

## Palo Alto Troubleshooting Course-Version 11.1

### Scope

- Level: Advanced
- Duration: 3 days
- Format: Theory and hands-on labs
- Platform support: Palo Alto Networks next-generation firewalls running the
- PAN-OS® operating system
- Prerequisites
- Participants must complete the Firewall Essentials: Configuration and Management

### Course Modules

- 1 – Working Tools and Resources
- 2 – What is Flow Logic
- 3 – Working with Packet Captures
- 4 – Working with Packet-Diagnostics Logs
- 5 - Host-Inbound Traffic concepts
- 6 – Working with Transit Traffic
- 7 – Working with System Services
- 8 – Working with Certificate Management and SSL Decryption
- 9 – Working with User-ID troubleshooting
- 10 – Working with GlobalProtect
- 11 – Working Support Escalation and RMAs