

Troubleshooting Admin CCTA (R81.20)

Course Duration : 24 Hours

Course code : CCTA-R81.20

1. Course Overview

The **Troubleshooting Admin CCTA (R81.20)** course is designed to help IT and security professionals develop practical skills to identify, analyze, and resolve issues in Check Point security environments. This course focuses on troubleshooting firewall policies, VPN connectivity, routing, performance issues, and system processes using Check Point R81.20 tools and commands in real-world scenarios.

2. What you'll learn?

- Check Point troubleshooting methodology
- Firewall and policy-related issue resolution
- VPN connectivity troubleshooting
- Routing and NAT problem analysis
- Performance and resource monitoring
- Log analysis and diagnostic tools

3. Target Audience

- Network administrators
- Security administrators
- Firewall engineers
- Technical support engineers
- IT professionals managing Check Point environments

4. Pre-Requisites

- Basic knowledge of Check Point Security Administration
- Understanding of TCP/IP networking concepts
- Experience with firewall operations

5. Course Content (Modules)

Module 1: Troubleshooting Fundamentals

- Troubleshooting methodology
- Check Point architecture overview

Module 2: Policy and Access Control Troubleshooting

- Rule base verification
- Policy installation issues

Module 3: NAT and Routing Troubleshooting

- NAT conflicts and resolution
- Routing table analysis

Module 4: VPN Troubleshooting

- Site-to-site VPN issues
- Remote access VPN diagnostics

Module 5: Performance and System Issues

- CPU, memory, and disk monitoring
- Process and kernel troubleshooting

Module 6: Logs, Debugging, and Tools

- Smart Log and SmartView Tracker
- Command-line debugging tools

Module 7: Real-World Troubleshooting Scenarios

- Common enterprise issues
- Best practices for faster resolution

