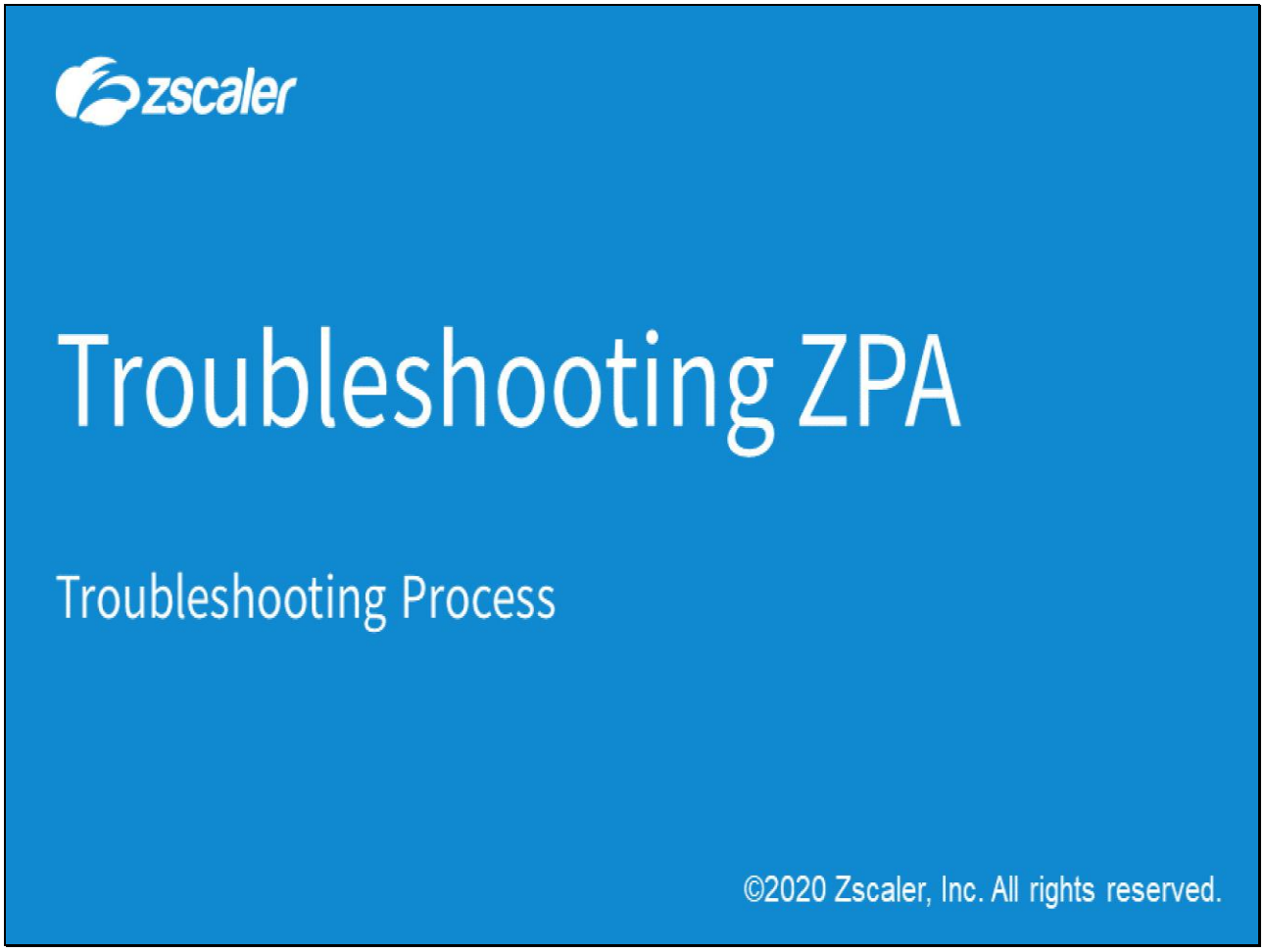
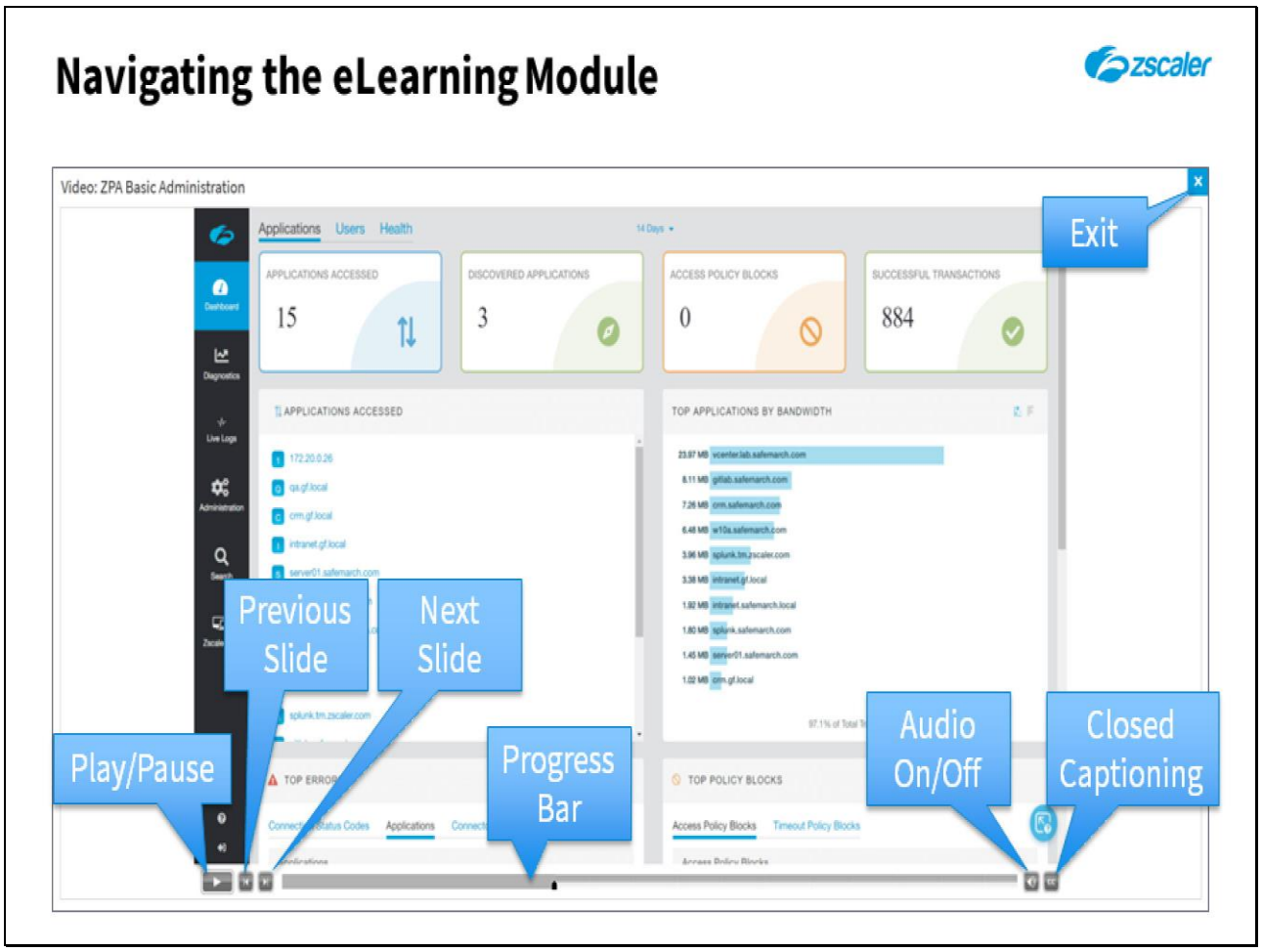
Slide 1 - Troubleshooting ZPA



Slide notes

Welcome to this training module on a process for troubleshooting Zscaler Private Access (ZPA).

