

Procore Document Download Failure After Secure Access Migration

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Issue

After transitioning from Umbrella to Secure Access, users are unable to open or download documents from procore.com, including document links received by email. While access to the Procore website itself works normally, document downloads fail consistently across multiple browsers for both on-site and remote users.

Environment

- Cisco Secure Access (migrated from Umbrella)
- Secure Access Internet Access components including Roaming Module, Virtual Appliance, DNS, Secure Web Gateway, PAC files, IPS, and Certificates
- Procore construction project management platform
- Multiple web browsers affected
- Both on-site and remote user endpoints
- Apple roaming mobile devices and other roaming devices

Resolution

The resolution involved modifying the Secure Access configuration to remove the Intelligent Proxy functionality that was interfering with Procore document downloads. This configuration change allowed document downloads to function properly while preserving other security features of the Secure Access deployment.

Cause

The Intelligent Proxy feature in Secure Access was interfering with the document download functionality from Procore. This proxy behavior was preventing the proper handling of document requests and downloads, while still allowing basic website navigation to function normally.

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