

# Firewall 11.0: Troubleshooting

## Course Description

The Palo Alto Networks Firewall: Troubleshooting course is three days of instructor-led training that will help you:

- Use firewall tools, including the CLI, to investigate networking issues
- Follow proven troubleshooting methodologies that are specific to individual features
- Analyze advanced logs to resolve various real-life scenarios
- Solve advanced, scenario-based challenges

## Prerequisites

Participants must complete the Firewall Essentials: Configuration and Management (EDU-210) course. Participants must have strong practical knowledge of routing and switching, IP addressing, network security concepts, and at least six months of on-the-job experience with Palo Alto Networks firewalls.

## Course Duration

3 days

## Objectives

Successful completion of this three-day, instructor-led course will enhance the participant's understanding of troubleshooting the full line of Palo Alto Networks next-generation firewalls.

Participants will perform hands-on troubleshooting related to the configuration and operation of the Palo Alto Networks firewall.

Completing this class will help participants develop an in-depth knowledge of how to troubleshoot visibility and control over applications, users, and content.

## Course Outline

1. Tools and Resources
2. Flow Logic
3. Packet Captures
4. Packet-Diagnostics Logs
5. Host-Inbound Traffic
6. Transit Traffic
7. System Services
8. Certificate Management and SSL Decryption
9. User-ID
10. GlobalProtect
11. Support Escalation and RMAs
12. Next Steps

## Who Should Attend

Security Engineers, Security Administrators, Security Operations Specialists, Security Analysts, Network Engineers, and Support Staff