

# Secure Access Login Failure Due to SASE Management Configuration

## Contents

---

---

## Issue

After claiming a license for Cisco Secure Access and successfully logging into the Security Cloud Control dashboard, users are unable to log in to the Secure Access application itself. The login fails when attempting to access Secure Access after enabling SASE management during the license claim process.

## Environment

- Cisco Secure Access
- Cisco Security Cloud Control
- SASE Management Enabled

## Resolution

The issue was resolved by canceling the unwanted SD-WAN Cloud subscription that was automatically created when SASE management was enabled during the Secure Access license claiming process.

## Steps to Resolve

Step 1: Navigate to **Platform Management**.

Access the **Platform Management > Subscriptions** section in the Security Cloud Control dashboard.

Step 2: Identify the Unwanted Subscription.

Locate the **SD-WAN CLOUD** subscription that was automatically claimed when Enable SASE management was selected during the Secure Access trial setup.

Step 3: Cancel the SD-WAN Cloud Subscription.

Click the **Cancel** button for the **SD-WAN CLOUD** subscription to remove it from the account.

Step 4: Verify Secure Access Availability.

After canceling the SD-WAN Cloudsubscription, Secure Access will appear under the products section and become accessible for login.

## Cause

Enabling SASE management during the Secure Access trial license claiming process automatically creates an SD-WAN Cloud subscription. If the user does not have an actual SD-WAN Cloud deployment, this unwanted subscription conflicts with Secure Access functionality. This conflict prevents proper login to the Secure Access application, although authentication to the cloud portal and Duo succeeds.

## Related Content

- [Cisco Technical Support & Downloads](#)