

## Firewall Troubleshooting (EDU-330)

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### COURSE DETAILS

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Course Code:	EDU-330
Delivery Type:	Instructor-Led
Duration:	3 Days

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### COURSE 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.

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### COURSE CONTENT

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

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### COURSE 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.

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### 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

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### WHO SHOULD ATTEND

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