

# (EDU-330) Firewall: Troubleshooting

**Duration:** 3 Days

**Prerequisite:**

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.

**Course Description:**

- 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 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.

**Intended Audience:**

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

**Course Outlines:**

- Tools and Resources
- Flow Logic
- Packet Captures
- Packet-Diagnostics Logs
- Host-Inbound Traffic
- Transit Traffic
- System Services
- Certificate Management and SSL Decryption
- User-ID
- GlobalProtect
- Support Escalation and RMAs
- Next Steps

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