

# Firewall 10.2: Troubleshooting (EDU-330)

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

## Course Modules

- 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
- Appendix - CLI Primer

## Scope

- **Level:** Advanced
- **Duration:** 3 days
- **Format:** Lecture and hands-on labs
- **Platform support:** Palo Alto Networks Next-Generation Firewalls running the PAN-OS® operating system

## Objectives

Successful completion of this three-day, instructor-led course will enhance the participant's understanding of how to troubleshoot 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.

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

## Target Audience

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

## 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, and network security concepts, and at least six months of on-the-job experience with Palo Alto Networks firewalls.

## Palo Alto Networks Education

The technical curriculum, developed and authorized by Palo Alto Networks and delivered by Palo Alto Networks Authorized Training Partners, helps provide the knowledge and expertise that prepare you to protect our digital way of life. Our trusted certifications validate your knowledge of the Palo Alto Networks product portfolio and your ability to help prevent successful cyberattacks and safely enable applications.