

Submit a Categorization Request

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Introduction

This document describes how to submit a ticket if you believe a domain, URL, IP, or file hash categorization reported in Cisco Umbrella is incorrect.

Overview

Categorization data for Cisco Umbrella and many other Cisco products is handled by Cisco Talos. The Cisco Talos team reviews categorization requests. The Cisco Talos Intelligence Group is one of the largest commercial threat intelligence teams in the world.



Note: If a domain or URL categorization is currently causing a P1/URGENT issue in your production environment, please open a support case directly with the Cisco Umbrella support team with the domain/URL in question along with details on the urgency.

Submitting A Request (Activity Search)

You can now submit a request related to **Security or Content Categories** via the Umbrella Dashboard. For more details head over to [Dispute a content categorization](#) in the Umbrella Documentation.

Navigate to **Reports > Core Reports > Activity Search** and find the relevant request (DNS or Web). Click the action menu and choose **View Full Details**. Click **Dispute Categorization**.



proxy.threatpulse.net

by [Network A](#)

Jun 24, 2021 at 5:40 PM

DISPUTE CATEGORIZATION

Identity



[Network A](#)

★ Policy

Destination

proxy.threatpulse.net

DNS Type

A

Internal IP

-

External IP

209.165.200.254

Action



Allowed

Categories

Computer Security Infrastructure

. Depending on the type of category being requested for review, please submit the dispute to the respective queue:

- **Security categories** = Submit a Web & Email Reputation Support Adjustment
- **Content Category** = Submit a Web Categorization Request
- **File Inspection hashes** = Submit a File Reputation ticket option


Submit Support Ticket

Support Ticket General Information

Web & Email Reputation Support Adjustments

If you own or have come across a domain, URL, or IP that you believe has the incorrect reputation, please submit a reputation adjustment ticket. You must be logged into your account in order to submit a ticket. If you do not have a CCO ID through Cisco, you may create a **free guest account**. Up to 50 entries can be submitted at a time.


After you submit a ticket you can view its status on your [My Tickets](#) page.



Web Categorization Requests

If you own or have come across a domain, URL, or IP that you believe has been improperly categorized or is missing a category, please submit a categorization ticket. If you do not have a CCO ID through Cisco, you may create a **free guest account**. Up to 50 entries can be submitted at a time.

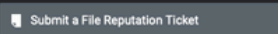
After you submit a ticket you can view its status on your [My Tickets](#) page.



File Reputation Requests

If you have come across a file that you believe has been improperly classified, please submit a file reputation ticket using a SHA256 hash of the file in question. If you do not have a CCO ID through Cisco, you may create a **free guest account**. Up to 50 SHA256 hashes can be submitted at a time.

After you submit a ticket you can view its status on your [My Tickets](#) page.



Submit Support Ticket

- Support ticket general information
- Why do I need to login to submit a ticket?
- Submit Web & Email Reputation Ticket
- Submit Web Categorization Ticket
- Submit File Reputation Ticket

Common Questions

- How do I do a Web or Email Reputation Lookup?
- What is the difference between Email Reputation and Web Reputation?
- What are the Web Reputation Threat Levels?
- Why can I not dispute a higher reputation for a URL/IP?
- Why can I not dispute a lower reputation for a URL/IP?
- What are the two types of Web categories?
- What do the Email Reputation Scores mean?
- How is Email Volume Magnitude calculated?
- What does 'Blocked: Too Many Requests' mean?
- How current is the Web and Email Reputation Lookup data?
- How do I do a File Reputation Lookup?
- How is the Talos Weighted File Reputation Score calculated?
- Why can domain reputation be different than IP reputation?

Support Tools

- Application Visibility Control Portal

Email Reputation

- Reasons for Neutral Email Reputation
- Reasons for Poor Email Reputation
- Incorrect Network Owner of an IP Address
- Incorrect Hostname

Screen_Shot_2021-04-05_at_9.55.42_AM.png



Note: A Cisco.com account is required to submit and track cases. If not signed in, you are redirected to the login page. Users can create an account for free but if you have other Cisco products then you could already have a Cisco.com account.

Enter the domain, URL, IP, or file hash entries (up to 50) and click Get Category Data to view its current categorization.

URL/IPs/Domains to Dispute

To submit this ticket, you must replace the existing reputation for each disputed entry.