Slide 2 - Navigating the eLearning Module

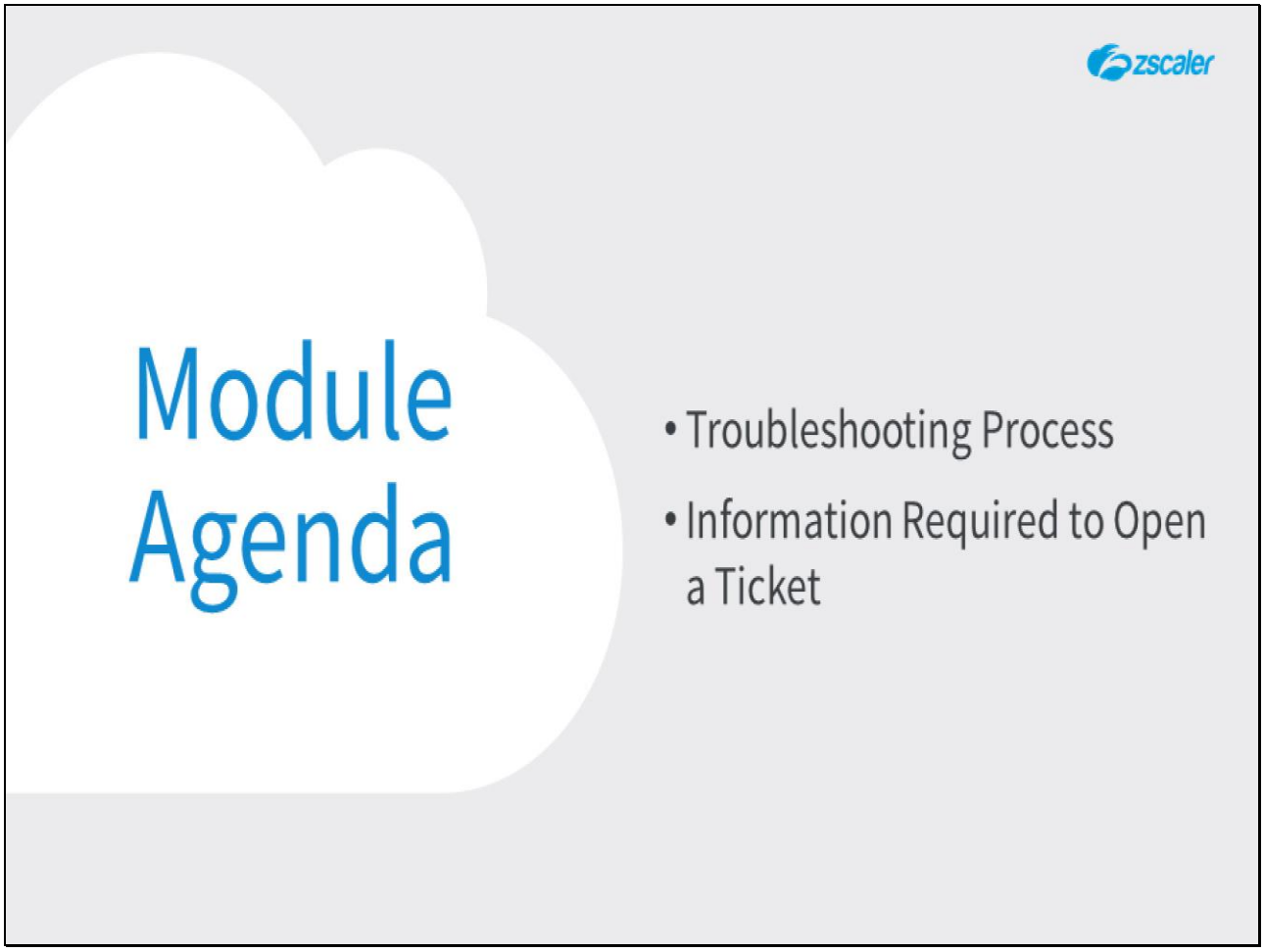


Slide notes

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.

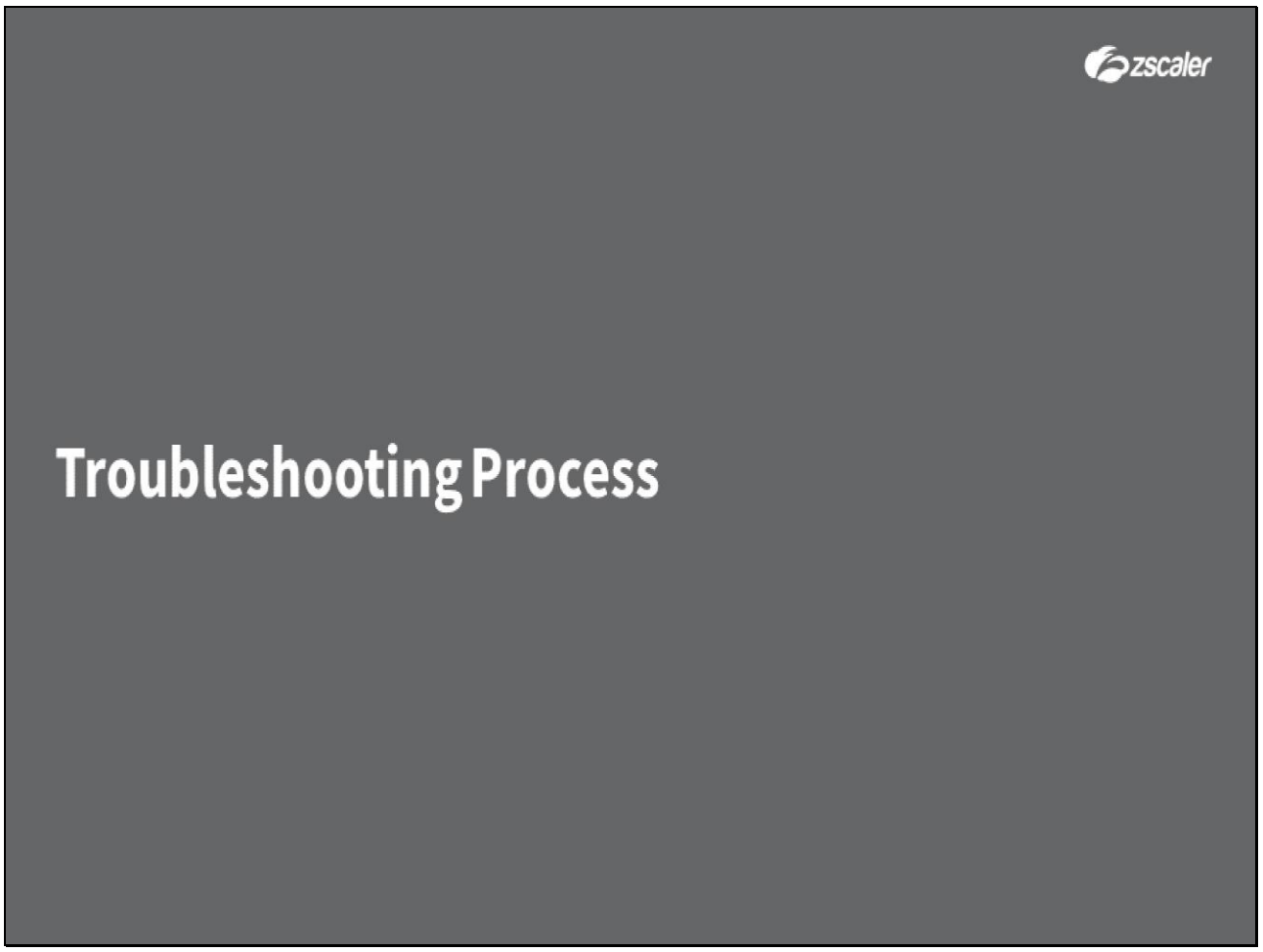
Slide 3 - Module Agenda



Slide notes

In this module we look at the process for troubleshooting application connectivity using ZPA, and at the information that is required in order to open a support ticket.

