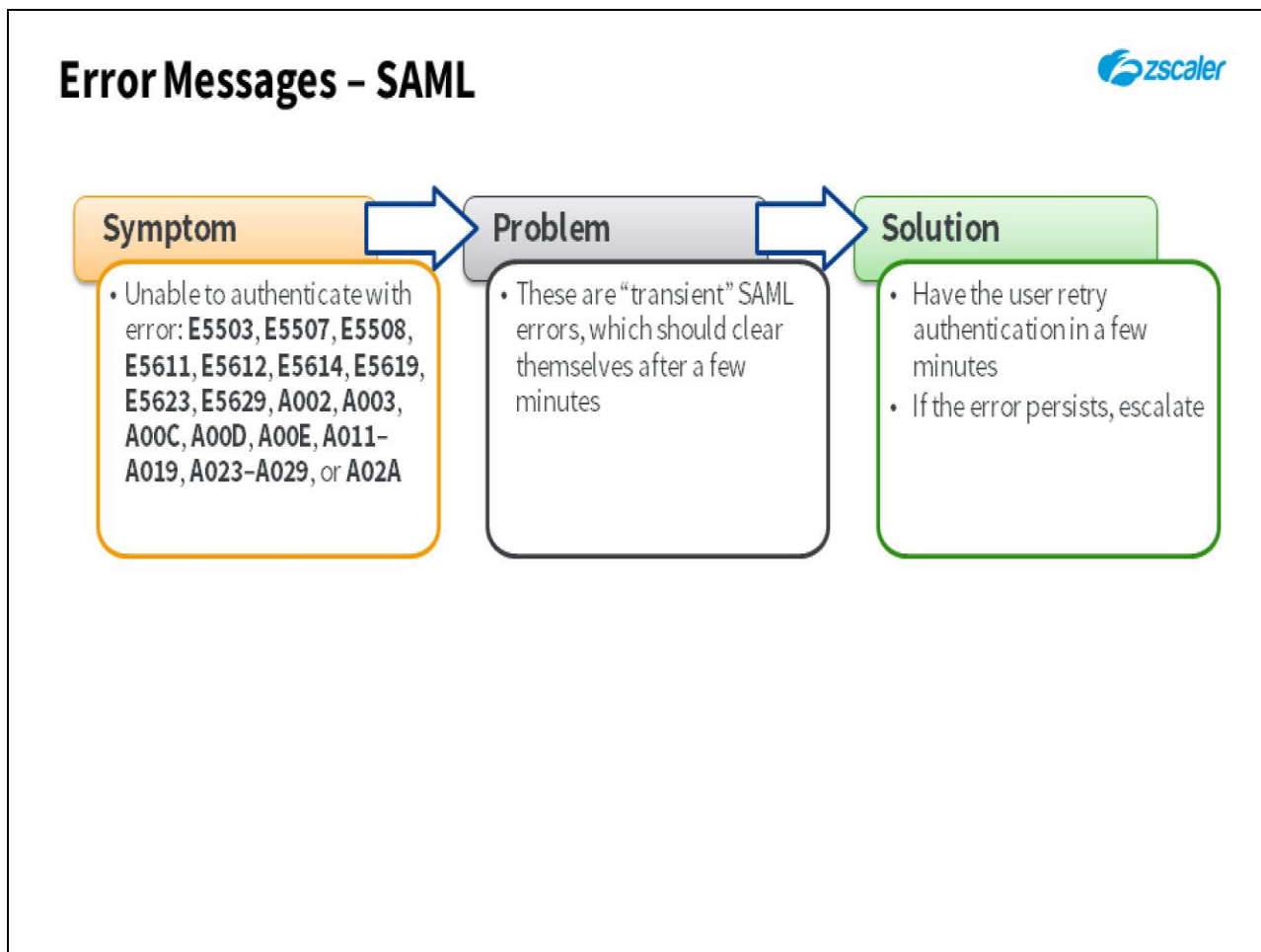**Slide 12 - Common Issues – Authentication**

Slide notes

We will look at issues in three main areas: SAML authentication; LDAP authentication; and Kerberos authentication.

We will generally display a user-friendly error message on an authentication failure. The applicable correct error code is also displayed, to allow you to look-up the precise problem.

You should note that, authentication issues for Internet Access can occur on the first-time connection of the end user to The Internet through Zscaler, or if an administrator forces the user to re-authenticate.

This can occur regardless of how they are connecting, whether: from an office location through a tunnel; or from outside the office using a PAC file, or the Zscaler Client Connector.

