


**Slide 1 - Troubleshooting ZPA**



# Troubleshooting ZPA

## Common Issues

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**Slide notes**

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

## Slide 2 - Navigating the eLearning Module

### Navigating the eLearning Module

The screenshot displays the Zscaler ZPA Basic Administration dashboard. The dashboard includes a sidebar with navigation links: Dashboard, Diagnostics, Live Logs, Administration, and Search. The main content area shows four summary cards: Applications Accessed (15), Discovered Applications (3), Access Policy Blocks (0), and Successful Transactions (884). Below these are two tables: 'Applications Accessed' and 'Top Applications by Bandwidth'. The 'Applications Accessed' table lists IP addresses and domain names. The 'Top Applications by Bandwidth' table lists domain names and their bandwidth usage. At the bottom, there are sections for 'Top Policy Blocks' and 'Access Policy Blocks'. Navigation callouts are overlaid on the video player interface: 'Exit' (top right), 'Previous Slide' (left), 'Next Slide' (right), 'Play/Pause' (bottom left), 'Progress Bar' (bottom center), 'Audio On/Off' (bottom right), and 'Closed Captioning' (bottom right).

IP Address	Domain Name
172.20.0.26	server01.safemarch.com
qx.gf.local	splunk.tn.zscaler.com
cm.gf.local	splunk.tn.zscaler.com
intranet.gf.local	splunk.tn.zscaler.com

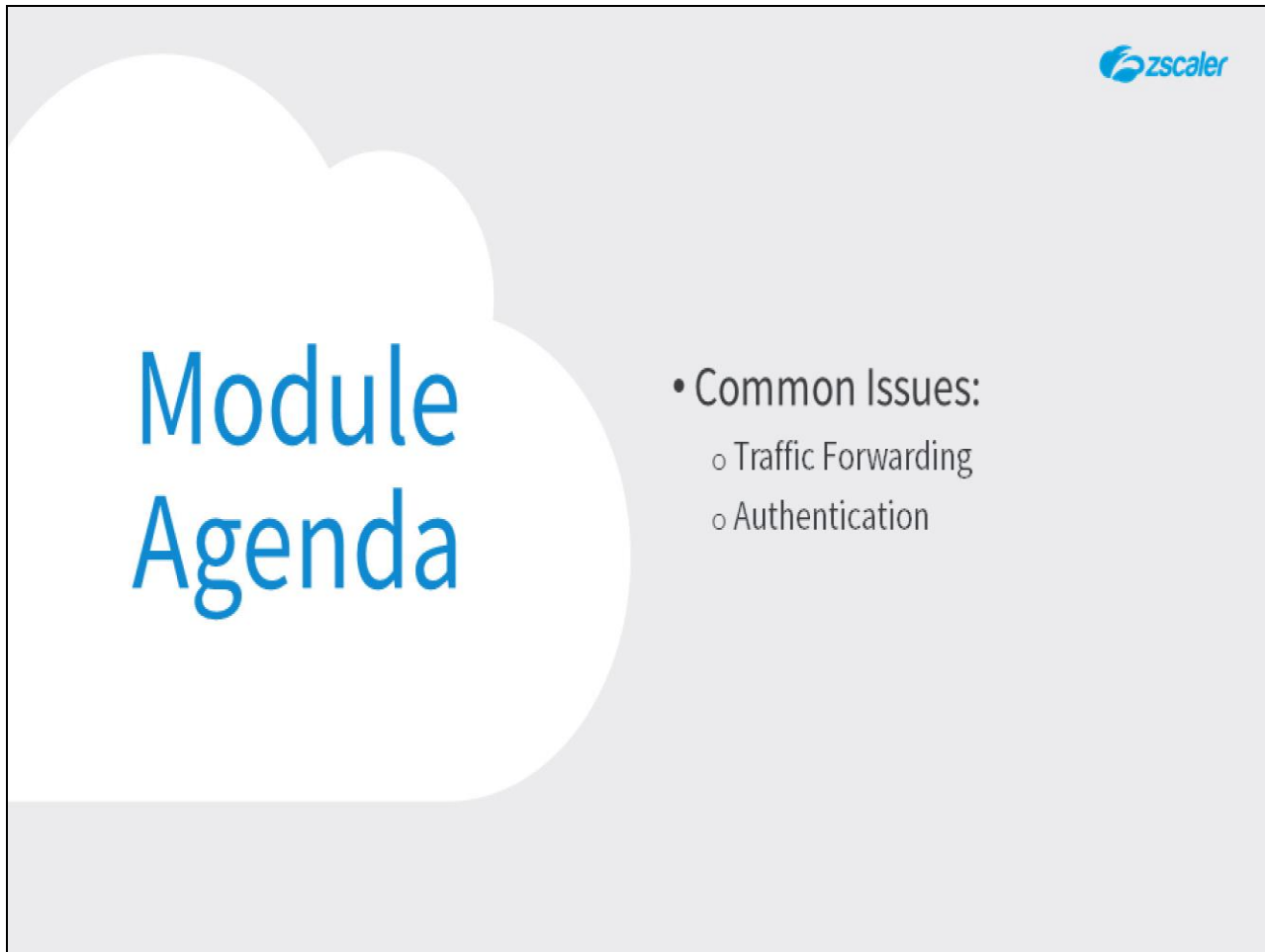
Domain Name	Bandwidth (MB)
server01.safemarch.com	23.87
qxlab.safemarch.com	8.11
cm.safemarch.com	7.26
intranet.safemarch.com	6.48
splunk.tn.zscaler.com	3.96
intranet.gf.local	3.38
intranet.safemarch.local	1.82
splunk.safemarch.com	1.80
server01.safemarch.com	1.45
cm.gf.local	1.02

### 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



The slide features a light gray background with a large white cloud shape on the left. Inside the cloud, the text "Module Agenda" is written in a large, blue, sans-serif font. To the right of the cloud, there is a bulleted list of common issues. In the top right corner, the Zscaler logo is displayed in blue.

