

Slide 1 - Zscaler Support



Zscaler Support

Zscaler Support Overview

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Slide notes

Welcome to this training module, in which we will provide an overview of Zscaler support, and discuss the responsibilities of Zscaler support partners.

Slide 2 - Navigating the eLearning Module

Navigating the eLearning Module

The screenshot shows the Zscaler Basic Administration interface. On the left, there's a sidebar with 'Dashboard', 'Diagnostics', 'Live Logs', 'Administration', and a 'Search' bar. The main area has tabs for 'Applications', 'Users', and 'Health'. A date range selector shows '14 Days'. Key metrics include 'APPLICATIONS ACCESSED' (15), 'DISCOVERED APPLICATIONS' (3), 'ACCESS POLICY BLOCKS' (0), and 'SUCCESSFUL TRANSACTIONS' (884). Below these are sections for 'TOP APPLICATIONS BY BANDWIDTH' and 'TOP POLICY BLOCKS'. At the bottom, there are buttons for 'Play/Pause', 'Previous Slide', 'Next Slide', 'Progress Bar', 'Audio On/Off', and 'Closed Captioning'. A large blue arrow points from the 'Exit' button at the top right towards the 'X' button in the top right corner of the slide frame.

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

Module Agenda

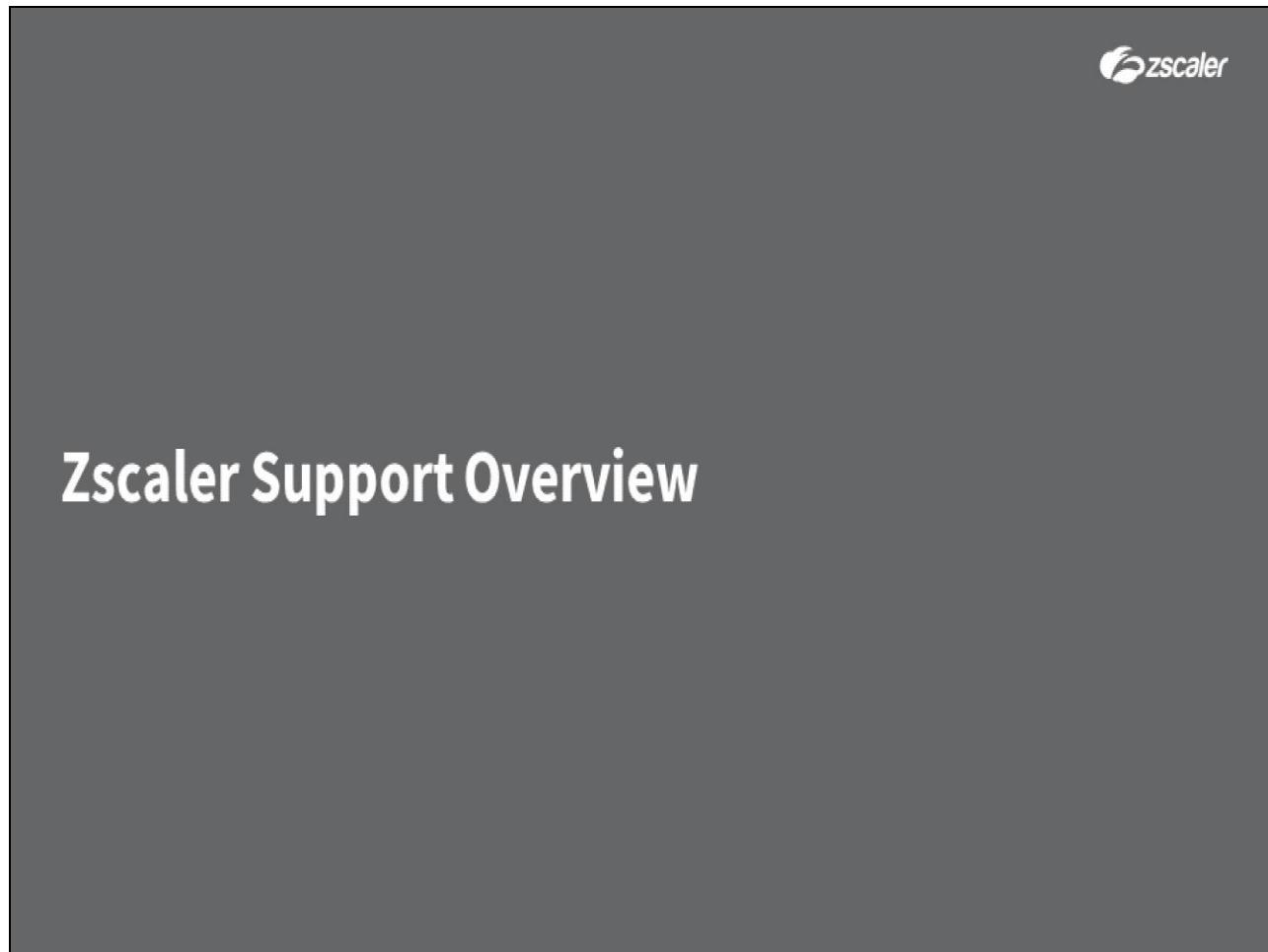


- Zscaler Support Overview
- Zscaler Partner Support Responsibilities

Slide notes

In this module, we will present an overview of Zscaler's support model and processes, and discuss the responsibilities of our support partners.

Slide 4 - Zscaler Support Overview



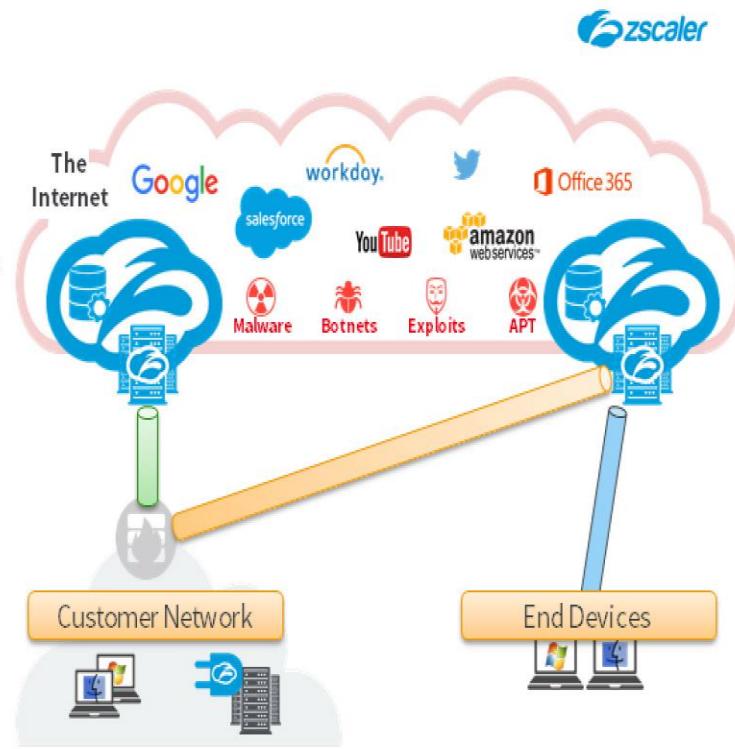
Slide notes

In the first section, we will have a look at Zscaler's support model and processes.

Slide 5 - Zscaler Support Model

Zscaler Support Model

- Many Moving Parts:
 - Customer network and end devices
 - Traffic Forwarding and connectivity
 - Authentication, SSO, Hosted DB
 - Customer PKI, custom certs
 - End Devices, PC, Mobiles, Zscaler Client Connector



Slide notes

Zscaler essentially provides the on-ramp to the Internet for customers that subscribe to the Web Security features, and as a result there are many places where a user's connection may fail! At the customer's end:

There may be problems on the local network, or with the location's connection to the ISP.

There can be problems with the forwarding of traffic to Zscaler (however that is managed), or with connectivity to your private applications.

There may be problems with the user's account, or with the authentication infrastructure, either on the local network, or in the Cloud.

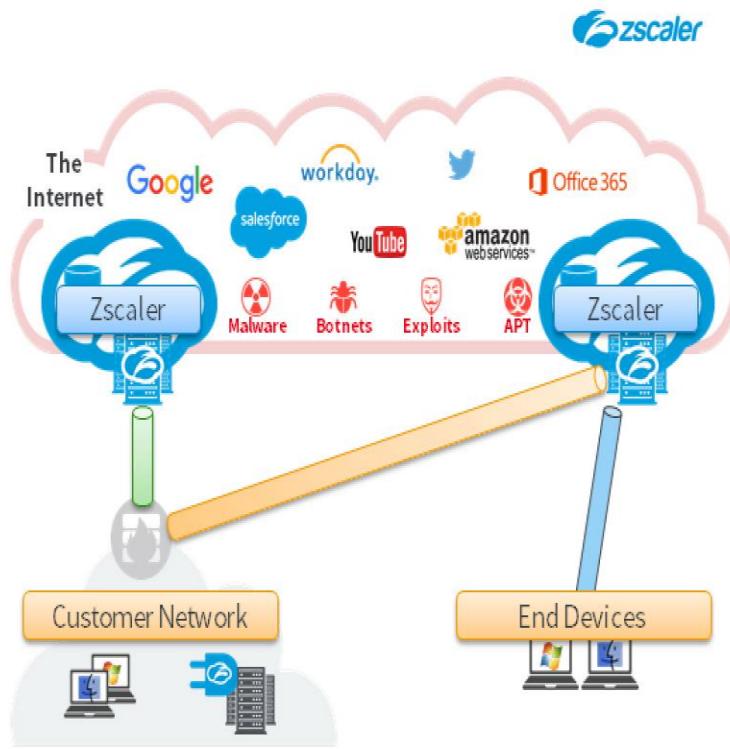
There can be problems with the PKI implementation, with the customer's certificate environment.

Then of course there are the end user's devices, whether they are PCs, or mobile devices, which may of course have the Zscaler Client Connector installed.

Slide 6 - Zscaler Support Model

Zscaler Support Model

- Many Moving Parts:
 - Customer network and end devices
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 - Customer PKI, custom certs
 - End Devices, PC, Mobiles, Zscaler Client Connector
 - Zscaler Cloud Services (ZIA/ZPA)
 - Main Policy Engine – Zscaler CA, Hosted DB, SSL decryption
 - Proxy Devices – private/public Service Edges



Slide notes

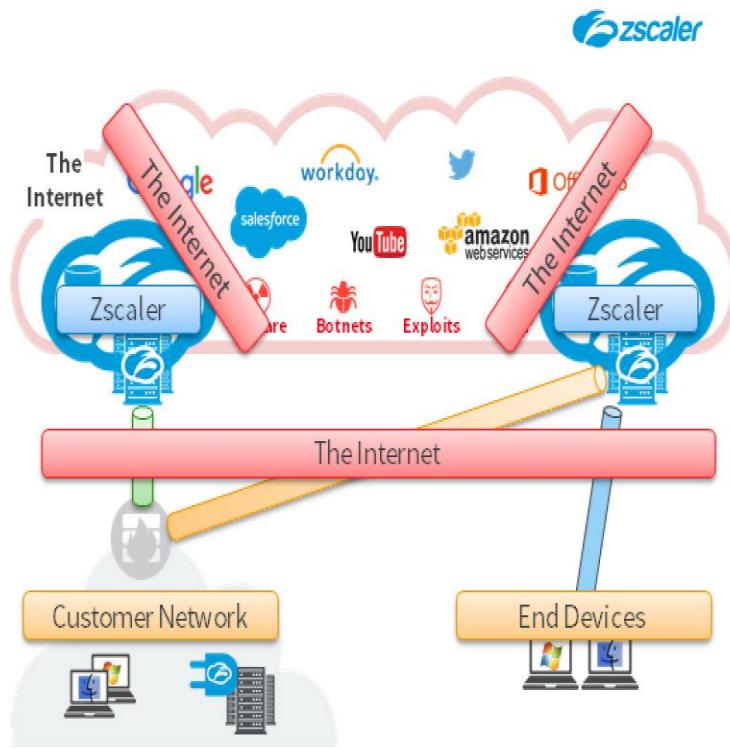
When the traffic hits either the Zscaler Internet Access, or Private Access Clouds there is potential for problems in a number of areas:

- With the provisioning of the customer's account.
- With the policies configured and applied to the users or applications.
- With the user accounts themselves (if they are hosted by us).
- With the decryption of SSL connections so we can also inspect that traffic.
- Or with the integration with 3rd party services (such as SAML IdPs).