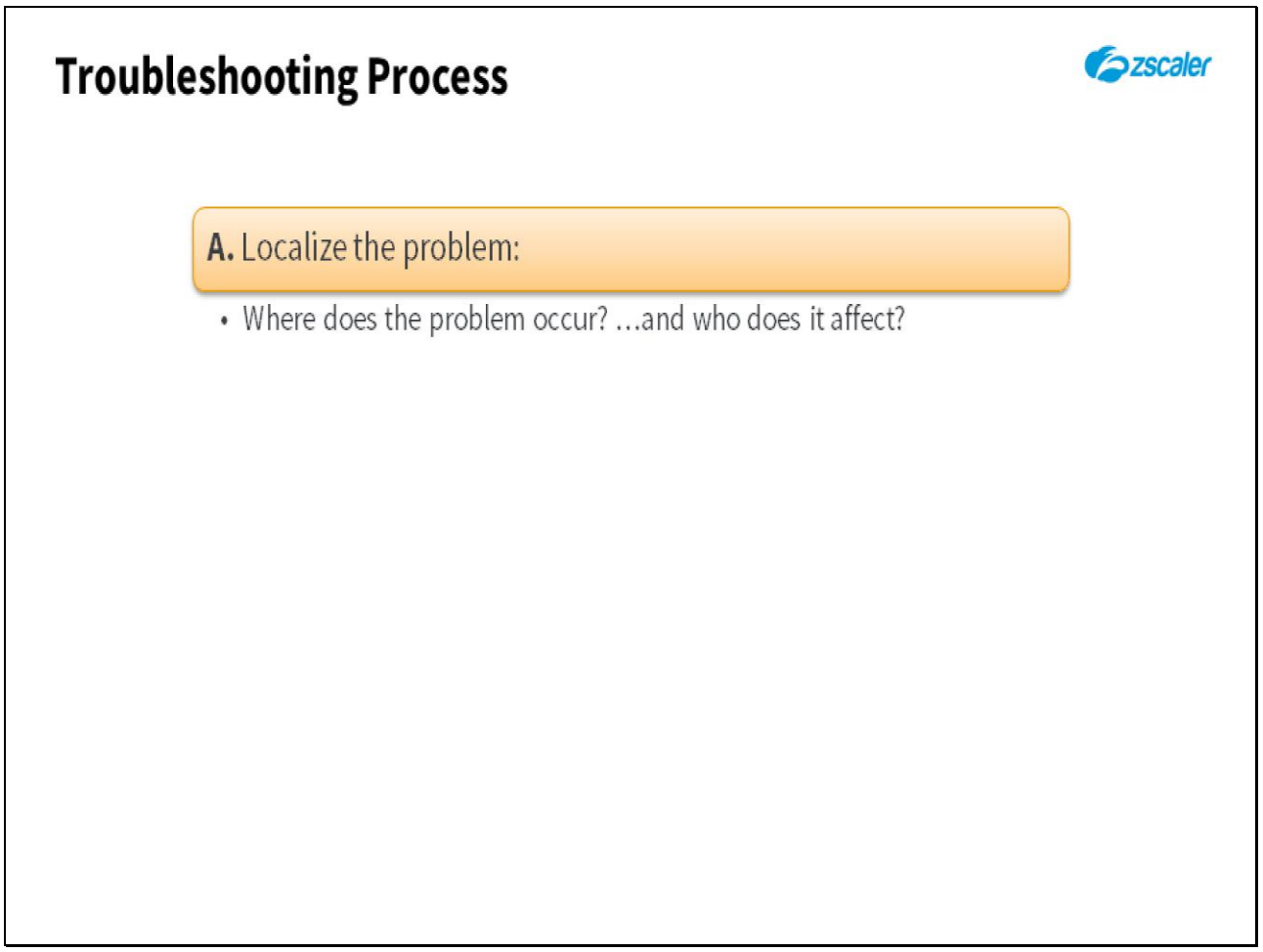
Slide 4 - Troubleshooting Process



Slide notes

In the first section, we will discuss an approach to troubleshooting application connectivity through ZPA.

Slide 5 - Troubleshooting Process



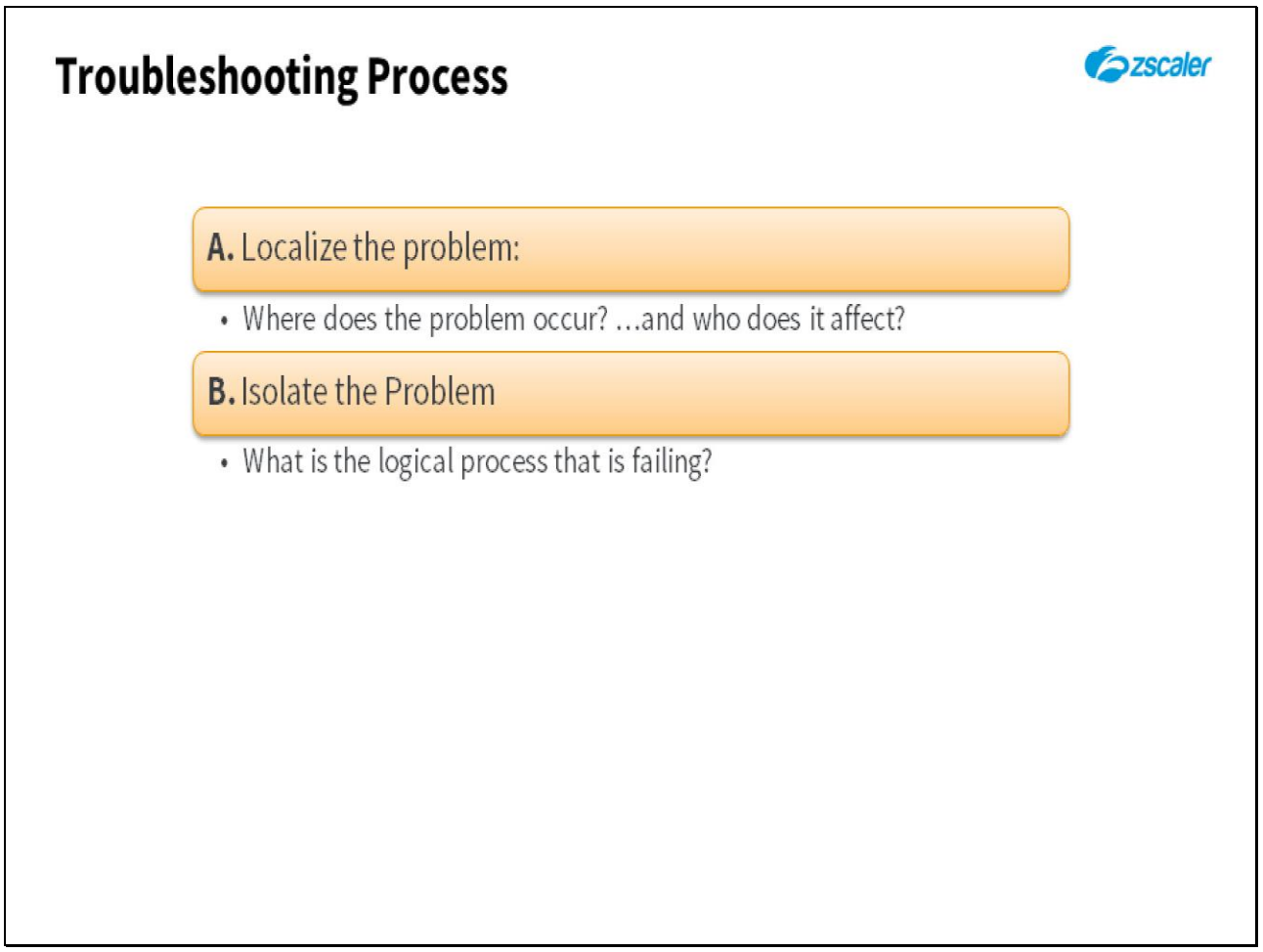
Slide notes

The first step in troubleshooting any connectivity issue, is to identify as far as possible precisely where the connection is failing, and who is impacted by the failure. With a Private Access connection through Zscaler, an issue can occur in one of a number of places:

On the end user's device; on the local network; with the Zscaler Client Connector on the end user's device; between the end user and Zscaler; between the end user and the Identity Provider (IdP); between the IdP and Zscaler; with the App Connectors; on the network where the private applications are hosted; or with the target application.

Your goal here is to home in as quickly as possible to the 'failure domain', to allow you to focus your troubleshooting efforts on the actual problem area. Many standard networking tools, and some specialized Zscaler tools are available to assist in this process, such as: a simple 'ping' to the target application, or the ZPA 'Diagnostics' page in the admin portal.