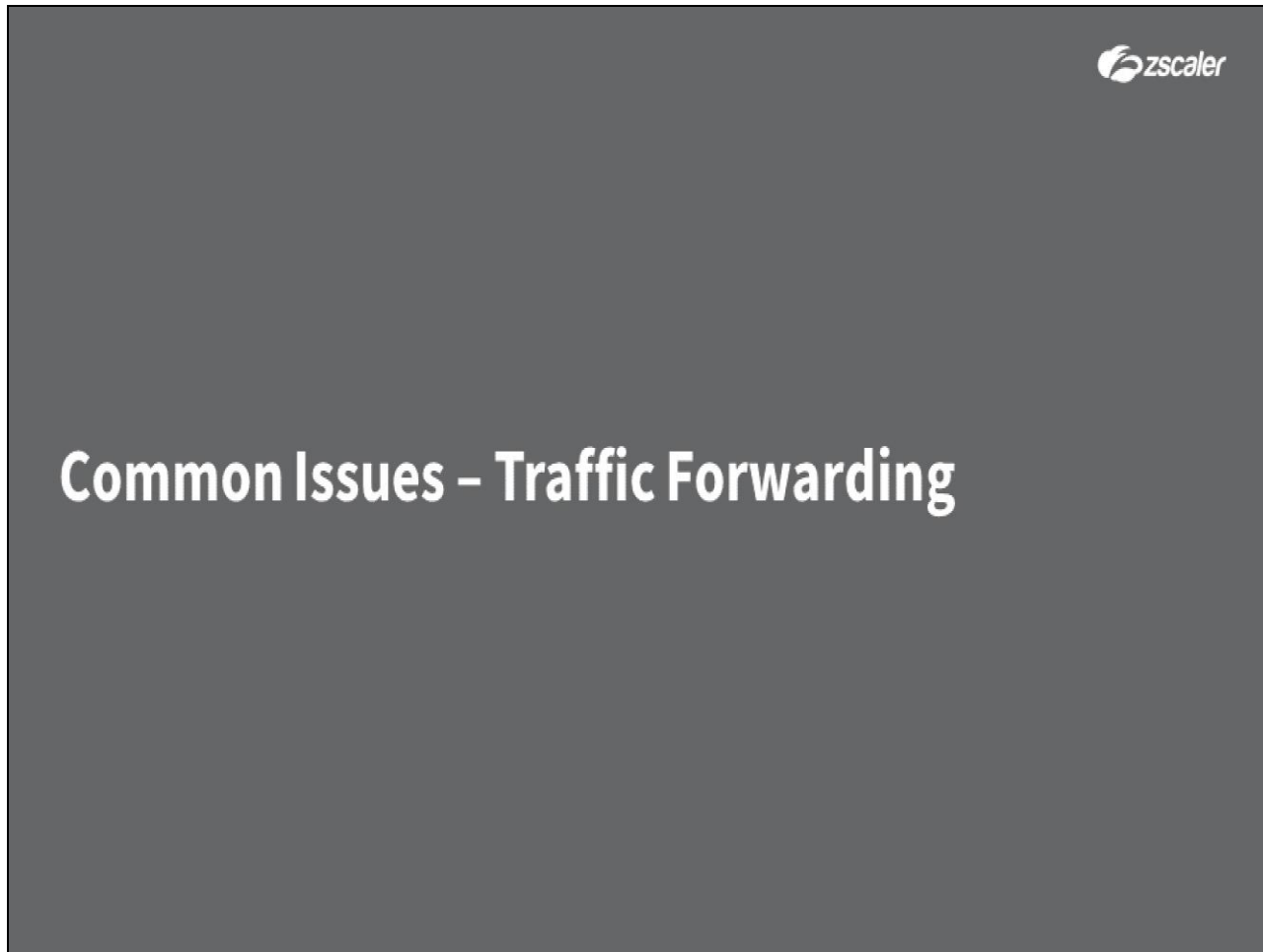
**Module Agenda**

- Common Issues:
  - Traffic Forwarding
  - Authentication

Slide notes

In this module, we will look at common issues with: Traffic forwarding and with the authentication of end users.

