

Slide 1 - Zscaler Support



# Zscaler Support

## Zscaler Support Resources

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**Slide notes**

Welcome to this training module on the available Zscaler support resources.

## Slide 2 - Navigating the eLearning Module

# Navigating the eLearning Module

The screenshot shows a video player interface for 'Video: ZPA Basic Administration'. The dashboard includes a sidebar with 'Dashboard', 'Diagnostics', 'Live Logs', and 'Administration' sections. The main area displays metrics like 'APPLICATIONS ACCESSED' (15), 'DISCOVERED APPLICATIONS' (3), 'ACCESS POLICY BLOCKS' (0), and 'SUCCESSFUL TRANSACTIONS' (884). It also shows 'TOP APPLICATIONS BY BANDWIDTH' and 'TOP POLICY BLOCKS'. Navigation controls include 'Previous Slide', 'Next Slide', 'Play/Pause', 'Progress Bar', 'Exit', 'Audio On/Off', and 'Closed Captioning'.

### 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

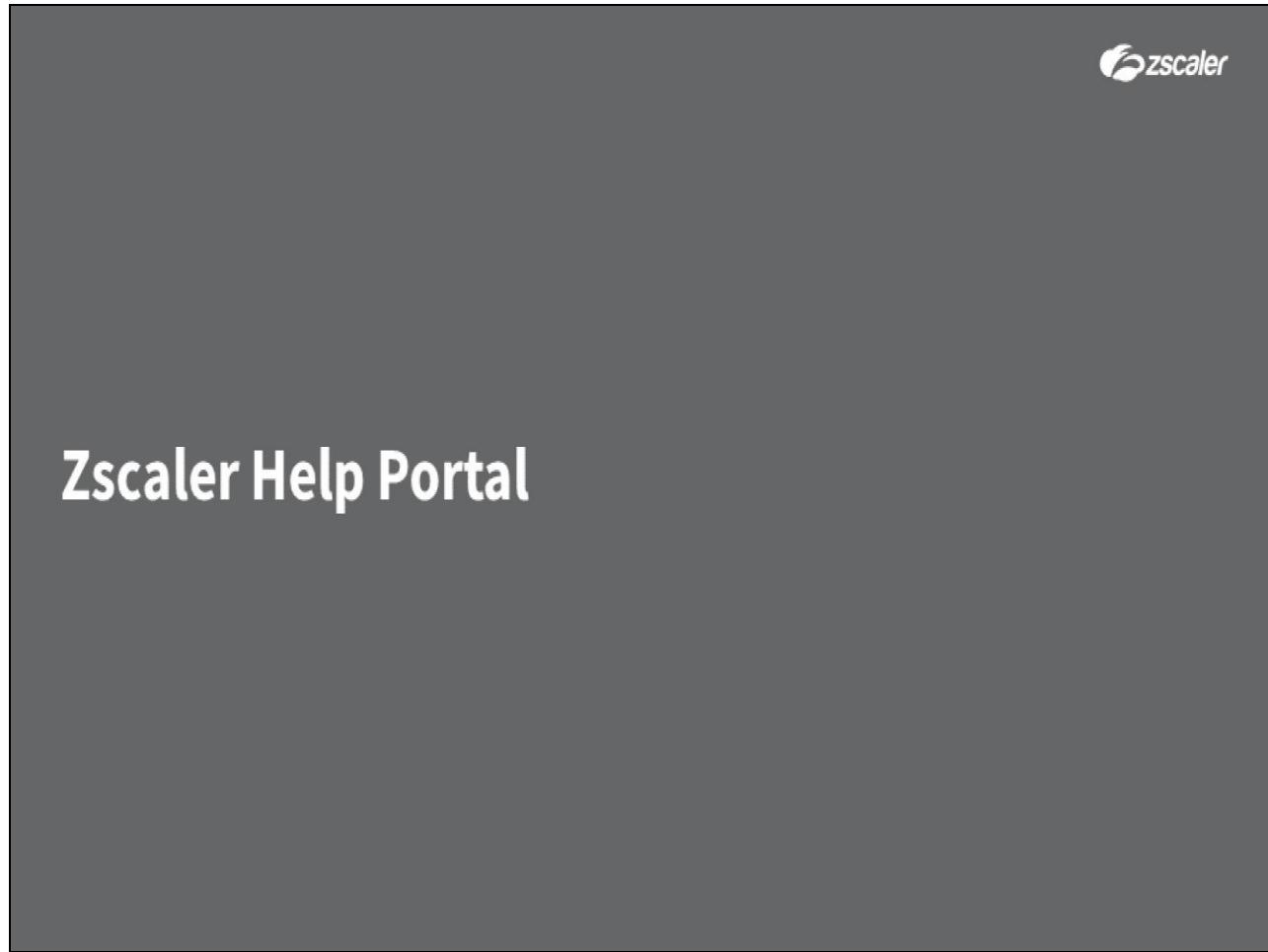


- Zscaler Help Portal
- Zscaler Support Tools
- Zscaler Research Tools
- Zscaler Training and Certification

**Slide notes**

In this module, we will cover: The resources available through the Zscaler Help Portal; the available Zscaler support and research tools; and the Zscaler training courses and certification programs.

Slide 4 - Zscaler Help Portal



## Zscaler Help Portal

### Slide notes

In the first section, we will have a look at the resources available from the Zscaler Support Portal.

This section has been created to include an interactive demo to give you a feel for the navigation of the Zscaler Admin Portal UI. You will be asked to select the appropriate menu options to navigate the UI. You may also use the **Play** control to proceed to the next step.

## Slide 5 - ZIA: Inline Help

## ZIA: Inline Help

The screenshot shows the Zscaler Admin Portal interface. On the left is a vertical navigation bar with icons for Dashboard, Analytics, Policy, Administration, Activation, and Search. The main area contains several dashboards:

- Web Overview:** Includes a pie chart for Cloud Application Classes (Bytes) and another for Top URL Categories (Transactions).
- SOCIAL NETWORKING APPLICATIONS:** A bar chart showing transactions for platforms like Facebook, Flickr, Google+, Tumblr, Meetup, and Twitter.
- STREAMING MEDIA APPLICATIONS:** A bar chart showing bytes for platforms like YouTube, Youku, Netflix, Dailymotion, Vimeo, and Yahoo! Video.
- TOP THREATS:** A table showing the top threats by transactions.
- TOP ADVANCED THREATS:** A summary card showing "1.6 K Botnet Callback".

A callout box with the text "Click to open in-line Help" points to a blue circular icon with a question mark in the bottom right corner of the interface.

## Slide notes

We'll first have a look at the Zscaler Internet Access Help Portal resources, and the first item that we will look at is the in-line help for each item of the Admin Portal.

To view the Help article and videos for the page of the Admin Portal that you are currently viewing, click to expand it using the icon at bottom right.

## Slide 6 - ZIA: Inline Help

## ZIA: Inline Help

The screenshot shows the Zscaler ZIA dashboard with several data visualizations:

- Web Overview** (Dashboard icon): Includes a pie chart for Cloud Application Classes (267.6 GB total) and Top URL Categories (7.2 M total).
- SOCIAL NETWORKING APPLICATIONS**: Bar chart showing usage by platform.
- STREAMING MEDIA APPLICATIONS**: Bar chart showing usage by platform.
- TOP THREATS**: Table showing threats like Other Virns and Sand... (with a red box around the row).

An inline help panel is open at the bottom right, titled "About Dashboards". It contains the following text:

Watch a video about Dashboards

Dashboards provide real-time visibility into your organization's internet traffic. Multiple dashboards provide different views, so you can track internet usage and quickly take action when you see anomalous trends or security threats. Each dashboard contains **widgets** that present data in interactive charts, so you can instantly jump from a chart to individual transactions.

[Open in a New Tab](#)

## Slide notes

The article will open in an overlay panel at bottom right, although it can be resized and repositioned if necessary.

A link is provided to allow you to view the article full screen in a new browser tab, and you can also minimize it again.

## Slide 7 - ZIA: Help Menu

## ZIA: Help Menu

The screenshot shows the ZIA dashboard with several sections:

- Web Overview:** Includes a pie chart for Cloud Application Classes (Bytes) and a pie chart for Top URL Categories (Transactions).
- SOCIAL NETWORKING APPLICATIONS:** Shows activity for Facebook, Flickr, Google+, and Twitter.
- STREAMING MEDIA APPLICATIONS:** Shows activity for YouTube, Youku, Netflix, Dailymotion, Vimeo, and Yahoo! Video.
- TOP THREATS:** A table listing threats by name and total count.
- TOP ADVANCED THREATS:** A summary showing 1.6 K Botnet Callback.