Slide 7 - Zscaler Support Model

Zscaler Support Model

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 - Main Policy Engine – Zscaler CA, Hosted DB, SSL decryption
 - Proxy Devices – private/public Service Edges
 - The Internet
 - Inherent Peering



Slide notes

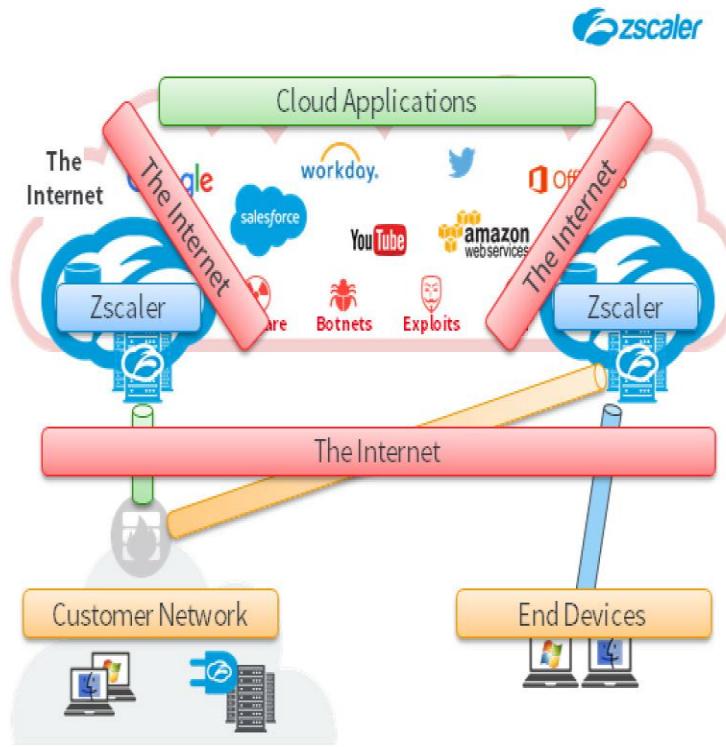
It is important to understand, that with Zscaler in your data path, there are two places that traffic must transit the Internet; from your users to the Zscaler Cloud, then from us out to the content that the users need to access.

These hops can be impacted by any outages, misconfigurations, or problems that impact the Internet at large. Some of these may be due to the peering policy, or the local peering of the ISPs in question.

Slide 8 - Zscaler Support Model

Zscaler Support Model

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 - Main Policy Engine - Zscaler CA, Hosted DB, SSL decryption
 - Proxy Devices - private/public Service Edges
 - The Internet
 - Inherent Peering
 - Cloud Applications
 - O365, Box, Workday, etc.



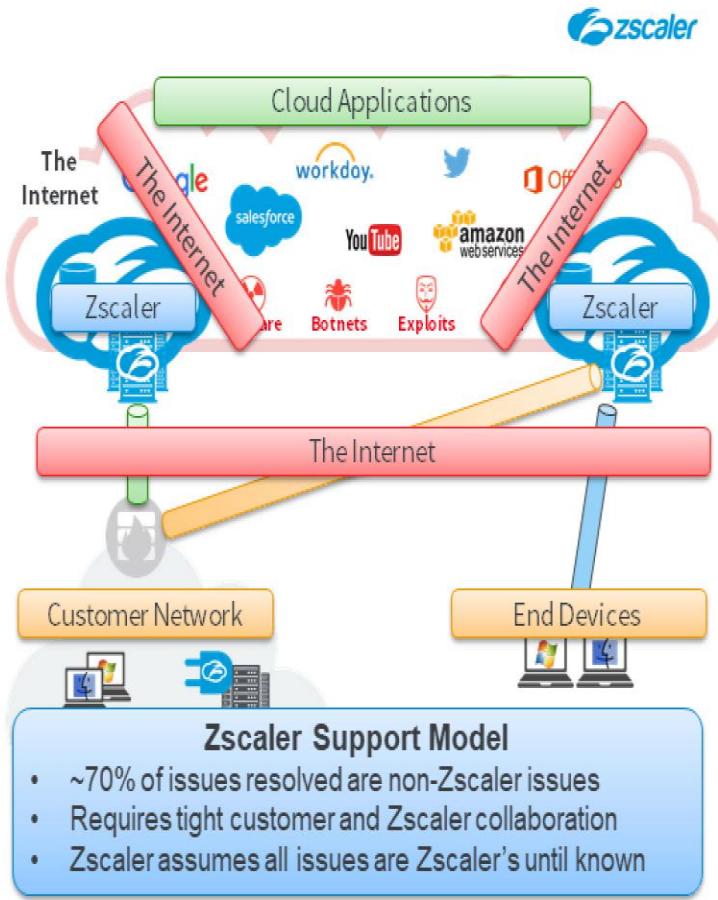
Slide notes

Finally, there are the content pools, services, and applications that your users are trying to access. They can also suffer outages and downtime, due to any number of reasons.

Slide 9 - Zscaler Support Model

Zscaler Support Model

- Many Moving Parts:
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 - O365, Box, Workday, etc.



Slide notes

Note that out of this long list of potential problem areas, Zscaler only accounts for about 25% - 30% of them! ...which is also about the percentage of problems reported to us, that actually turn out to be Zscaler problems.

The Zscaler support model however, is to treat any and all problems reported to us as Zscaler problems, until such time as we can prove otherwise. This requires close collaboration with the customer, to ensure effective and complete troubleshooting of all potential problem areas.

Slide 10 - Global Support Overview

Global Support Overview



- Global Support 24x7 (ZTAC)
 - Tier 1 & 2 Centers in Bangalore and Chandigarh
 - Tier 2 engineers in Poland

Global Support

Tier 1 + Tier 2 Support Engineers

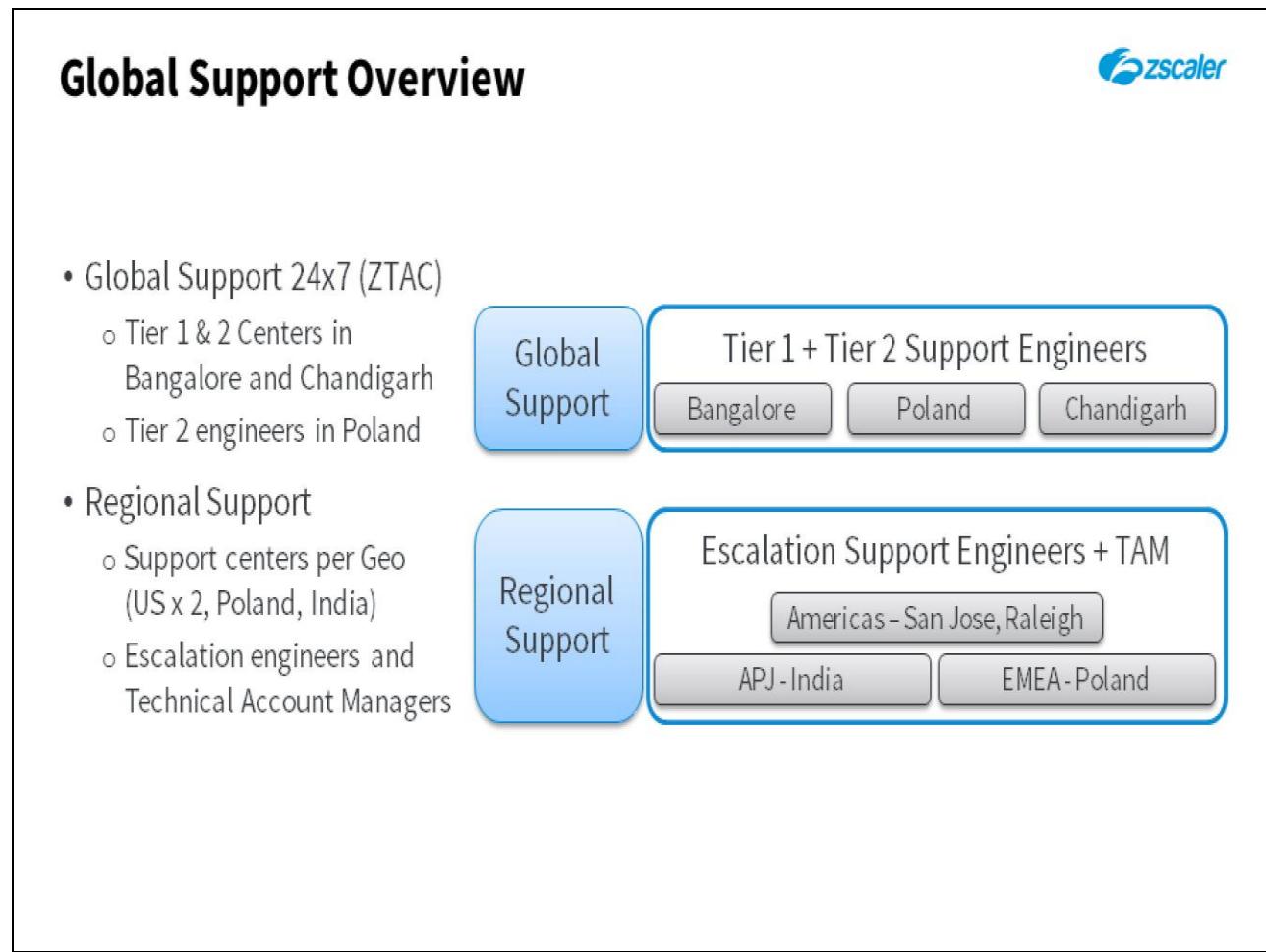
Bangalore Poland Chandigarh

Slide notes

Zscaler's global support contact center is located in India and operates on a 24x7 basis. We have two locations there, at Bangalore in the south, and in Chandigarh in the North, both of which are manned 24 hours a day, 7 days a week by both Level 1 and Level 2 support engineers.

These engineers receive all incoming calls and begin the process of collecting the data necessary for us to diagnose and solve the problem. If the Level 1 people are unable to address the issue, they can escalate to the Level 2 teams. For GDPR compliance, we have added L2 support engineers in Poland.