**Slide 4 - Common Issues – Traffic Forwarding**

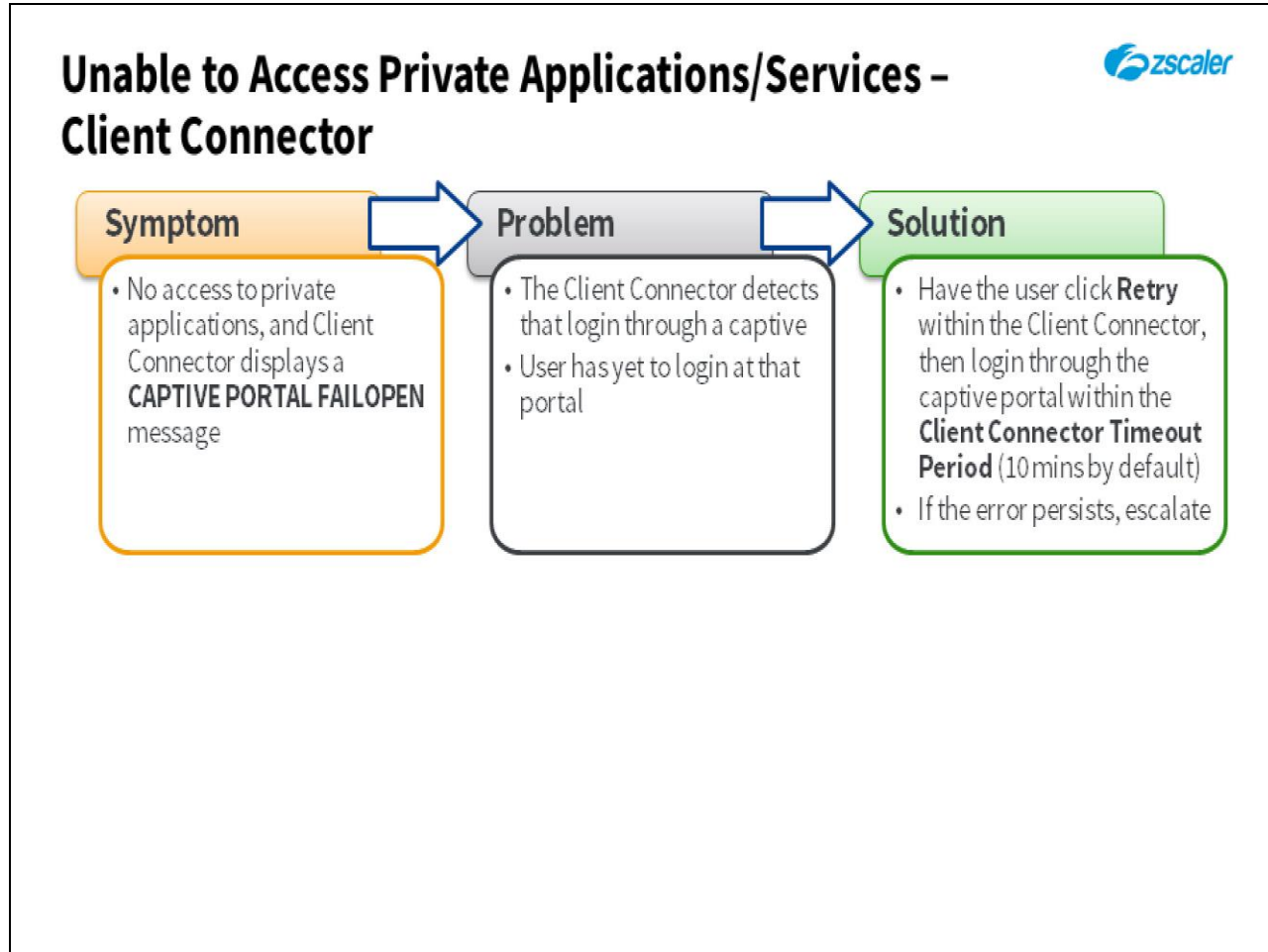


**Slide notes**

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

Slide 5 - Unable to Access Private Applications/Services –

Client Connector



Slide notes

First, we will look at common issues with Zscaler Client Connector users who are unable to access private applications or services.

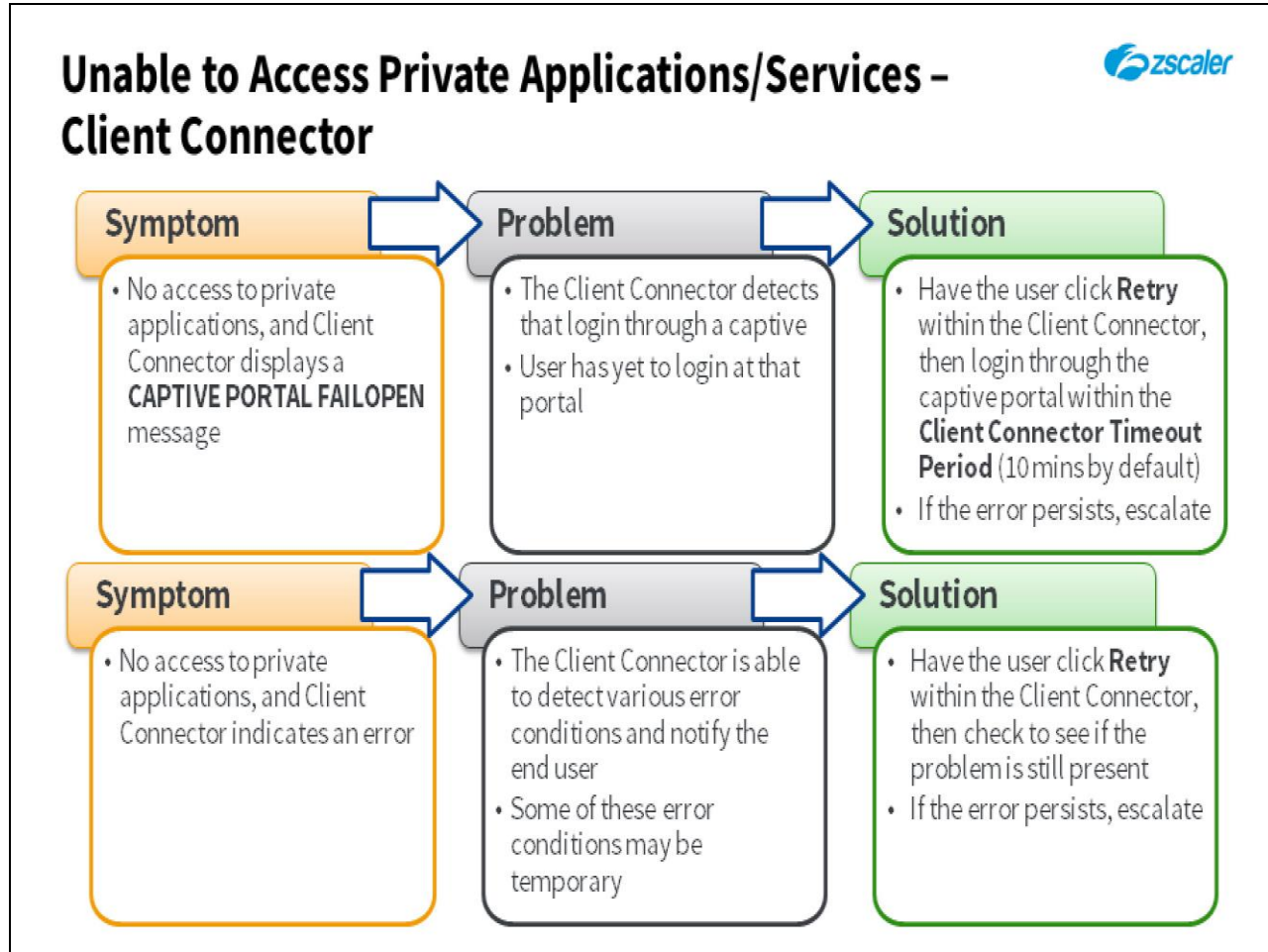
**Symptom:** The end user has no access to private applications, and the Client Connector displays a **CAPTIVE PORTAL FAILOPEN** message.

**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 **Zscaler Client Connector Timeout Period** (10 mins by default). If the error persists, then you probably need to escalate the issue.