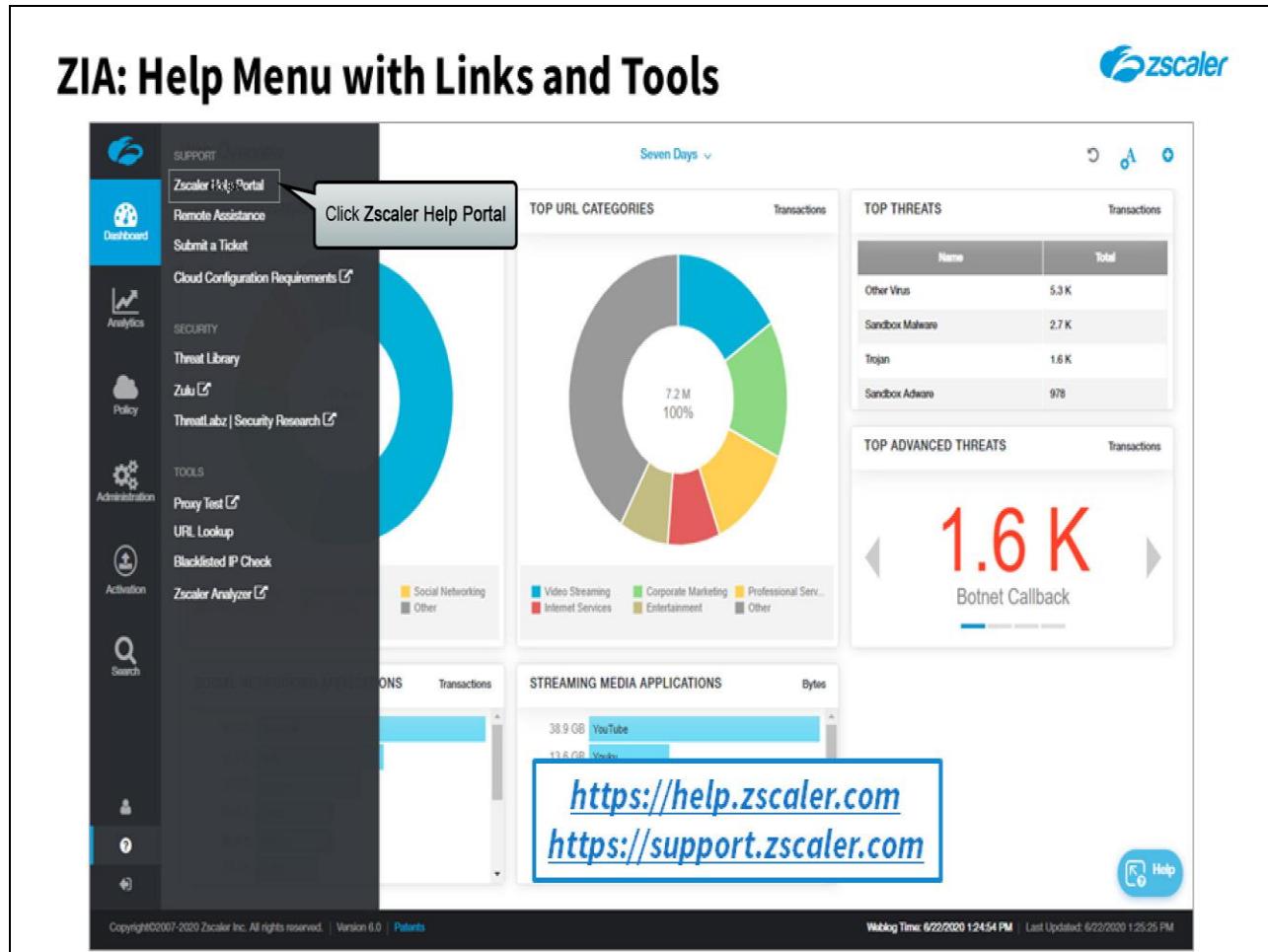
A callout box points to the "Help" icon in the bottom right corner of the dashboard.

## Slide notes

To go to the Internet Access Help Portal in a new browser tab, click the ? menu, ...

## Slide 8 - ZIA: Help Menu with Links and Tools

## ZIA: Help Menu with Links and Tools



The screenshot shows the ZIA dashboard with the 'Help' menu open. The 'Zscaler Help Portal' option is highlighted with a callout bubble containing the text 'Click Zscaler Help Portal'. The dashboard includes various sections like SUPPORT, SECURITY, TOOLS, and ANALYTICS, along with charts for URL categories, threats, and streaming media applications.

**TOP URL CATEGORIES**

Category	Transactions
Social Networking	7.2 M
Video Streaming	100%
Corporate Marketing	
Professional Serv...	
Internet Services	
Entertainment	
Other	

**TOP THREATS**

Name	Total
Other Virus	5.3 K
Sandbox Malware	2.7 K
Trojan	1.6 K
Sandbox Adware	978

**TOP ADVANCED THREATS**

1.6 K  
Botnet Callback

<https://help.zscaler.com>  
<https://support.zscaler.com>

## Slide notes

...then click on **Zscaler Help Portal**.

Note, you can also go directly to the Help Portal home page by navigating to either <https://help.zscaler.com> or <https://support.zscaler.com>.

## Slide 9 - ZIA: Help Portal Navigation

## ZIA: Help Portal Navigation

The screenshot shows the Zscaler Help Portal interface. At the top right is the Zscaler logo. Below it is a search bar labeled "Search Help" with a magnifying glass icon. To the left of the search bar is another search bar labeled "Search ZIA & Z App" with a magnifying glass icon. On the far left is a vertical navigation menu titled "Documentation". Under this menu are links for "ZIA", "ZPA", "ZCSPM", "ZApp", "Shift", "EOS & EOL", "Support", "Professional Services", "Training & Certification", and "Tools". The main content area is titled "ZIA Help" and contains a list of major topic headings: "Getting Started", "Authentication & Administration", "Traffic Forwarding", "Policies", "Cloud Browser Isolation", "Analytics", "Partner Integrations", "Cloud Service API", "Troubleshooting", and "Release Notes". A callout bubble with the text "Click to drill-down" points to the "Cloud Service API" link.

## Slide notes

On the Documentation page, the Zscaler Internet Access documentation is provided with a list of major topic headings, and a drill-down capability, allowing you to navigate to the specific articles of interest to you.

**Slide 10 - ZIA: Help Portal Navigation**

## ZIA: Help Portal Navigation

The screenshot shows the ZIA Help portal interface. At the top right is the Zscaler logo. Below it is a search bar with a placeholder 'Search Help' and a magnifying glass icon. On the left is a vertical navigation menu with the following items:

- Documentation (selected)
- ZIA
- ZPA
- ZCSPM
- ZApp
- Shift
- EOS & EOL
- Support
- Professional Services
- Training & Certification
- Tools

The main content area is titled 'ZIA Help'. It features a search bar at the top right. Below it is a section titled 'Getting Started' which includes links to 'Zscaler Product Name Change', 'Step-by-Step Configuration Guide for ZIA', and 'About the Executive Insights App'. There are also several expandable sections with arrows: 'First 90 Days', 'Admin Portal', 'Authentication & Administration', 'Traffic Forwarding', 'Policies', 'Cloud Browser Isolation', 'Analytics', 'Partner Integrations', 'Cloud Service API', and 'Troubleshooting'.

**Slide notes**

You can also search for articles containing a specific text string.

**Slide 11 - ZIA: Help Portal Navigation**

The screenshot shows the ZIA Help Portal search results for the term "SAML error". The search bar at the top contains "Q SAML error" and dropdown filters for "ZIA & Z App". The results list includes:

- Zscaler App Errors**: Information on error messages for the Zscaler App.
- Troubleshooting SAML**: Troubleshooting information for SAML authentication errors.
- Zscaler App: ZPA Authentication Errors**: Information on ZPA authentication errors.
- Configuring SAML**: Instructions for configuring the Zscaler service as a SAML provider.
- SAML Configuration Guide for OneLogin**: How to configure OneLogin as an identity provider.
- SAML Configuration Guide for ADFS**: How to configure ADFS as an identity provider.
- SAML & SCIM Configuration Guide for Okta**: How to install and configure the Zscaler app for Okta.
- SAML & SCIM Configuration Guide for PingFederate**: How to configure PingFederate as an identity provider.
- SAML Configuration Guide for Google Apps**: How to configure Google Apps as an identity provider.

**Slide notes**

The search option, will bring up a list of articles that contain the search terms that you entered.

## Slide 12 - ZIA: Help Portal Navigation

## ZIA: Help Portal Navigation

The screenshot shows the ZIA Help Portal interface. On the left, there's a navigation sidebar with the Zscaler logo at the top. Below it is a 'Documentation' section with links to ZIA, ZPA, ZCSPM, ZApp, Shift, EOS & EOL, and Support. A callout box with the text 'Click to expand the Support menu' points to the 'Support' link. Below this is a 'Professional Services' section, followed by 'Training & Certification' and 'Tools'. At the bottom of the sidebar is a 'Click Box' button. The main content area is titled 'ZIA Help' and contains a search bar. It lists various help topics: Getting Started, Authentication & Administration, Traffic Forwarding, Policies, Cloud Browser Isolation, Analytics, Partner Integrations, Cloud Service API, Troubleshooting, and Release Notes. Each topic has a small downward arrow icon to its left.

## Slide notes

The Help Portal also provides easy access to a number of other resources and tools.

Click to expand the **Support** menu.

## Slide 13 - ZIA: Help Portal Navigation

## ZIA: Help Portal Navigation

The screenshot shows the Zscaler Help Portal interface. On the left, there is a sidebar with a navigation menu:

- Documentation
- Support
  - Phone Support
  - Login to See My Tickets
  - Submit Ticket
- Professional Services
- Training & Certification

A callout box highlights the "Phone Support" and "Submit Ticket" options. A tooltip says "Click to expand the Professional Services menu". The main content area is titled "Phone Support" and contains three tables for regional support contact numbers:

Americas	EMEA	Asia/Pacific
USA Toll Free: +1-844-971-0010	UK: +44-20-3319-5076	Australia: +61-2-8074-3996
Global Direct: +1-408-752-5885	France: +33-1-7627-6919	
US Federal Govt Support: +1-866-439-1163	Germany: +49-8-91-4377-7444	
	Netherlands: +31-20-299-3638	

Below this, a section titled "Support Options" contains the following text:

Zscaler global support is available around the clock, with dedicated customer support engineers providing personalized assistance to ensure that customers are getting the most value from our products. Our support engineers have significant experience in networking and security, working closely with operations, sales, and engineering teams to ensure rapid response and resolution.

<https://help.zscaler.com/zia/tools>

## Slide notes

On this page, you can view the regional Support contact numbers, view and manage tickets that you have previously raised, and navigate to the **Submit Ticket** page to enter details for a new support ticket.

Next, expand the **Professional Services** menu.