Slide 11 - Global Support Overview

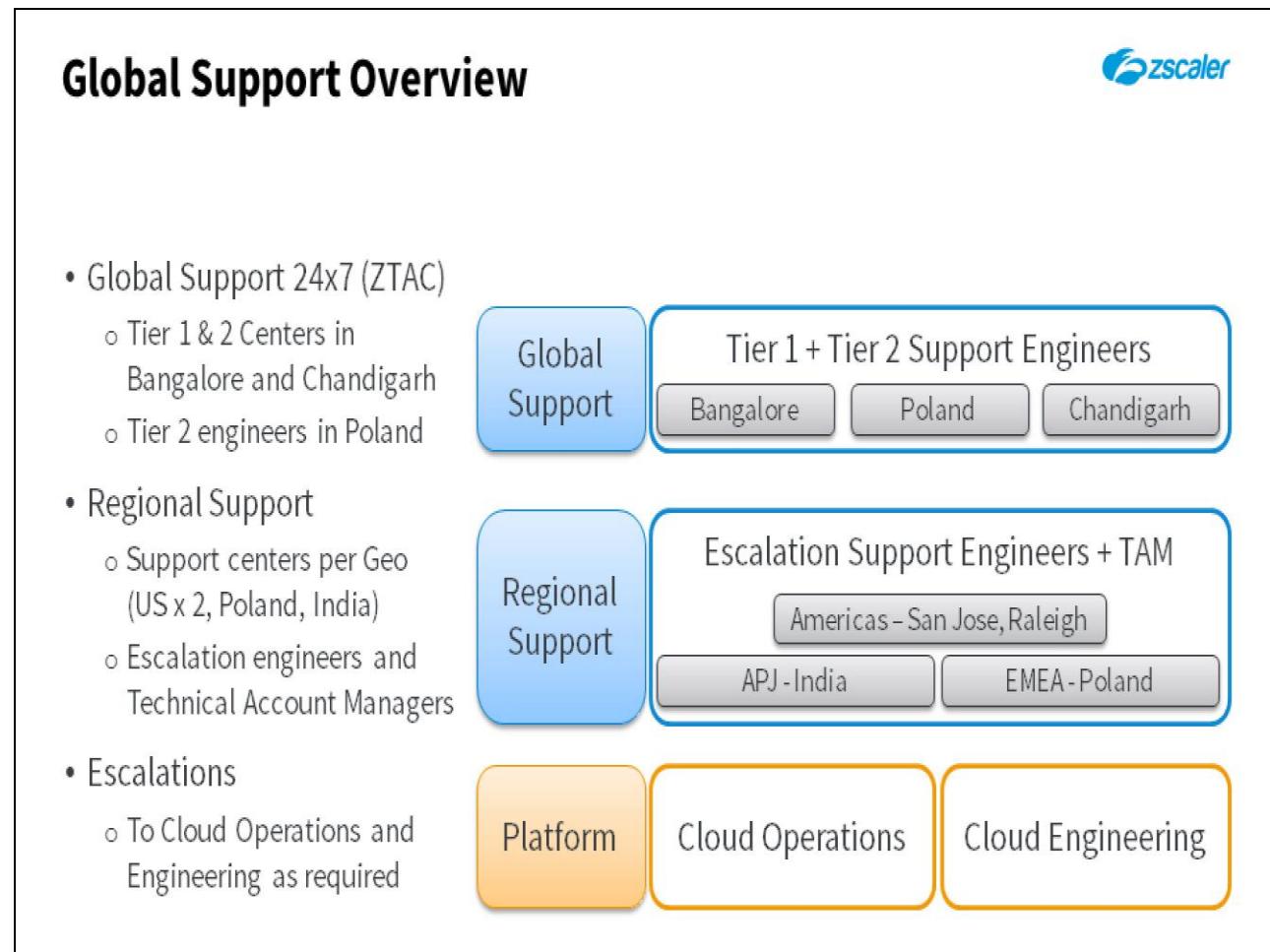


Slide notes

In addition to the round the clock support operation in India, we also have a number of regional support centers, that house more experienced Level 3 support engineers, as well as our Technical Account Managers (TAMs). For the Americas, we now have two such regional centers, at our corporate HQ in San Jose, California, and at Raleigh, North Carolina.

For Europe, Middle East, and Africa (EMEA), we have such a regional center in Wroclaw, Poland. And for the Asia Pacific regio, the escalation support engineers and TAMs are based in India. Note that customers do not contact the regional support centers directly, only if their ticket is referred to the L3 support team, will they become involved.

Slide 12 - Global Support Overview



Slide notes

Should it be necessary, if a Zscaler bug or provisioning issue is found to be the root cause of the problem, our Level 2 and Level 3 support engineers, and our TAMs can escalate an issue to our Cloud Operations, or Cloud Engineering teams to be fixed.

Slide 13 - Ticket Types and Priorities

Ticket Types and Priorities



- Ticket Types
 - Sets proper priority of requests to ensure proper support team routing

Problem	General problem tickets
Question	A simple question
Categorization	Request to review categorization of a URL
Provisioning	Request related to account services

Slide notes

When raising a support ticket with Zscaler, a customer must select the appropriate Ticket Type, so that it can be routed and prioritized correctly.

The Ticket Types available to select are:

- **Problem** includes tickets that affect individual users or multiple users and are issues where a feature may not be working properly but does not cause an outage
- **Question** for quick and simple questions

- **Categorization** is selected for requests to review the category of a URL or to report False positive or False negative categorization, and
- **Provisioning** which is a request related to Account Services. For example, adding a public IP address, provisioning a GRE tunnel or adding an additional domain.

Slide 14 - Ticket Types and Priorities

Ticket Types and Priorities



- Ticket Types
 - Sets proper priority of requests to ensure proper support team routing
- Ticket Priorities
 - Sets proper priority of requests to ensure proper focus

Problem	General problem tickets
Question	A simple question
Categorization	Request to review categorization of a URL
Provisioning	Request related to account services
Urgent - P1	Issue affects all users
High - P2	Issue affects some users
Medium - P3	Issue affects some features
Low - P4	No service impact

Slide notes

When raising a support ticket, you also need to set the appropriate **Ticket Priority**:

- **P1 / Urgent** - An issue that affects ALL users from performing critical business operations, without a work-around available.
- **P2 / High** - which is 1) An issue that affects SOME users or locations from performing critical business operations, without a work-around available, or 2) An issue that affects ALL users from performing critical business operations, but has an effective work-around.
- **P3 / Medium** - which is 1) An issue that affects some features or users but is not business critical, or 2) An issue that affects some users or locations from performing critical business operations, but has an effective work-around
- **P4 / Low** - The service is unaffected, this is for general questions, tasks, and general requests.

Slide 15 - Support Packages and Service Levels

Support Packages and Service Levels



Zscaler Support At-A-Glance	Standard	Premium	Premium Plus
Access 24 x 7 x 365	●	●	●
Phone / Web Portal / Admin UI	●	●	●
Online Training, User Guides, Articles	●	●	●
Support Experience Level	Level 1 Engineer (Pool)	Level 2 Engineer (Pool)	TAM (Designated - business hours)
Escalation Window for Severity 1 issues	8x5 - Local Time	24x7	24x7
TAM Engagement			Weekly, Monthly, Quarterly

Notes:

- Standard Support – Included with Zscaler service
- Premium Support – Purchased
- Premium Plus Support – Purchased
- TAM = Technical Account Manager
- TAM availability – local business hours

Slide notes

There are a set of Support Packages that customers may elect to subscribe to, which provide them different service levels, as follows:

Standard Support - This is included in any subscription to a Zscaler service, and provides the base level of support service: 24x7x365 access to support; access by phone, through the Support Portal, and from the Zscaler Admin Portal; access to on-line training and documentation; tickets routed on opening to a Level 1 engineer.

Premium Support - This is available for a subscription fee, and provides a better level of support service: 24x7x365 access to support; access by phone, through the Support Portal, and from the Zscaler Admin Portal; access to on-line training and documentation; tickets routed on opening straight to a Level 2 engineer.

Premium Plus Support - Also available for a subscription fee, and providing a better level of support service: 24x7x365 access to support; access by phone, through the Support Portal, and from the Zscaler Admin Portal; access to on-line training and documentation; tickets routed on opening (during business hours) straight to a regional TAM, otherwise to a Level 2 engineer.

The TAMs assigned to customers with this level of subscription, are available for consultations and troubleshooting, and will also schedule weekly project reviews.

Slide 16 - Support Packages and Service Levels

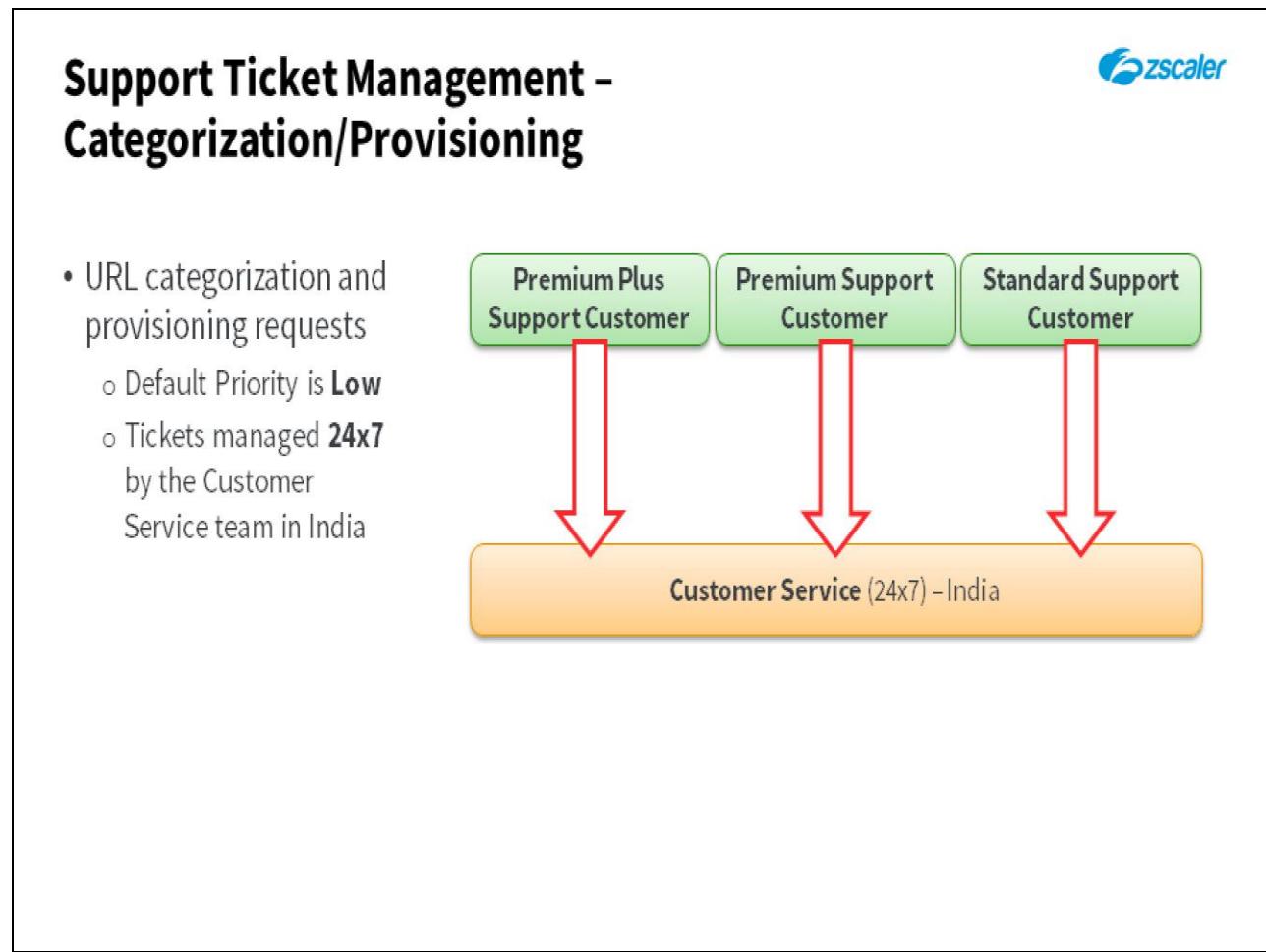
Support Packages and Service Levels			
Zscaler Support At-A-Glance	Standard	Premium	Premium Plus
Access 24 x 7 x 365	●	●	●
Phone / Web Portal / Admin UI	●	●	●
Online Training, User Guides, Articles	●	●	●
Support Experience Level	Level 1 Engineer (Pool)	Level 2 Engineer (Pool)	TAM (Designated - business hours)
Escalation Window for Severity 1 issues	8x5 - Local Time	24x7	24x7
TAM Engagement			Weekly, Monthly, Quarterly
SLA Goals			
P1 Response	2 hrs	30 min	15 min
P2 Response	4 hrs	1 hr	30 min
P3 Response	12 hrs	3 hrs	2 hrs
P4 Response	48 hrs	4 hrs	4 hrs

