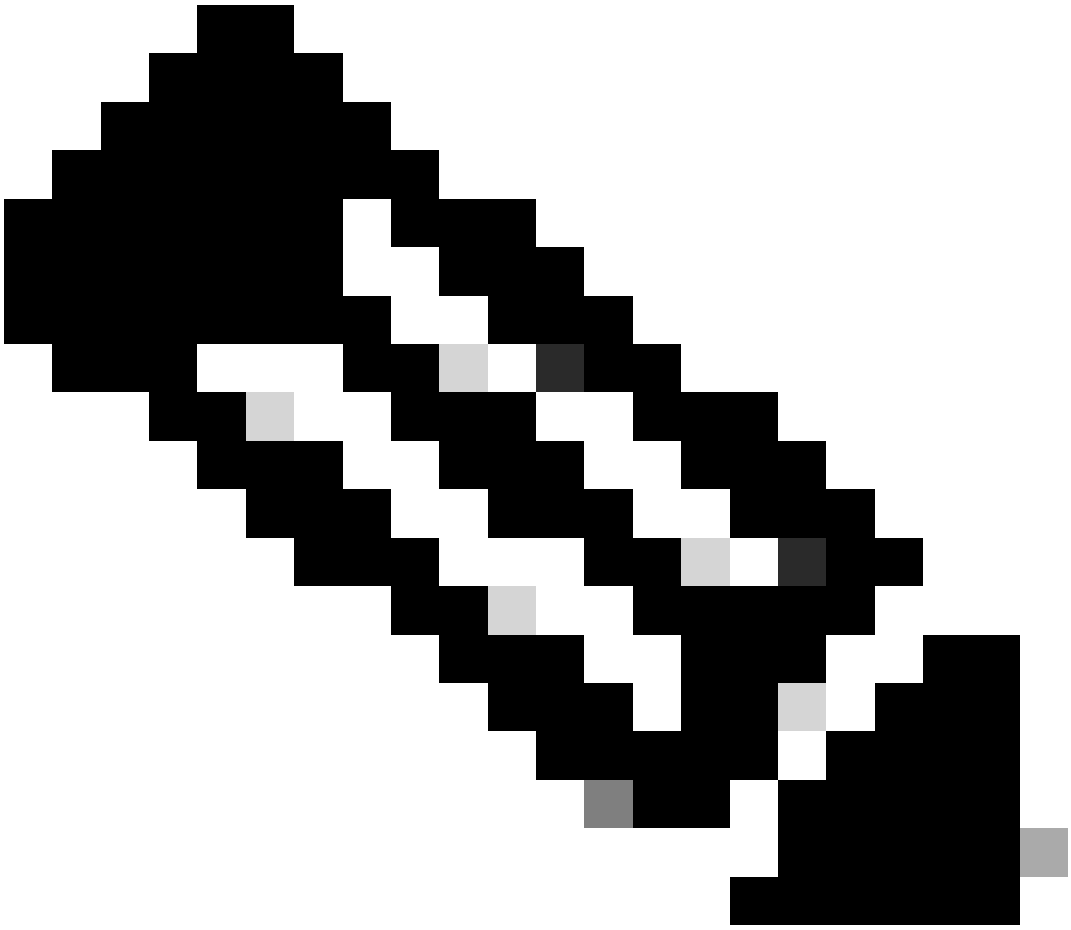
Troubleshoot Umbrella Subscription or Trial Expiration