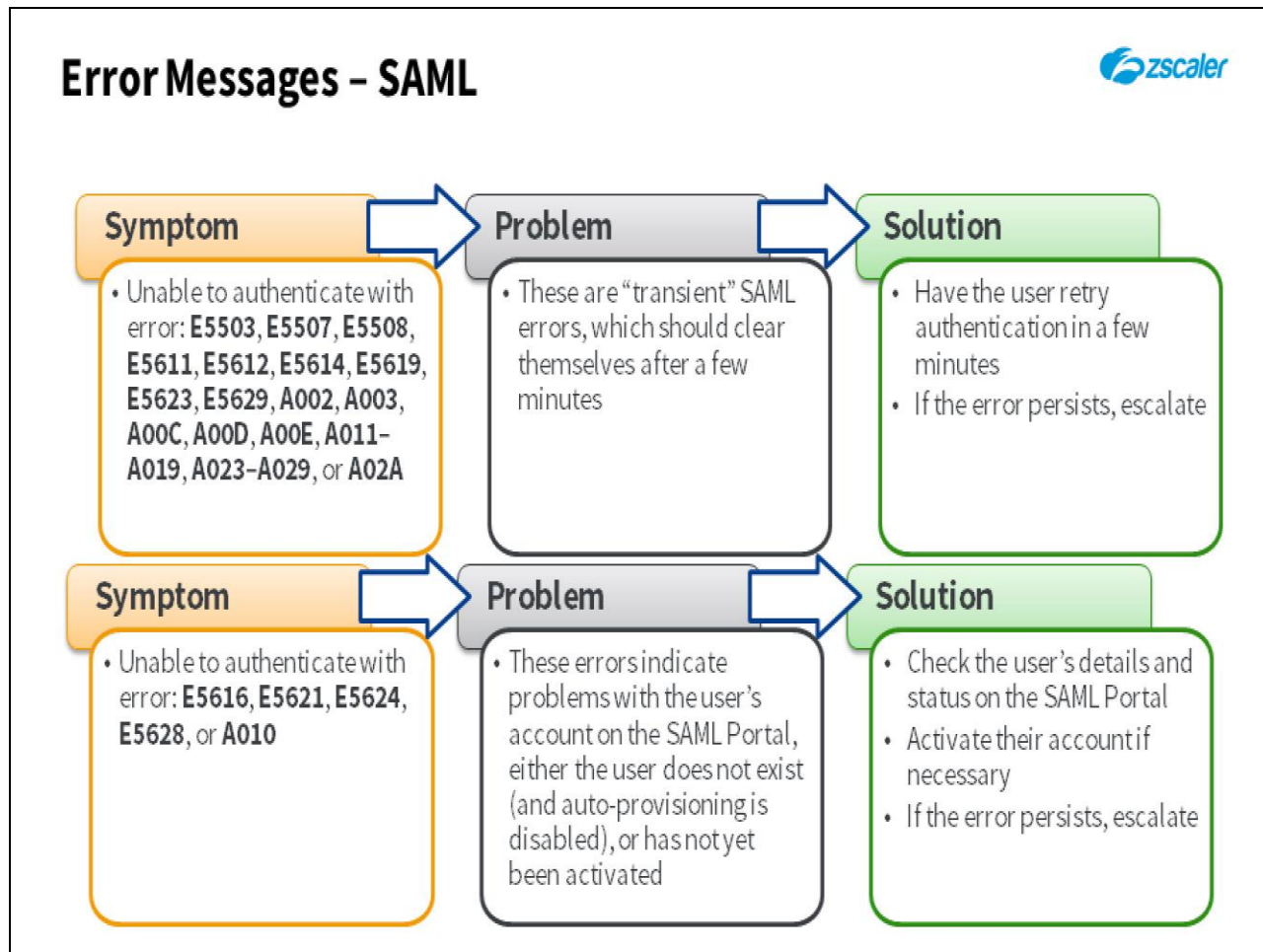**Slide 13 - Error Messages – SAML**

Slide notes

Firstly, we will look at some common issues with SAML authentication.

Symptom: The end user is unable to authenticate, and sees one of the error messages listed here.

Problem: These are 'transient' SAML errors, which should clear themselves after a few minutes.

Solution: Have the user retry authentication in a few minutes. If the error persists, then you should escalate.

Slide 14 - Error Messages – SAML
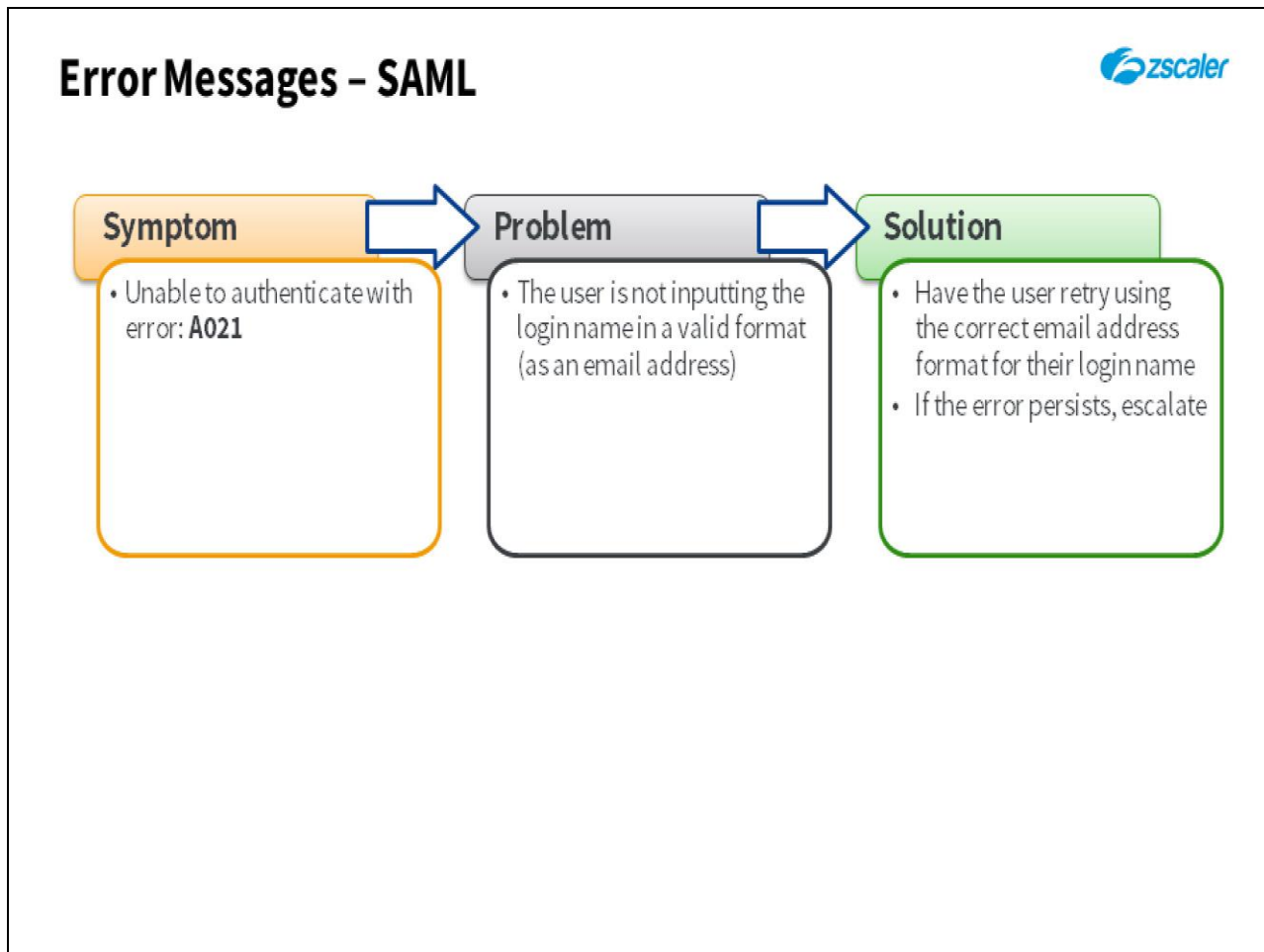

Slide notes

The next issue we will look at, involves problems with the end user's account.

Symptom: The end user is unable to authenticate, and sees one of the error messages listed here.

Problem: These errors indicate problems with the user's account on the SAML Portal, either the user does not exist (and auto-provisioning is disabled), or has not yet been activated.