Slide notes

The Service Level Agreement goals for each priority of ticket, and each type of support customer are shown here.

They range from 48 Hours for a P4 ticket raised by a 'Standard Support' customer, to 15 Minutes for a P1 problem raised by a 'Premium Plus Support' customer.

Slide 17 - Support Ticket Management – Tasks

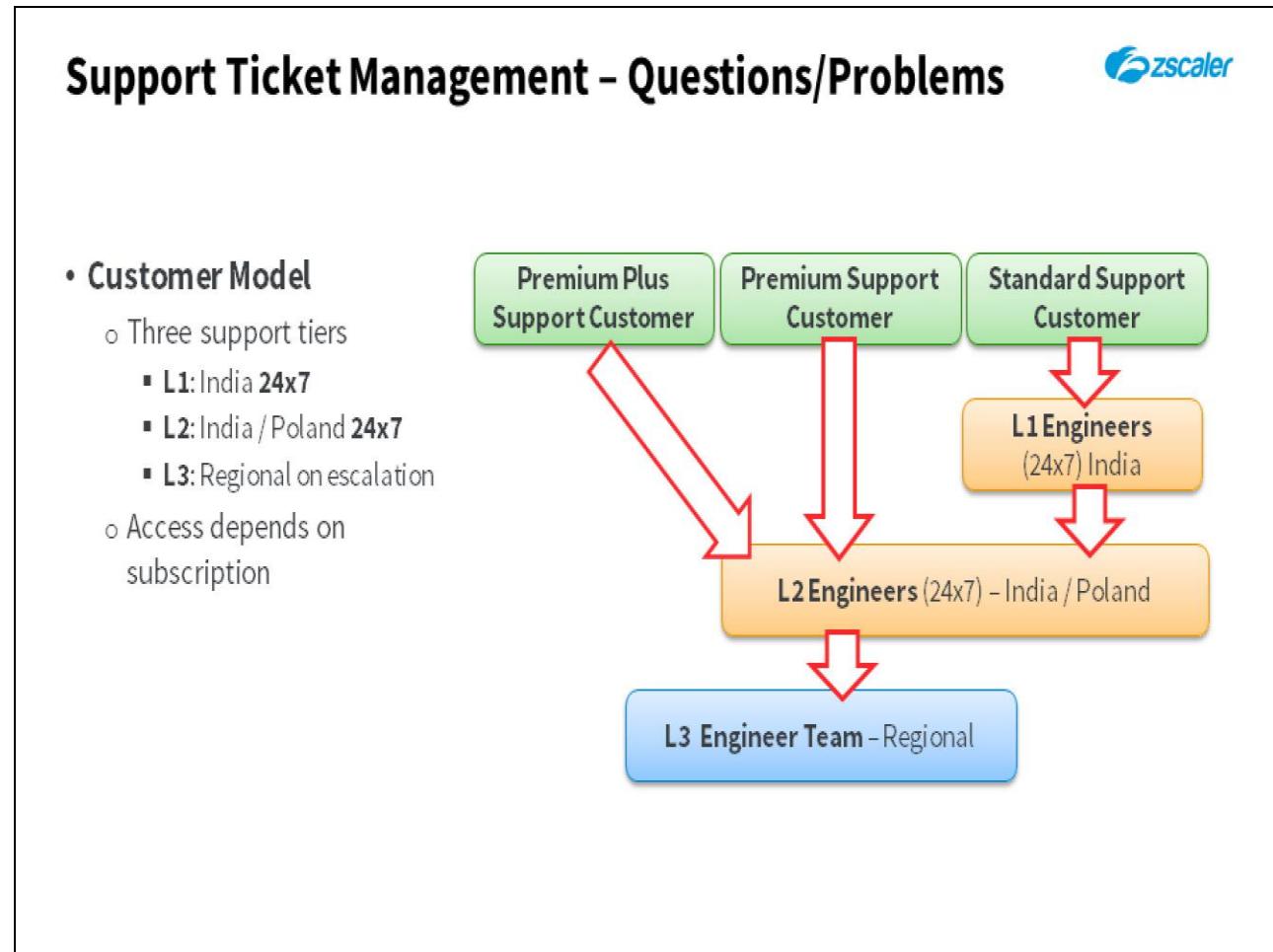


Slide notes

The management of support tickets depends on the type of ticket that is raised. Categorization and Provisioning tickets are routed to our 24x7 Customer Service team in India.

As these tickets are usually relatively low priority provisioning, or categorization requests, the default priority assigned to them is 'Low'.

Slide 18 - Support Ticket Management – Questions/Problems/Incidents

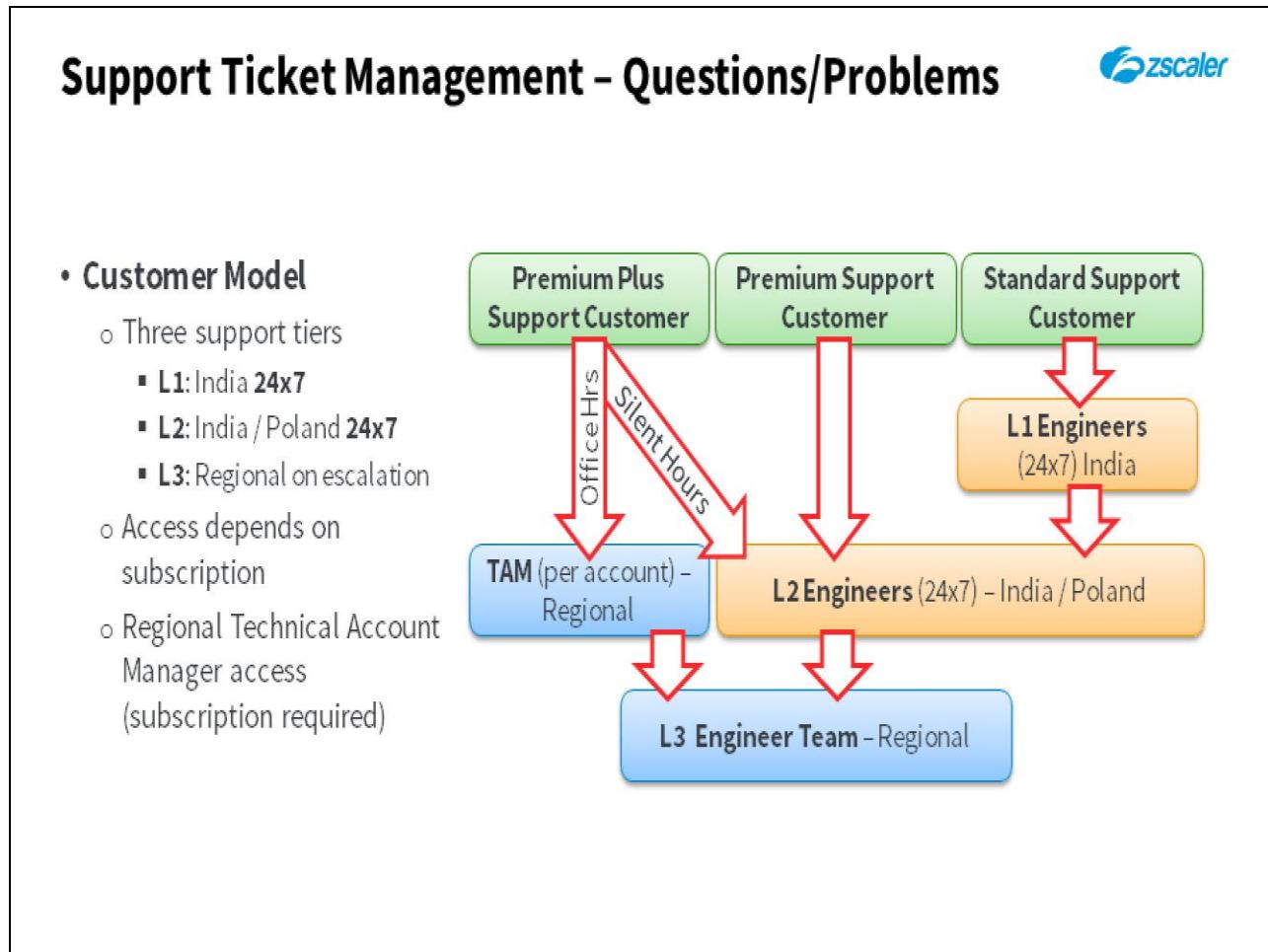


Slide notes

For all other ticket types ('Questions', 'Problems'), all direct customers have the option to contact our 24x7 support team in India.

The access provided depends on the level of the support subscription that the customer has opted for: 'Standard Support' customers are routed to a Level 1 engineer; 'Premium Support' and 'Premium Plus Support' customers are routed straight to a Level 2 engineer. Tickets will be escalated as necessary, from Level 1 to Level 2, or from Level 2 to Level 3.