Contents

Introduction

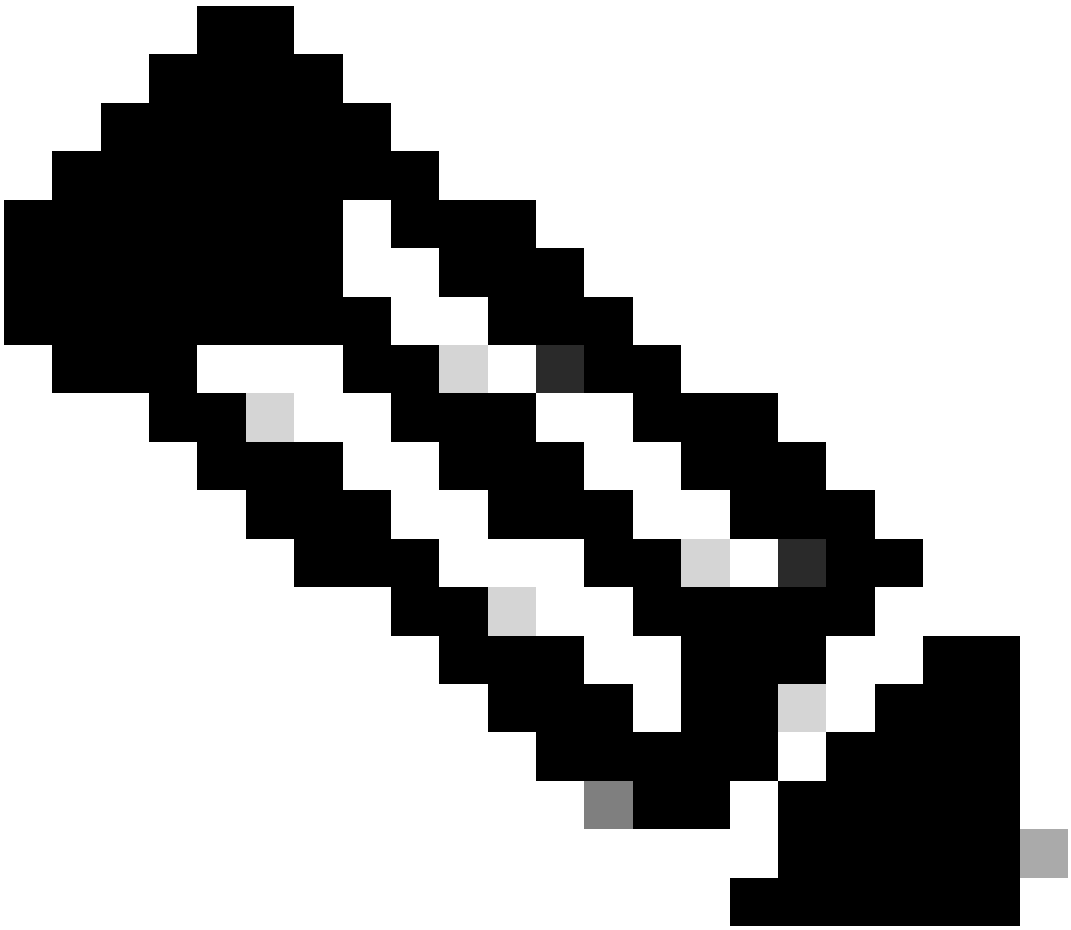
This document describes what happens after the expiration of your Umbrella subscription or trial.



Note: In order to renew your subscription, or to purchase or extend your trial please contact your Account Manager. If you do not know their contact information please contact Sales: https://umbrella.cisco.com/contact-us.

Explanation

At the end of the subscription or trial period, if you have not purchased the software, your organization is automatically downgraded to a DNS Monitoring account. DNS Monitoring is the most basic Cisco Umbrella offering and has far fewer features than our enterprise Umbrella offering.



Note: DNS resolution continues to function even after the subscription or trial has expired. Internet connectivity is not lost and websites do not cease resolving.

Changes upon expiration

- Your statistics in the reports continue to be logged as before (including security categorizations), for all identities (for example, networks, Roaming clients, and so on) that are still sending traffic to

Umbrella.
- Access to the App Discovery and Destinations reports are removed.
- Policy enforcement is removed (includes roaming client):
  - Category settings are no longer applied.
  - Security settings are no longer applied. All security events are allowed.
  - All policy settings are hidden and deactivated. These are restored after subscribing to an Umbrella package.
- Only Networks and Network Devices can be managed from the dashboard—all other identities are hidden.
- No Block pages are displayed—DNS Monitoring accounts do not block any traffic.

