

"Failed to Fetch" Error during Migration from Umbrella to Secure Access.

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Issue

Users encounter a "Failed to fetch" error when attempting to access the Cisco Secure Access (Umbrella) dashboard during migration from legacy Umbrella services. The error appears in the dashboard interface and prevents proper access to the Umbrella administrative functions. This issue affects users trying to complete their migration to the new Secure Access platform.

Environment

- Technology: Security - Network Protection
- Sub-technology: Umbrella - Dashboard / Admin / User Accounts / Multi-Org / Login
- Product: Cisco Secure Access (User Protection Suite EA)
- Software Version: All versions
- User Role: Full admin privileges
- Migration Status: In progress from legacy Umbrella to Secure Access

Resolution

If Migration is not Started:

- Verify that the claim code applied successfully in Security Cloud Control

It looks like the "Failed to fetch" error often occurs when the user isn't assigned the Organization Admin role for Secure Access.

- Go to Security Cloud Control → Admin → Users
- Locate your user account and confirm the “Organization Admin” checkbox is enabled
- Capture and send a screenshot of that view

If we already have an Organization Admin, please clear your browser cache or try accessing the portal in an incognito/private window to rule out any caching issues.

NOTE: If migration has started Failed to Fetch error is expected until step 2 of migration is completed.

<https://www.cisco.com/c/en/us/support/docs/security/secure-access/225388-configure-umbrella-for-migration-to.html>

Issue still there? - Collect HAR File and contact support

- <https://www.cisco.com/c/en/us/support/docs/security/umbrella/224759-generate-a-har-file-to-capture-browser.html>.

Cause

insufficient Role causing Failed to fetch error.

Related Content

- [Cisco Technical Support & Downloads](#)