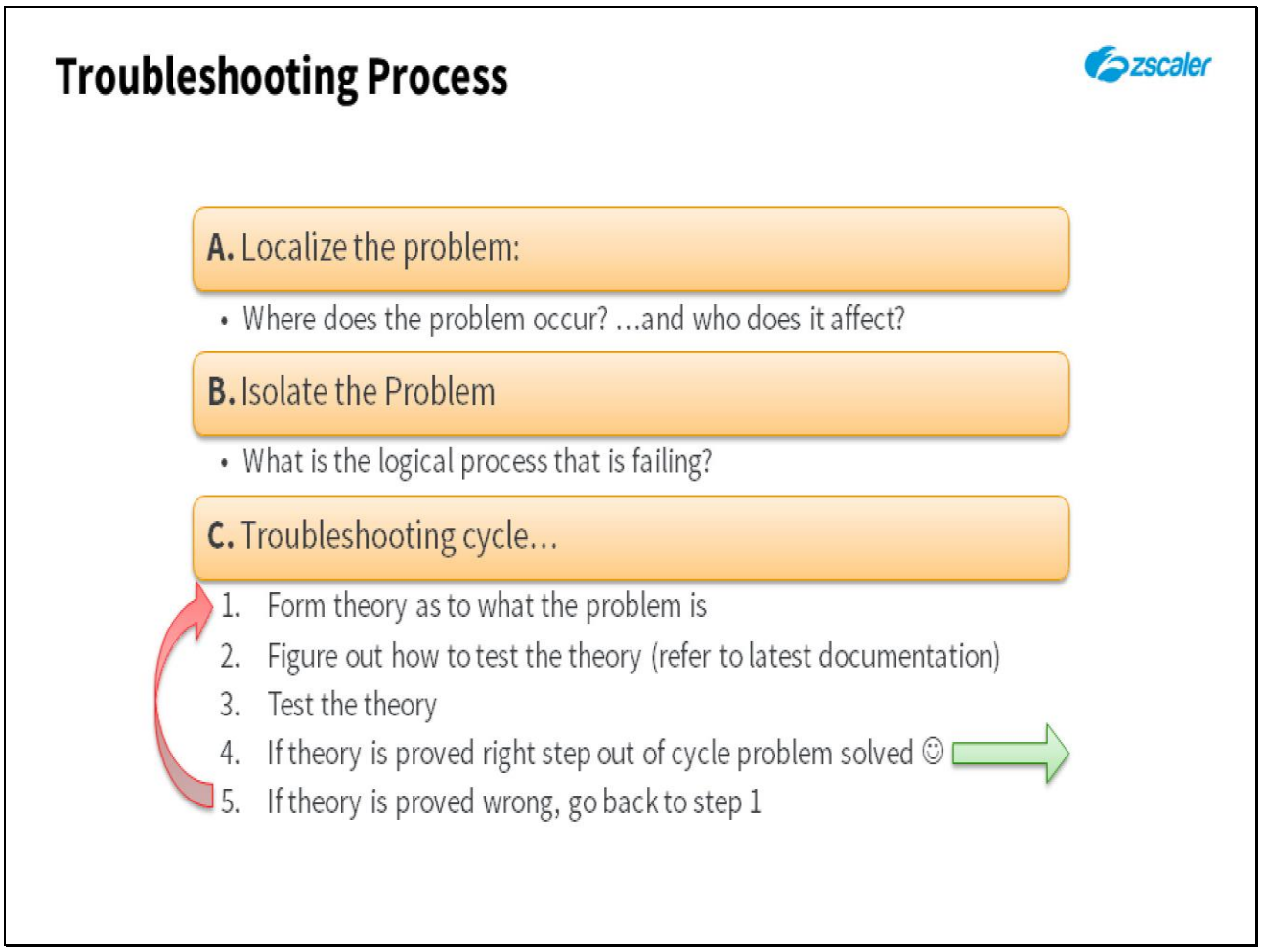
Slide 6 - Troubleshooting Process



Slide notes

Having localized the problem, the next stage is to isolate precisely what logical process is failing, to allow you to identify a solution to the problem: Are there network connectivity problems in general? Is there a connection issue between specific infrastructure entities? Is there some form of misconfiguration, either of the network connections, or of a Zscaler Policy?

Slide 7 - Troubleshooting Process



Slide notes

Having localized and isolated the problem, you then need to come up with a solution to it, which is best done using a troubleshooting cycle such as the one shown here.

To start the cycle, you must leverage your knowledge and experience as a network or support engineer to form a theory as to what problem might cause the symptom(s) that you are seeing.

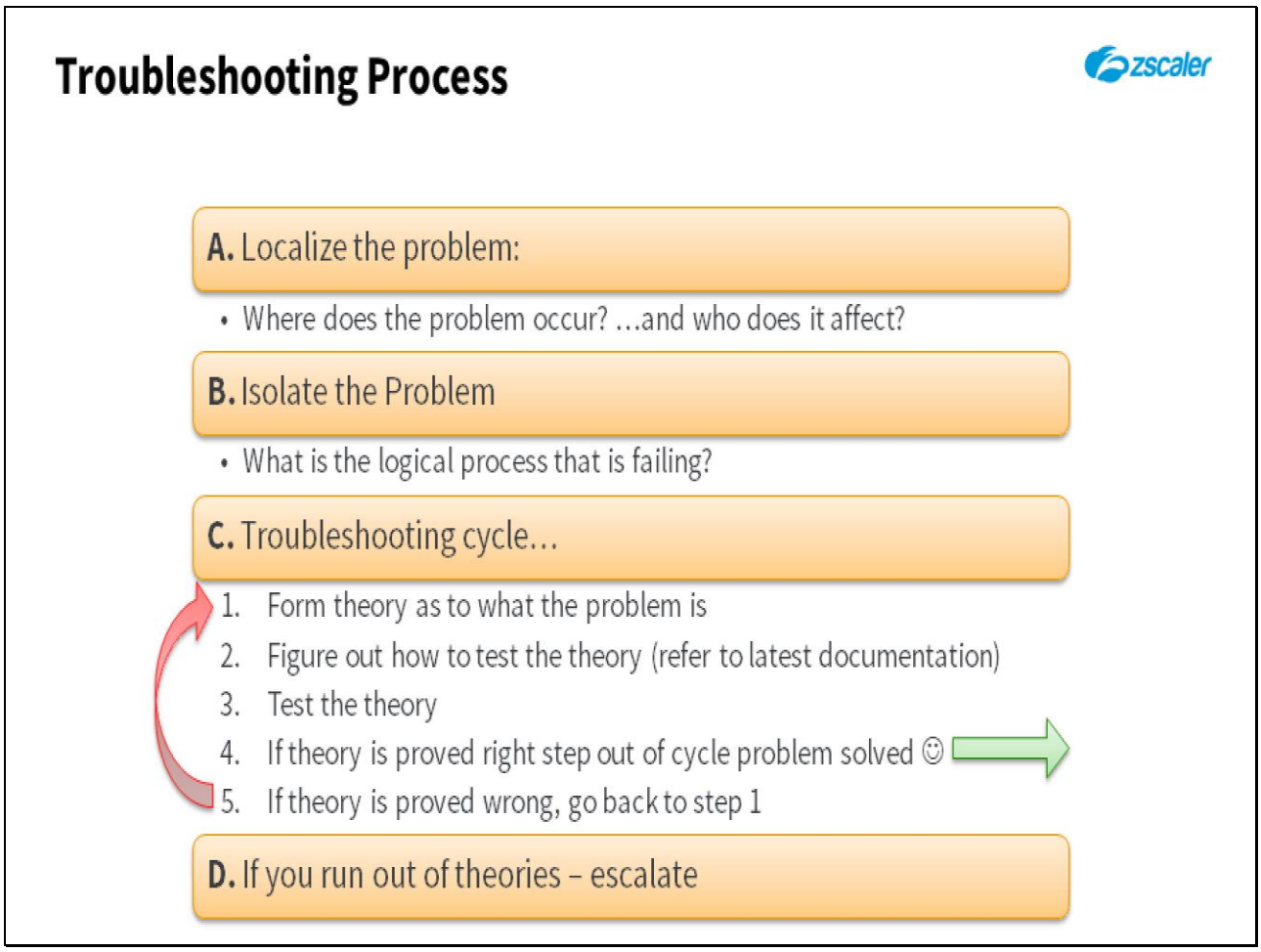
Having come up with a theory, you then need to figure out the best way to test your theory, …what can you change or re-configure which (according to your theory) should fix the issue.

Then you can go ahead and test your theory, at which point there could be two possible outcomes:

First, your theory proved to be correct, and connectivity has been restored for the end user. This means that you have fixed the problem, or at least a problem, and you can step out of the troubleshooting cycle (for now).

Alternatively, your theory is proved to be incorrect, at which point you need to reverse any configuration changes that you made during your tests, and come up with a new theory.