Solution: Check the user's details and status on the SAML Portal, and activate their account if necessary. If the error persists, then you should escalate.

Slide 15 - Error Messages – SAML

Slide notes

The last SAML problem we will look at, involves the user name format that a user enters.

Symptom: The end user is unable to authenticate, and sees an A021 error.

Problem: The user is not inputting the login name in a valid format (as an email address).

Solution: Have the user retry using the correct email address format for their login name. If the error persists, then escalate.

Slide 16 - Error Messages – SAML

Slide notes

For a complete list of SAML error codes and more information on common authentication issues, check out the URL listed here.

Slide 17 - Error Messages – LDAP
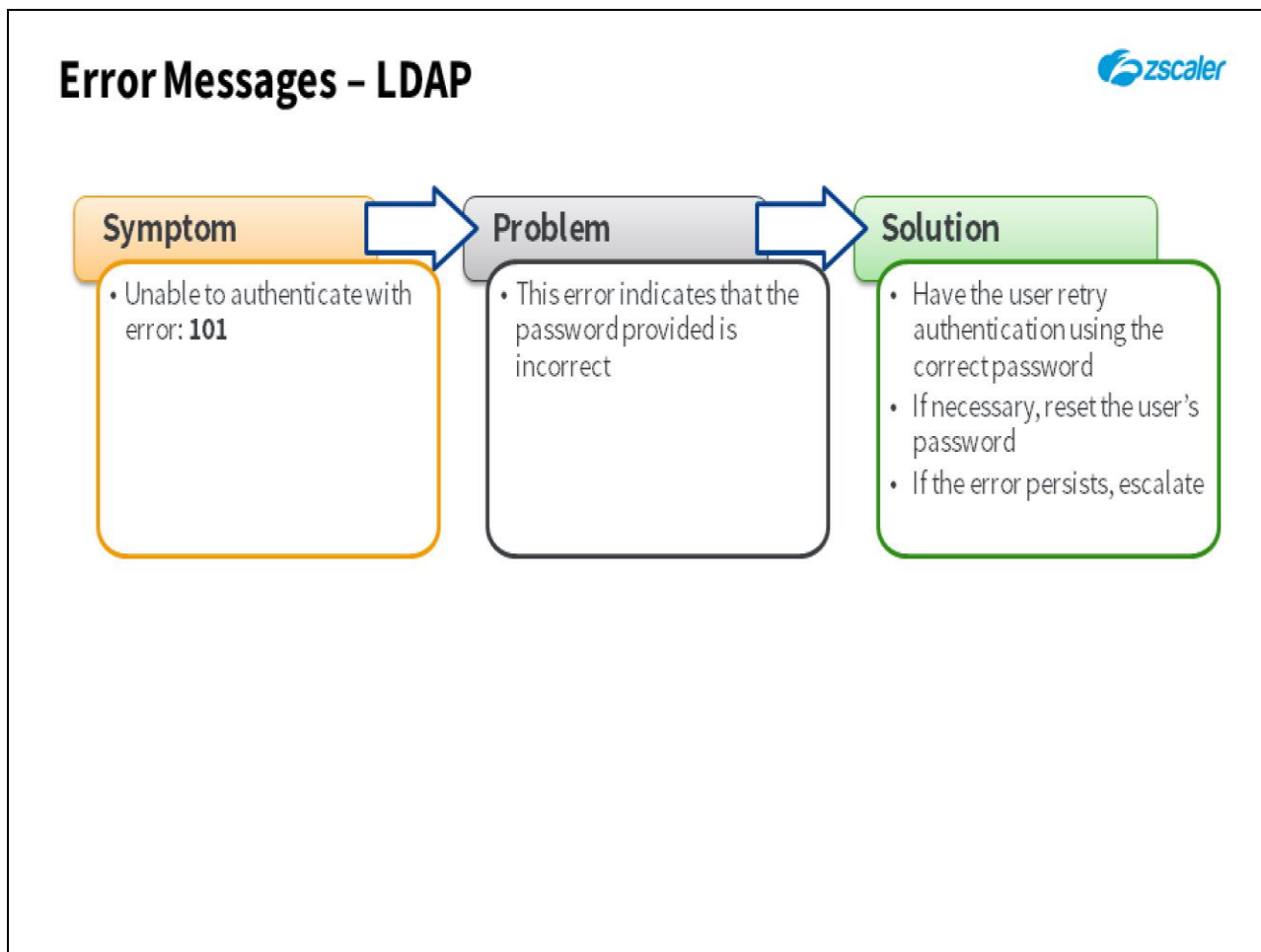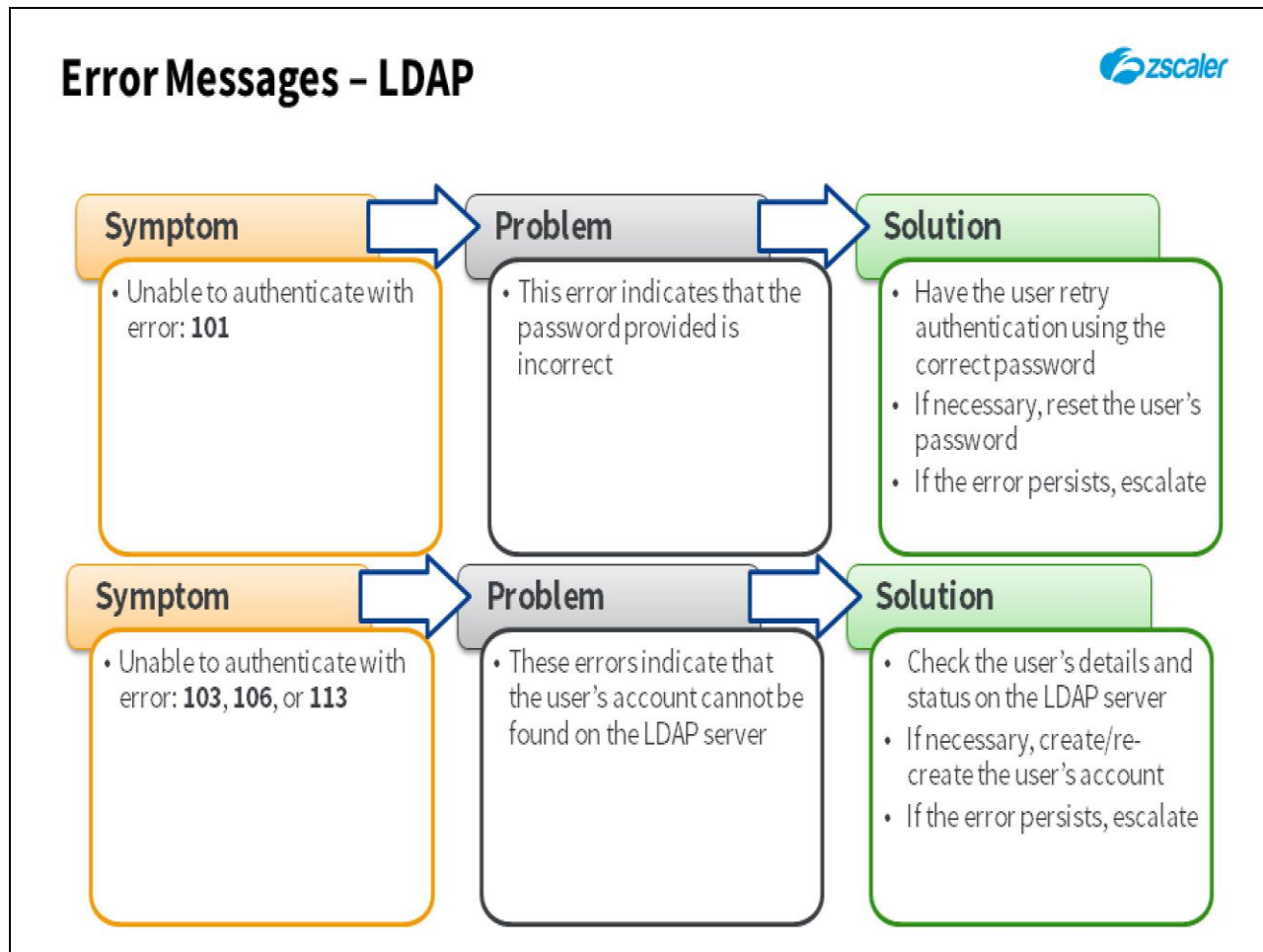