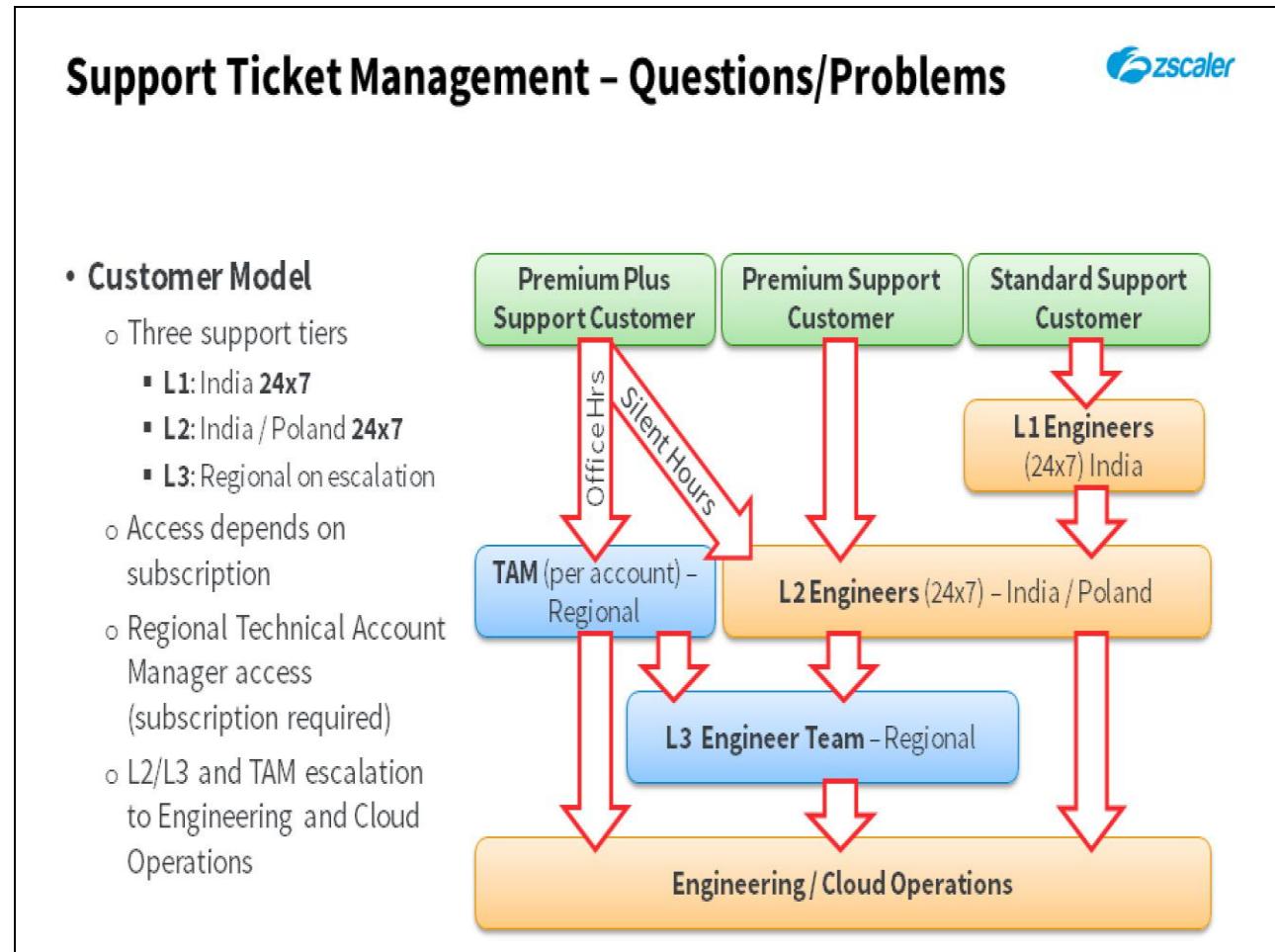
Slide 19 - Support Ticket Management – Questions/Problems/Incidents



Slide notes

'Premium Plus Support' customers have the option to have a Technical Account Manager assigned to them. TAMs are based in our regional support centers, and may be contacted directly by 'Premium Plus Support' customers during working hours for that regional center.

Slide 20 - Support Ticket Management – Questions/Problems/Incidents



Slide notes

Tickets can be escalated to Cloud Engineering or Operations when necessary, by the TAMs, the Level 2 engineers in India, or by the regional Level 3 engineers.

Slide 21 - Zscaler Partner Support Responsibilities



Slide notes

In the next section, we will discuss the responsibilities of our support partners.

Slide 22 - Partner Categories



Partner Categories

Reseller
<ul style="list-style-type: none">• No support responsibility• Resells Zscaler support packages• Customers come to Zscaler direct for support

Slide notes

There are a number of categories of Zscaler partners, which may or may not have support responsibilities towards their customers.

In the first category, are our **Reseller** partners, who simply resell the Zscaler subscriptions and support offerings. They do not themselves offer any support to their customers, who come to Zscaler directly for their support.

Slide 23 - Partner Categories

<h2>Partner Categories</h2>	
Reseller	Support Partner
<ul style="list-style-type: none">• No support responsibility• Resells Zscaler support packages• Customers come to Zscaler direct for support	<ul style="list-style-type: none">• Responsible for L1/L2 support for some, or all of their customers• Option for support mails and Web access to be redirected• May purchase a TAM for partner-focussed support

Slide notes

In the next category, are our **Support** partners, those who take care of Level 1 and Level 2 support for their customers, and who can escalate support cases to Zscaler Level 2 support.

The customers of these partners should never contact Zscaler directly. However, if the customer has purchased a TAM, then Zscaler will assist the customer directly in escalation situations.

These partners may purchase TAM access for themselves to allow them access to a local Zscaler resource when necessary. These partners can also have support emails redirected to their support centers, and have Web access to the support pages redirected.

Slide 24 - Partner Categories

Partner Categories			
Reseller	Support Partner	MSP	
<ul style="list-style-type: none">• No support responsibility• Resells Zscaler support packages• Customers come to Zscaler direct for support	<ul style="list-style-type: none">• Responsible for L1/L2 support for some, or all of their customers• Option for support mails and Web access to be redirected• May purchase a TAM for partner-focussed support	<ul style="list-style-type: none">• Responsible for L1/L2 support for some, or all of their customers• Option for support mails and Web access to be redirected• May purchase a TAM for partner-focussed support• Optional visibility into end customer tickets (group access)• Partner provides a managed service	

Slide notes

The **Managed Service Provider (MSP)** partners are similar to the Support Partner category, in that they offer Level 1 and Level 2 support for their customers, and may escalate issues to Zscaler Level 2.

These partners can also have support emails redirected to their support centers, and have Web access to the support pages redirected. In addition, they can request visibility into end customer tickets in the Zscaler system using a group account (rather than individual accounts).

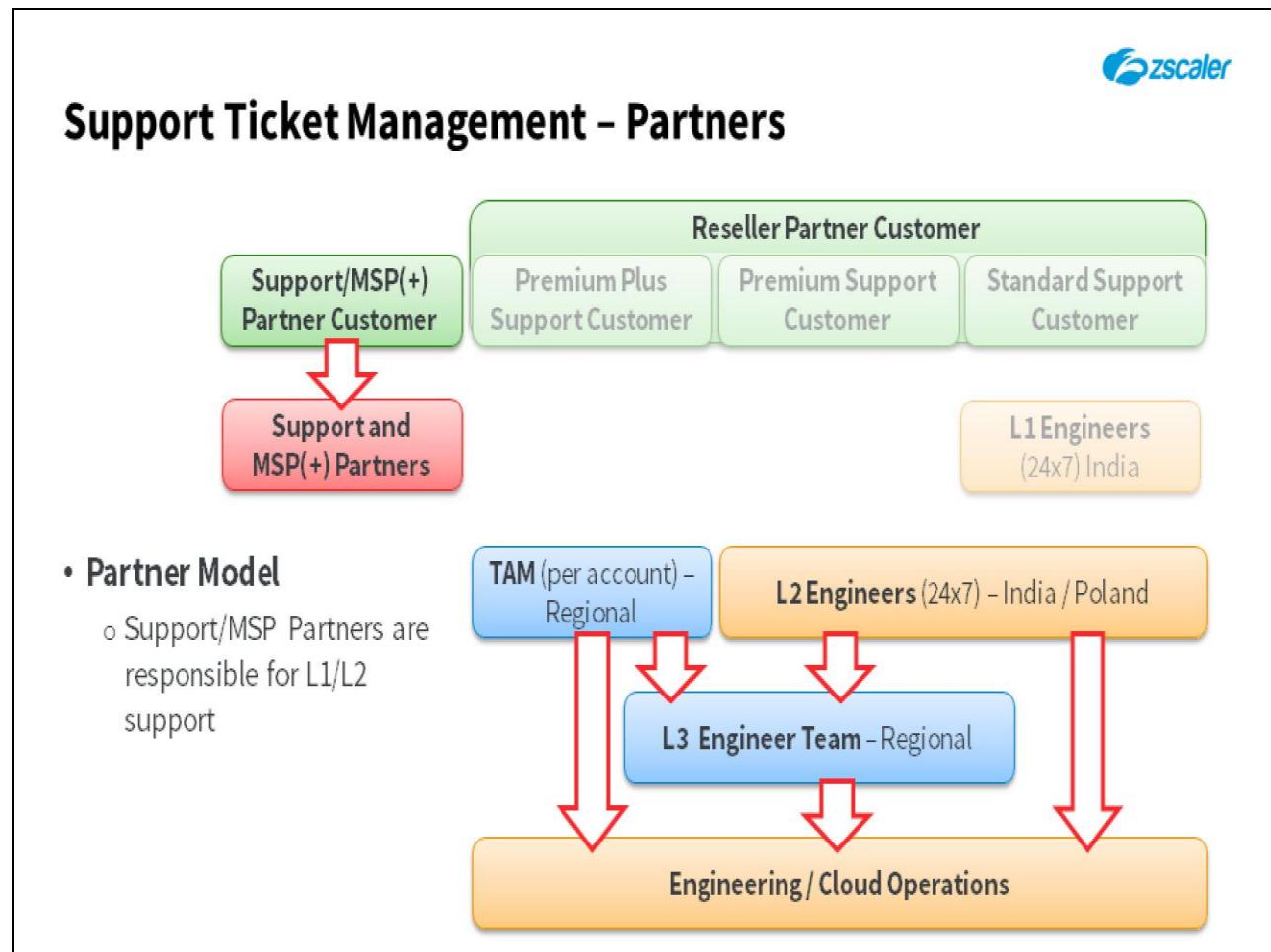
Slide 25 - Partner Categories

<h2>Partner Categories</h2>			
Reseller	Support Partner	MSP	MSP+
<ul style="list-style-type: none">• No support responsibility• Resells Zscaler support packages• Customers come to Zscaler direct for support	<ul style="list-style-type: none">• Responsible for L1/L2 support for some, or all of their customers• Option for support mails and Web access to be redirected• May purchase a TAM for partner-focussed support	<ul style="list-style-type: none">• Responsible for L1/L2 support for some, or all of their customers• Option for support mails and Web access to be redirected• May purchase a TAM for partner-focussed support• Optional visibility into end customer tickets (group access)• Partner provides a managed service	<ul style="list-style-type: none">• Responsible for L1/L2 support for some, or all of their customers• Option for support mails and Web access to be redirected• May purchase a TAM for partner-focussed support• Optional visibility into end customer tickets (group access)• Partner provides a managed service• May also provide system configuration management as well

Slide notes

The **MSP+** category of partner, offer all the support-related services of an MSP, but in addition they also may provide Zscaler system configuration services. This may extend to the day-to-day configuration of settings in the customer's Admin Portal.