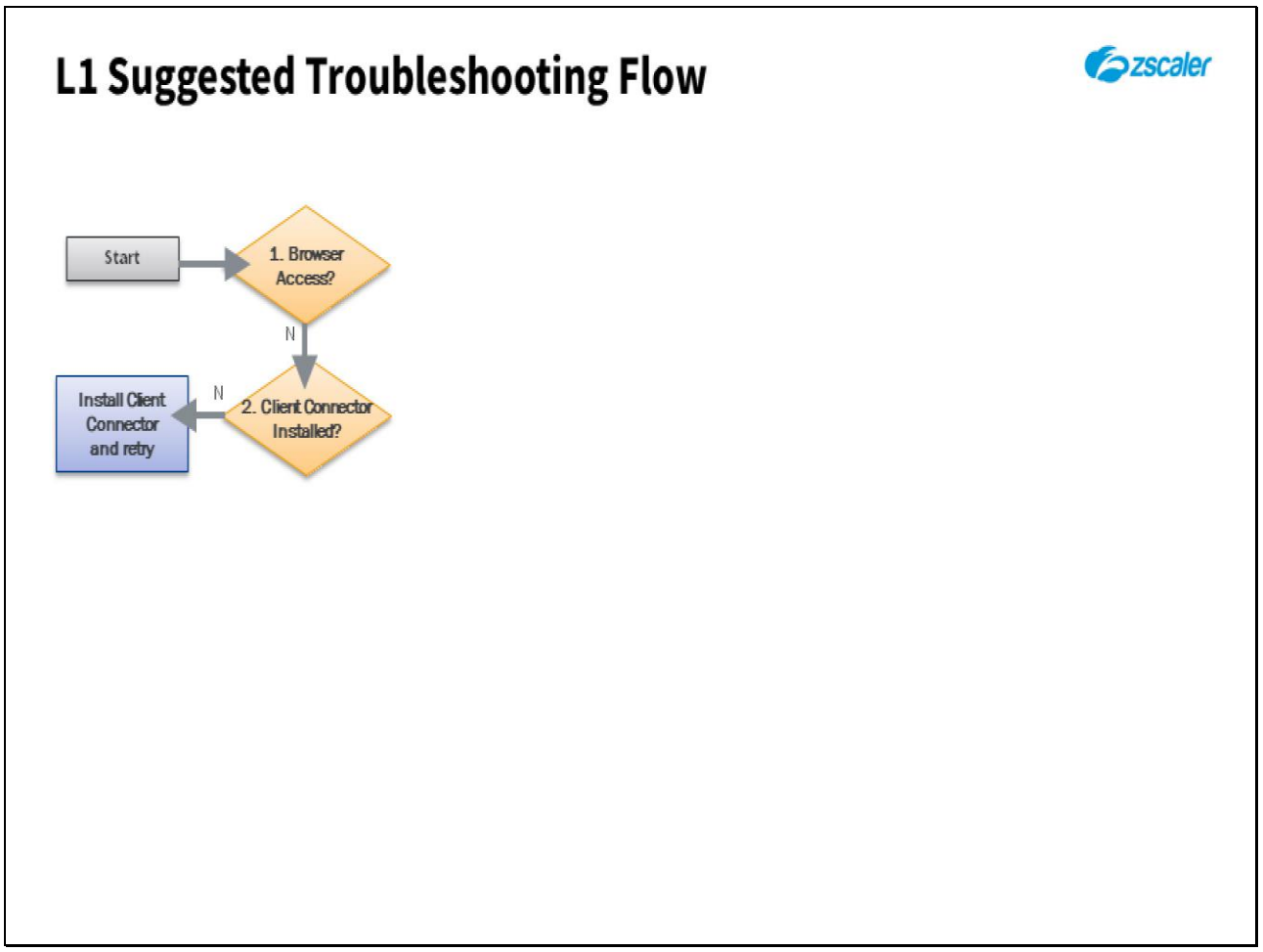
Slide 8 - Troubleshooting Process



Slide notes

There are only so many theories that any engineer can come up with, and if you run out of ideas you will need to consult more experienced colleagues, who may well have seen the problem before, or can at least bring a fresh set of eyes to the problem.

Slide 9 - L1 Suggested Troubleshooting Flow



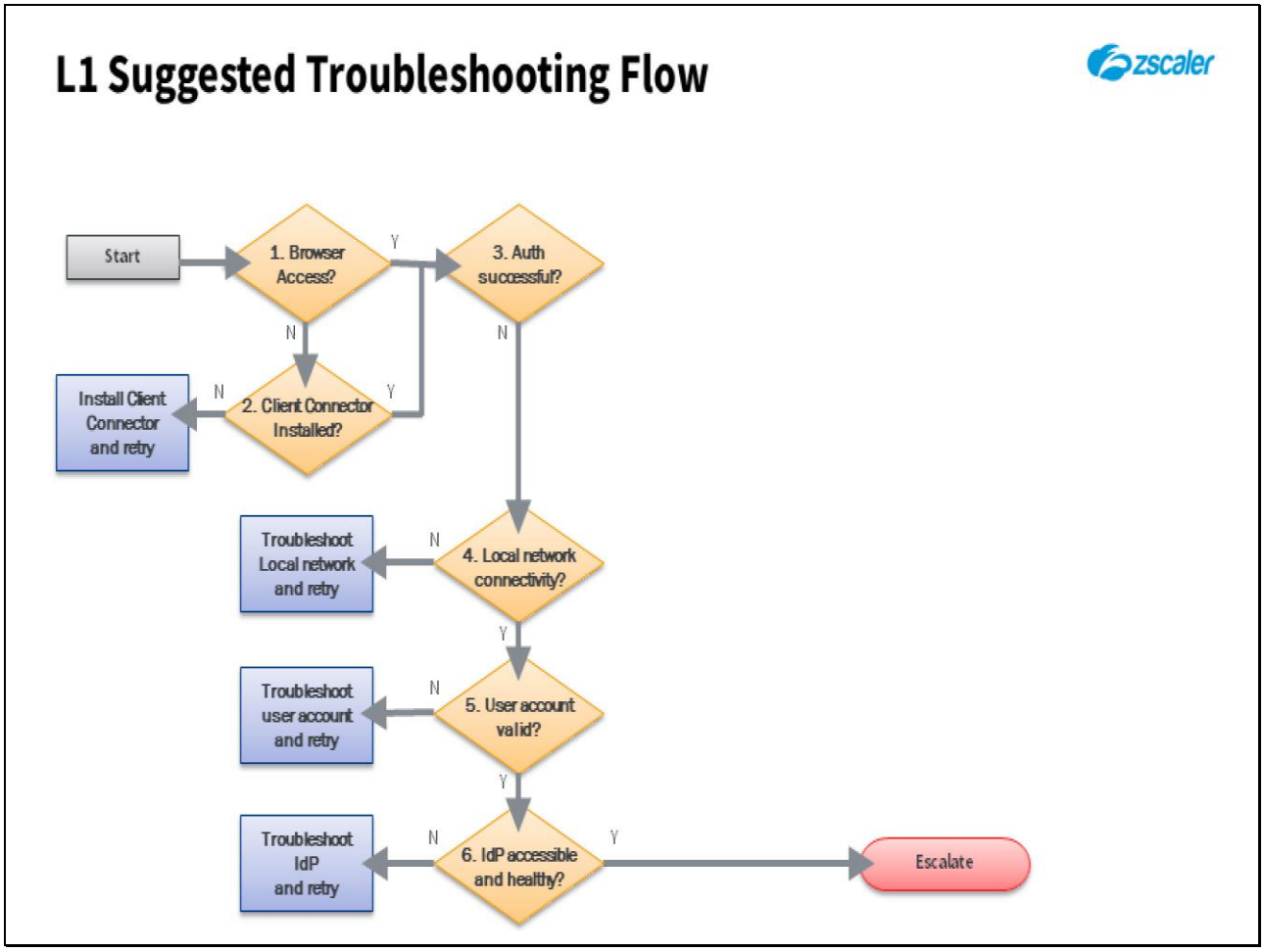
Slide notes

Here is a suggested flow diagram for Level 1 support engineers troubleshooting application connectivity issues using ZPA.

The very first thing to check, is what type of ZPA access the end user is attempting. Is it Browser Access?

Or is the Zscaler Client Connector being used? If so, then you need to check whether or not the end user has the Zscaler Client Connector installed on their device.

Slide 10 - L1 Suggested Troubleshooting Flow



Slide notes

The second thing to check is whether the user is able to successfully authenticate through the Zscaler Client Connector.

