Secure Access Protection Status Display Inconsistencies in SSE Dashboard

Contents

- Issue
- Environment
- Resolution
  - Verification Steps
    - Additional Diagnostic Collection
- Cause
- Related Content

Issue

Endpoints using Cisco Secure Client intermittently display incorrect DNS and SWG protection statuses in the Cisco Secure Access SSE dashboard, even while endpoints are actively generating DNS and web traffic. The protection status indicators vary inconsistently, showing combinations of:

- Both DNS and SWG Protection Status displaying as "N/A" (- symbol)
- One protection status showing as "N/A" while the other appears normal
- Both statuses showing as "Offline"
- One status showing as "Offline" while the other shows as "N/A"

These status representations appear inaccurate and do not match the actual operational status of the devices and Cisco services running on them. This reduces visibility into endpoint security coverage and affects the ability to monitor protection status reliably across organizational devices.

Environment

- Cisco Secure Access (SSE) management portal
- Cisco Secure Client deployed on endpoints
- Multiple organizational devices with agents and services installed and running
- DNS and SWG protection services configured

Resolution

The recommended method to accurately verify DNS and WEB protection status is to use the Activity Search functionality in the SSE dashboard rather than relying solely on the protection status indicators displayed for individual devices.

Verification Steps

Additional Diagnostic Collection

If inconsistent protection status indicators continue to cause concern, collect these synchronized diagnostic outputs:

- Cisco Secure Client screenshot showing WEB/DNS protection status with system clock timestamp
- Secure Access Dashboard screenshot showing protection status with system clock timestamp
- DART (Diagnostic and Reporting Tool) output collected from the affected endpoint

These synchronized diagnostics can help correlate the actual protection state with the dashboard display and identify any timing or synchronization issues.

Cause

The root cause of the inconsistent protection status display in the SSE dashboard was identified as an expected behavior. The issue appears to be related to dashboard status indicator synchronization rather than actual protection service functionality. The presence of DNS and WEB activity in the Activity Search confirms that protection services are operating correctly despite the inconsistent status displays.

This behavior has been documented as feature request for potential future enhancement of the status indicator reliability.

Related Content

- Cisco Technical Support & Downloads