Slide 6 - Unable to Access Private Applications/Services –

Client Connector



Slide notes

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

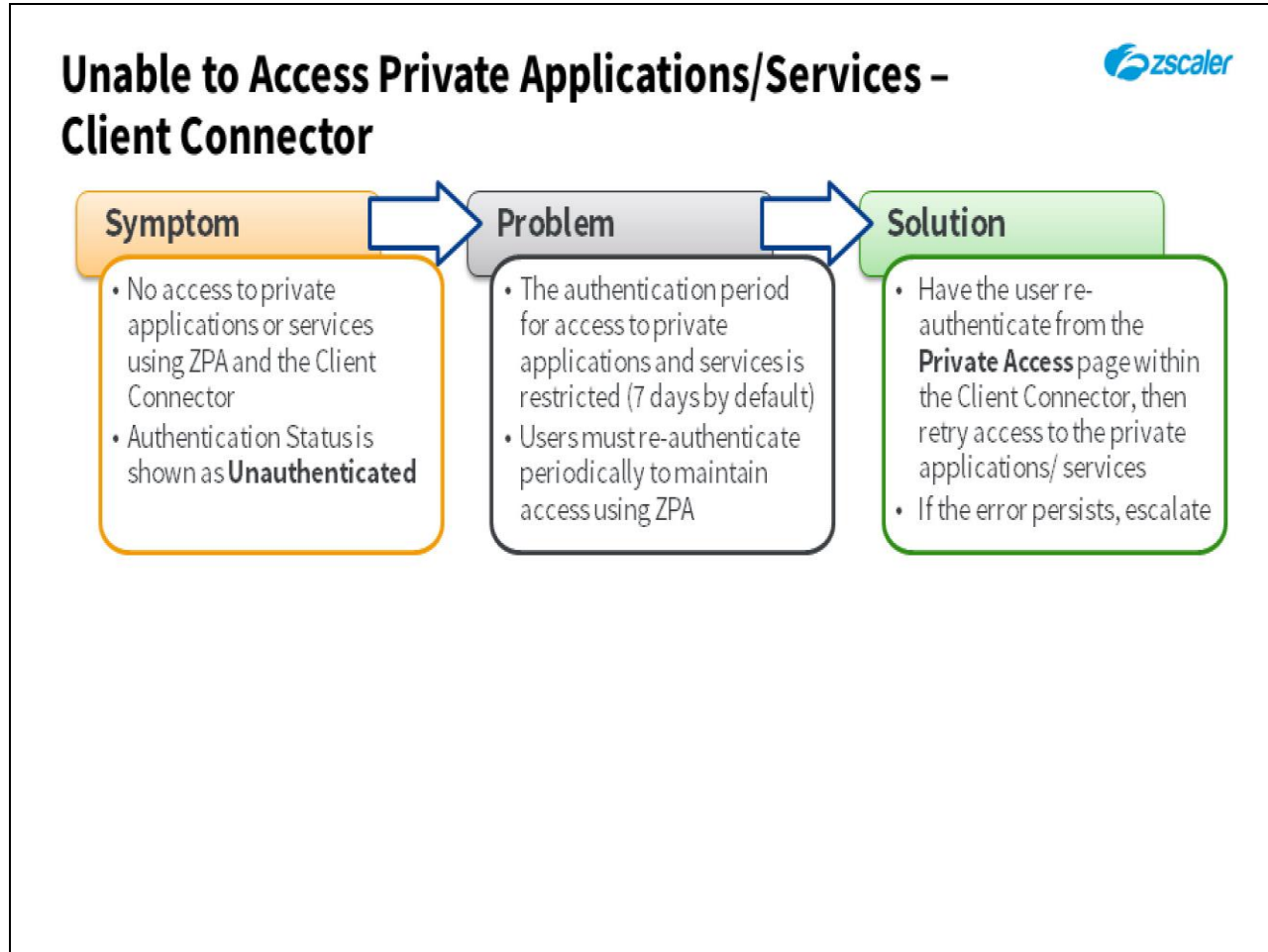
**Symptom:** The end user has no access to private applications, and the Client Connector indicates some error.

**Problem:** The 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 7 - Unable to Access Private Applications/Services –

Client Connector



Slide notes

Finally, for traffic forwarding issues, we will look at a problem for Zscaler Client Connector users who are unable to access private applications or services.

**Symptom:** The end user has no access to private applications or services using ZPA and the Client Connector. The Client Connector indicates an **Authentication Status** of **Unauthenticated** on the **Private Access** page.


**Problem:** The authentication period for access to private applications and services is restricted (to 7 days by default) and has expired. Users must re-authenticate periodically to maintain access to ZPA.


**Solution:** Have the user re-authenticate from the **Private Access** page within the Client Connector, then retry access to the private applications/services. If the error persists, then you will probably need to escalate.



Slide 8 - Error Codes – Zscaler Client Connector

## Error Codes – Zscaler Client Connector





Zscaler Client Connector

Zscaler Client Connector Errors

The tables below provide lists of error messages your user might see on the Zscaler Client Connector (formerly Zscaler App or Z App) while the app is in use:

> Cloud Authentication Error Codes

> Cloud Error Codes

> Zscaler Client Connector Portal Error Codes

> Report an Issue Error Codes

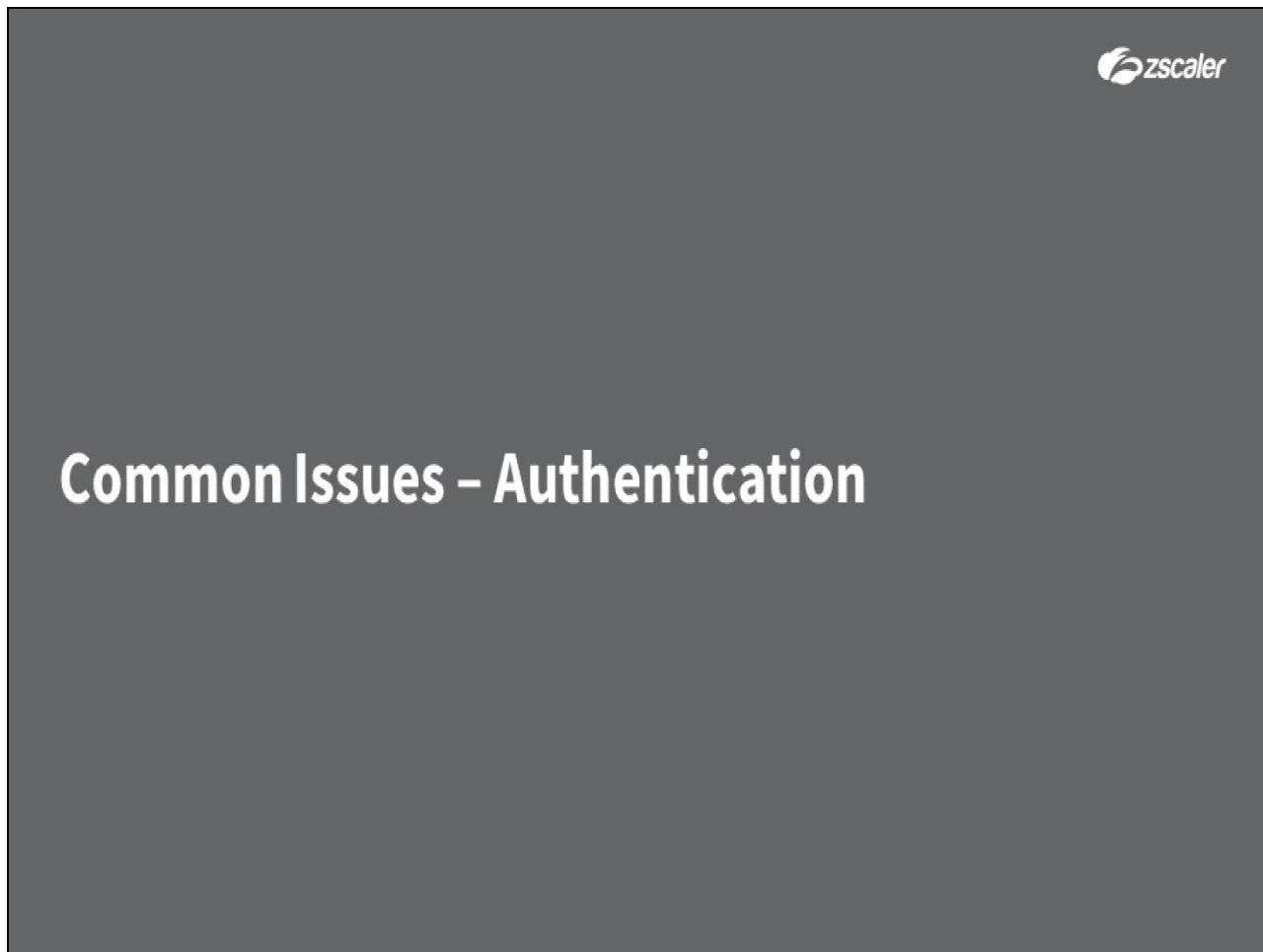
Error Code	Error Message	Error Description	Resolution
8790	Failed to report an issue	This is a generic error.	Export logs and contact Zscaler Support.
8791	Failed to report an issue	This error occurs when the user tries to report an issue and has not entered a username in the Name field of the form.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

<https://help.zscaler.com/z-app/zscaler-app-errors>

Slide notes

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

Slide 9 - Common Issues – Authentication




Slide notes

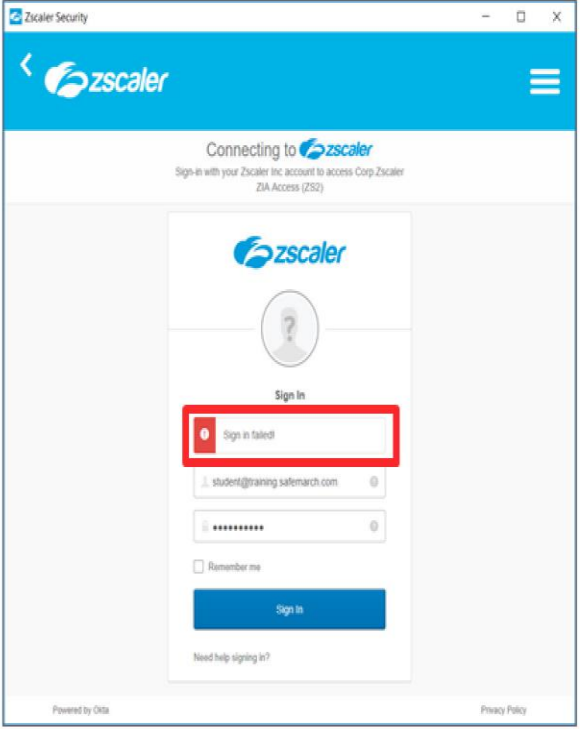
In the next section, we will look at some commonly reported issues when users are authenticating for ZPA access.

**Slide 10 - Common Issues – Authentication**

## Common Issues – Authentication



Note that authentication issues may occur in the Client Connector, or in the browser (if Browser Access is used)




**Slide notes**

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

You should note that, authentication issues for ZPA can occur in the Zscaler Client Connector or in the browser (if Browser Access is being used).