Slide notes

Next, we will look at some common issues with LDAP authentication.

Symptom: The end user is unable to authenticate, and sees a 101 error.

Problem: This error indicates that the password provided is incorrect.

Solution: Have the user retry authentication using the correct password. If necessary, reset the user's password. If the error persists, escalate.

Slide 18 - Error Messages – LDAP
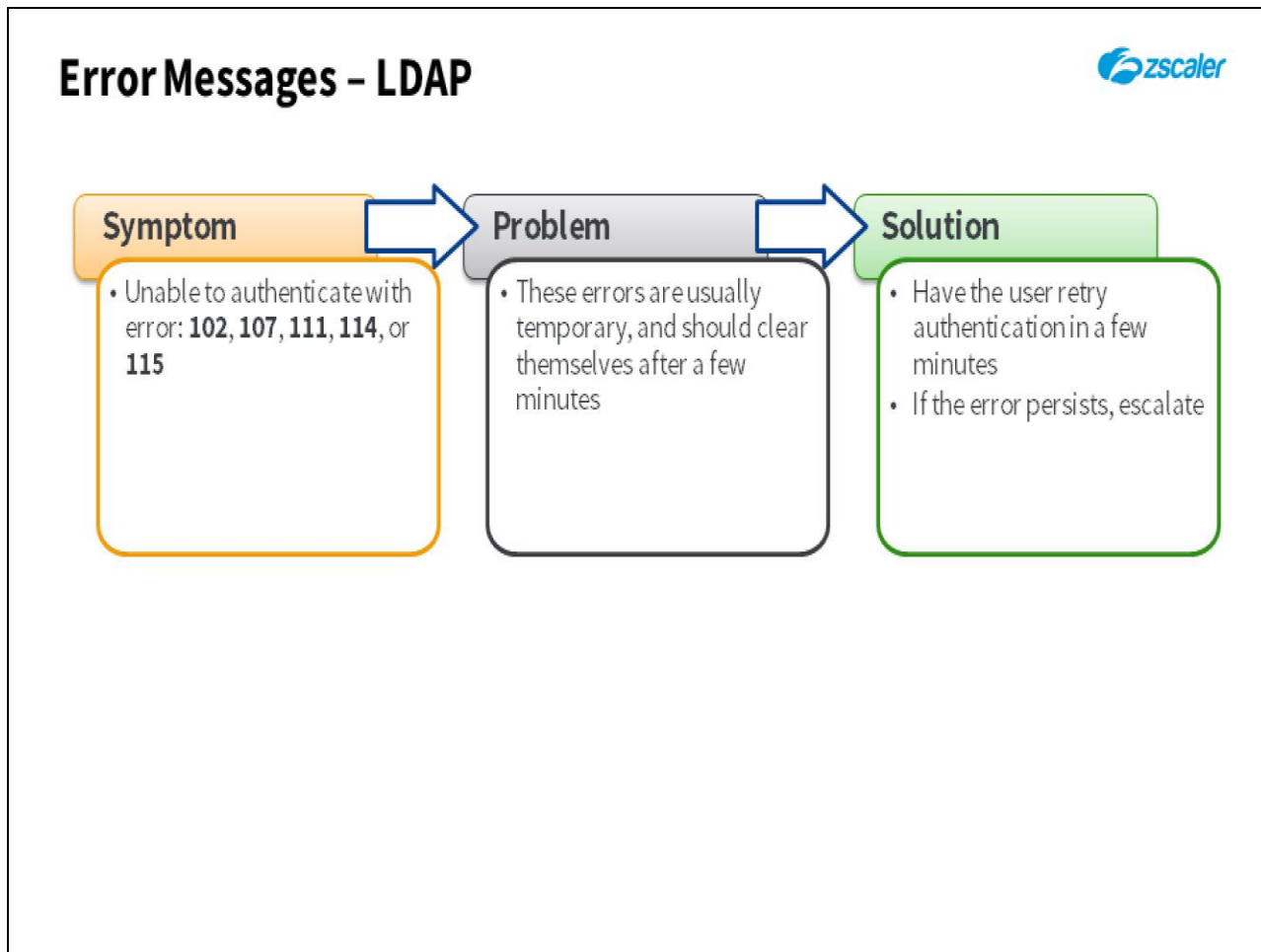

Slide notes

The next issue relates to account problems on the LDAP server.

Symptom: The end user is unable to authenticate, and sees one of the error messages listed here.

Problem: These errors indicate that the user's account cannot be found on the LDAP server.

Solution: Check the user's details and status on the LDAP server. If necessary, create/re-create the user's account. If the error persists, escalate.