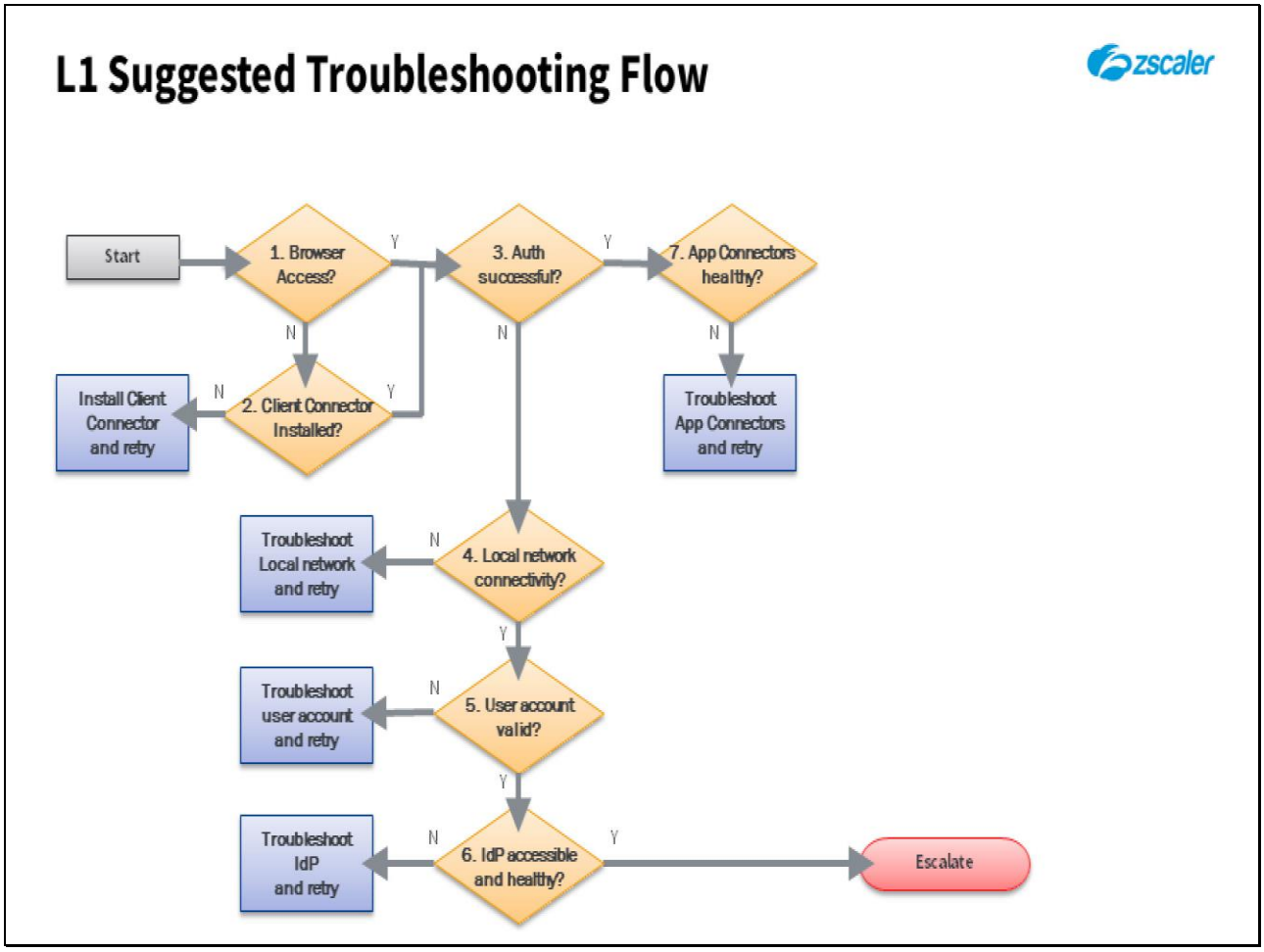
If not, confirm that the user actually has Internet connectivity from the network that they are currently connected to.

If the network is OK, check the end user's account to make sure it is still valid.

If the user account is OK, check that the user is able to reach the IdP, and that the IdP is in a healthy state and is able to process user authentications successfully.

If everything checks out but the end user is still unable to authenticate, then you probably need to escalate the problem to the next level of Support.

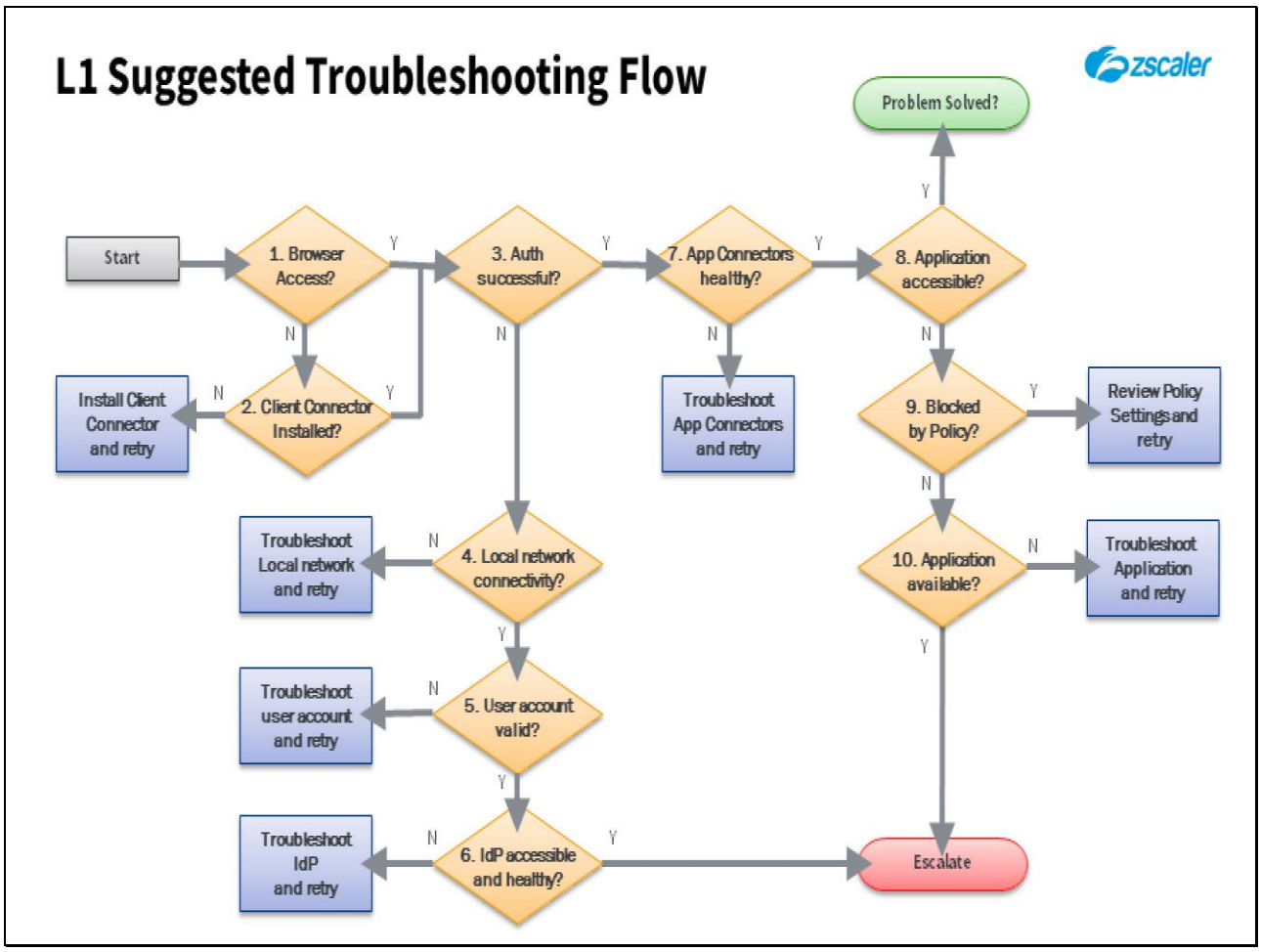
Slide 11 - L1 Suggested Troubleshooting Flow



Slide notes

A critical component of any ZPA connectivity are the App Connectors adjacent to the target private applications, so your next step would be to verify that the Connectors are available and in a healthy state.