Slide 26 - Support Ticket Management – Partners

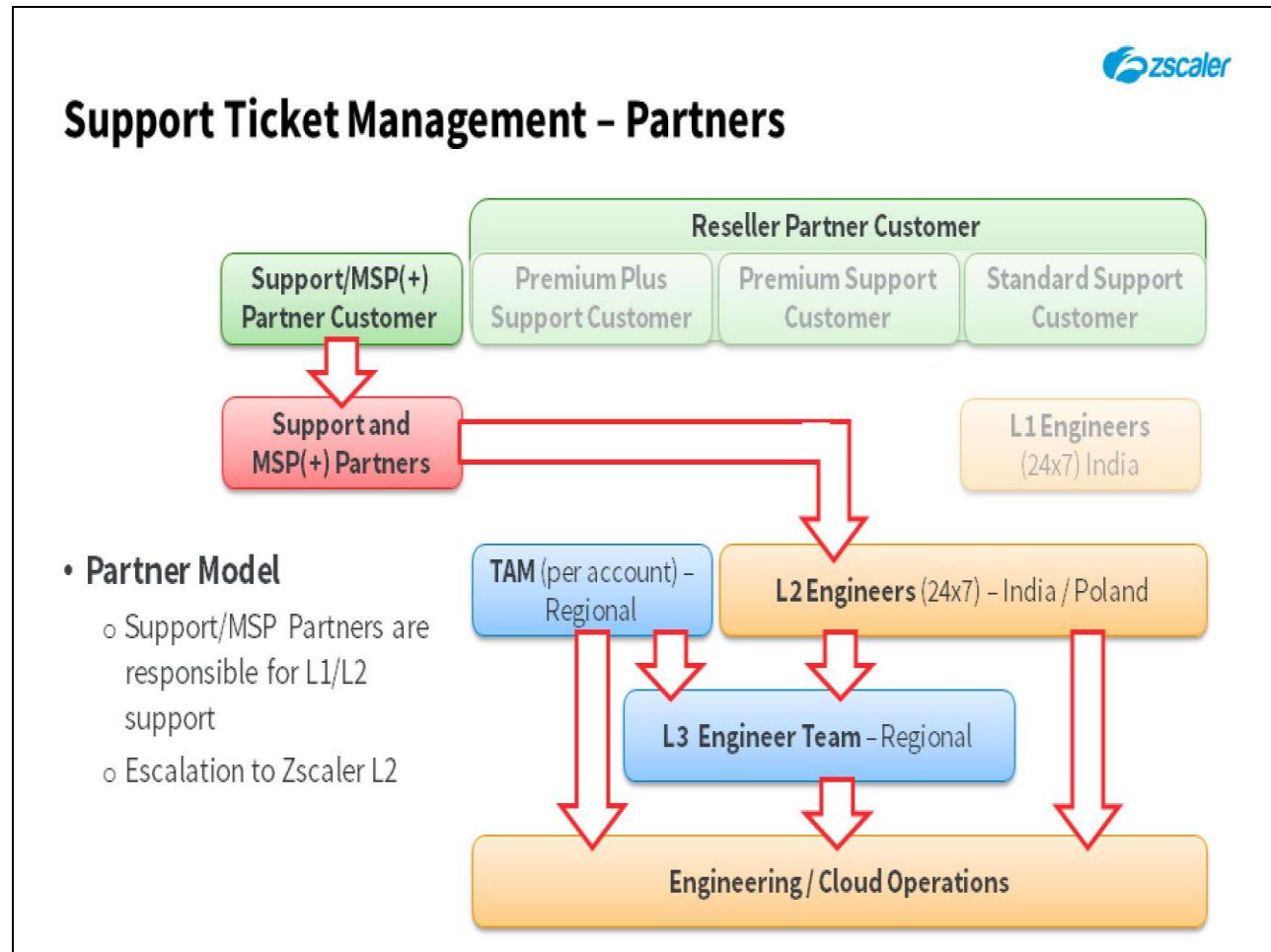


Slide notes

In terms of access to the Zscaler support organization: The customers of our Reseller partners use the normal process for accessing Zscaler support directly, depending on their support subscription level.

For all other partner types (Support, MSP, and MSP+), they are responsible for L1 and L2 support for their own customers.

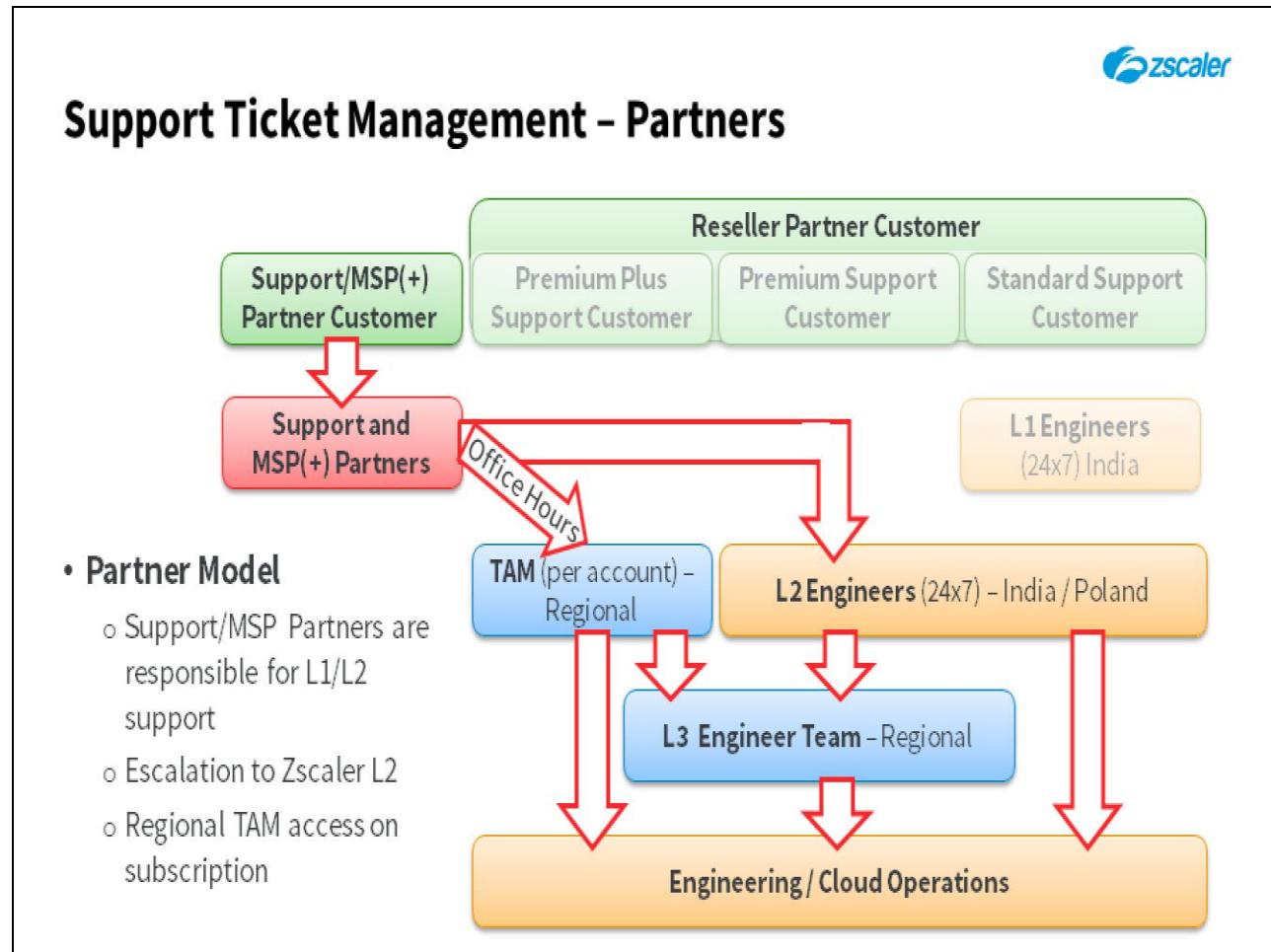
Slide 27 - Support Ticket Management – Partners



Slide notes

Support, MSP, and MSP+ partners can escalate cases to the Zscaler L2 team in India when necessary, which may then be escalated again to the regional Zscaler L3 support teams.

Slide 28 - Support Ticket Management – Partners



Slide notes

In addition, if the customer, or the partner have subscribed to the service, they have access to a local TAM during normal working hours.

Slide 29 - Support Responsibilities – Overview

Support Responsibilities – Overview



End-Customer Responsibility
<ul style="list-style-type: none">• Issues on end user machines (e.g. OS, Java, Security Settings)• End-to-end network connectivity (e.g. Customer's network, ISP...)• App Connector Installation and troubleshooting• Identity source management• Policy ownership• SIEM events analysis

Slide notes

In terms of who is responsible for supporting what, there are certain areas that are the responsibility of the end customer to troubleshoot, such as:

Problems on the end user's machines, such as OS, Java, or Security Settings; end-to-end network connectivity issues, such as local problems on the customer's own network, or ISP connection problems; App Connector installation and troubleshooting (unless this is taken care of by an MSP or MSP+ partner);

the management and troubleshooting of user identity, and directory entries; the configuration and management of Zscaler policy (unless this is taken care of by an MSP or MSP+ partner); and the analysis of logs and events in a local SIEM that also accepts logs from Zscaler.

