PALO ALTO NETWORKS: FIREWALL: TROUBLESHOOTING (EDU-330)

Course Code: 9770

Learn how to troubleshoot the full line of Palo Alto Networks next-generation firewalls.

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.

What You'll Learn

In this course, you will:

- 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

Who Needs to Attend

- Security Engineers
- Security Administrators
- Security Operations Specialists
- Security Analysts
- Network Engineers
- Support Staff

Prerequisites

Participants must complete the Firewall 10.1 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.

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CLASSROOM LIVE	$3,750 CAD	3 Day

Classroom Live Outline

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

Classroom Live Labs

You will spend approximately 50% of class in hands-on labs.

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VIRTUAL CLASSROOM LIVE	$3,750 CAD	3 Day

Virtual Classroom Live Outline

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

Dec 10 - 12, 2025 | 8:30 AM - 4:30 PM EST

Jan 7 - 9, 2026 | 11:30 AM - 7:30 PM EST

Jan 28 - 30, 2026 | 8:30 AM - 4:30 PM EST

Feb 4 - 6, 2026 | 8:30 AM - 4:30 PM EST

Feb 25 - 27, 2026 | 8:30 AM - 4:30 PM EST

Mar 18 - 20, 2026 | 8:30 AM - 4:30 PM EDT

Apr 8 - 10, 2026 | 8:30 AM - 4:30 PM EDT

Apr 22 - 24, 2026 | 8:30 AM - 4:30 PM EDT

Jun 10 - 12, 2026 | 8:30 AM - 4:30 PM EDT

Jul 15 - 17, 2026 | 8:30 AM - 4:30 PM EDT

Jul 29 - 31, 2026 | 11:30 AM - 7:30 PM EDT

Aug 5 - 7, 2026 | 8:30 AM - 4:30 PM EDT

Aug 26 - 28, 2026 | 11:30 AM - 7:30 PM EDT

Sep 16 - 18, 2026 | 8:30 AM - 4:30 PM EDT

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PRIVATE GROUP TRAINING	3 Day

Visit us at www.globalknowledge.com or call us at 1-866-716-6688.