General FAQ's?

1. What is ZPA Client Connector (ZCC)?

Zscaler Client Connector (ZCC) is a lightweight agent installed on user devices to securely connect OIOS, even when on and off the office network. It ensures secure and compliant access to applications and data, regardless of location or network. It is a preventive solution unlike EDR (Anti-Virus) solution which focuses on post-breach activities

2. Which platforms does ZP Client Connector support?
- Desktops/Laptops: Windows 10+, macOS, Linux.

Note: For Windows/MAC OS use the link to download the image.

- Mobile Devices: iOS, Android.

Note: For Android / iOS download the application from the respective App Store.

3. How does the ZPA Client Connector work?

The ZPA Client Connector is used to establish a secure connection to the data centre, ensuring seamless and protected access to application. Once the ZCC is connected, users can access applications and services that have been explicitly allowed over ZCC. Once the ZCC connection is established, different users can access the same or different applications concurrently by using separate browsers on the same device.

4. How to install ZPA Client Connector?

Through the installation link which is shared via email for Windows and Mac OS.

5. What should I do if the ZPA Client Connector fails to connect

Check your internet connectivity or try changing the network from Office/Home/Wifi Hotspot.

6. Can I login to multiple browsers in the same system after logging into ZPA?
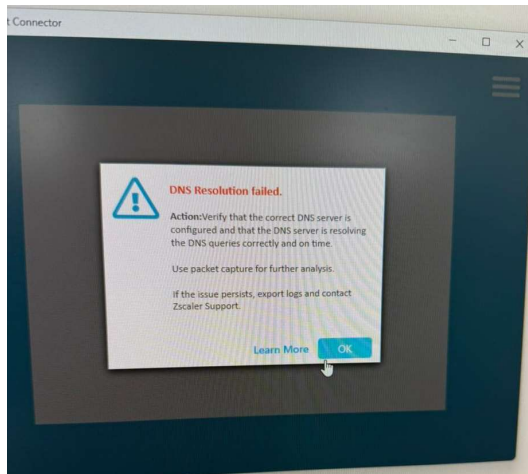
Yes

7. Can I login to multiple systems simultaneously?

Yes. Every system must have ZPA Agent and you must be logged into it.

8. I have a login ID that ends with gov.in/ nic.in in OIOS. Will I face issues in logging into ZCC?

Yes. Please get your email-id updated to cag.gov.in. You are not required to create another login ID. All login IDs in IAAD have been ported to cag.gov.in domain.

9. **If users are facing the DNS resolve error? What is the recommended action?**

DNS Resolution failed.

Action: Verify that the correct DNS server is configured and that the DNS server is resolving the DNS queries correctly and on time.

Use packet capture for further analysis.

If the issue persists, export logs and contact Zscaler Support.

Learn More   OK

- Check your internet connectivity or try changing the network from Office/Home/Wifi Hotspot to an alternate network and try to connect to a different network and try connecting to the ZPA Client Connector.
- First need to restart the system, if the same error persists then export the logs with the Support team.

10. **What are the different kinds of ZPA Client Connector Errors which can be observed??**

You can find the different types of errors and the solution for each on the following link: https://help.zscaler.com/zscaler-client-connector/zscaler-client-connector-connection-status-errors   or   https://help.zscaler.com/zscaler-client-connector/zscaler-client-connector-zpa-authentication-errors

However, during the pilot phase only DNS Resolution error has been observed for a few users which is resolved after either changing the network connection or a machine reboot.

11. **What are the common troubleshooting steps for ZPA Client connector??**

You can find different steps on the below link: https://help.zscaler.com/zscaler-client-connector/troubleshooting-zscaler-client-connector

Contact Your respective office FHDs for any queries.