Slide 30 - Support Responsibilities – Overview

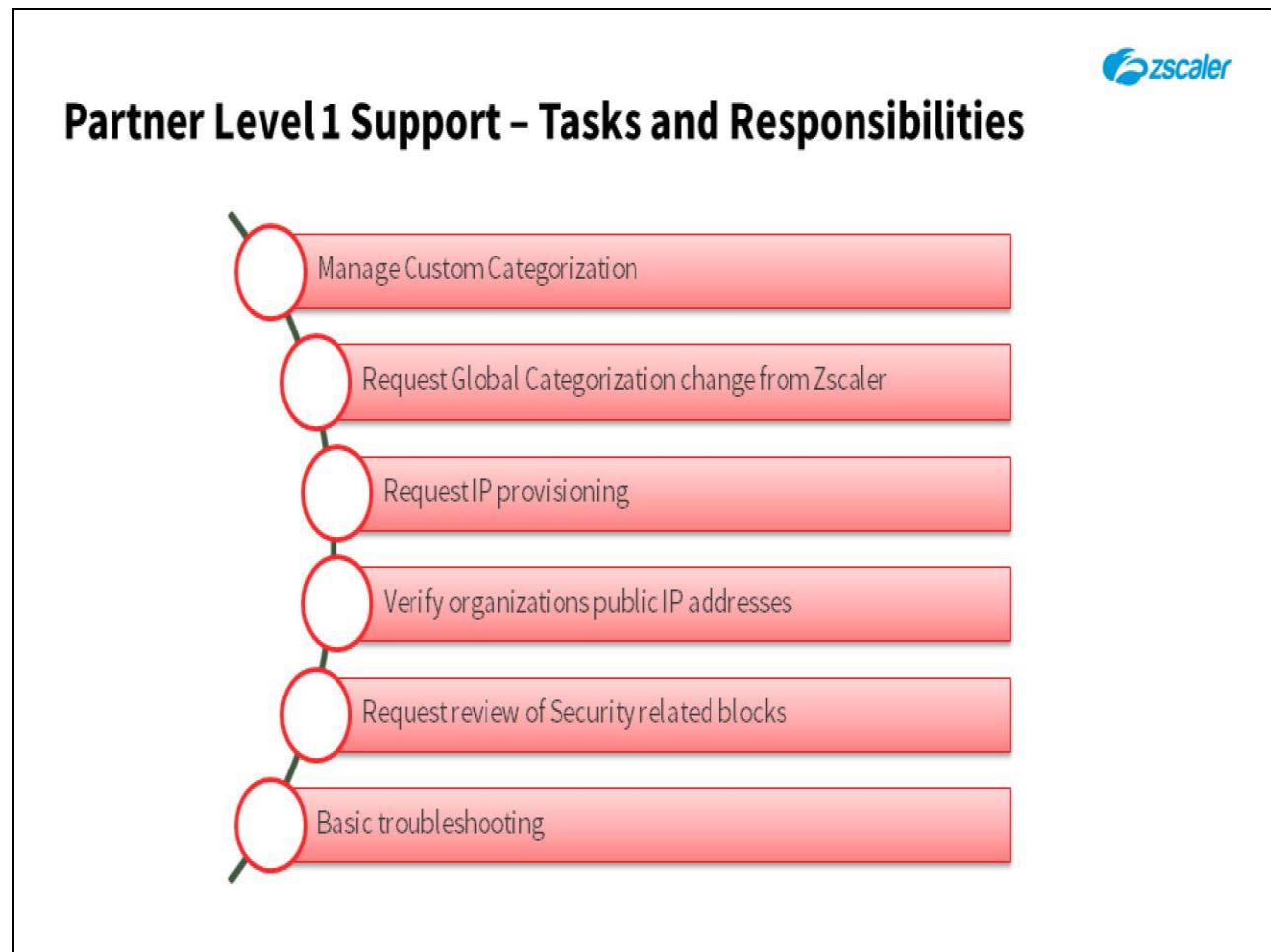
<h2>Support Responsibilities – Overview</h2>	
<p>End-Customer Responsibility</p> <ul style="list-style-type: none">• Issues on end user machines (e.g. OS, Java, Security Settings)• End-to-end network connectivity (e.g. Customer's network, ISP...)• App Connector Installation and troubleshooting• Identity source management• Policy ownership• SIEM events analysis	<p>Support/MSP(+) Partner Responsibility</p> <ul style="list-style-type: none">• Zscaler Login issues• Zscaler related connectivity issues• Zscaler Policy issues• File blocking (false positives)• SSL certificate issues• URL categorization issues• Browsing speed/Latency issues

Slide notes

Support partners are responsible for managing: Problems with users logging in to the Zscaler service; Issues related to the customers connections to the Zscaler Cloud, or to customer private applications; troubleshooting Zscaler policy issues;

the investigation of files blocked by policy, and the identification of false positives; problems with the SSL certificate configuration, including certificate renewals when necessary; the management of URL categorization issues; and the investigation of browsing speed, or latency issues.

Slide 31 - Partner Level 1 Support – Tasks and Responsibilities



Slide notes

Looking at the split in responsibilities for our support partners, between Level 1 and Level 2. Level 1 engineers typically deal with:

Managing block and allow lists to block or allow a URL using custom categorization.

Requesting global categorization changes from Zscaler, and reporting the misclassification of URLs to Zscaler.

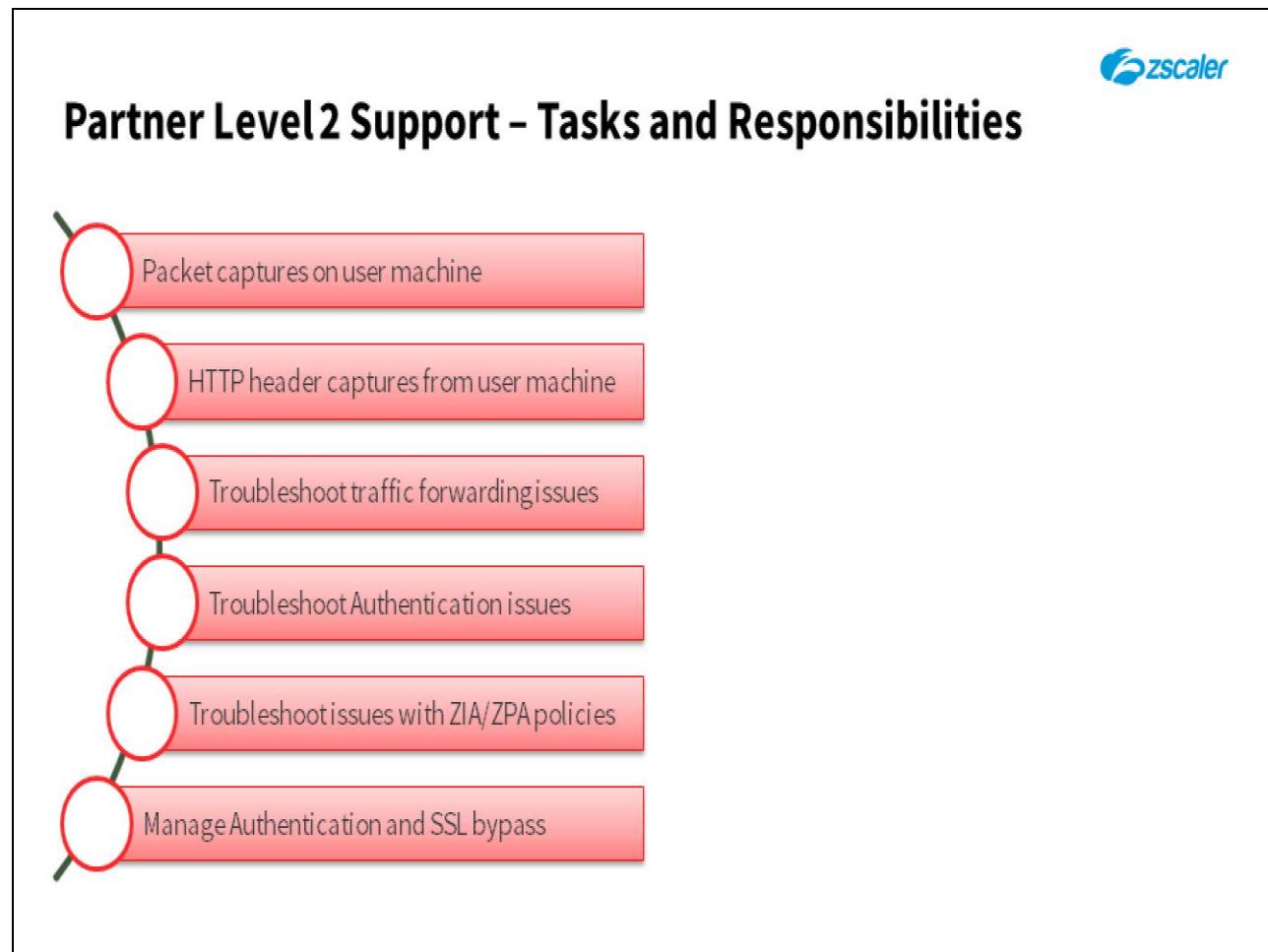
Requesting the provisioning of IP addresses or GRE tunnels on Zscaler.

Verifying that the IPs provided are public IP addresses that belong to the organization, and checking the nearest Zscaler node that the customer may need for their GRE end points.

Reviewing sites that should be blocked by the security policies and reporting any discrepancies to Zscaler. Also, the reporting of false positives to Zscaler, where a known legitimate site is blocked by security policy.

Troubleshooting to narrow down the possible issues when a user complains of no Internet, slow browsing, or private application unavailability. This will include the deployment and use of the Zscaler Network Analyzer tool.

Slide 32 - Partner Level 2 Support – Tasks and Responsibilities



Slide notes

Partner Level 2 support engineers, are expected to undertake wider and deeper troubleshooting of their end customer problems, and need to be capable of performing the following tasks:

Have the ability to take packet captures on a user machine, or be able to guide end users on how to capture packets using free tools such as Wireshark.

Capture HTTP headers from the user machine, or be able to guide an end user on how to take live HTTP header captures on the installed Browser(s).

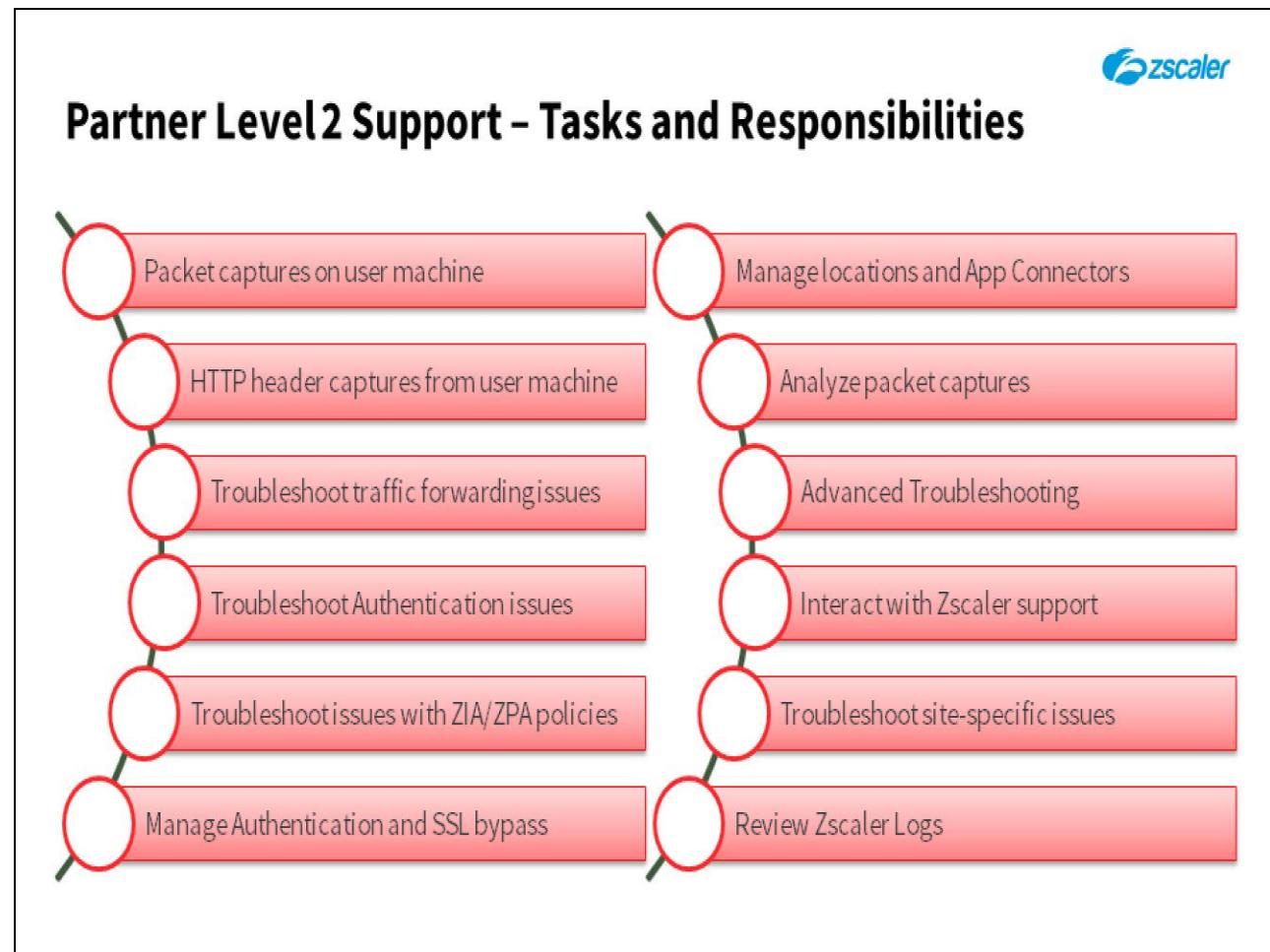
Troubleshoot issues related to the forwarding of traffic to Zscaler, including: the analysis, review, and editing of PAC files to manage traffic forwarding changes; understanding the GRE and/or VPN configuration, and the ability to make traffic forwarding changes; understanding the private access infrastructure (if applicable), and the troubleshooting of App Connectors.

