

Troubleshoot OrgID / Fingerprint

Contents

[Introduction](#)

[What to do](#)

[Further Information](#)

Introduction

This document describes the troubleshootign process for the Umbrella **OrgID / Fingerprint**. If you are being prompted for the OrgID / Fingerprint, it means that the configuration file that was included in the installer package download is either missing, corrupt, or cannot be parsed.

Usually, this is caused when the installer package is not fully extracted prior to initializing the installation. Some decompression as some programs (such as Winrar) allow you to run the installer from a compressed archive which prevents the installer from parsing the config file.

What to do

1. Uninstall the Umbrella roaming client.
2. Find the .zip file you initially downloaded.
3. Right-click > Extract the contents of the folder.
4. Ensure the newly extracted directory contains a file called "Updater.plist" (OSX) or "OrgInfo.json" (Windows).
5. Re-run the installer from the newly extracted directory.

When the installer completes, the agent icon appears in your system tray and establish an encrypted connection in about 30 seconds. The newly provisioned laptop appears in the dashboard at this time.

You are no longer be prompted to enter the Organization ID or any other information during the installation.

If you are still having trouble, please try these steps:

1. Uninstall the Umbrella roaming client.
2. Log into the Umbrella dashboard.
3. Navigate to **Identities > Roaming Computers**.
4. Click the



(Add) icon to download a new installer package.

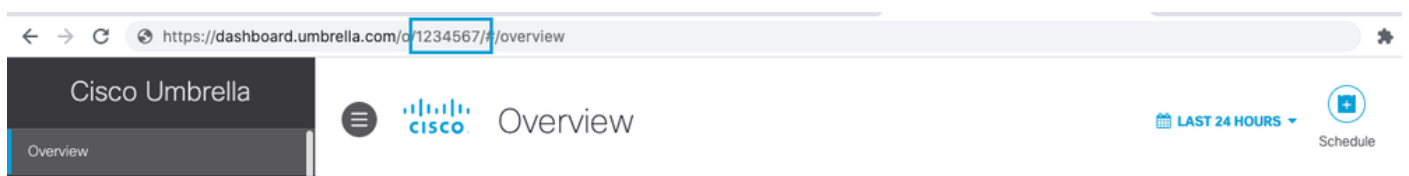
5. Right-click > Extract the contents of the folder.
6. Re-run the installer from the newly extracted directory.

After the installer completes, the agent icon appears in your system tray and establishes an encrypted connection in about 30 seconds. The newly provisioned laptop also appears in the dashboard at this time.

Further Information

OrgID - The OrgID is a unique number that identifies your organization. Each different dashboard has a different OrgID, which is used to ensure that traffic from one Org's roaming client does not appear in another customers dashboard reports.

After you are logged into the correct dashboard, check the URL in the address bar:



<https://dashboard.umbrella.com/o/<OrgID>/#/<page>>. <OrgID> represents your unique Umbrella Org ID.

Fingerprint - The Fingerprint is used as a means of authenticating the UserID against our API.