Slide 19 - Error Messages – LDAP

Slide notes

The last LDAP issue we will look at, are some possible temporary conditions.

Symptom: The end user is unable to authenticate, and sees one of the error messages listed here.

Problem: These errors are usually temporary, and should clear themselves after a few minutes.

Solution: Have the user retry authentication in a few minutes. If the error persists, escalate.

Slide 20 - Error Messages – LDAP

Slide notes

For a complete list of LDAP/AD error codes and more information on common authentication issues, check out the URL listed here.

Slide 21 - Error Messages – Kerberos
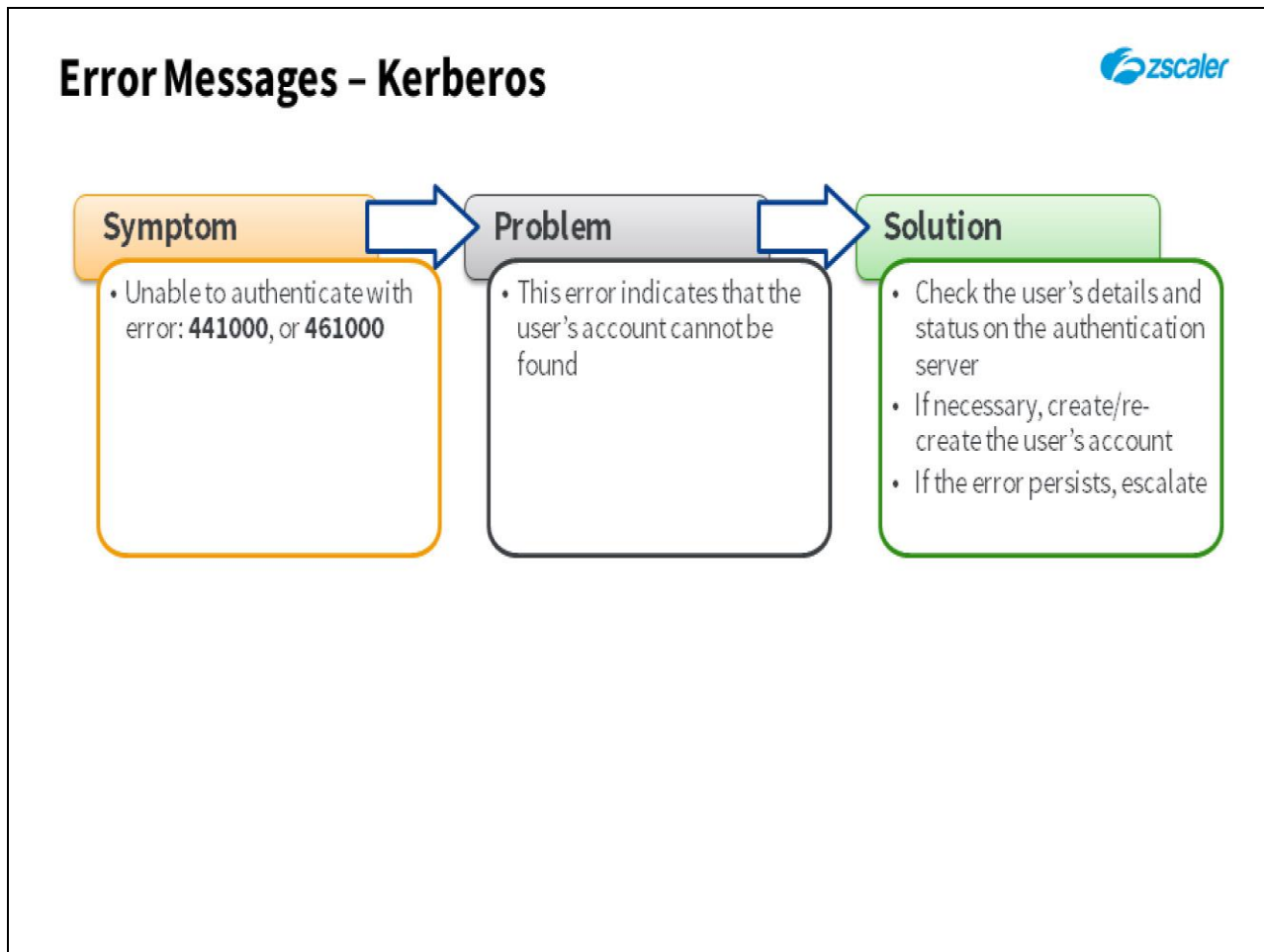
Slide notes

Finally, we will look at a common issue with Kerberos authentication.

Symptom: The end user is unable to authenticate, and sees any of the errors listed.

Problem: These errors indicate that the user's account cannot be found.

Solution: Check the user's details and status on the authentication server. If necessary create/re-create the user's account. If the error persists, escalate.

Slide 22 - Common Issues – Policy Settings and Assignment

Slide notes

In the next section, we will look at some commonly reported issues with the setting and assignment of Zscaler policies.

Slide 23 - Common Issues – Policy Settings and Assignment

Slide notes

We will look at issues in three main areas: users blocked by policy; the incorrect assignment of policy; and the incorrect assignment of a policy to Zscaler Client Connector users.