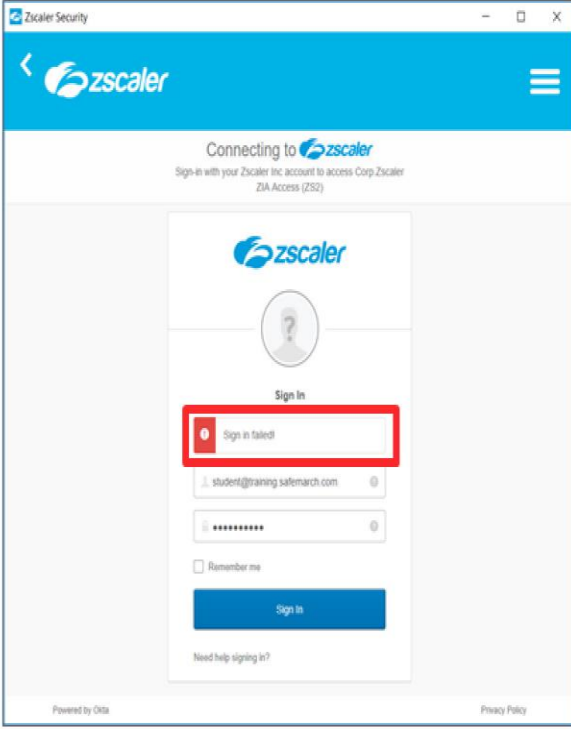
**Slide 11 - Common Issues – Authentication**

## Common Issues – Authentication



Note that authentication issues may occur in the Client Connector, or in the browser (if Browser Access is used)

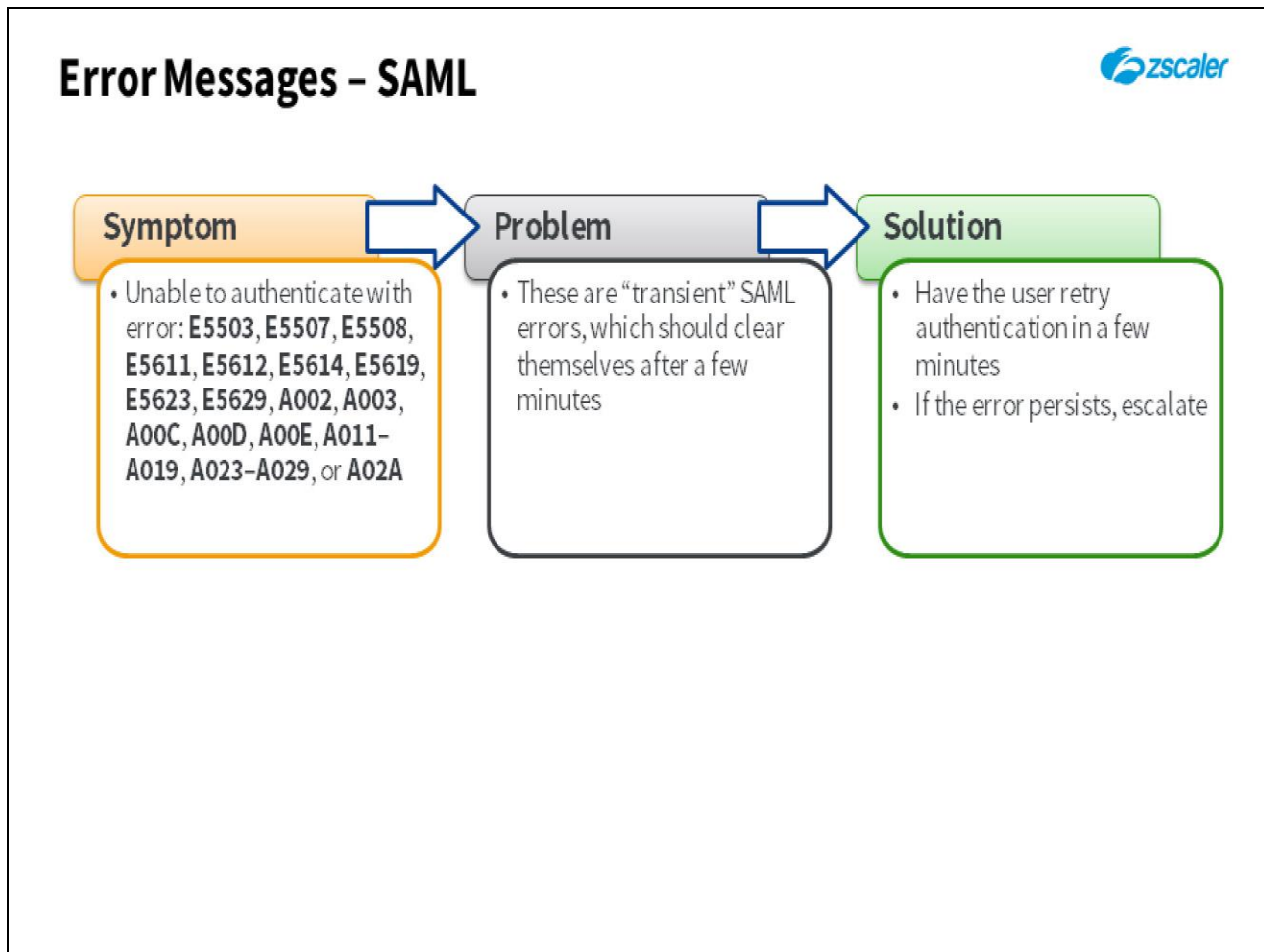
Also note that for ZPA, authentication issues may occur: when first connecting for ZPA access; at any of the configured re-authentication intervals; or during a manually triggered re-authentication



**Slide notes**

Also note that, for ZPA access, periodic re-authentication is required. Authentication problems may therefore occur: When first authenticating for ZPA; at any of these re-authentication intervals; or if the end user manually triggers a re-authentication.

