

# Cisco Secure Access Administrative Console Functions Blocked by Firewall

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## Issue

Multiple administrative actions in the Cisco Secure Access console were failing, preventing normal day-to-day administration of the Secure Access environment. The specific symptoms experienced included:

- Unable to delete devices from **Resources** → **Roaming Devices** → **Desktop Operating Systems**
- Unable to fetch accounts from **Admin** → **Accounts** (administrator list could not be retrieved)
- Unable to rename user devices from the console
- Unable to add users through the administrative interface
- Unable to raise support cases with Cisco Support through the console

These failures were preventing essential administrative tasks from being completed in the Cisco Secure Access management interface.

## Environment

- Cisco Secure Access console
- Network environment with restricted outbound connectivity
- Administrative access to Cisco Secure Access management portal

## Resolution

The resolution involved allowing the required Cisco domains through firewall to restore connectivity to essential Cisco services.

## Step 1: Identify Required Cisco Domains

The root cause was identified as blocked connectivity to required Cisco domains, specifically the \*.opendns.com endpoints that are necessary for Cisco Secure Access administrative functions.

## Step 2: Configure Firewall Allow List

Add the relevant Cisco domains to the firewall's bypass/allow list:

- Add \*.opendns.com endpoints to the firewall allow list
- Ensure outbound connectivity to these domains is permitted
- Configure the firewall to bypass inspection for these trusted Cisco domains

## Step 3: Validate Administrative Functions

After implementing the firewall changes, verify that all administrative functions are restored:

- Test ability to fetch administrator list from **Admin** → **Accounts**
- Verify device deletion functionality in **Resources** → **Roaming Devices** → **Desktop Operating Systems**
- Confirm user addition capabilities are working
- Test device renaming functionality
- Verify support case creation access

Following the firewall configuration changes, all administrative functions began working as expected with no remaining technical issues.

## Cause

Firewall was blocking connectivity to required Cisco domains, specifically the \*.opendns.com endpoints that are essential for Cisco Secure Access administrative console operations. This blocked connectivity

prevented the console from communicating with Cisco's backend services, resulting in the failure of multiple administrative functions including user management, device management, and support case creation.

## Related Content

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