Slide 12 - L1 Suggested Troubleshooting Flow



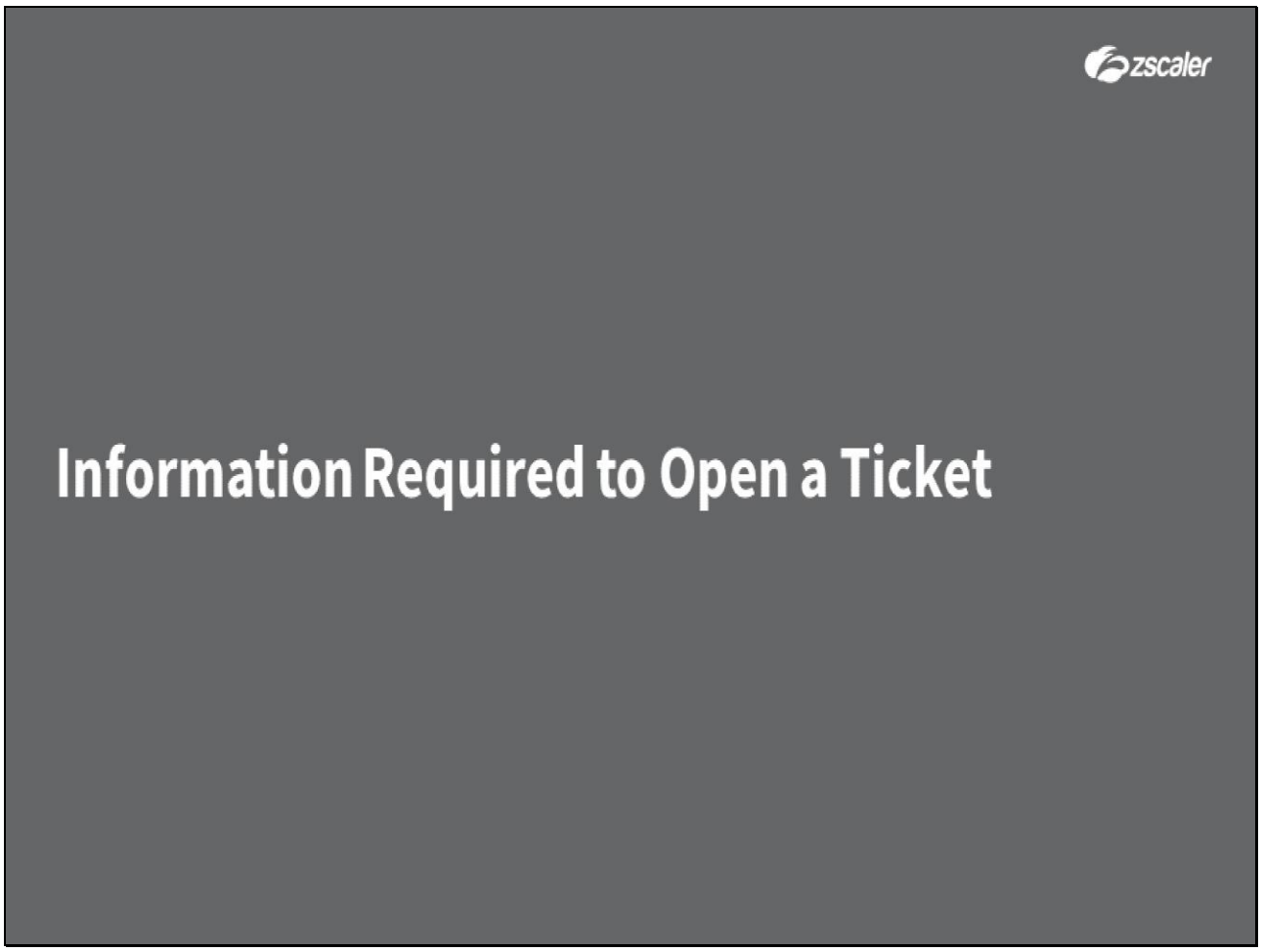
Slide notes

In an ideal world, the application should be available to the end user at this point.

If not, then check the policy configuration for the application in the ZPA admin portal, to see if the user is being blocked by policy. Correct the policy configuration if necessary, or tell the end user the reason that they are being blocked.

If all is OK with the policies, confirm that the application is actually available at the moment, make sure that it has not been taken down for maintenance, or is just inaccessible. If it is available, then you probably need to escalate the case to the next level of Support.

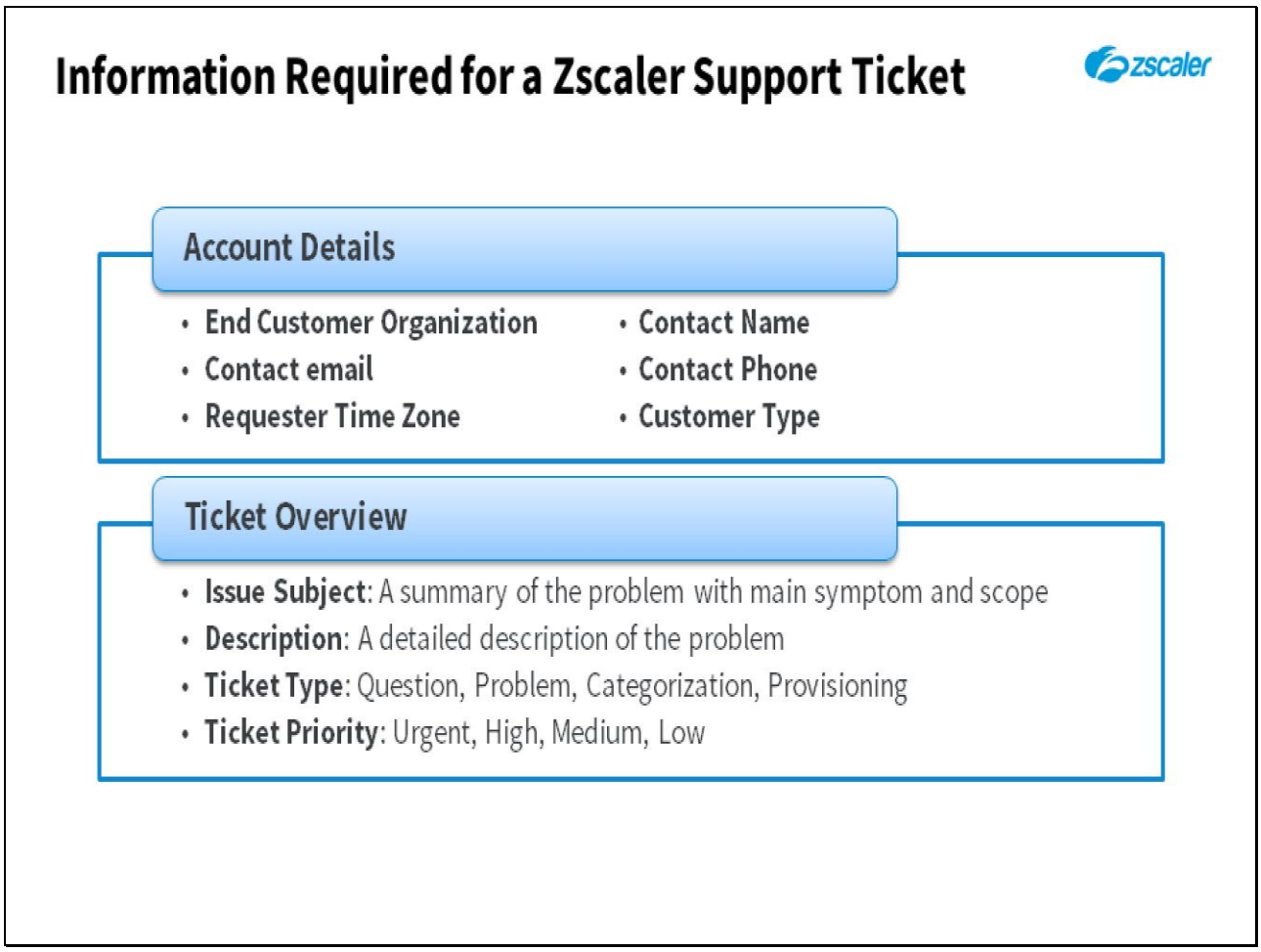
Slide 13 - Information Required to Open a Ticket



Slide notes

In the final section, we will have a look at the information that you require in order to raise a ZPA support case with Zscaler.

Slide 14 - Information Required for a Zscaler Support Ticket



Slide notes

There is a certain minimum of information that is required in order to open a ZPA support ticket with Zscaler, so it is a good idea to start collecting this data early in the troubleshooting process.

We will of course, need to know who the customer is that is raising the ticket, and the full details of the contact at the customer or partner responsible for managing the ticket, including their time zone. Also, the type of customer, whether a current ZPA customer, or whether the customer is a prospect, or working on a Proof of Concept (POC).

