# **Clear Cache on Secure Web Appliance**

### Contents

Introduction
Prerequisites
Requirements
Components Used
Clear DNS Cache
Clear DNS Cache From GUI:
Clear DNS Cache From CLI:
<u>Clear Proxy Cache</u>
Clear Proxy Cache From GUI:
Clear Proxy Cache From CLI:
Clear Authentication Cache
Related Information

# Introduction

This document describes steps to clear Proxy Cache, DNS Cache and Authentication Cache in Secure Web Appliance (SWA).

# Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Physical or Virtual SWA Installed.
- License activated or installed.
- Secure Shell (SSH) Client.
- The setup wizard is completed.
- Administrative Access to the SWA.

#### **Components Used**

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

# **Clear DNS Cache**

To increase efficiency and performance, the Cisco WSA stores DNS entries for domains to which you have

recently connected. The DNS cache allows the SWA to avoid excessive DNS lookup of the same domains. The DNS cache entries expire according to the TTL (Time to Live) of the record or the DNS configuration in SWA.

However, it is sometimes necessary to clear the DNS cache of entries. Corrupted or expired DNS cache entries can occasionally cause problems with delivery to a remote host or hosts.

#### **Clear DNS Cache From GUI:**

Step 1. Navigate to NEtwork

Step 2. Choose DNS

#### Step 3. Click Clear DNS Cache

Reporting	Web Security Manager	Secu	irity Services	Network	System Administration			
ONS			1	Interfaces Transparent Redirect Routes DNS	tion 2			
DNS Server Settings				High Availability				
	Primary DNS Servers:	Use these DNS Servers:		Internal SMTP Relay	·			
		Priority IP Address		Upstream Proxy				
		0 10.10.10.10		External DLP Server	rs			
Routing Table for DNS traffic: Management				Web Traffic Tap				
IP Address Version Preference: Prefer IPv4				Certificate Managem	nent			
	Secure DNS:	Disabled		Cloud Services Settings				
Wait Before Timing out Reverse DNS Lookups: 20 seconds			ls	Identification Services				
DNS Domain Search List: None Clear DNS Cache				Authentication				
				Identity Provider for SaaS Edit Settings				
				Identity Services En	ngine			

Image- Clear DNS cache

#### **Clear DNS Cache From CLI:**

To Clear the DNS cache from Command Line Interface (CLI):

Step 1. Log in to CLI

#### Step 2. Run dnsflush

Step 3. Choose "Y"

SWA\_CLI> dnsflush Are you sure you want to clear out the DNS cache? [N]> Y

# **Clear Proxy Cache**

#### **Clear Proxy Cache From GUI:**

To clear the Proxy Cache from GUI:

- Step 1. Navigate to Security services
- Step 2. Choose Web Proxy
- Step 3. Click Clear Cache

Security Services	Cisc s100	o Sec v	ure Web Appliar	се		Secure Web Appliance is getting a	new look. Try it !		
Proxy Settings Web Proxy	A Report	ing	Web Security Manage	Security Services	Network	System Administration			
TTP Proxy HTTPS Proxy	Proxy Settings								
SOCKS Proxy	Web Proxy	Settings							
PAC File Hosting	Basic Se	ttings	Prox	: Enabled					
Pulling Countries		HTTP Ports to Proxy: 80, 3128							
Policy Services			Cachin	Enabled Clear Cache					
Acceptable Use Controls Anti-Malware and Reputation			Proxy Mod	: Transparent	Transparent				
		IF	Spoofing Connection Typ	Enabled For Transparent Connections Only					
Data Transfer Filters	Advance	d Setting	\$						
AnyConnect Secure Mobility		Per	istent Connection Timeou	Client Side: 300 Seconds Server Side: 300 Seconds					
Any connect Secure Mobility		In-Use Connection Timeout:			Side: 300 Seconds Side: 300 Seconds				
End-User Notification		Simultane	ous Persistent Connection	Server Maximum Number: 2000					
L4 Traffic Monitor SensorBase		Maxim	um Connections Per Clien	Disabled					
		Generate Headers:			X-Forwarded-For: Do Not Send Request Side VIA: Send Response Side VIA: Send				
Reporting			Use Received Header	Identification of Client IP Addresses using X-Forwarded-For: Disabled					
			Range Request Forwardin	: Disabled					
Cisco Cloudlock						E	dit Settings		

Image - Clear Proxy Cache

#### **Clear Proxy Cache From CLI:**

To Clear the Proxy Cache from CLI:

Step 1. Log in to CLI

- Step 2. Run diagnostic
- Step 3. Choose "PROXY"

Step 4. Choose "CACHE"

SWA\_CLI> diagnostic

```
Choose the operation you want to perform:
- NET - Network Diagnostic Utility.
- PROXY - Proxy Debugging Utility.
- REPORTING - Reporting Utilities.
- SERVICES - Service Utilities.
[]> PROXY
```



### **Clear Authentication Cache**

You can delete a one or all entries (users) from the authentication cache.



Note: You can also list all users currently stored in the authentication cache.

The Authentication cache can be cleared from CLI.

Step 1. Log in to CLI

#### Step 2. Run authcache

**Step 3.** Choose "**FLUSHALL**" or "**FLUSHUSER**" depending upon whether you need to clear all cache entries or just a single user.



**Tip**: To find the correct format of the username you want to remove from cache, choose "**SEARCHDETAIL**" and find the correct username format first.

## **Related Information**

- <u>User Guide for AsyncOS 15.0 for Cisco Secure Web Appliance LD (Limited Deployment) -</u> <u>Troubleshooti...</u>
- Troubleshoot Secure Web Appliance DNS Service Cisco