

Cisco Secure Web Appliance (SWA)

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Dear Cisco Customer,

Cisco is issuing this product bulletin to inform customers of a current limitation affecting URL categorization in the Cisco Secure Web Appliance (SWA).

Executive Summary

Cisco has identified a limitation documented as [CSCws05684](#) that may impact certain deployments of **Cisco Secure Web Appliance (SWA)**. This bulletin outlines the scope, potential impact, and Cisco's recommended actions.

Products Affected

- **Product: Cisco Secure Web Appliance (SWA)**
- **Software Version(s):** All versions
- **Deployment:** [Physical / Virtual / Cloud]

Problem Description

Due to a current limitation under specific conditions, Cisco Secure Web Appliance (SWA) may experience delays in receiving URL categorization updates from Cisco Talos Intelligence, or certain URLs may remain uncategorized, or some URLs might lose their current categorization. As a result, filtering and policy enforcement based on URL categories within SWA may be inconsistent for the affected URLs. This issue affects multiple URLs and is not limited to particular domains or categories.

Customer Impact

- **Impact Level:** Medium
- **Potential Impact:** This discrepancy can lead to inconsistent filtering and policy enforcement on the SWA for those URLs,

Recommended Action

Cisco recommends one of the following actions, as applicable:

Apply the documented workaround:

- Manually add the affected URLs to a custom URL category or allow/block in the SWA policy to ensure appropriate filtering until the fixed release is available.
- Monitor and review URL category updates regularly to identify any URLs that were previously categorized but have become uncategorized. Such URLs will require manual addition to custom categories to maintain consistent filtering and policy enforcement. This proactive review helps ensure that policy goals are met despite changes in URL categorization sets.
- Upgrade to a fixed release when available

Resolution Status

- Cisco Bug ID: [CSCws05684](#)
- Fix Status:
 - Fix available in: TBD
 - Fix planned for: TBD
 - **Cisco engineering has verified the reported behavior and will work towards a resolution, which will be included in an upcoming release.**

Support

If you require assistance or have questions regarding this bulletin, please contact [Cisco TAC](#) or open a service request via the [Cisco Support Portal](#).

Cisco appreciates your continued trust and partnership.

Reference Document Links:

1. [Cisco Secure Web Appliance Data Sheet](#)
2. [Configure Custom URL Categories in Secure Web Appliance](#)
3. [Use Secure Web Appliance Best Practices](#)
4. [Block Traffic in Secure Web Appliance](#)

Sincerely,

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