Slide 24 - Blocked by Policy
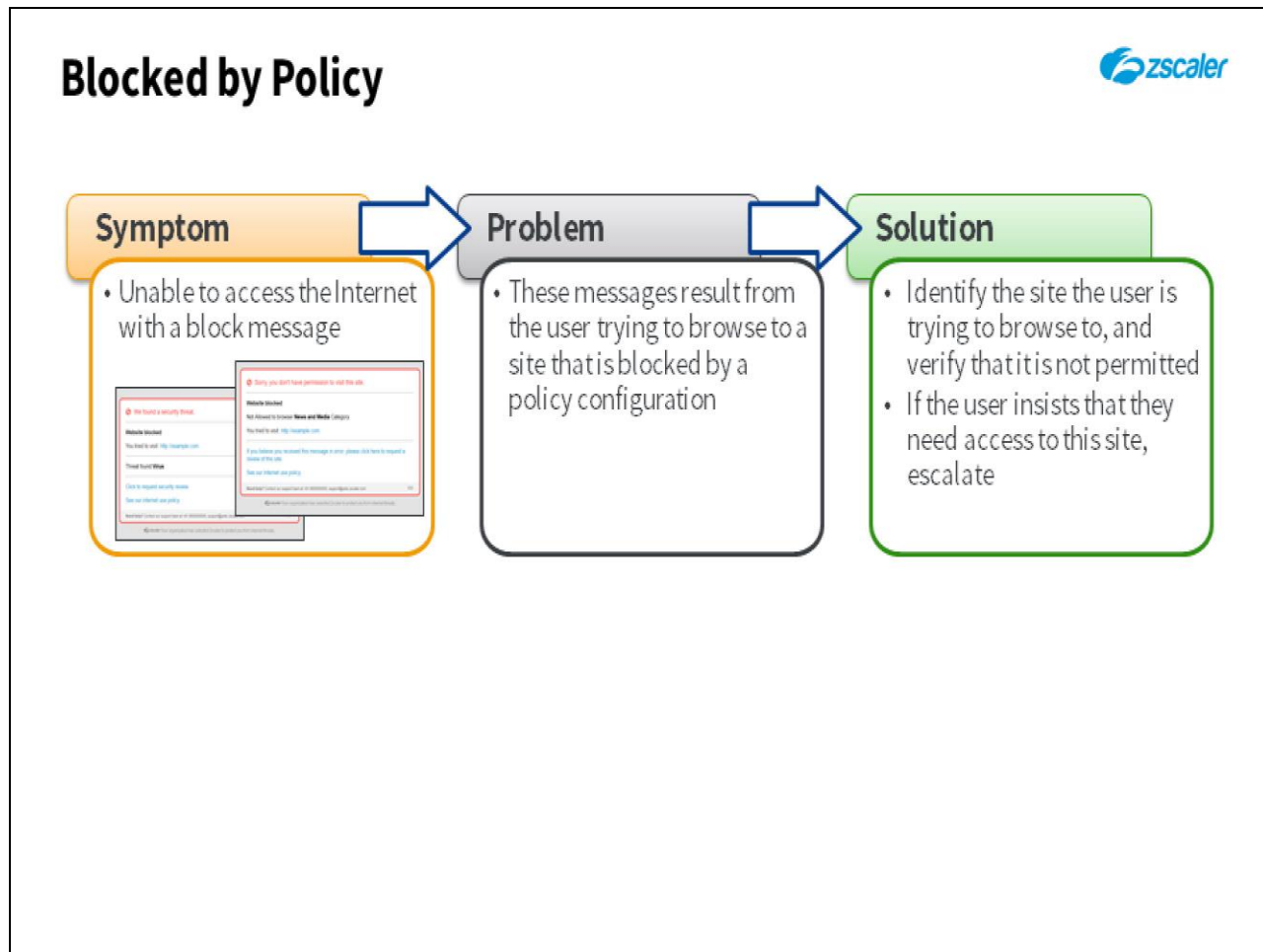
Slide notes

Firstly, we will look at a common issue with users being blocked by policy (although we have seen this one already).

Symptom: The end user is unable to access the Internet, and receives a block message.

Problem: These messages result from the user trying to browse to a site that is blocked by a policy configuration.

Solution: Identify the site the user is trying to browse to, and verify that it is not permitted. If the user insists that they need access to this site, then you should escalate to someone with the ability and authority to update the Policy.

Slide 25 - Incorrect Policy Assignment

Slide notes

Next, we will look at a common issue with users being assigned the incorrect policy.
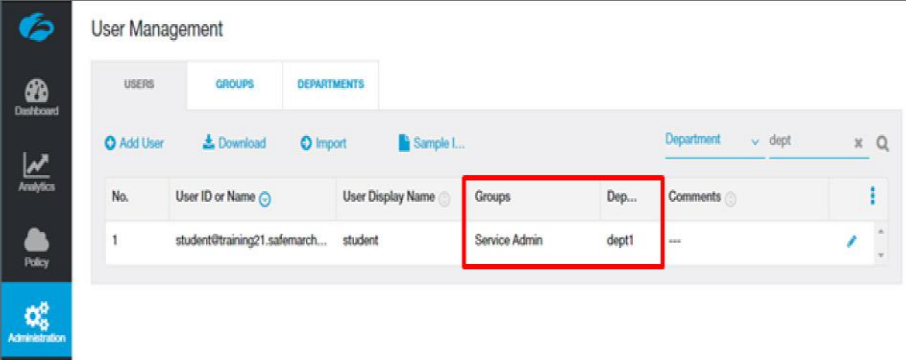
Symptom: Either, a user is blocked from sites that they are supposed to have access to, or, they are permitted to access pages that should be blocked.

Problem: Either of these situations can occur if the user's account has incorrect 'Department', or 'Group' assignments.

Solution: Check the user's 'Department', and 'Group' memberships, correct them if necessary, and retry. If the error persists, escalate.

Slide 26 - Incorrect Zscaler Client Connector Policy Applied

Slide notes

Finally, we will look at a common issue with Zscaler Client Connector users being assigned the incorrect App Policy.
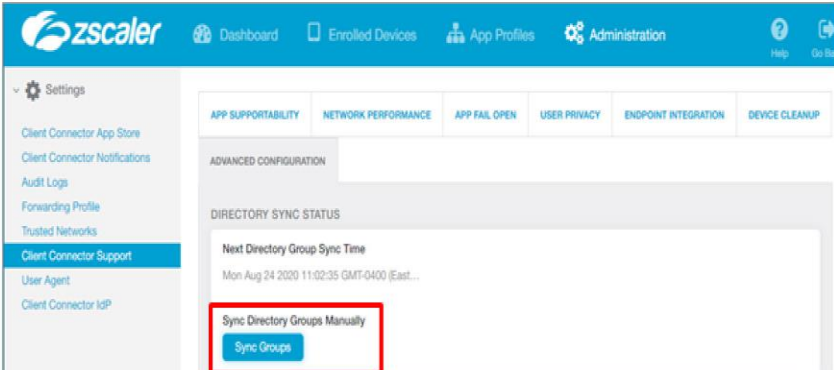
Symptom: An incorrect App Profile is applied to the Zscaler Client Connector on a device, so it receives the wrong configuration settings, and/or the wrong Forwarding Profile settings.

Problem: This can occur if the user Group assignments are out of date on the Zscaler Client Connector Portal. Note that the group assignments are updated periodically from the Zscaler Admin Portal.

Solution: In the Zscaler Client Connector portal, use the manual **Sync Groups** option on the **Administration > Zscaler App Support > ADVANCED CONFIGURATION** page. If the error persists, escalate.

Slide 27 - Common Issues – Reporting and Analytics

Slide notes

In the final section, we will look at some commonly reported issues with Zscaler reporting and analytics.

Slide 28 - Common Issues – Reporting and Analytics

Slide notes

Here we will look at issues in two main areas: The inability to access a report; user data incorrectly missing from, or appearing in a report.

