

Google Drive for Desktop Sync Failure with Cisco Umbrella Through Secure Client

Contents

Issue

Google Drive for Desktop fails to sync when Cisco Umbrella is enabled through Cisco Secure Client and Secure Access.

Environment

- Cisco Secure Client with Umbrella module
- Cisco Secure Access
- Google Drive for Desktop application
- Multiple organization IDs present in environment

Resolution

The resolution involves migrating the affected endpoints from the old Umbrella organization configuration to the correct Secure Access organization.

This requires replacing the existing OrgInfo.json file with the correct configuration file.

Step 1: Remove Existing Umbrella Configuration

Navigate to the Cisco Secure Client Umbrella directory and remove the existing configuration:

C:\ProgramData\Cisco\Cisco Secure Client\Umbrella

Delete the data folder and the old OrgInfo.json file from this directory.

Step 2: Download New Organization Configuration

Access the Secure Access Dashboard and download the new OrgInfo.json file for the correct organization.

Step 3: Install New Configuration

Copy the downloaded OrgInfo.json file into the Cisco Secure Client Umbrella directory:

C:\ProgramData\Cisco\Cisco Secure Client\Umbrella

Step 4: Restart and Validate

Restart the affected device and retest Google Drive for Desktop syncing functionality to confirm the issue is resolved.

Cause

The issue was caused by endpoints using an outdated OrgInfo.json configuration file that directed traffic to an old Umbrella organization instead of the current Secure Access organization. This misconfiguration prevented proper traffic routing and policy enforcement, resulting in Google Drive for Desktop sync failures while browser-based access remained functional.

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