

# Cisco Secure Access Roaming Devices Screen Umbrella Module Protection Status Display

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## Issue

Clarification for Cisco Secure Access regarding how the Umbrella module protection status is displayed on the Roaming Devices screen.

Specifically, there is a need to understand the expected DNS and Web protection status values shown when devices are operating normally, comparing states when RAVPN (Remote Access VPN) is connected versus not connected.

The inquiry focuses on the correct specification for status display behavior in an environment where Internet Security > Cisco Secure Client Settings has "Web Security (port 80/443 traffic only)" enabled, while "DNS Security" remains in its default enabled state.

## Environment

- Cisco Secure Access
- Umbrella module integrated with Cisco Secure Client
- Internet Security configuration with Web Security enabled for port 80/443 traffic only
- DNS Security enabled (default fixed setting)
- RAVPN connectivity scenarios (connected and disconnected states)
- Roaming Devices screen monitoring

## Resolution

## **Umbrella Module Synchronization Behavior**

The Umbrella module performs synchronization with the Umbrella API endpoint at `sync.hydra.opendns.com`. This synchronization process follows a specific pattern:

- Initial synchronization occurs once at service start
- Subsequent synchronizations occur at approximately 30-minute intervals when there is no network change
- The Roaming Devices page status reflects the device last connection timestamp to the Umbrella service

## **Protection Status Display Behavior**

Based on lab testing, the Secure Web Gateway Protection Status on the Roaming Devices screen displays as "Protected" regardless of RAVPN connection state when the device is functioning normally with proper Umbrella module operation.

## **Remote Access VPN and Umbrella Module Coexistence Considerations**

When Remote Access VPN and the Umbrella module are used together, DNS policy is applied in some operational scenarios. This behavior represents an operational observation that needs to be considered when designing security architectures that combine these technologies.

## **Available Protection Status Values**

The protection status values are documented as available in the Cisco Secure Access system:

- Protected
- Disabled due to VPN
- Additional status indicators as defined in the Secure Web Gateway and Security Information documentation

## Cause

The inquiry arose from the need to understand the correct specification behavior for Umbrella module status display in different RAVPN connectivity states. The status display behavior is determined by the Umbrella module synchronization process with the Umbrella API endpoint and the device last successful connection timestamp, rather than real-time connectivity status.

## Related Content

- Secure Web Gateway Documentation: <https://securitydocs.cisco.com/docs/csa/olh/120853.dita>
- Security Information - IPv4 Documentation: <https://securitydocs.cisco.com/docs/csa/olh/120854.dita>
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