Slide 29 - Unable to Access a Report
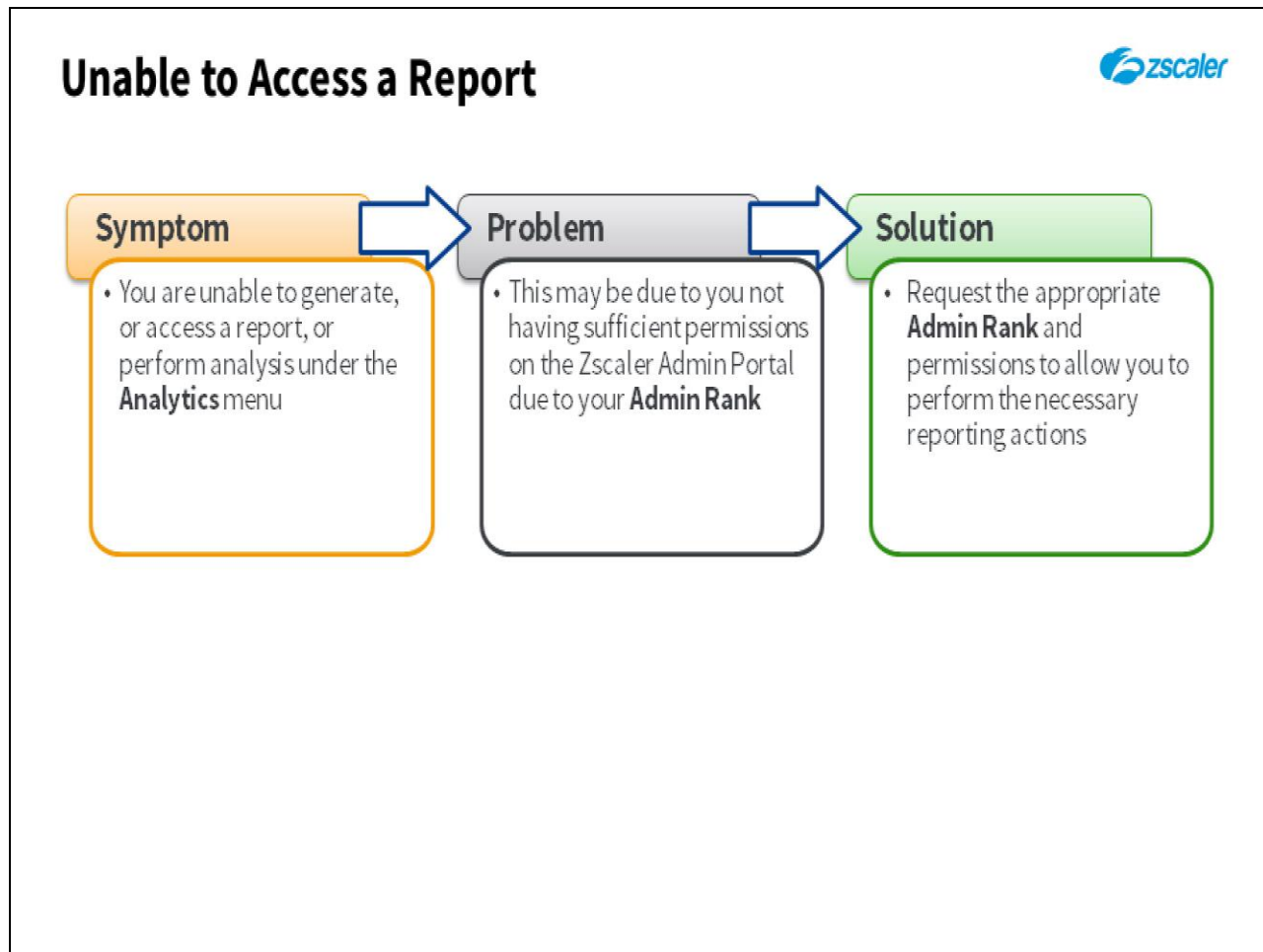
Slide notes

Firstly, we will look at a common issue with admin or Helpdesk users being unable to access a report.

Symptom: You are unable to generate, or access a report, or perform analysis under the **Analytics** menu.

Problem: This may be due to you not having sufficient permissions on the Zscaler Admin Portal due to your 'Admin Rank'.

Solution: Request the appropriate 'Admin Rank' and permissions to allow you to perform the necessary reporting actions.