'Ticket Overview' information that will be required, includes:

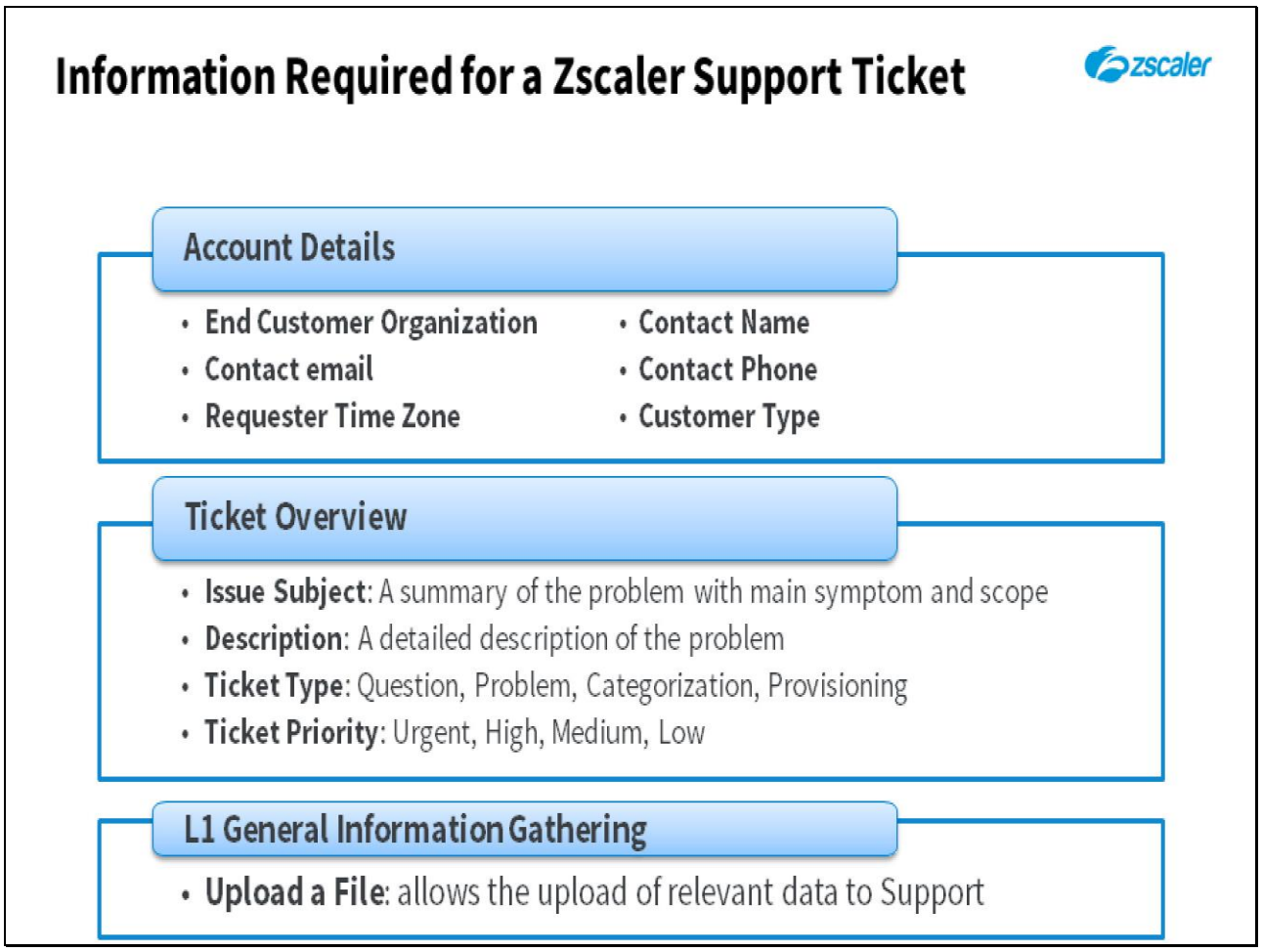
- **Issue Subject**: A summary of the problem with main symptom and scope. This is a free text field, and should be as concise as possible, but at the same time give a complete indication of the nature of the problem.

- **Description**: A detailed description of the problem. This is a free text field that allows you to fully explain the nature of the problem, the symptoms, where and when the problem occurs, what process you suspect is at fault, and what steps you have taken to identify the problem, or corrective actions that you have taken with no success.

- **Ticket Type**: Select from the available types; 'Problem', 'Question', 'Categorization', or 'Provisioning'. See the Support Overview module for what each of these types denote.

- **Ticket Priority**: Select from the available priorities; 'Urgent', 'High', 'Medium', or 'Low'. See the Support Overview module for what each of these priorities denote.

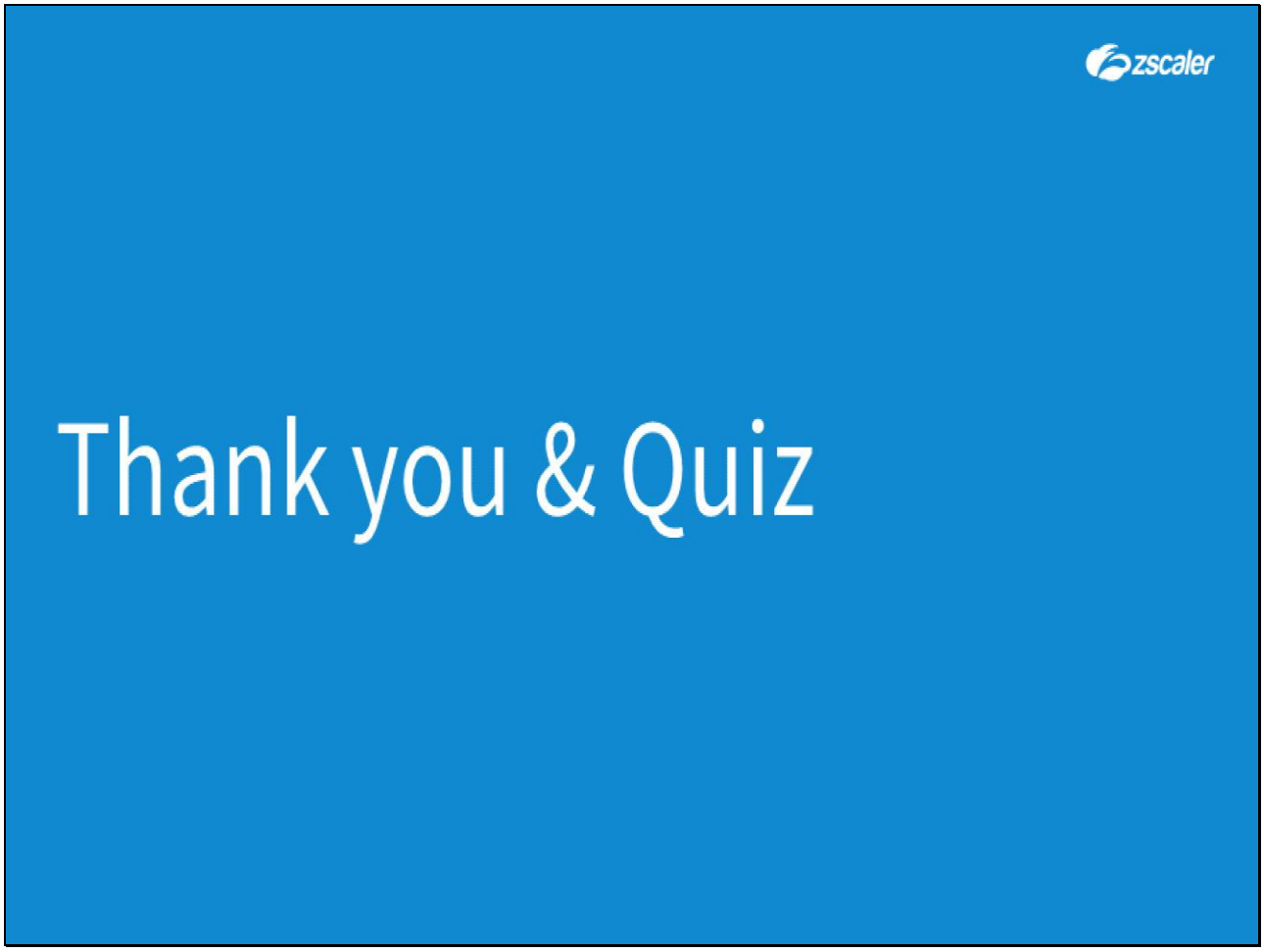
Slide 15 - Information Required for a Zscaler Support Ticket



Slide notes

Finally, you have the ability to upload any data that may help us to troubleshoot the problem, such as: Output from the Zscaler Analyzer; or Log files from any related systems, for example - firewall systems, routers, Client Connector, App Connectors, or application servers.

Slide 16 - Thank you & Quiz



Slide notes

Thank you for following this training module on the process for troubleshooting Zscaler Private Access. 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.