## Slide 14 - ZIA: Help Portal Navigation

# ZIA: Help Portal Navigation

The screenshot shows the Zscaler Help Portal interface. On the left, there is a navigation sidebar with the Zscaler logo at the top. Below it are several dropdown menus: Documentation, Support, Professional Services, Training & Certification, and Help & Reference. The 'Professional Services' menu is expanded, revealing four sub-options: Deployment Services, Health Check, Optimization Bundles, and Custom SOW. A red box highlights this expanded menu. A callout bubble with the text 'Click to expand the Training & Certification menu.' points to the 'Training & Certification' menu item, which is currently collapsed. The main content area features a section titled 'Zscaler Professional Services' with a brief description: 'Seasoned expertise to accelerate Zscaler deployment and ROI'. This section is divided into three columns: 'Success Management', 'Faster Value Realization', and 'Drive Adoption'. Below this is a large callout box containing a vertical flow diagram with three steps: 'Architect & Design' (highlighted with a blue dot), 'Configure & Build' (grey dot), and 'Test & Rollout' (grey dot). To the right of the diagram is a brief description of the 'Architect & Design' step. At the bottom right of the callout box is a blue 'Next' button. The top right corner of the main content area contains the Zscaler logo and a search bar with a magnifying glass icon.

## Slide notes

Here you'll find information about Zscaler's Professional Services offerings, incl. deployment services packages, optimization bundles and more.

Next, expand the **Training & Certification** menu.

## Slide 15 - ZIA: Help Portal Navigation

# ZIA: Help Portal Navigation

The screenshot shows the Zscaler Help Portal interface. On the left, there's a navigation sidebar with links like Documentation, Support, Professional Services, Training & Certification, and Tools. The 'Training & Certification' section is expanded, showing courses: ZCCA-IA, ZCCP-IA, ZCTA, ZCCA-PA, and ZCCP-PA. A red box highlights the ZCCA-IA link. A callout bubble says 'Click to expand the Tools menu'. The main content area displays the 'ZCCA-IA' course details. It includes a globe icon, the course name 'ZCCA-IA', a brief description about Zscaler training, a yellow box labeled 'Zscaler Certified Cloud Administrator - Internet Access (ZCCA-IA)', and a list of 'Who should take this course' (Zscaler system administrators and anyone else responsible for setup, configuration, and administration) and 'Modules and Topics'.

ZCCA-IA

Zscaler offers a comprehensive array of training for our partners and customers. Zscaler training is designed to give you the skills to use Zscaler to its fullest extent and maximize your Zscaler investment.

Zscaler Certified Cloud Administrator - Internet Access (ZCCA-IA)

Who should take this course:

Zscaler system administrators and anyone else responsible for the setup, configuration, and administration of their organization's Zscaler Internet Access deployment.

Modules and Topics:

- Zscaler Internet Access Architecture
- Admin UI Overview
- Dashboards and Reporting
- Traffic Forwarding (high level)
- Authentication (high level)
- Policy: Fundamentals
- Policy: Access Control
- Policy: Security
- Policy: Mobile
- Device Data Loss Prevention (DLD)

## Slide notes

This page provides detailed information about each of our training courses and certification tracks.

And finally, expand the **Tools** menu.

## Slide 16 - ZIA: Help Portal Navigation

## ZIA: Help Portal Navigation

The screenshot shows the Zscaler Help Portal interface. At the top right is the Zscaler logo. To its left is a search bar with a magnifying glass icon. On the far left is a vertical navigation menu with the following items: Documentation, Support, Professional Services, Training & Certification, and Tools. The Tools item is currently selected, indicated by a blue border around its box. The main content area is titled "Tools" and contains a list of links:

- > Zscaler Cloud Configuration Requirements
- > Zscaler Community
- > Zscaler Network Analysis Tool
- > Zscaler Proxy Test
- > Zscaler Security Research Blog
- > Zscaler Threatlabz
- > Zscaler Threat Library
- > Zscaler Trust Portal
- > Zulu URL Risk Analyzer

## Slide notes

This page lists several useful tools for troubleshooting or security research. We will take a detailed look at these tools and resources a little later in this module.

**Slide 17 - Zscaler Client Connector Portal: Support Settings**

The screenshot shows the 'Support Settings' section of the Zscaler Client Connector Portal. The left sidebar has a 'Zscaler App Support' section selected. The main area has tabs for 'APP SUPPORTABILITY', 'NETWORK PERFORMANCE', 'APP FAIL OPEN', 'USER PRIVACY', 'ENDPOINT INTEGRATION', 'DEVICE CLEANUP', and 'ADVANCED CONFIGURATION'. Under 'APP SUPPORTABILITY', there are several settings:

- Hide Logging Controls on Zscaler App:** Unchecked checkbox. A tooltip says 'Hide Logging Controls'.
- Enable Support Access in Zscaler App:** Checked checkbox. A tooltip says 'Enable the reporting of issues from within the App'. Below it is a field for 'Admin Email Address to Send Logs' with the value 'Helpdesk@training.safemarch.com'.
- Enable End User Ticket Submission to Zscaler:** Unchecked checkbox. A tooltip says 'Allow raising a case to Zscaler'.
- Enable End User to Restart Services and Repair App:** Checked checkbox. A tooltip says 'Enable end user Controls'.
- Automatically Populate Username for IdP Authentication:** Unchecked checkbox. A tooltip says 'Pre-populate user name'.

At the bottom are 'Save' and 'Cancel' buttons. A tooltip 'Click to open in-line Help' points to a 'Click Box' icon. The footer includes copyright information and a web log time.

**Slide notes**

Moving on to Support Resources for the Zscaler Client Connector: An administrator can access the Client Connector Portal where they have the ability to configure various support settings for their end users:

They can manage the logging controls, so users are able to clear their local logs; enable the reporting of an issue to a specified email address from within the client connector (we recommend that you provide the group account for your Helpdesk here);

they can also enable the raising of support tickets directly with Zscaler, although this option should only be enabled under special circumstances; plus they can manage whether end users have access to support tools to allow them to restart or repair the client.

There is also an option to automatically populate the username field, if the IdP login page supports it.

Note that these settings are global, and apply to all of your Client Connector users.

To access context-sensitive inline help, click the **Help** icon in the lower left corner.

## Slide 18 - Zscaler Client Connector Portal: Inline Help

The screenshot shows the Zscaler Client Connector Portal interface. At the top, there's a navigation bar with the Zscaler logo, Dashboard, Enrolled Devices, App Profiles, Administration, Help, and Go Back buttons. Below the navigation bar, a sidebar on the left lists Settings, Zscaler App Store, Zscaler App Notifications, Audit Logs, Forwarding Profile, Trusted Networks, and Help Browser. The main content area has tabs for APP SUPPORTABILITY, NETWORK PERFORMANCE, APP FAIL OPEN, USER PRIVACY, ENDPOINT INTEGRATION, DEVICE CLEANUP, and ADVANCED CONFIGURATION. A modal window titled 'About App Supportability' is open, showing configuration options like 'Hide Logging Controls on Zscaler App' (with a red box around the checkbox), 'Report Access in Zscaler App' (with a red box around the minimize button), 'Email Address to Send Logs' (with a red box around the input field containing 'Training.safemarch.com'), 'Send User Ticket Submission to Zscaler' (with a red box around the link), 'Send User to Restart Services and Repair App' (with a red box around the link), and 'Automatically Populate Username for IdP Authentication' (with a red box around the link). At the bottom of the modal, there are 'Cancel' and 'Open in a New Tab' buttons, with the latter also having a red box around it. The footer of the page includes copyright information 'Copyright ©2007-2020 Zscaler Inc. All rights reserved. | Version 3.17.2' and a timestamp 'Weblog Time: Monday, Jun 22, 2020 01:53:36 PM'.

### Slide notes

The help article will open in an overlay panel at bottom left, although it can be resized and repositioned if necessary. A link is provided to allow you to view the article full screen in a new browser tab, and you can also minimize it again.

## Slide 19 - Zscaler Client Connector: Help Portal

The screenshot shows the Zscaler Client Connector Help Portal settings interface. The top navigation bar includes links for Dashboard, Enrolled Devices, App Profiles, Administration, Click Box Help, and Go Back. A callout box highlights the "Click Box Help" link. On the left, a sidebar menu lists Settings, Zscaler App Store, Zscaler App Notifications, Audit Logs, Forwarding Profile, Trusted Networks, Zscaler App Support (which is selected), User Agent, and Zscaler App IdP. The main content area contains several configuration options with checkboxes:

- Hide Logging Controls on Zscaler App: Unchecked (red)
- Enable Support Access in Zscaler App: Checked (green)
- Admin Email Address to Send Logs: Helpdesk@training.safemarch.com
- Enable End User Ticket Submission to Zscaler: Unchecked (red)
- Enable End User to Restart Services and Repair App: Checked (green)
- Automatically Populate Username for IdP Authentication: Unchecked (red)

At the bottom are Save and Cancel buttons. The footer includes copyright information (Copyright ©2007-2020 Zscaler Inc. All rights reserved. | Version 3.17.2) and a weblog time (Weblog Time: Monday, Jun 22, 2020 01:53:36 PM).

## Slide notes

You can also access the Client Connector Help portal, by clicking the ? icon in the top right corner.

## Slide 20 - Zscaler Client Connector: Help Portal

Zscaler Client Connector: Help Portal

Search Help

Search Z App

Documentation

- ZIA
- ZPA
- ZCSPM
- ZApp
- Shift
- EOS & EOL

Support

Professional Services

Training & Certification

Tools

Z App Help

- Getting Started
- Policy & Administration Settings
- Downloading & Deployment
- Monitoring Usage
- Interoperability
- Best Practices
- Troubleshooting
- End User Guides
- Release Notes

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### Slide notes

This will open the Help Portal in a new Browser tab.

## Slide 21 - ZPA: Inline Help

## ZPA: Inline Help

The screenshot shows the ZPA Admin Portal interface. On the left is a dark sidebar with icons for Dashboard, Diagnostics, Live Logs, Administration, Search, Zscaler App, and user management. The main dashboard has four summary cards: 'APPLICATIONS ACCESSED' (10), 'DISCOVERED APPLICATIONS' (25), 'ACCESS POLICY BLOCKS' (32), and 'SUCCESSFUL TRANSACTIONS' (35). Below these are two tables: 'TOP APPLICATIONS BY BANDWIDTH' and 'TOP POLICY BLOCKS'. A callout bubble points to a 'Help' icon (a question mark inside a blue circle) at the bottom right of the 'TOP POLICY BLOCKS' table, with the text 'Click to open in-line Help'.