Slide 12 - Error Messages – SAML



Slide notes

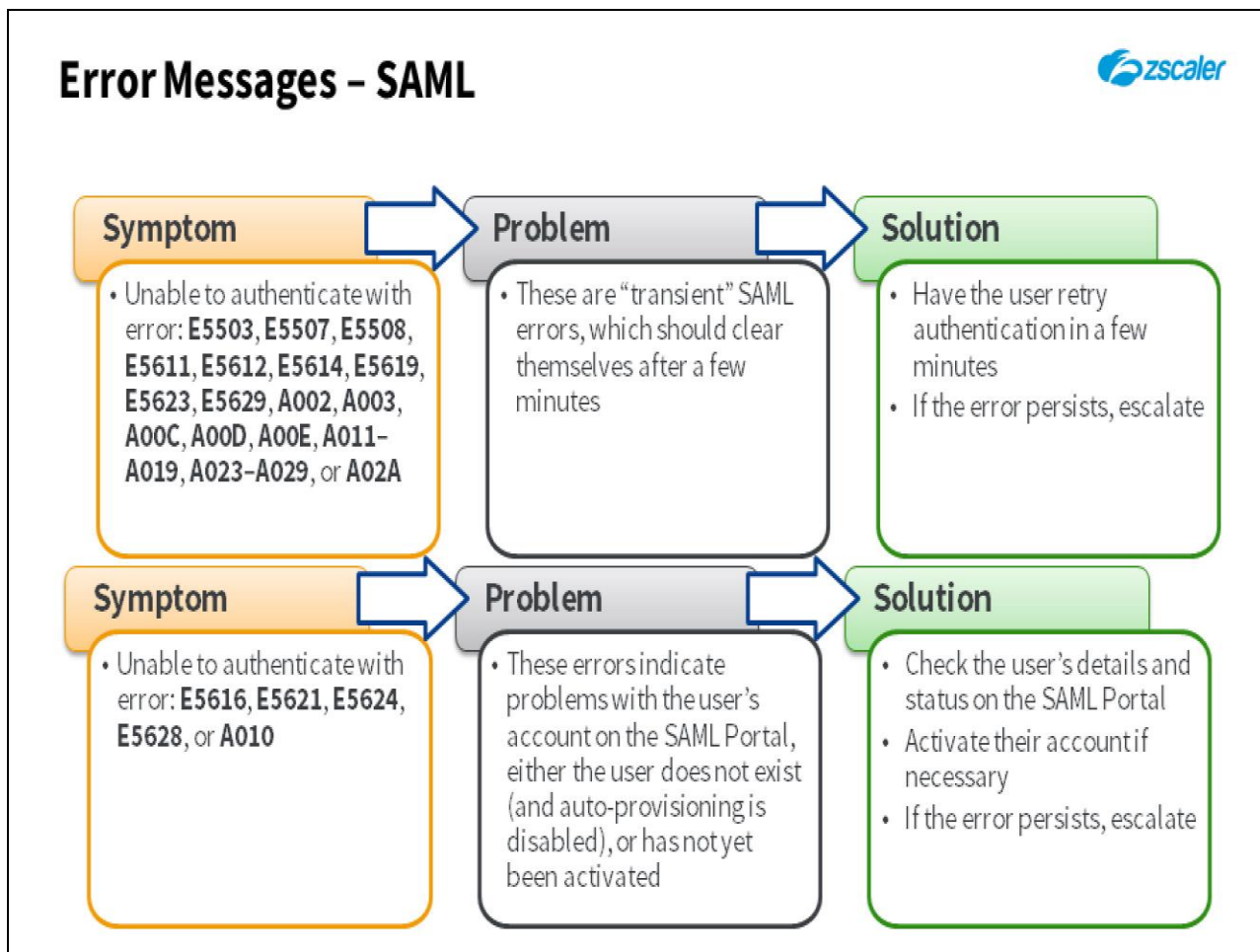
Firstly, we will look at some common issues with SAML authentication.

**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 13 - Error Messages – SAML



Slide notes

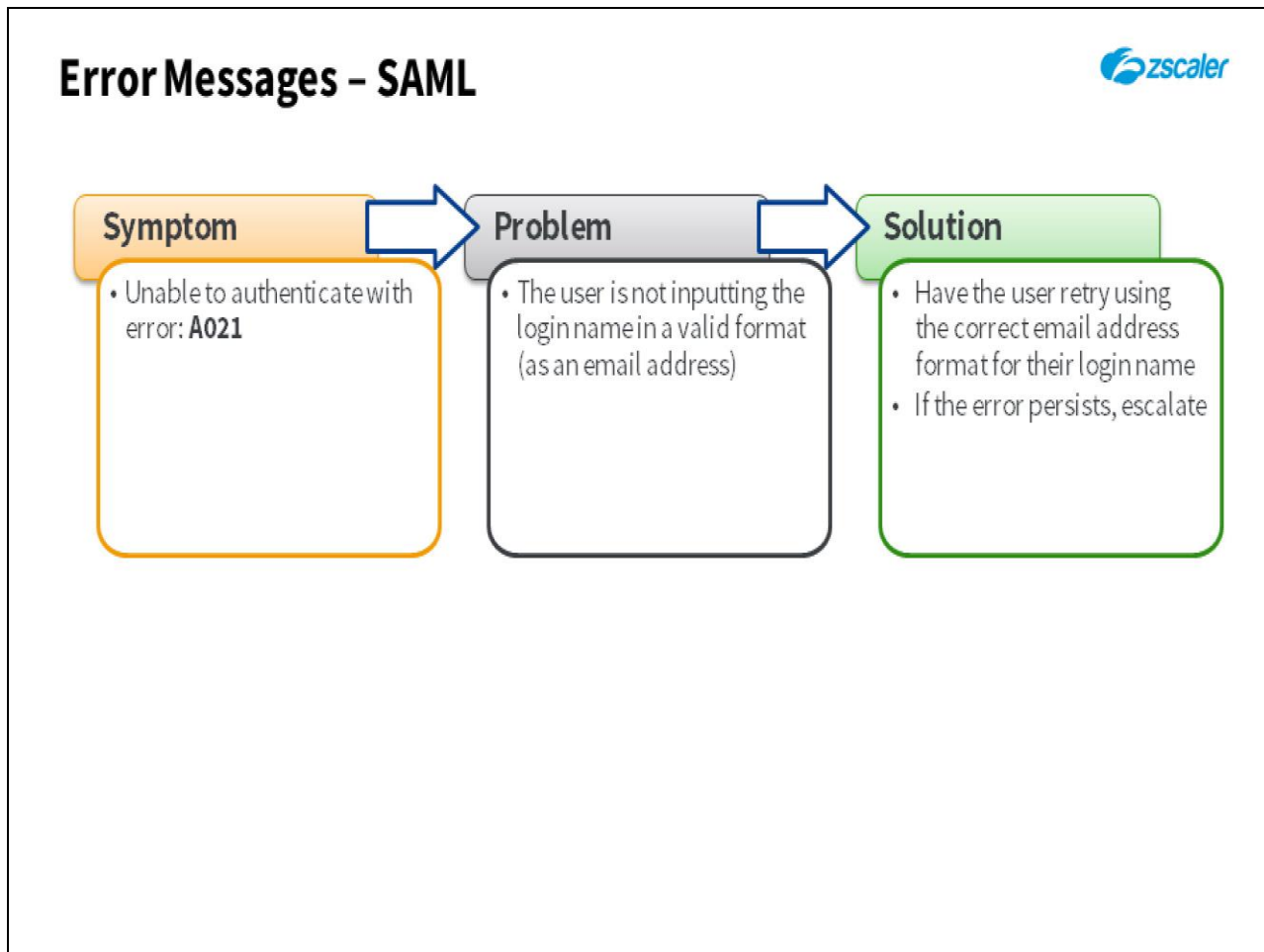
The next issue we will look at, involves problems with the end user’s account.