Why can I not dispute a higher reputation for a URL/IP?


Why can I not dispute a lower reputation for a URL/IP?

☒ Web - Websites, URIs, or web IP addresses to be investigated

☐ Email - Sender IP addresses to be investigated

Bulk Suggest Reputation Change ▼

Bulk Select Platform

Dispute Entry	Web Reputation 	Threat Category	Suggested Reputation Changes	Platform	
vesica-nonconvivially-anguineal.xyz					

If reputation data does not populate on hitting 'Enter', click the 'Get Reputation Data' button to populate current reputation and threat category.

Comments and Site Description (please provide as much detail as possible).

***NOTE:** If no clear reasoning is provided for suggested reputation changes the ticket will be considered inactionable.

Select the suggested categorization tag you wish to see for the entry and enter the comment details regarding the suggested request. To ensure it gets applied to the right platform, please select "Umbrella" from the platform list or click on the "bulk select platform" to change all entries to "Umbrella".



Note: If the option for Umbrella is not available, please select TalosIntelligence as the alternative.

The Umbrella option is not available to customers if your Cisco.com (CCO) account is not associated with a Cisco Umbrella contract. To associate licensing contracts with your CCO account, please refer to identity.cisco.com.

URL/IPs/Domains to Dispute

Users can inspect up to 50 reputation disputes at a time.

To submit this ticket, you must replace the existing reputation for each disputed entry.

Why can I not dispute a higher reputation for a URL/IP?

Why can I not dispute a lower reputation for a URL/IP?

Type of Ticket

☒ Web - Websites, URIs, or web IP addresses to be investigated

☐ Email - Sender IP addresses to be investigated

Number of Entries (max 50): 1

Bulk Suggest Reputation Change

Dispute Entry	Web Reputation ?	Threat Category	Suggested Reputation Changes	Platform
vesica-nonconvivially-anguineal.xyz	Untrusted Poor	Phishing	Suggest Different Threat... <input type="text" value="Phishing"/>	Umbrella
url.com				

GET REPUTATION DATA

If reputation data does not populate on hitting 'Enter', click the 'Get Reputation Data' button to populate current reputation and threat category.

Comments and Site Description (please provide as much detail as possible).

domain is malicious

***NOTE:** If no clear reasoning is provided for suggested reputation changes the ticket will be considered inactionable.

SUBMIT

sec_submit.png

After filling in desired entries and fields, hit submit and you are redirected to a submission confirmation message on the "my tickets" dashboard.

Managing Submissions

You can view the progress and resolution of cases submitted to the Talos team through "[My Tickets](#)".

Tickets

Ticket successfully created

Create New Ticket

All Tickets

Web & Email Reputation

File Reputation

Web Category

EMAIL STATUS PORTAL

Submissions

Metrics

Manage Account

Help Center

My Tickets | 2 TICKETS

Company Tickets | 3446 TICKETS

Click on a ticket to view all entries and details.

Show 50 results

TICKET ID	DATE SUBMITTED	LAST UPDATED	TOP LOOKUP ITEM	SUMMARY	ENTRIES	TICKET TYPE	STATUS
Processing...	2021-04-05 17:00:31 UTC	2021-04-05 17:00:31 UTC	Processing ..	domain is malicious	0	Web & Email Reputation	PENDING
1396955	2020-07-14 15:56:48 UTC	2020-07-15 12:48:37 UTC	lux.speedcurve.com	Domain is not malware	2	Web & Email Reputation	RESOLVED

Show 50 results

Showing 1 to 2 of 2 results

1

Screen_Shot_2021-04-05_at_10.01.04_AM.png

Selecting a ticket number opens further details on the case like status, resolution, and comments from the Talos team.