## Slide notes

The Zscaler Private Access Admin Portal also provides context-sensitive in-line help, click on the **Help** icon at bottom right to expand it.

## Slide 22 - ZPA: Inline Help

The screenshot shows the Zscaler Applications Dashboard. On the left, a vertical sidebar contains icons for Dashboard, Diagnostics, Live Logs, Administration, Search, and Zscaler App. A callout box points to the 'Help' icon (a question mark) with the text 'Click to open Help menu'. In the center, there are four main statistics boxes: 'APPLICATIONS ACCESSED' (10), 'DISCOVERED APPLICATIONS' (25), 'ACCESS POLICY BLOCKS' (32), and 'SUCCESSFUL TRANSACTIONS' (35). Below these are two tables: 'TOP APPLICATIONS BY BANDWIDTH' and 'TOP POLICY BLOCKS'. A modal window titled 'Help Browser' is open over the dashboard. It displays the URL [About the Applications Dashboard](#). The modal has a close button ('-') and an 'Open in a New Tab' link at the bottom right. A red box highlights the close button and the 'Open in a New Tab' link.

## Slide notes

As before, you have the option to resize or re-position the window. Links are provided to open the Help page in a new browser tab and to minimize the page again.

To go to the full ZPA Help Portal, open the ? menu....

## Slide 23 - ZPA: Help Menu

## ZPA: Help Menu

The screenshot shows the ZPA interface with a dark sidebar on the left containing various navigation icons and links. A callout box points to the 'Zscaler Help Portal' link in the sidebar, which is highlighted with a blue border. The main dashboard area displays several cards: 'APPLICATIONS' (1 Hour, 32), 'ACCESS POLICY BLOCKS' (32, with a red exclamation mark icon), and 'SUCCESSFUL TRANSACTIONS' (35, with a green checkmark icon). Below these are sections for 'TOP APPLICATIONS BY BANDWIDTH' and 'TOP POLICY BLOCKS'. A 'Help' button is located in the bottom right corner of the main dashboard area.

## Slide notes

...and select **Zscaler Help Portal**.

**Slide 24 - ZPA: Help Portal Navigation**

## ZPA: Help Portal Navigation

The screenshot shows the ZPA Help Portal. On the left is a sidebar with a 'Documentation' header and several categories: ZIA, ZPA, ZCSPM, ZApp, Shift, EOS & EOL, Support, Professional Services, Training & Certification, and Tools. The 'ZPA' category is selected. The main content area has a 'Search Help' bar at the top. Below it is a section titled 'ZPA Help' with a magnifying glass icon. A red box highlights the search bar. A list of help topics follows:

- > Getting Started
- > Dashboard & Diagnostics
- > Administration
- > Authentication
- > Application Management
- > Browser Access
- > Zscaler App
- > Policies
- > Connector Management
- > Private Service Edge Management
- > Certificate Management
- > Identity Management
- > Log Streaming Service

**Slide notes**

This takes you to the complete ZPA documentation, organized under major topic headings, with a drill down capability.

As with the Internet Access Help Portal, you have a search option...

## Slide 25 - ZPA: Help Portal Navigation

The screenshot shows the Zscaler Help Portal interface. At the top, there is a navigation bar with the Zscaler logo and a search bar containing the text "connector". Below the search bar, a dropdown menu is open, showing the option "ZPA & Z App". A "Search" button is also visible. The main content area is titled "Search Results" and displays a list of articles related to connectors. The articles include:

- About Connectors**: Information on Connectors and the Connectors page within the Zscaler Private Access (ZPA) Admin Portal.
- Configuring Connectors**: How to add and configure a new Connector within the Zscaler Private Access (ZPA) Admin Portal.
- Adding Connectors to an Existing Connector Group**: How to add a Connector to an existing Connector group within the Zscaler Private Access (ZPA) Admin Portal.
- Editing a Deployed Connector**: How to edit a deployed Connector within the Zscaler Private Access (ZPA) Admin Portal.
- Manually Updating Connector Software**: How to manually update the software for a Connector within the Zscaler Private Access (ZPA) Admin Portal.
- About Connector Software Updates**: Information on Connector periodic software updates and the Connector Update Status page within the Zscaler Private Access (ZPA) Admin Portal.
- Editing Connector Groups**: How to edit existing Connector groups within the Zscaler Private Access (ZPA) Admin Portal.
- About Connector Groups**: Information on Connector groups and the Connector Groups page within the Zscaler Private Access (ZPA) Admin Portal.
- About Deploying Connectors**: Information on deploying Connectors within the Zscaler Private Access (ZPA) Admin Portal.

## Slide notes

...which restricts the results to ZPA-related content.

## Slide 26 - ZPA: Help Portal Navigation

## ZPA: Help Portal Navigation

The screenshot shows the ZPA Help portal interface. On the left is a navigation sidebar with the Zscaler logo at the top. Below it are several categories: Documentation, ZIA, ZPA, ZCSPM, ZApp, Shift, EOS & EOL, Support, Professional Services, Training & Certification, and Tools. A callout bubble points to the 'Tools' menu with the text 'Click to expand the Tools menu'. At the bottom of the sidebar, there's a note: 'Click to expand the Tools menu'. The main content area is titled 'ZPA Help' and contains a search bar at the top right. Below the search bar is another search field labeled 'Search ZPA & Z App'. The main content area lists various help topics under the heading 'ZPA Help': Getting Started, Dashboard & Diagnostics, Administration, Authentication, Application Management, Browser Access, Zscaler App, Policies, Connector Management, Private Service Edge Management, Certificate Management, Identity Management, and Log Streaming Service.

## Slide notes

To view a list of ZPA Cloud Configuration Requirements, expand the **Tools** menu...

## Slide 27 - ZPA: Help Portal Navigation

## ZPA: Help Portal Navigation

The screenshot shows the ZPA Help Portal navigation menu. On the left, there's a sidebar with links: Documentation, Support, Professional Services, Training & Certification, and Tools. The Tools link is highlighted with a blue border. The main content area has a search bar at the top right. Below it, a section titled "Tools" contains a list of links. One link, "ips.zscaler.net/zpa", is highlighted with a blue border and a callout bubble pointing to it, containing the text "Click to view ZPA Cloud configuration requirements". Other links in the list include "Zscaler Cloud Configuration Requirements", "zscaler.net", "zscalerone.net", "zscalertwo.net", "zscalerthree.net", "zscloud.net", "Zscaler Community", "Zscaler Network Analysis Tool", "Zscaler Proxy Test", "Zscaler Security Research Blog", and "Zscaler Threatlabz".

## Slide notes

And select **ips.zscaler.net/zpa**.

## Slide 28 - ZPA: Help Portal Navigation

## ZPA: Help Portal Navigation

The screenshot shows the Zscaler Help Portal interface. On the left, there's a sidebar with a navigation menu. The 'Zscaler Private Access (ZPA)' item is highlighted with a blue background and white text. Below it, other items like 'Zscaler Exact Data Match Requirements' and 'ZIA Virtual Service Edge' are listed. The main content area has a red border around the 'ZPA' section. At the top right of the main area is the Zscaler logo. The 'ZPA' section contains a table of IP addresses and ports, a note about firewall whitelisting, and a 'Copy IP Addresses' button.

**SECTIONS**

- Firewall Config, Requirements
- Cloud Enforcement Node Ranges
- Central Authority IP Addresses
- PAC IP Addresses
- Private ZEN Requirements
- NSS Configuration
- ZAB Configuration
- Virtual ZEN Requirements
- DLP ICAP Requirements
- Zscaler Client Connector
- Private Nanolog Firewall
- Zscaler Private Access (ZPA)**
- Zscaler Exact Data Match Requirements
- ZIA Virtual Service Edge
- ZIA Service Edge

**SUPPORT**

<https://ips.zscaler.net/edm>

**Zscaler Private Access Firewall Whitelist**

Some organizations choose to firewall or otherwise restrict outbound traffic to the Internet from the datacenter. It is possible to deploy a ZEN connector in such an environment as long as the connector is able to reach all of the Zscaler data centers containing ZPA ZENs. It is important to note that the full set of ZPA-enabled data centers must be allowed, as a partial firewall configuration will result in connectivity problems for end users.

Looking for the latest changes? [Changelog](#).

IP Protocol	Port	Source	Description
TCP/UDP	Your Application Ports	Connector	Your Application Servers
TCP	53	Connector	Local DNS Servers
UDP	53	Connector	Local DNS Servers
UDP	123	Connector	Local NTP Servers
TCP	80,443	Connector	<ul style="list-style-type: none"><li><a href="https://yum.private.zscaler.com/">https://yum.private.zscaler.com/</a></li><li>Linux repositories (to enable OS updates). Note that outbound restriction to a specific mirror, or accessing repository through a proxy, requires additional connector configuration. Please refer to configuration guide of the specific platform for details.</li></ul>
TCP	443	Connector, Zscaler Client Connector	ANY (unrestricted outbound access to TCP 443)

Zscaler strongly recommends that connectors and the Zscaler Client Connector have unrestricted outbound access to the Internet on port 443, to ensure access to all Zscaler brokers as our infrastructure evolves and expands. However, if this best practice is not feasible in your environment and outbound Internet access restrictions must be applied with specific exemptions, the following connectivity must be permitted.

**Copy IP Addresses**

IP Protocol	Port	Source	Domains & IPs	Date Added
TCP	443	Connector, Zscaler Client Connector	*.prod.zpath.net	8.25.203.0/24 Initial Publication

## Slide notes

This page lists ports, IP addresses and domains that may need to be added to firewall settings to allow outbound connections.

Slide 29 - Zscaler Support Tools



**Slide notes**

In the next section, we will have a closer look at some of the available Zscaler support tools.