Roaming Client:

DNS resolution and DNS encryption remains functional (without policy application) after a subscription or trial expires; however, an up to date internal domains list is required to ensure your local domains continue to resolve. The Umbrella roaming clients continue to sync the internal domains list as defined at expiry. No modifications to the internal domains list can be made after expiry (if you require a modification, and resubscribe, write us at umbrella-support@cisco.com. Not planning to resubscribe? Uninstall the roaming client). Importantly, existing **internal domain resolution is not affected by the expiring of a subscription or trial.**

We are unable to support the roaming client without an active subscription.

Looking for just free DNS encryption to Umbrella with your DNS Monitoring package? See the DNScrypt project.

Expiry of Secure Internet Gateway (SIG) Essentials

If you are a prospect customer, when your SIG Essentials subscription or trial expires, your security settings are removed as per the above. You still have access to a basic dashboard that allow you to view your DNS traffic, but **policies are not applied.**

If you are an existing Umbrella DNS Security customer trialing a SIG package, once the trial ends you are reverted back to your previous pre-trial settings.

Any IPsec network tunnels and firewall rules are retained for **seven days**. During this seven day period, IPsec network tunnels and firewall rules are not applied, but the configurations automatically restore if the subscription is restored (purchased or trial extended). After these seven days, all IPsec network tunnels and firewall rules are automatically deleted.

Required steps to remove all data from Umbrella

These steps are required if you wish to remove some or all data stored by Umbrella.

To stop new DNS query data from being identified by Umbrella, you need to stop sending DNS data to Umbrella or remove any identities from the Dashboard that still exist:

1. **Networks -** Change your DNS settings to no longer forward queries to Umbrella, and delete the associated IPs from Deployments > Core Identities > Networks.
2. **Network Devices -** Use your manufacturer instructions to delete the Umbrella integration on your device. Delete the device from Deployments > Core Identities > Network Devices.
3. **Roaming Computers** - Uninstall the Umbrella Roaming Client or the AnyConnect Umbrella Roaming Security Module from your machines. If you have been downgraded to DNS Monitoring,

contact Support to have your Roaming Computer identities deleted. Note that if the clients have not been uninstalled from your machine, they are automatically re-register to the Umbrella Dashboard if deleted.

4. **Mobile Devices** - Uninstall the iOS or Android app from your devices. If you have been downgraded to DNS Monitoring, contact Support to have your Mobile Device identities deleted. Note that if the apps have not been uninstalled from your machine, they automatically re-register to the Umbrella Dashboard if deleted.
5. **Virtual Appliance** - Delete the virtual machine hosting the VA from your hypervisor. If you have been downgraded to DNS Monitoring, contact Support to have your Virtual Appliance identities deleted.
6. **Active Directory Integration** - Uninstall the Umbrella AD Connector services from your domain controllers. Contact Support to have your AD identities deleted. Note that if the Connectors have not been uninstalled from your machine, they automatically repopulate the AD identities to the Umbrella Dashboard if deleted.
7. **Internal Networks** - Delete the Internal Networks identities from Deployments > Configuration > Internal Networks.

At this time, existing request data cannot be removed from the Umbrella Dashboard. All data is automatically expired 1 year after being received.

To remove user accounts from your Umbrella organization, remove them from Admin > Accounts. Note that this only removes the user from your organization, it does not remove them from Umbrella generally. Users who wish to be completely removed from Umbrella can contact Umbrella Support or privacy@cisco.com.

If you are using SAML for authentication, disable SAML from Admin > Authentication.

To end Amazon S3 uploads, go to Admin > Log Management, and click 'Stop Logging' from the Amazon S3 section.

To delete API keys, go to Admin > API Keys, expand the API key in question, and click 'Delete'.