Web & Email Ticket Information

Email Support Regarding this Ticket

RESOLVED

#86025

SUMMARY

SUBMISSION DATE

LAST UPDATED

Domain is not malware

2020-07-14 15:56:48

2020-07-15 12:48:37

Tickets

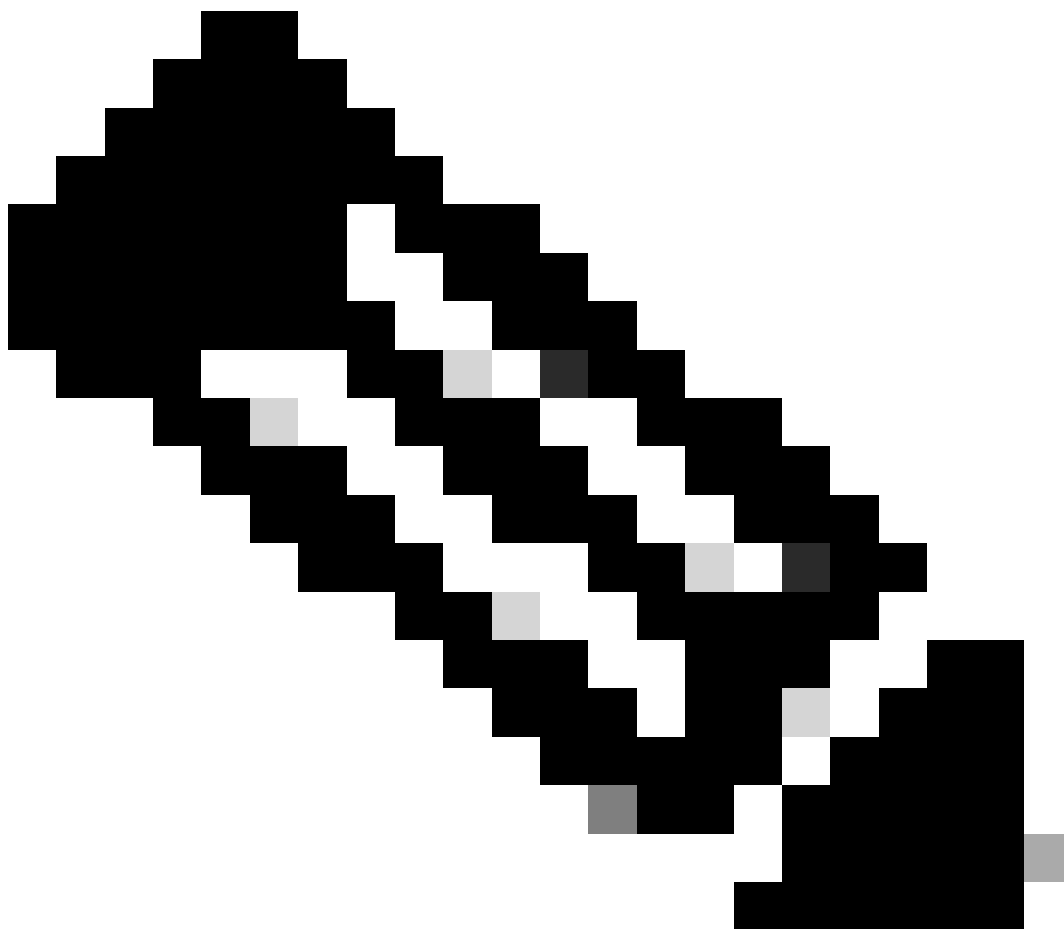
2 ENTRIES

Search

LOOKUP ITEM	CURRENT REPUTATION	CURRENT THREAT CATEGORY	SUGGESTED VALUE	STATUS	RESOLUTION	COMMENTS
lux.speedcurve.com	Favorable Neutral		Reputation: ✖ Untrusted	RESOLVED_CLOSED	UNCHANGED	RESOLVED_CLOSED : UNCHANGED - Talos has not found sufficient evidence to modify the current reputation of the submission; we cannot change the submission's reputation because it can negatively affect our customers. However, a customer has the option of locally changing a submission's reputation, if they understand the risks in doing so. Please open a TAC case and provide additional details if you need further assistance.
lux.speedcurve.com/lux	Favorable Neutral		Reputation: ✖ Untrusted	RESOLVED_CLOSED	UNCHANGED	RESOLVED_CLOSED : UNCHANGED - Talos has not found sufficient evidence to modify the current reputation of the submission; we cannot change the submission's reputation because it can negatively affect our customers. However, a customer has the option of locally changing a submission's reputation, if they understand the risks in doing so. Please open a TAC case and provide additional details if you need further assistance.

Showing 1 to 2 of 2 results

Screen_Shot_2021-04-05_at_10.02.09_AM.png



Note: If you run into any issues with the submission, please contact Cisco Talos using the "Email Support Regarding this Ticket" button. Please allow a few minutes to pass before accessing this function upon submission of your ticket.