## Slide 30 - Cloud Trust Pages

### Cloud Trust Pages

- Select a cloud

All Zscaler Services are functional.  
All zscaler services are currently online.

Zscaler.net

Zscaler.net

ZscalerOne.net

ZscalerTwo.net

ZscalerThree.net

ZCloud.net

Zscaler Private Access

Zscaler Digital Experience

Transactions Processed

Policies Enforced

Threats Blocked

1,590,429 per second

112,494 per second

1,235 per second

### Slide notes

The first tool that we'll look at is the Cloud Status option accessible from the Help Portal, or by navigating to <https://trust.zscaler.com>.

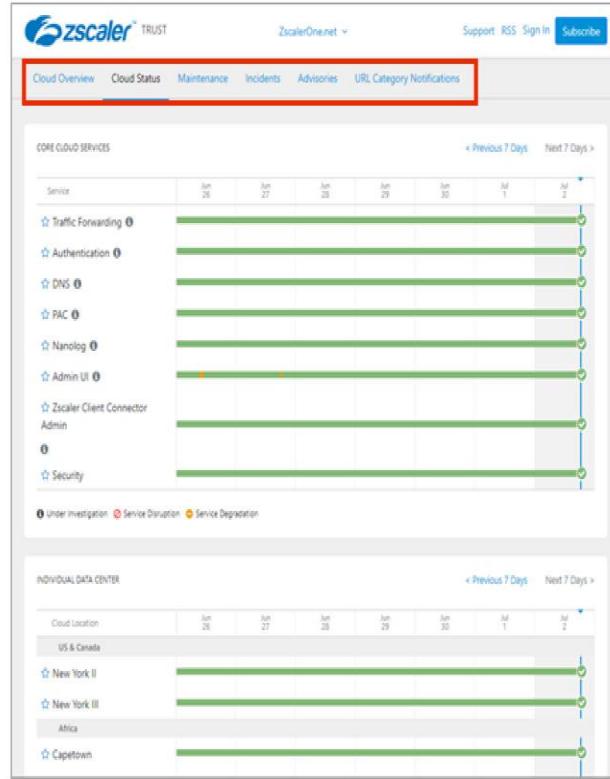
You must pick the Cloud to view data for, or you can navigate directly to the Trust page for a specific Cloud using the URL [https://trust.\[Your Cloud Name\].net](https://trust.[Your Cloud Name].net), where '[Your Cloud Name]' is the name of the IA Cloud you are provisioned on, whether; 'Zscaler', 'ZscalerOne', 'ZscalerTwo', 'Zscalerthree', or 'ZSCloud'.

## Slide 31 - Cloud Trust Pages

### Cloud Trust Pages



- Select a cloud
- Provide current status and availability over time for your cloud
  - Cloud Overview
  - Cloud Status
  - Maintenance
  - Incidents
  - Advisories
  - URL Category Notifications



### Slide notes

The Trust pages provide an indication of the current status of each of the Clouds and shows availability over time. Monitoring is done internally, plus we have 3rd party monitoring for all of our cloud regions, to ensure objective reporting.

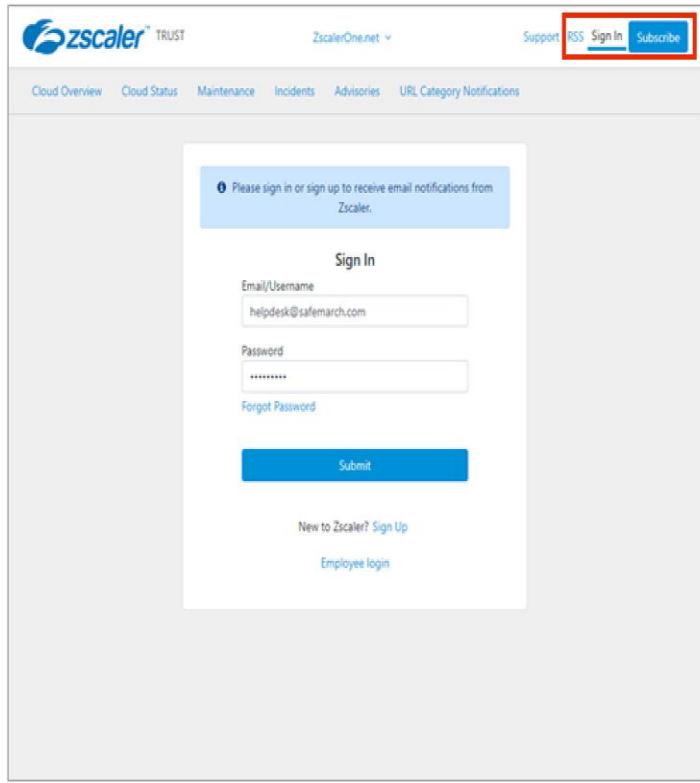
We also post notices for all scheduled maintenance, any recent incidents, security advisories and changes to URL categorizations on these pages.

The Trust pages should be one of your first visits if you think you have a Zscaler problem, as it may already be a known issue, at which point you can request to be added to the Master Ticket for that issue.

## Slide 32 - Cloud Trust Pages

### Cloud Trust Pages

- Select a cloud
- Provides current status and availability over time for your cloud
  - Cloud Overview
  - Cloud Status
  - Maintenance
  - Incidents
  - Advisories
  - URL Category Notifications
- Sign up for Trust notifications
  - Sign up for email or RSS alerts



### Slide notes

There is an RSS feed, plus you can subscribe to receive alerts for any changes to the page and to receive real-time notifications of incidents.

The best practice is to use a group email account for the notifications and alerts, so your entire support team receive them.

## Slide 33 - Internet Access Help Portal Tools

### Internet Access Help Portal Tools

The screenshot shows the Zscaler Internet Access Help Portal. The main title is "Internet Access Help Portal Tools". On the left, there's a vertical navigation menu with links: Documentation, Support, Professional Services, Training & Certification, and Tools. The "Tools" link is highlighted with a red box. To the right of the menu is a sidebar with the title "Tools" and a list of links: Zscaler Cloud Configuration Requirements, Zscaler Community, Zscaler Network Analysis Tool, Zscaler Proxy Test, Zscaler Security Research Blog, Zscaler Threatlabz, Zscaler Threat Library, Zscaler Trust Portal, and Zulu URL Risk Analyzer.

### Slide notes

Additional tools are available under the **Tools** link on the Help Portal Home page.

The tools currently available are listed here. Note that each will open in a new Browser tab.

We will look at these tools in more detail in the following slides.

## Slide 34 - Cloud Configuration Requirements

# Cloud Configuration Requirements

**Firewall Configuration Requirements**

In order to make certain that the Cloud Security Service works correctly in your environment, please make certain that you allow the types of traffic necessary. Refer to the following use cases for more details.

**Authentication Requirements**

- If your users are being authenticated by a method hosted by you (Active Directory/OpenLDAP)
  - You must make certain that the Cloud service can reach those resources or your user authentication will fail. You must be able to talk to your Active Directory/OpenLDAP servers to pass authentication requests.

Port(s)	From	To	Reason
389, 636, 3268, 3269 (Only One May Be Required)	Central Authority IP Addresses	Customer Authentication Server (LDAP/JAD)	Authentication

- If users are being authenticated by Kerberos mechanism

Port(s)	From	To	Reason
88 [TCP & UDP]	From Customer Location(s)	Central Authority IP Addresses	Access to ZIA Service Edge

- If your users are being authenticated by a Cloud-hosted list of users

**[https://ips.\[your Cloud name\].net](https://ips.[your Cloud name].net)**

This data is useful for confirming that settings are correct for your Zscaler service

\* If you are accessing the Cloud Security service via use of GRE or IPsec tunnels

\* You do not restrict web access (outbound port 80/443)

\* No special firewall configuration is necessary for traffic forwarding

**SUPPORT**

## Slide notes

The Cloud configuration requirements pages accessible from the Help Portal **Tools** page, or at the URLs **[https://ips.\[Your Cloud name\].net](https://ips.[Your Cloud name].net)**, provide reference data that is useful during the implementation of your connections through Zscaler.

The data available from these pages includes: Detailed Firewall configuration requirements; Cloud enforcement node ranges listing Proxy, GRE and VPN IP addresses; Zscaler Central Authority and PAC file server IP addresses; ZIA Public Service Edge and ZIA Private Service Edge requirements;

configurations required for Nanolog Streaming Service (NSS) and Zscaler Authentication Bridge (ZAB) VM configurations; Data Loss Prevention (DLP) requirements for Internet Content Adaptation Protocol (ICAP) servers; Zscaler Client Connector and Zscaler Private Access (ZPA) data; and Private Nanolog Firewall information.

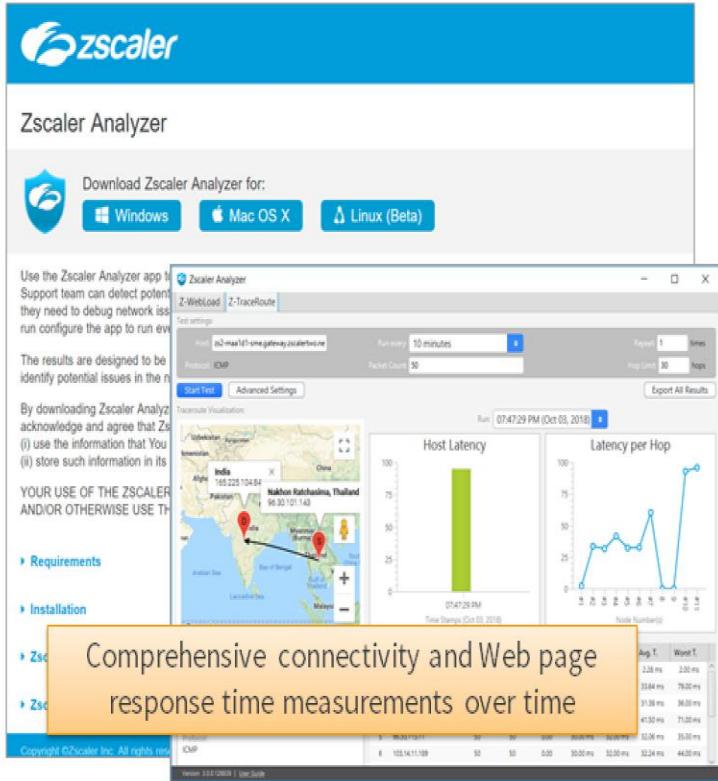
This data is most useful during the implementation phase of your Zscaler service, however it can also be used as a reference when troubleshooting, to confirm that settings are correct.

