

Troubleshoot Umbrella Error: "Underlying Connection was Closed"

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

[Solution](#)

[Port 80/TCP](#)

[TLS and .NET](#)

[Additional Information](#)

Introduction

This document describes how to troubleshoot the Umbrella Connector error, "The underlying connection was closed: Could not establish trust relationship for the SSL/TLS secure channel."

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

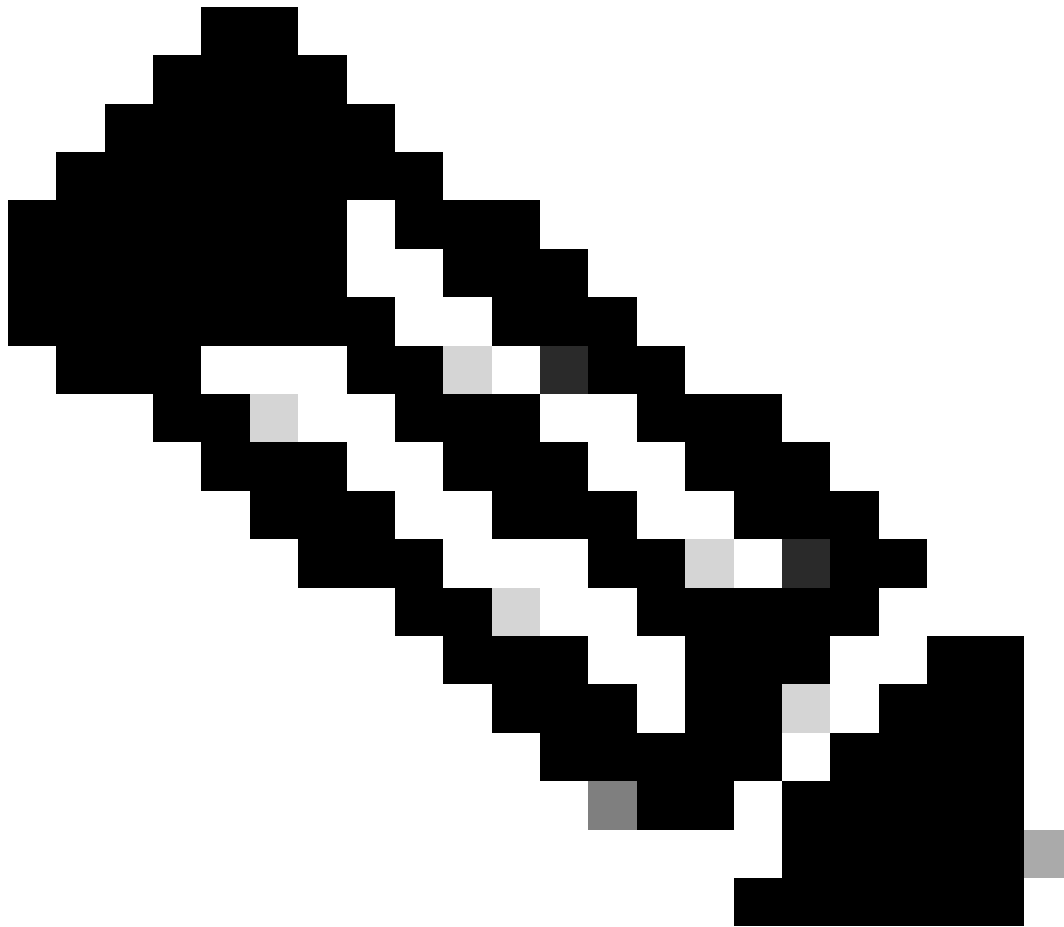
The information in this document is based on the Umbrella Connector.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Problem

You notice that the Umbrella Connector service is displaying an error status on the Dashboard. When looking in the logs, you see these errors:

```
1/30/2014 8:39:44 PM: Failed to sync! Response: The underlying connection was closed: Could not establish
```



Note: The connector logs are located here: **C:\Program Files (x86)\OpenDNS Connector\v1.x.x\OpenNSAuditClient.log**

Solution

This error is related to network connectivity, either a firewall blocking the traffic, or another packet inspection system that can require an exception putting in place to exempt the traffic from the connector. This is an overview of the likely destinations that need to be opened up:

- The API (<https://api.opendns.com>): This is the main destination which the connector communicates with and is used for registration during installation, as well as health checks and updates.
- OCSP (Online Certificate Status Protocol) validation: Make sure port 443 TCP is opened, and, if you have specific rules allowing/denying access by IP addresses, that all addresses related to ocsp.digicert.com are opened as well.

Port 80/TCP

- ocsp.digicert.com
- crl4.digicert.com
- crl3.digicert.com

TLS and .NET

See this [article](#) for more information on .NET and TLS failing. Messages can include "An unexpected error occurred on a receive".

Additional Information

Full details of all required destinations as well as an explanation of what they are required for can be found [in the Umbrella documentation](#).