

Use Umbrella Block Page Diagnostic Info for Troubleshooting

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Introduction

This document describes how to access and interpret block page diagnostic information for configuration testing and troubleshooting.

Block Page Diagnostic Information

When you reach a block page, you can expand the diagnostic information section at the bottom of the page for additional details. Use this information to test your configuration. Support can request a screenshot of this section.

Example Block Page

The screenshot provided shows an example Block Page with diagnostic information expanded:



This site is blocked due to a phishing threat.

internetbadguys.com

▼ Diagnostic Info

ACType: 0

Block Type: phish

Bundle ID: 1

Domain Tagging: -

Host: phish.opendns.com

IP Address: [REDACTED]

Org ID: [REDACTED]

Origin ID: [REDACTED]

Prefs: -

Query: url=internetbadguys.com&server=ash24&prefs=&tagging=&nr

Server: ash24

Time: 2018-07-12 01:12:29.180338193 +0000 UTC
m=+3221152.293186035



Note: For more details about troubleshooting policy configuration, see the article [How To Determine Which Policy Is Being Applied In My Umbrella Configuration](#).

Definitions

ACType

- ACType is only useful for support.

Block Type

- Block Type indicates the category of the block and the reason for page restriction. Types include:
 - aup: Content category
 - domainlist: Destination list
 - security: Dynamic DNS, Command and Control, Malware, Unauthorized IP Tunnel Access, Newly Seen Domains, Potentially Harmful, DNS Tunneling VPN, Third-party feeds (For example, AMP, ThreatGrid)

- phish: Phishing
- dlink-phish: Phishing via D-Link Advanced DNS

Bundle ID

- Bundle ID is the identifier for the applied policy.

Domain Tagging

- Domain Tagging is only useful for support.

Host

- Host refers to the landing page. Possible values include:
 - block.opendns.com: aup, domainlist
 - malware.opendns.com: security
 - phish.opendns.com: phish
 - www1.dlinksearch.com: dlink-phish
 - bpb.opendns.com: [Block Page Bypass](#)

IP Address

- IP Address is the public IP address of the machine.

Org ID

- Org ID is the Organization ID of the network the machine is using.

Origin ID

- Origin ID is only useful for support.

Prefs

- Prefs is only useful for support.

Query

- Query is only useful for support.

Server

- Server is the resource that the machine used to make the query. For server locations, refer to the appropriate resource.

Time

- Time indicates when the query was made, in UTC.