

# Why do I Receive "Secure Client Enrollment Successful but Configuration Sync Fails with 403"

## Contents

---

## Issue

ZTA client enrollment process completed successfully. However, the configuration synchronization did not occur after

## Environment

Secure Client Version - Zero Trust Network Access

## Resolution

### Check the Dart

Sync fails with 403 forbidden? "2026-01-29 00:27:59.580605-0800 0x2514885 Error 0x0 32551 0 csc\_zta\_agent: [com.cisco.secureclient.zta:csc\_zta\_agent] E/ C

When we enroll in ZTNA Cached config is pushed from cloud to client under **C > Program data > Cisco > Cisco S**

Its possible that some Anti Malware Software scanning the file and causing this issue.

So ensure these folders are excluded from this software:

### Exclusion List from AntiMalware

#### Cisco Secure Client (CSC): All Modules - System

1. Windows: C:\Program Files (x86)\Cisco\Cisco Secure Client\\*
2. macOS: /opt/cisco/secureclient/\*
3. Linux: /opt/cisco/secureclient/\*

#### Cisco Secure Client (CSC): All Modules - User

1. Windows: %localappdata%\Cisco\Cisco Secure Client\\*
2. macOS: ~/.cisco/secureclient/\*
3. Linux: ~/.cisco/secureclient/\*

## Cause

The root cause of the issue was the presence of a leftover AdGuard extension on the client system. The

extension was intercepting network traffic, which prevented the Secure Client from receiving its configuration data (cached\_config) after successful enrollment. Once the extension was removed, normal sync functionality was restored.

## Related Content

- [Cisco Technical Support & Downloads](#)
- [Cisco Secure Access Help Center](#)