## Slide 35 - Zscaler Network Analysis Tool

# Zscaler Network Analysis Tool



- Zscaler Analyzer for:
  - Windows
  - Mac OS X
  - Linux
- Capabilities:
  - Latency and path data
    - TraceRoute page
    - WebLoad page
  - Baseline trends over-time
  - Use in multiple locations
  - Exportable Data



The screenshot shows the Zscaler Analyzer application window. At the top, there's a banner with the Zscaler logo and download links for Windows, Mac OS X, and Linux (Beta). Below the banner, a map shows a path from a location in India to Nakhon Ratchasima, Thailand. Two specific points on the path are highlighted with red markers. To the right of the map, two line graphs are displayed: 'Host Latency' and 'Latency per Hop'. The 'Host Latency' graph shows a single vertical bar at approximately 85 ms. The 'Latency per Hop' graph shows a fluctuating line with several peaks, with the highest peak reaching about 80 ms. A callout box highlights the text 'Comprehensive connectivity and Web page response time measurements over time'.

## Slide notes

Zscaler provides a network analysis tool to assist with troubleshooting Internet Access issues in general, the tool is available for Windows, Mac OS X, and Linux, and is available from the Help Portal **Tools** page, and from the **Proxy Test** page.

Having downloaded and installed the analysis tool, you can analyze the path between your location and the ZIA Public Service Edge that you are connecting through, or analyze the time it takes for your Browser to load a Web page.

The results are designed to be sent to the Zscaler Operations Team through Zscaler Support for analysis, and the results provide the Zscaler Support team with all the information they need to debug network issues quickly.

You can run the app multiple times, or in multiple locations for a more comprehensive view of your network path and performance over time, for example the tool can be configured to run a specific number of times at a defined interval (minutes or hours). Data from the tool can be exported to file, then uploaded to a Zscaler support ticket when troubleshooting connectivity issues.

## Slide 36 - Zscaler Proxy Test

### Zscaler Proxy Test

The screenshot shows the Zscaler Proxy Test page. At the top, there are two Zscaler logos. Below them is a navigation bar with links: Connection Quality, Zscaler Analyzer, Cloud Health, and Security Research. The main content area displays the following information:

- You are accessing the Internet via Zscaler Cloud: New York III in the zscalerone.net cloud.
- Your request is arriving at this server from the IP address 165.225.38.110
- The Zscaler proxy virtual IP is 165.225.38.101.
- The Zscaler hostname for this proxy appears to be one-nyc3-1b3-sme.
- The request is being received by the Zscaler Proxy from the IP address 184.170.227.131
- Your Gateway IP Address is 184.170.227.131

Below this, there is a login dialog box with the URL <http://ip.zscaler.com> at the top. The dialog asks "Would you like to Logout?". It shows the user name "admin@training5.safemarch.com" and a "Logout" button. At the bottom of the dialog, it says "Need help? Contact our support team at +91-9000000000 | support@training5.safemarch.com".

### Slide notes

One of the most useful tools for troubleshooting Internet Access connectivity issues through Zscaler is the Proxy Test page accessible from the Help Portal Tools page, or at the URL <http://ip.zscaler.com>.

The details provided on this page will tell you the precise status for the client machine, whether: It is not going through Zscaler at all; if it is going through Zscaler, but authentication is not enabled; or, if authentication is enabled, it tells you whether the user is authenticated, and the user name.

## Slide 37 - Zscaler Proxy Test

### Zscaler Proxy Test

The screenshot shows the Zscaler Cloud interface. At the top, it says "You are accessing the Internet via Zscaler Cloud: New York III in the zscalerone.net cloud." Below that, it provides detailed connection information: "Your request is arriving at this server from the IP address 165.225.38.110", "The Zscaler proxy virtual IP is 165.225.38.101.", "The Zscaler hostname for this proxy appears to be one-nyc3-1b3-sme.", "The request is being received by the Zscaler Proxy from the IP address 184.170.227.131", and "Your Gateway IP Address is 184.170.227.131". A blue box highlights the URL <http://ip.zscaler.com>. Below the URL, it shows the user's session: "training5.safemarch.com" and a "Would you like to Logout?" button. A green box highlights the user's name "Your user name is: admin@training5.safemarch.com." A blue box highlights the "Logout" button. An orange callout box at the bottom right contains the text: "!!This page should be your FIRST STOP when troubleshooting Internet Access issues!!".

- One of the most useful tools for troubleshooting Internet Access
  - Verify that a user is actually connecting through Zscaler
  - Verify that authentication has succeeded (if appropriate)
  - Identify key data about the user's connection:
    - Request sourceIP address
    - Public Service EdgeIP address and hostname
    - Host sourceIP address
    - Internet gatewayIP address

### Slide notes

This page should be your first check, when an end user reports an Internet Access connectivity problem, as it will tell you the status for that user, and identify key data about the user's connection:

The source IP address for the request; the IP address and host name of the Public Service Edge the user is transiting; the source IP address of the host originating the request (which should be the client machine); and the IP address of the Internet gateway that the traffic uses.

## Slide 38 - Zscaler Cloud Performance Test

## Zscaler Cloud Performance Test

Click Connection Quality.

The screenshot shows the Zscaler Cloud Performance Test interface. At the top, there's a navigation bar with the Zscaler logo, a 'Connection Quality' button (which has a callout bubble pointing to it), and links for 'Zscaler Analyzer', 'Cloud Health', and 'Security Research'. Below the navigation is a message: 'You are accessing the Internet via Zscaler Cloud: New York III in the zscalerone.net cloud.' It provides detailed connection information: 'Your request is arriving at this server from the IP address 165.225.38.110', 'The Zscaler proxy virtual IP is 165.225.38.101.', 'The Zscaler hostname for this proxy appears to be one-nyc3-1b3-sme.', 'The request is being received by the Zscaler Proxy from the IP address 184.170.227.131', and 'Your Gateway IP Address is 184.170.227.131'. Below this is a large grayed-out area where a user is prompted to log in to 'training5.safemarch.com'. A green-bordered box contains the question 'Would you like to Logout?' and the user name 'admin@training5.safemarch.com'. At the bottom of the page, there's a footer with the text 'Need help? Contact our support team at +91-9000000000 | support@training5.safemarch.com.'

- A useful tool for identifying performance issues
  - Verify that a user is actually connecting through Zscaler
  - Identify key data about the user's connection
    - Public Service Edge IP address and hostname
    - Source IP address
    - User name
  - Test performance to the Public Service Edge
    - Latency
    - Upload/Download bandwidth

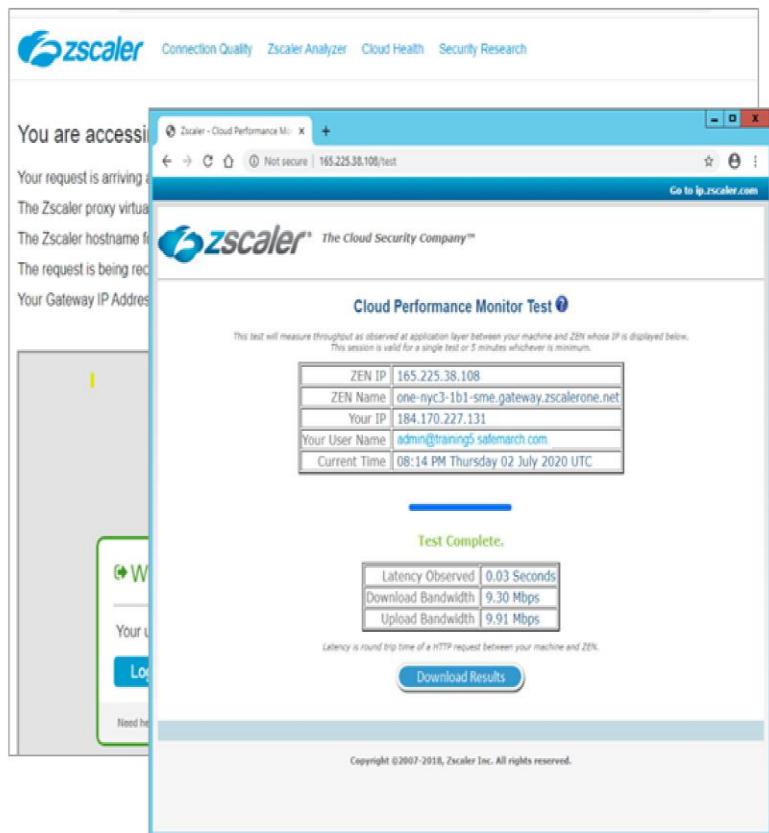
## Slide notes

Accessible from the Proxy Test page is also a performance analysis tool, click the **Connection Quality** link on the results page, then click to start the test.

## Slide 39 - Zscaler Cloud Performance Test

### Zscaler Cloud Performance Test

- A useful tool for identifying performance issues
  - Verify that a user is actually connecting through Zscaler
  - Identify key data about the user's connection
    - Public Service Edge IP address and hostname
    - Source IP address
    - User name
  - Test performance to the Public Service Edge
    - Latency
    - Upload/Download bandwidth



### Slide notes

This page will give you additional details about the user's connection: the Public Service Edge IP address and host name, the user's IP address, the user's user name, the time the test was run, the latency observed to the Public Service Edge, the measured download and upload bandwidth. You can also download and save the results to build up a picture of the client's performance over time.

