

Umbrella to Secure Access Upgrade Manager Option not Available

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Issue

When attempting to migrate from Umbrella to Secure Access, the **Upgrade Manager** option is unavailable, and the **Request Invitation** button is greyed out after being submitted. The migration process appears to have been initiated but not completed, with subscriptions not appearing in the Security Cloud Control portal and no upgrade possibility visible in the Umbrella portal.

Environment

- Cisco Umbrella DNS Advantage subscription
- Secure Access portal access
- Security Cloud Control dashboard
- Umbrella organization added to Security Cloud Control dashboard without Secure Access Subscription

Resolution

The greyed out migration request button occurs when a user has a qualifying Umbrella subscription but does not have an active Secure Access subscription. To resolve this issue and complete the migration process, follow these steps.

Step 1: Verify Subscription Status

Confirm that you have a qualifying Umbrella subscription but lack a Secure Access subscription. This is the primary reason the migration request button becomes unavailable.

Step 2: Contact Account Team

Reach out to your Cisco Account Manager to purchase a Secure Access subscription. The migration process requires both a qualifying Umbrella subscription and an active Secure Access subscription to proceed.

Step 3: Obtain Claim Code

Once the Cisco Secure Access subscription is purchased, obtain the necessary claim code for Cisco Secure Access. This claim code is essential for completing the migration process from Umbrella to Cisco Secure Access.

Step 4: Complete Migration Process

After purchasing the Secure Access subscription and obtaining the claim code, you are able to select the **Request Invitation** option in the portal to complete the migration process.



Note: Adding the Umbrella organization to the Security Cloud Control dashboard does not enable migration functionality, and initiating the migration process does not generate a claim code. You must have a purchased Cisco Secure Access license and a valid claim code to successfully complete the upgrade/migration process.

Cause

The **Request Invitation** button becomes greyed out because the system detects that an upgrade request has been initiated but cannot complete due to the absence of a required Cisco Secure Access subscription. The Cisco upgrade manager requires both a qualifying Umbrella subscription and an active Secure Access subscription with a valid claim code to proceed. Without the Cisco Secure Access subscription, the system prevents duplicate requests while remaining unable to finalize the original request, resulting in the disabled button state.

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