

Contact Umbrella Support

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Introduction

This document describes how to contact Umbrella support.



Note: If you are experiencing P1 Outage please call in to our support number that can be found on the licensing page in your dashboard

On August 9, 2025, Cisco Umbrella Support transitions our technical support platform to align with Cisco's standard support tools and processes. This change is aimed at ensuring a seamless and consistent customer experience across Cisco products and services, now including Umbrella. More details can be found [here](#).

Template to Use for Support Cases:

When opening a support case with Umbrella, please copy and paste and then fill out the template below:

- Issue & Symptoms (briefly describe the issue you are experiencing along with any notable symptoms):
- If you have previously reported the issue to Umbrella Support, the previous support case number:
- Priority (How many users are affected?, What is the business impact?):
- Timeline (When did you first notice or become aware of the issue? How long has it been going on?):
- Environment (Were there any network or system changes done to possible cause the issue?):
- Workaround (Have you identified a workaround? If so, please state mitigation steps.):
- Dashboard information (Permission to access your dashboard?, Umbrella Org ID?):

- Evidence (Attach <https://policy-debug.checkumbrella.com> results, relevant logs, diagnostics, screenshots, PCAP files, and so on. Please specify where the attachments were taken from):

What to Check before Contacting Support

There are some easy troubleshooting steps that we recommend these steps before opening a support case:

- It is always a good idea to take a quick search through our [deployment documentation](#) as well as this support portal before opening a case. Oftentimes the answer be within one of these articles anyways.
 - If you are having issues with Active Directory, try checking out these [prerequisites](#).
 - If you are having issues with Virtual Appliances, [this](#) is where you can find some helpful troubleshooting steps.
 - If your issue is regarding Umbrella Cisco Secure Clients, [here](#) is the troubleshooting guide to check before opening a support ticket.
 - Are you having trouble with policies? [Here](#) are our best practices for policy creation.
- Lastly, we recommend checking the status portal for all of Umbrella. Here you find:
 - Current status information of all our core services, including APIs, DNS, Dashboard, Investigate, Umbrella Cisco Secure Clients, Security Services, and Virtual Appliances.
 - Simple color-coded availability information
 - Regional status information
 - Historical status timeline

How to Open a Support Ticket

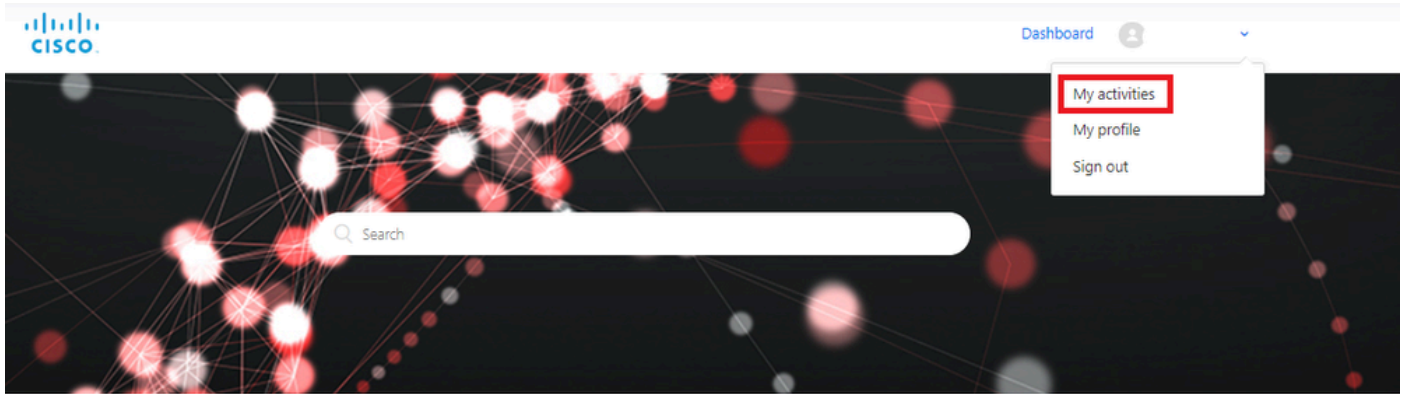
You have several options when it comes to contacting our support team.

- Email umbrella-support@cisco.com.
- You can also contact umbrella via the dashboard. Click on Admin > Licensing to view support contact information:

The screenshot shows the Cisco Umbrella dashboard. On the left is a navigation menu with options: Overview, Deployments, Policies, Reporting, Investigate, Admin (highlighted with a red box), Accounts, User Roles, Log Management, Bypass Users, Bypass Codes, API Keys, Licensing (highlighted with a red box), Demo User, and Documentation. The main content area is titled 'Licensing' and includes a sub-header 'Umbrella Package'. Below this is a table with columns: Current Package, License Start Date, License End Date, and Number Of Seats. The table shows 'Umbrella SIG Advantage + Multi-Org + RBI L3', 'November 13, 2019', 'June 30, 2031', and '1' respectively. Below the table is a 'Support' section with a text box containing 'Got questions? Email us at umbrella-support@cisco.com' (highlighted with a red box).

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- Lastly you have the option to open a support case within this portal. In the upper right-hand corner you see a blue **Submit a request** link. Select that link, and you can provide all the details required.
 - Here you can also be able to see all of your opened support cases, or cases you are copied (CC) on and track them.



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What to Include in a Support Case

[The support case template](#)

Our support team needs as much detail as possible in order to diagnose and resolve the issue you are experiencing. This includes screenshots of the behavior and detail so we can replicate what is happening in your environment. Please also ensure you clearly explain when this issue started, as well as how many people are being affected by the problem. The details in this section elaborate on why we are asking for the information in the template.

Useful details can be gained from answers to questions like:

- When did the problem first start?
- Was it ever working and stopped at some point?
- Does it align with any changes or updates?
- Does it impact all users or a specific subset (Windows or Mac users, Linux machines, and so on)?
- What are the OS, browser and software versions involved?
- Is it reproducible at-will or sporadic?
- If another vendor was contacted about this particular issue what was the response?

Diagnostic and Log Information

This piece of your support case is crucial. We need to know the technical details of what is happening, and that requires running the diagnostic on an affected machine. We have written a comprehensive guide for the diagnostic tool which includes clear instructions for running the diagnostic. Please only put the URL of the diagnostic, do not copy and paste the entirety of the results.

For DNS diagnostics, reference this article.

If you are using our Secure Web Gateway (SWG), there is a separate diagnostic tool that we need you to use. The linked article includes troubleshooting steps as well as our diagnostic tools that we need for SWG specific issues.

For SWG diagnostics, reference this article.

In addition, we would like this information depending on how your SWG is connected:

IPSEC Tunnel:

- Your Organisation ID
- Tunnel ID
- Tunnel Name
- SIG DC IP and Location
- IPsec Egress IP
- IPsec Client Device and Version number
- Date and time the issue(s) occurred

AnyConnect Roaming Security Module with SWG:

- Dart Bundle
- Date and time the issue(s) occurred
- A packet capture as well as max debug dart bundles logs can also be requested later on as troubleshooting advances.