## Slide 40 - Zscaler Cloud Performance Test

### Zscaler Cloud Performance Test

- A useful tools for identifying performance issues
  - Verify that a user is actually connecting through Zscaler
  - Identify key data about the user's connection
    - Public Service Edge IP address and hostname
    - Source IP address
    - User name
  - Test performance to the Public Service Edge
    - Latency
    - Upload/Download bandwidth

The screenshot shows a browser window titled "Zscaler - Cloud Performance Monitor Test". The URL in the address bar is "165.225.38.108/test". The page displays various connection details and performance metrics.

**Connection Details:**

ZEN IP	165.225.38.108
ZEN Name	one-nyc3-1b1-sme.gateway.zscalerone.net
Your IP	184.170.227.131
Your User Name	admin@trainings5.safemarch.com
Current Time	08:14 PM Thursday 02 July 2020 UTC

**Test Complete:**

Latency Observed	0.03 Seconds
Download Bandwidth	9.30 Mbps
Upload Bandwidth	9.91 Mbps

**Note:** This test can be useful for confirming and quantifying performance issues through Zscaler.

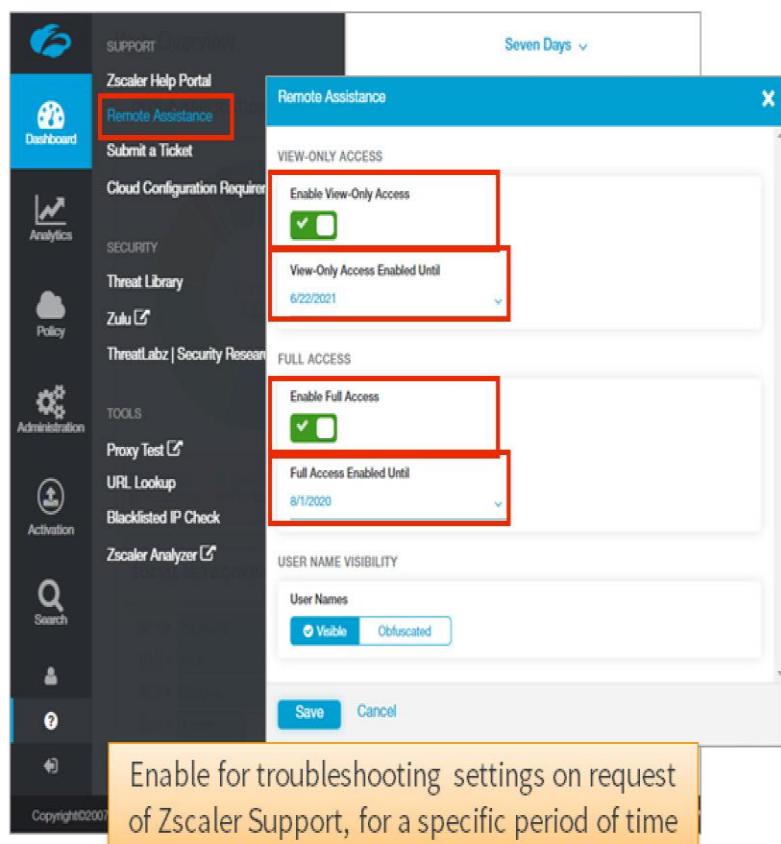
### Slide notes

Use this test when end users complain of performance issues with Internet Access through Zscaler.

## Slide 41 - Remote Assistance

### Remote Assistance

- Allow Zscaler Support to access the Admin Portal on your instance
  - View-only Access** allows Support to review your configuration
  - Full Access** allows Support to modify your configuration
  - Specify date that remote access is available until



### Slide notes

A tool available at the Zscaler Admin Portal, that allows Zscaler Support to review or even adjust your configurations, is the **Remote Assistance** option on the ? menu.

You may be asked by Zscaler Support to enable Remote Assistance to allow them either: **View-only Access** to simply review your connectivity or policy settings as part of their troubleshooting process;

or **Full Access** to give them the ability to change settings. When enabling remote assistance, you must also specify the date that it will expire, which prevents your system being accessed by Zscaler Support beyond that date.

Slide 42 - Zscaler Research Tools



**Slide notes**

In the next section, we will look at some of the security research tools available from Zscaler.

## Slide 43 - Zscaler Security Research Blog

# Zscaler Security Research Blog

- Blog covering recent and historic threats
  - Filter by category option
  - Categories:  
Abuse, Adobe, Advertising, Adware, Analysis, AntiVirus, Apple, APT, Click Fraud, Cloud, Compromise, Data Breach, Denial Of Service, Encryption, Evasion/Stealth, Exploit, ExploitKit, Hacktivism, Malware, Microsoft, Mobile, Mobile Malware, Obfuscation, Phishing, Ransomware, Scam, Security Predictions, SocialEngineering, Spam, Tools, Vulnerability, Zero Day

## Slide notes

The Zscaler Security Research Blog is available from the Help Portal **Tools** page, or directly on the URL <https://www.zscaler.com/blogs/research>.

It provides news and views on the topical security issues and threats, and can be filtered by a wide list of categories.

## Slide 44 - Zscaler ThreatlabZ

### Zscaler ThreatlabZ

- Global Threat Map Dashboard with information about:
  - Cloud Activity
  - Global Enforcement
  - Global Internet Threat Insights
  - Cloud Applications
  - Encrypted Traffic
  - IoT



### Slide notes

ThreatlabZ is the embedded research team at Zscaler, this global team includes security experts, researchers, and network engineers responsible for analyzing and eliminating threats across the Zscaler security cloud and investigating the global threat landscape. The team shares its research and cloud data with the industry at large to help promote a safer Internet.

The ThreatlabZ pages, accessible from the Help Portal **Tools** page or at <https://www.zscaler.com/threatlabz/threat-map-dashboard>, contain a number of real-time Dashboards to present key data about the Zscaler Cloud, the applications accessed through it, and current threats. The Dashboards are:

Cloud Activity Dashboard: A view, delivered in near real time, of the speed and volume at which the Zscaler platform is performing.

Global Enforcement Dashboard: A depiction of the hourly transactions, threats blocked, and policies enforced worldwide in the Zscaler cloud.

Global Internet Threat Insights Dashboard: A graphical representation of the movement of global threats, showing countries of origin, target destinations, and threat types.

Cloud Application Dashboard: An interactive, graphical view of trends in the use of cloud-based applications on the Zscaler platform. Data can be filtered by application, date range, and industry verticals.

Encrypted Traffic Dashboard: A dashboard that shows the volume of encrypted traffic as a percentage of total traffic moving across the cloud.

Internet of Things Dashboard: shows how much traffic is generated by Internet-connected devices and appliances.

## Slide 45 - Zscaler Threat Library

## Zscaler Threat Library

The screenshot shows the Zscaler Threat Library interface. At the top, there's a search bar with 'win32' typed in, and a 'Search' button. To the right, it says 'Search Results: 18,422'. Below the search bar, there are two main sections: 'Win32.Trojan.Interception' and 'Win32.Banker.Agent'. Each section contains threat details like category, direction, engine, threat score, severity, and reference links. On the left side of the main content area, there's a sidebar with 'Filter By' options: 'Keyword' (set to 'win32'), 'Categories' (with 'All' selected), and a list of threat types: Ad Tracker, Anonymizer, Botnet Callback, Browser Exploit, Cookie Stealer, Cryptominer, Denial of Service, Exploit, and IoT.

- Details of known threats categorized by:
  - Antivirus
  - Advanced Threats
  - Behavioral Analysis

## Slide notes

The Zscaler Threat Library accessible from the Help Portal **Tools** page, is a searchable listing of known threats, categorized as; Antivirus, Advanced Threats, and Behavioral Analysis.

Note that this listing is highly dynamic, with new threats being added constantly as soon as they are discovered.

## Slide 46 - Zulu URL Risk Analyzer

# Zulu URL Risk Analyzer

The screenshot shows the Zulu URL Risk Analyzer interface. The top part is a landing page with a search bar and an 'Analyze' button. The bottom part is a detailed analysis report for the URL <http://zscaler.com>. The report includes:

- URL Information:** Status: Completed.
- Test Results:** Benign 0/100 (indicated by a green progress bar).
- Analysis:** Redirections: <https://www.zscaler.com> (301).

## Slide notes

To check the potential risk of any URL, you can use the Zulu URL Risk Analyzer tool accessible from the Help Portal **Tools** page.

Enter a suspect URL and submit it for analysis, and Zulu will return an analysis of the page, and any threats that it might contain.

Slide 47 - Zscaler Training and Certification



**Slide notes**

In the final section, we will have a look at the Zscaler training and certification options available.

**Slide 48 - Zscaler Certification Tracks**

## Zscaler Certification Tracks



Online      Instructor-led

**Slide notes**

Zscaler offers a comprehensive array of training for our Partners and Customers. Zscaler training is designed to give you the skills to use Zscaler to its fullest extent in order to maximize your investment. For Zscaler Internet Access, there are three levels of technical certification:

Zscaler Certified Cloud Administrator: which consists of eLearning content available through the Learning Management System (LMS).

Zscaler Certified Cloud Professional: which consists of eLearning content accessible through the LMS, and practical hands-on-lab exercises available from a Cloud-based Lab environment. Note that ZCCA is a prerequisite for starting the ZCCP.