**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 14 - 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 15 - Error Messages – SAML

## Error Messages – SAML





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Troubleshooting SAML

This article provides some troubleshooting information and guidelines about the SAML authentication error codes. To learn more about SAML, see [About SAML](#). To configure SAML, see [Configuring SAML](#).

### Troubleshooting Browser Settings

Following are the common issues encountered due to incorrect browser settings of the user:

- [Browser Displays "Can't display the webpage." Error Message](#)
- [Browser Is Stuck on the Redirection Page](#)
- [Browser Displays Basic Pop-Up Login](#)

### Troubleshooting SAML Error Codes

SAML error codes are displayed when SAML authentication request fails. The following table lists the SAML error codes and troubleshooting tips. A live HTTP header dump will be helpful in all cases.

Error Code	Description	What to Do
0xA001	The SAML response format is incorrect.	Retry after a few seconds. If the error persists, contact Zscaler Support.
0xA002	A transient cloud issue.	Retry after a few seconds. If the error persists, contact Zscaler Support.
0xA003	A transient cloud issue.	Retry after a few seconds. If the error persists, contact Zscaler Support.
0xA004	An error occurred with Login name.	Retry after a few seconds. If the error persists, contact Zscaler Support.
0xA007	A malformed response.	Retry after a few seconds. If the error persists, contact Zscaler Support.

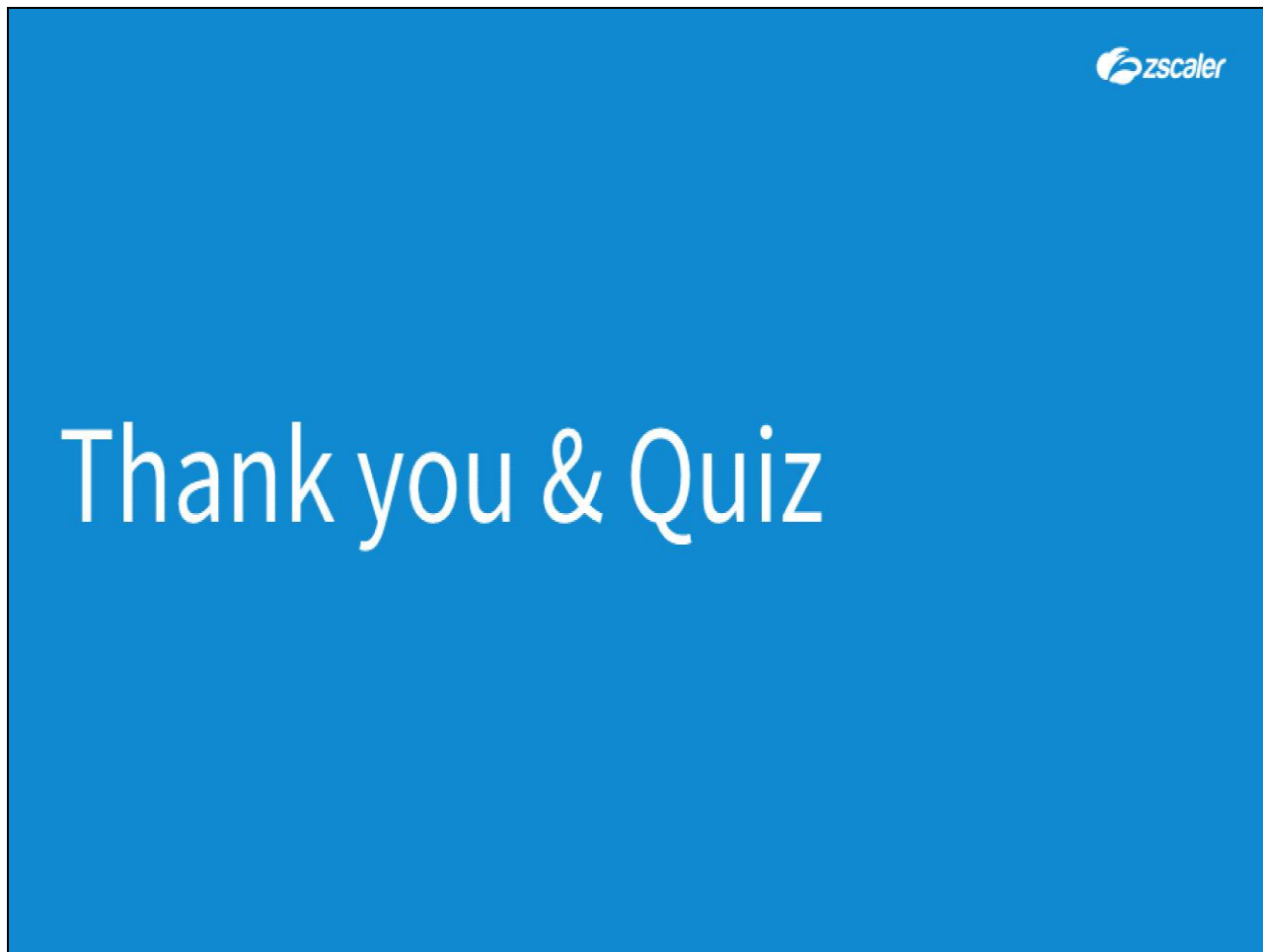
<https://help.zscaler.com/zia/troubleshooting-saml>

Slide notes

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



**Slide 16 - Thank you & Quiz**



**Slide notes**

Thank you for following this training module on common issues with ZPA. 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.