Troubleshoot authentication issues relating to SAML, AD, Kerberos, or Hosted DB authentication methods, including the troubleshooting of single user, and multiple user authentication failures. And possess an understanding of the Zscaler and identity provider authentication configurations.

Understand the working of Zscaler ZIA policies and troubleshoot issues related to their application (e.g. Security policies, Advanced Threats, Web Applications, and URL policies). Also (if applicable) understand the control of access to private applications using ZPA policies, and be able to troubleshoot their enforcement.

Manage SSL inspection and authentication exemptions, to ensure access to sites that may block intercepted SSL traffic, or to authentication services.

Slide 33 - Partner Level 2 Support – Tasks and Responsibilities



Slide notes

Manage user locations to ensure traffic is correctly tagged from a site to Zscaler. If applicable manage App Connectors to ensure on-going access to private applications.

Review and analyze packet captures to identify application and network issues.

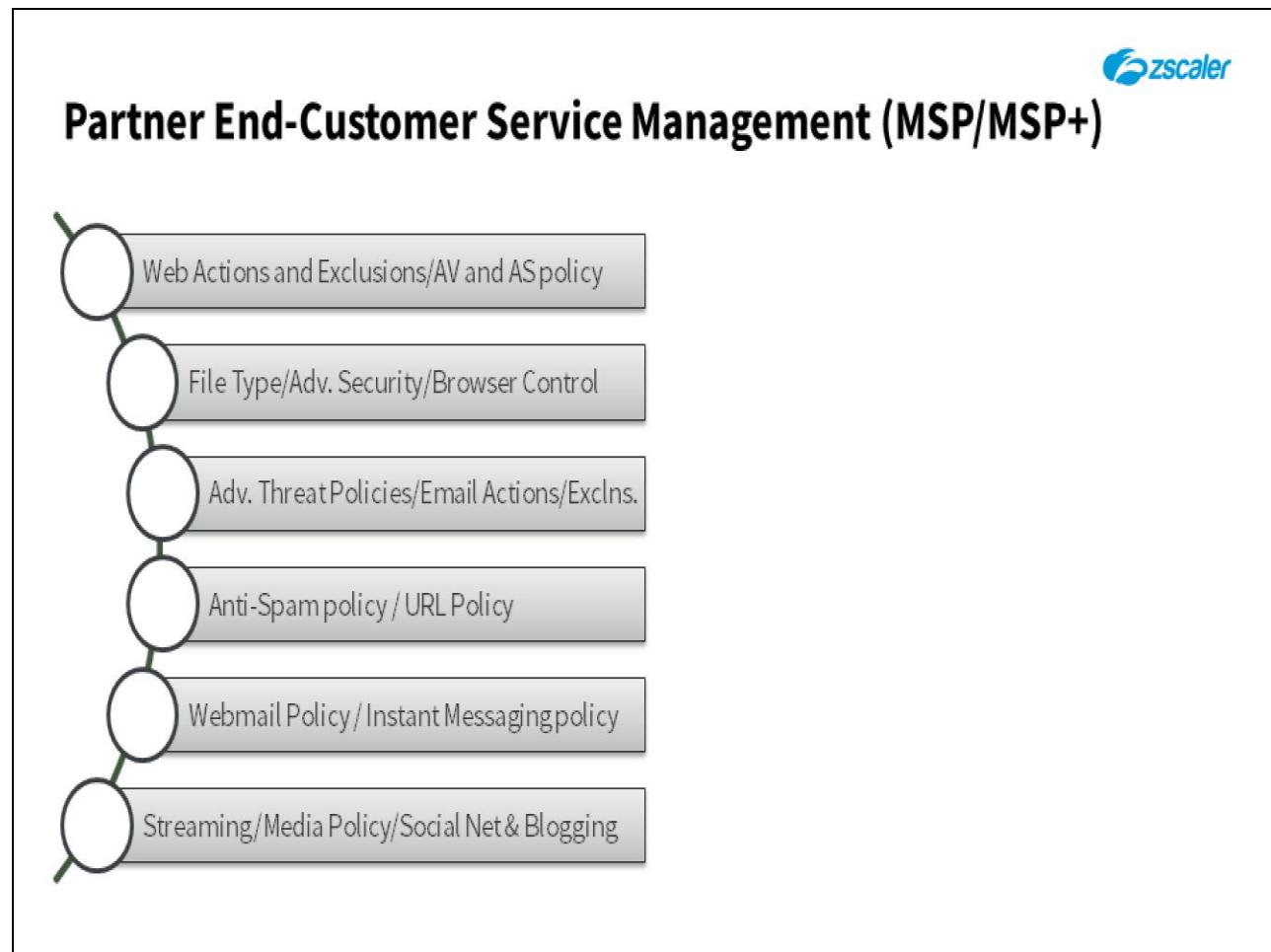
Advanced troubleshooting to narrow down issues where a user complains of no internet, slow browsing, or no application access, to include the use of network tools such as ‘Traceroute’ or ‘winMTR’ to identify networking issues.

Interact with Zscaler support when further troubleshooting is required from Zscaler.

Troubleshoot issues where a particular site is not working, or content is inaccessible from a site.

Understand Zscaler logs and reports to assist in troubleshooting issues and provide assistance on reporting requests.

Slide 34 - Partner End-Customer Service Management (MSP/MSP+)

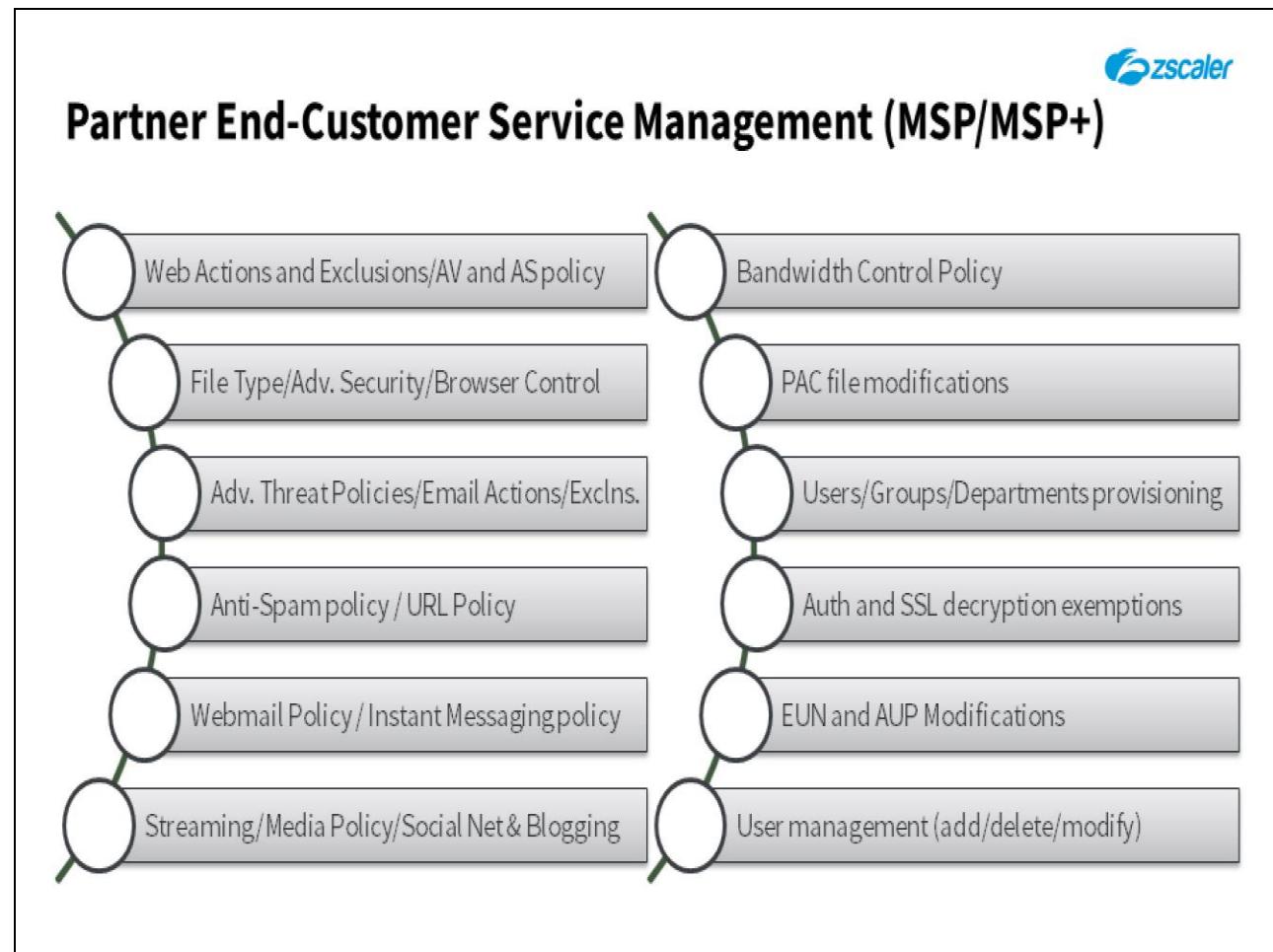


Slide notes

In addition, those support partners that offer a full managed service are expected to provide additional configuration and management services, such as the management of:

- Web Actions and exclusions, Anti-Virus, and Anti-Spyware policy.
- File Type control, and Advanced Security Browser Control.
- Advanced Threat Protection policies, including the setting up of email Actions and exclusions.
- Anti-Spam, and URL policies.
- Webmail, and Instant Messaging policies.
- Streaming Media, Social Network and Blogging policies.

Slide 35 - Partner End-Customer Service Management (MSP/MSP+)



Slide notes

Bandwidth Control policy.

PAC file modifications.

Users, Group, and Department provisioning.

Authentication exemption configuration. SSL decryption settings, and exemptions.

Modifications of the End User Notification, and Acceptable Use Policy (AUP) pages.

And user management, including additions, deletions, and modifications on the Identity Provider Portal.

Slide 36 - Thank you & Quiz



Thank you & Quiz

Slide notes

Thank you for following this Zscaler Support Overview module. 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.