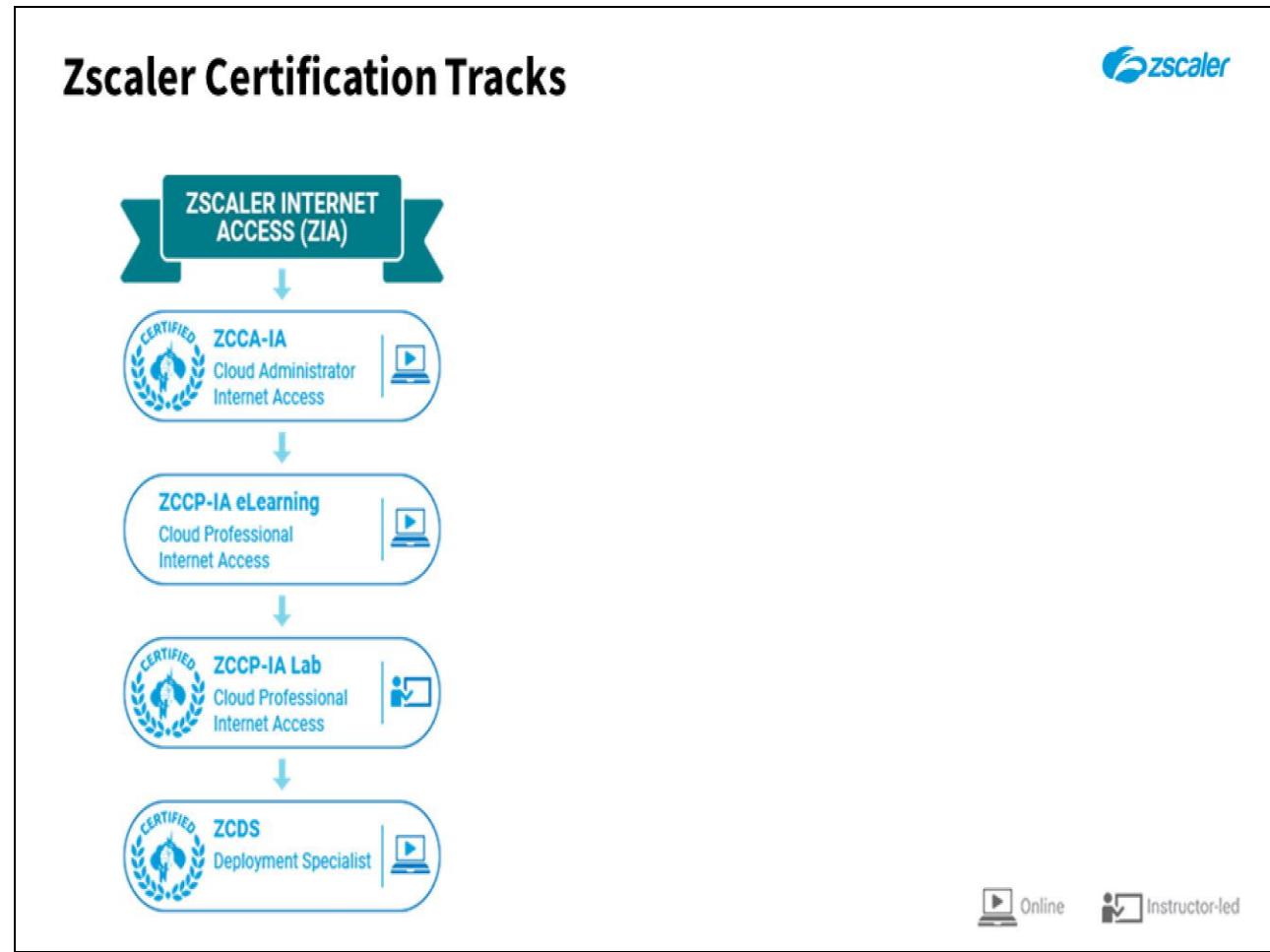
Zscaler Certified Deployment Specialist: consists of eLearning content delivered through the LMS. Note that ZCCP is a prerequisite for starting the ZCDS.

The ZCCA-IA Certification is intended for Zscaler system administrators and anyone else responsible for the setup, configuration, and administration of their organization's Zscaler Internet Access deployment. The ZCCP-IA Certification is intended for Zscaler system administrators desiring a deeper dive into Traffic Forwarding, Authentication and other advanced topics, and anyone who is responsible for deploying or maintaining the Traffic Forwarding and Authentication aspects of a Zscaler Internet Access deployment. The ZCDS Certification is intended for Zscaler partners and system integrators. This course provides detailed information about Zscaler Deployment Services (DS) and Best Practices for deploying ZIA and ZPA.

The ZCCP-IA Certification is intended for Zscaler system administrators desiring a deeper dive into Traffic Forwarding, Authentication and other advanced topics, and anyone who is responsible for deploying or maintaining the Traffic Forwarding and Authentication aspects of a Zscaler Internet Access deployment.

The ZCDS Certification is intended for Zscaler partners and system integrators. It provides detailed information about Zscaler Deployment Services (DS) and Best Practices for deploying ZIA.

## Slide 49 - Zscaler Certification Tracks



## Slide notes

For Zscaler Private Access, there are three levels of technical certification:

Zscaler Certified Cloud Administrator: which consists of eLearning content available through the Learning Management System (LMS).

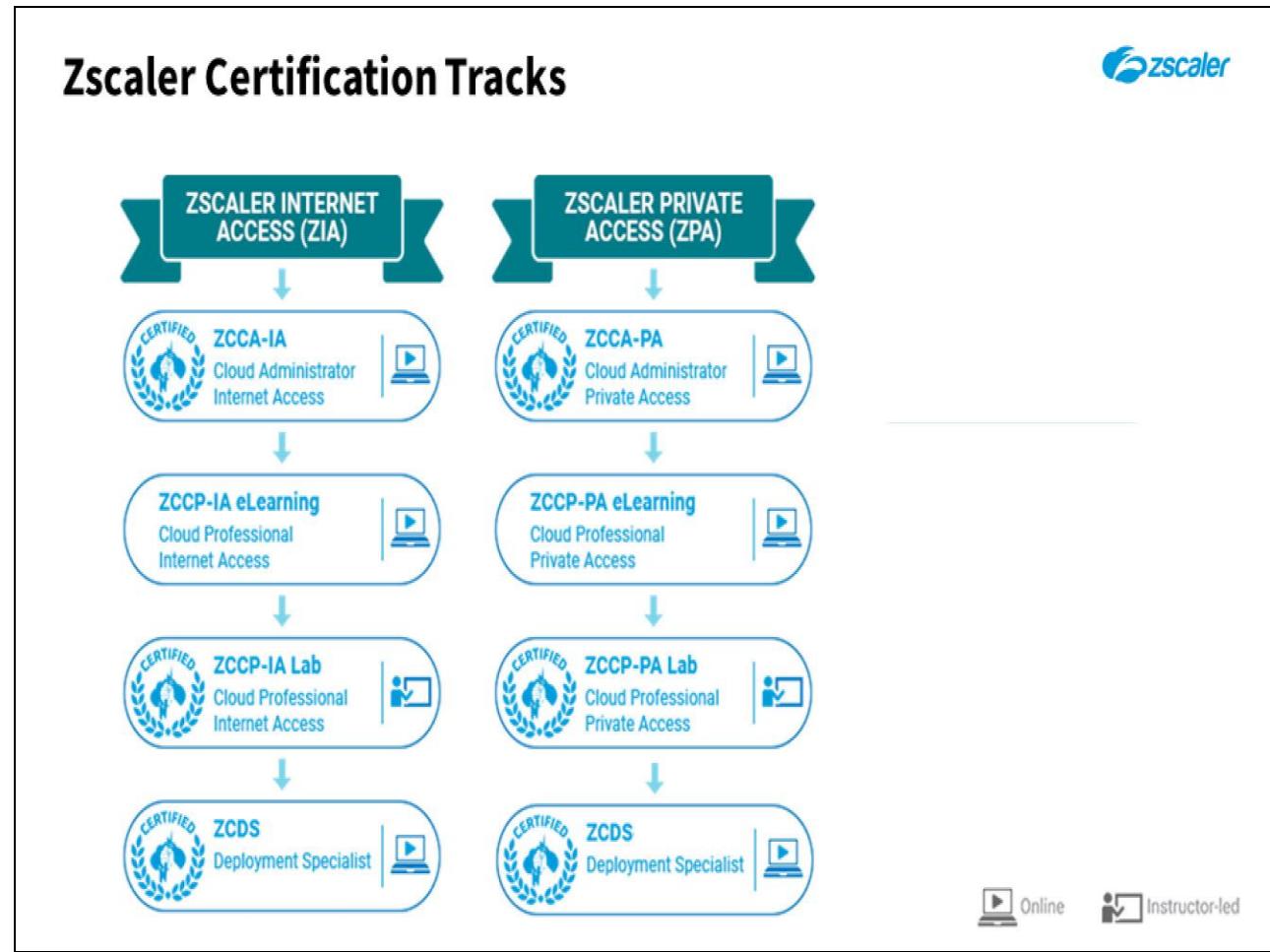
Zscaler Certified Cloud Professional: which consists of eLearning content accessible through the LMS, and practical hands-on-lab exercises available from a Cloud-based Lab environment. Note that, as with the Internet Access track, the ZCCA is a prerequisite for starting the ZCCP.

Zscaler Certified Deployment Specialist: consists of eLearning content delivered through the LMS. Note that ZCCP is a prerequisite for starting this certification.

The ZCCA-PA Certification is intended for Zscaler system administrators and anyone else responsible for the setup, configuration, and administration of their organization's Zscaler Private Access deployment. The ZCCP-PA Certification is intended for Zscaler system administrators who need a deeper dive into ZPA architecture, best practices and other advanced topics, and anyone who is responsible for deploying or maintaining the private connectivity and authentication aspects of a Zscaler Private Access deployment.

The ZCDS Certification is intended for Zscaler partners and system integrators. It provides detailed information about Zscaler Deployment Services (DS) and Best Practices for deploying ZPA.

## Slide 50 - Zscaler Certification Tracks



## Slide notes

For Zscaler Support, there is currently one level of technical certification:

Zscaler Certified TAC Associate: which consists of eLearning content available through the Learning Management System (LMS).

The ZCTA Certification is intended for Zscaler Level 1 or Helpdesk specialists responsible for troubleshooting their organization's end user connections to Zscaler.

**Slide 51 - Thank You & Quiz**



# Thank You & Quiz

**Slide notes**

This concludes this module on available Zscaler Support resources. 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.