Slide 30 - User Incorrectly Missing From/Appearing In a Report
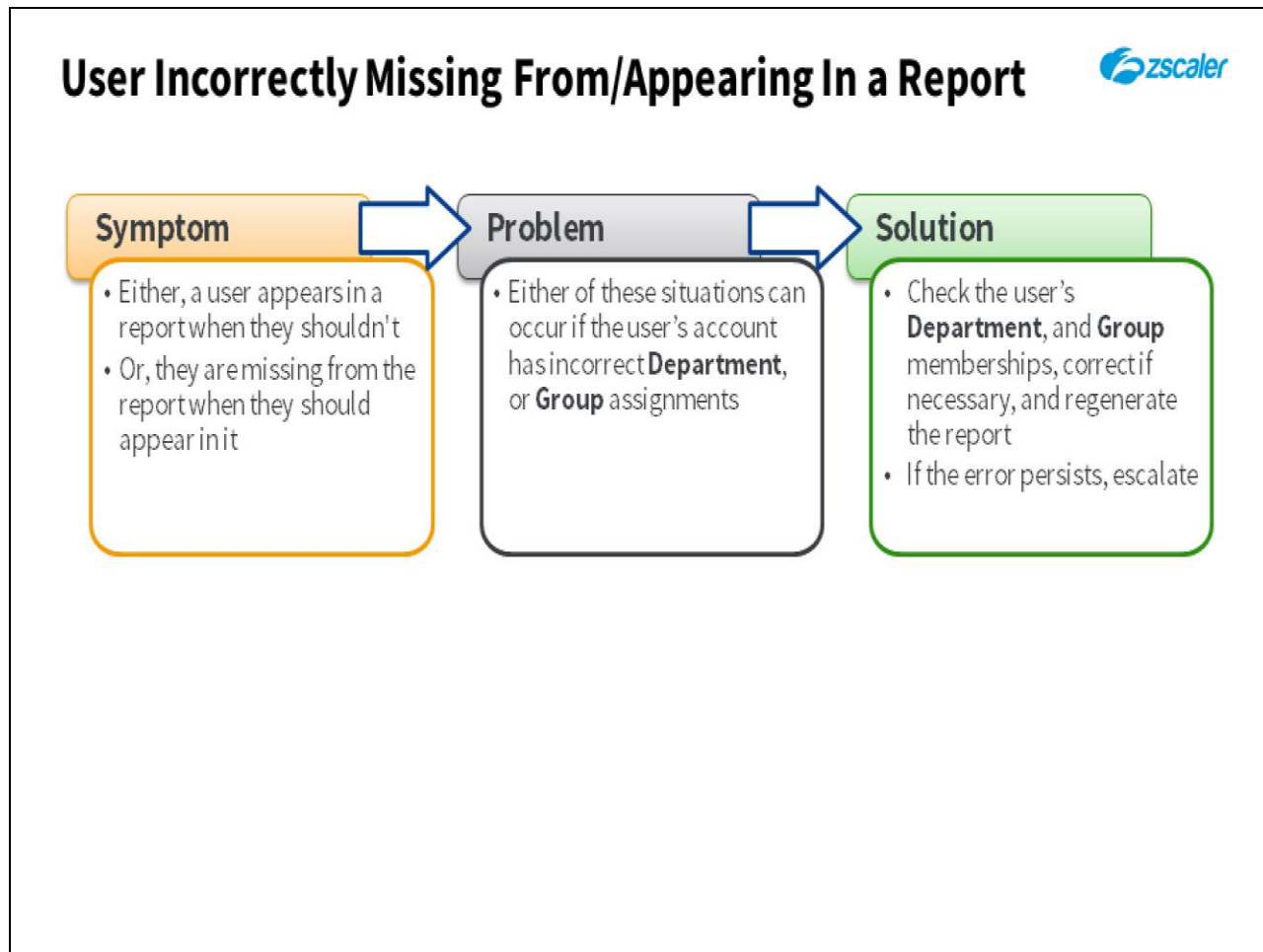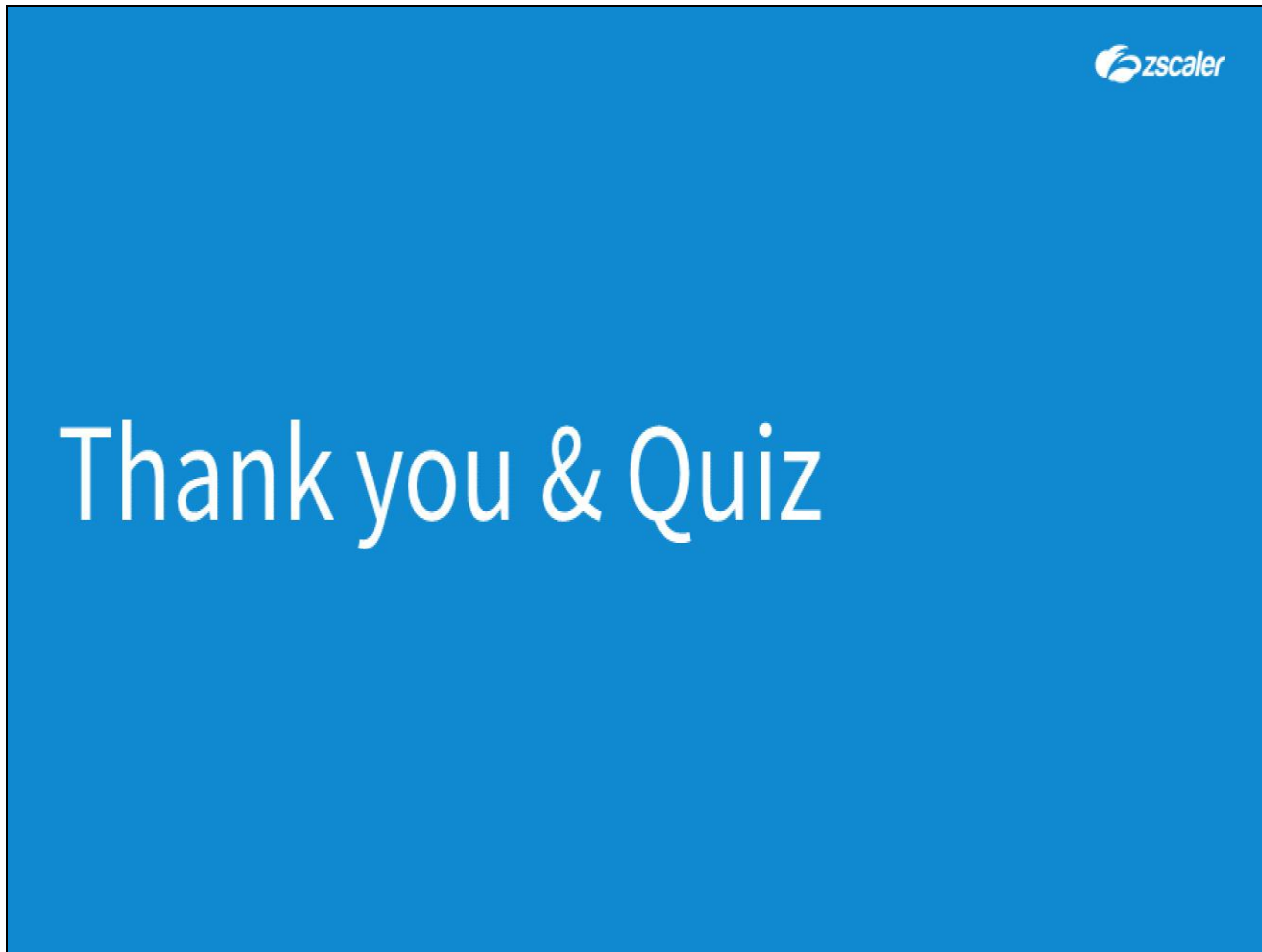

Slide notes

Finally, we will look at a common issue with user data incorrectly missing from, or appearing in a report.

Symptom: Either, a user appears in a report when they shouldn't, or, they are missing from the report when they should appear in it.

Problem: Either of these situations can occur if the user's account has incorrect 'Department', or 'Group' assignments

Solution: Check the user's 'Department', and 'Group' memberships, correct if necessary, and regenerate the report. If the error persists, escalate.

Slide 31 - Thank you & Quiz

Slide notes

Thank you for following this training module on common issues when troubleshooting ZIA. We hope this module has been useful to you and thank you for your time.

What follows is a short quiz to test your knowledge of the material presented during this module. You may retake the quiz as many times as necessary in order to pass.