Resolve MacOS Secure Client/Umbrella Protection Issues

Contents

Introduction

This document describes how to resolve unprotected state caused by "Block all incoming connections" being selected.

Purpose

In most situations, Umbrella seamlessly works with the Mac firewall. However, in some cases where tight restrictions have been applied, you need to adjust settings so that Umbrella can reach the internet and you can stay protected.
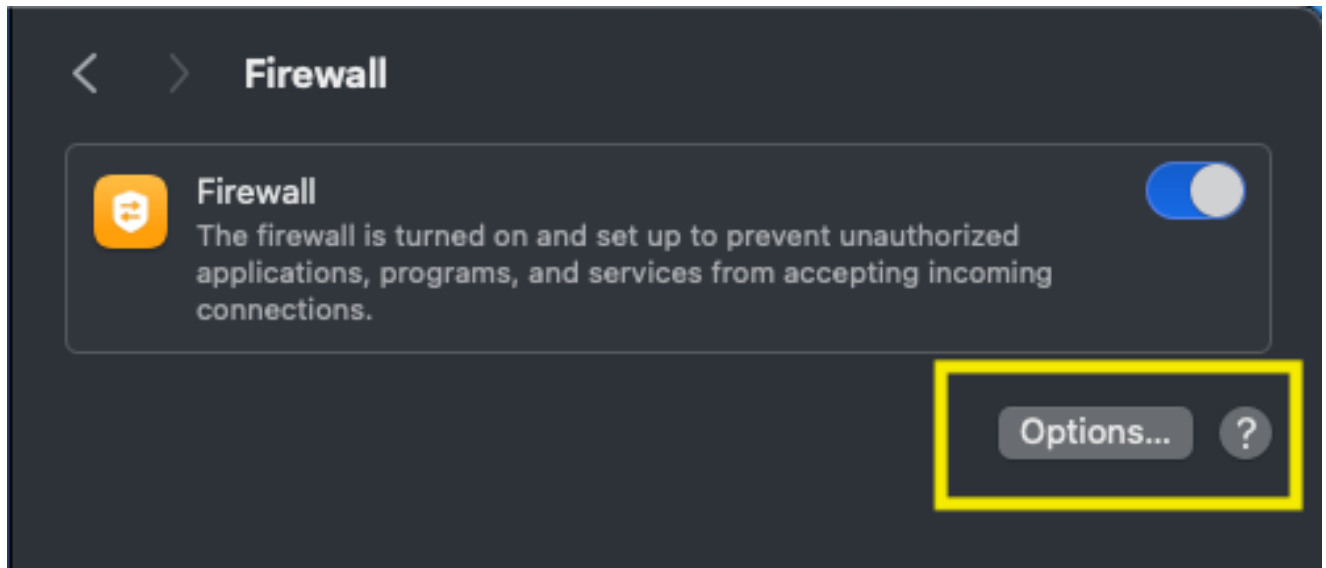
Instructions

1. Click the Apple logo on the top left of the Menu bar.
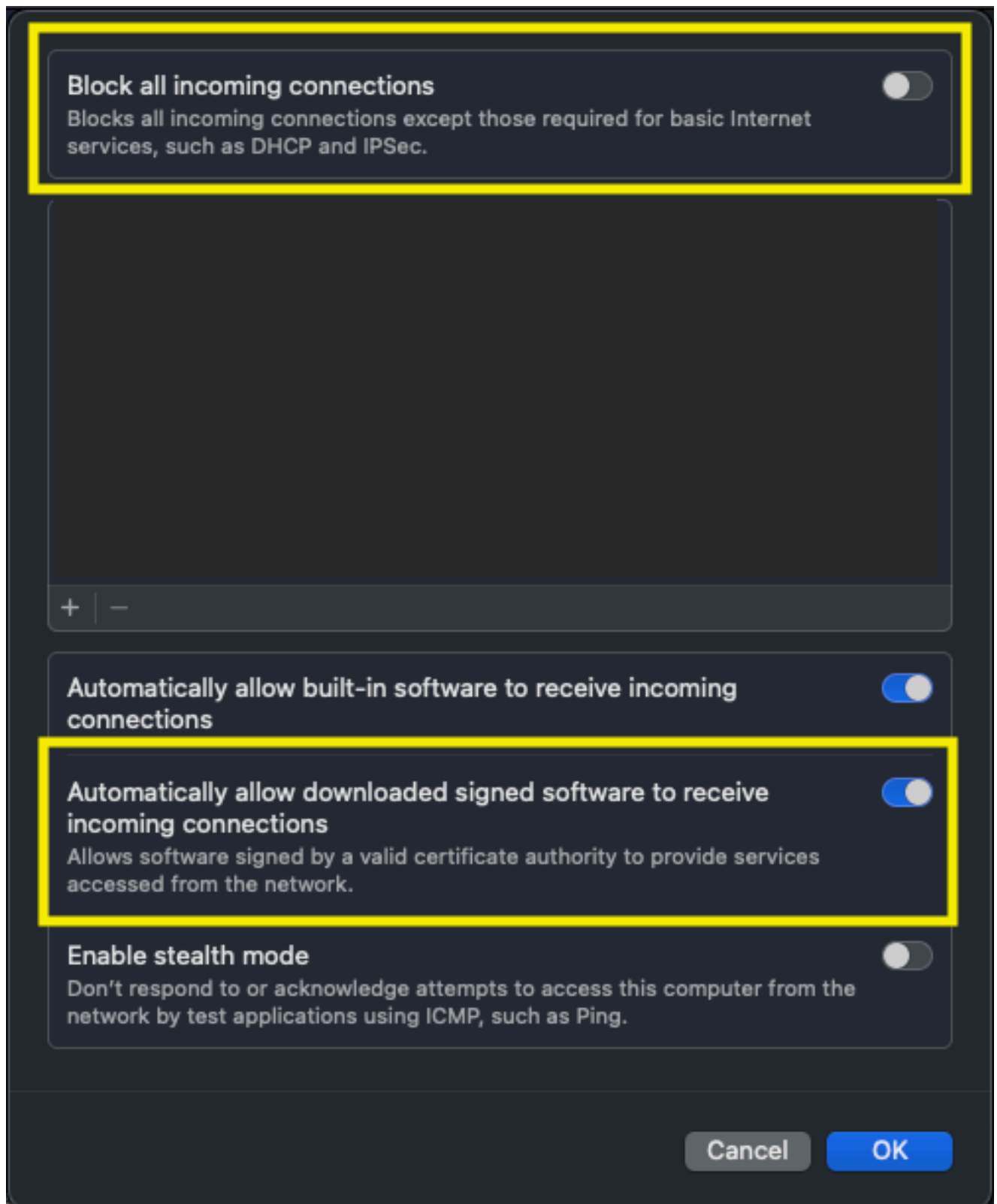2. Click **System Settings** then select **Network**.
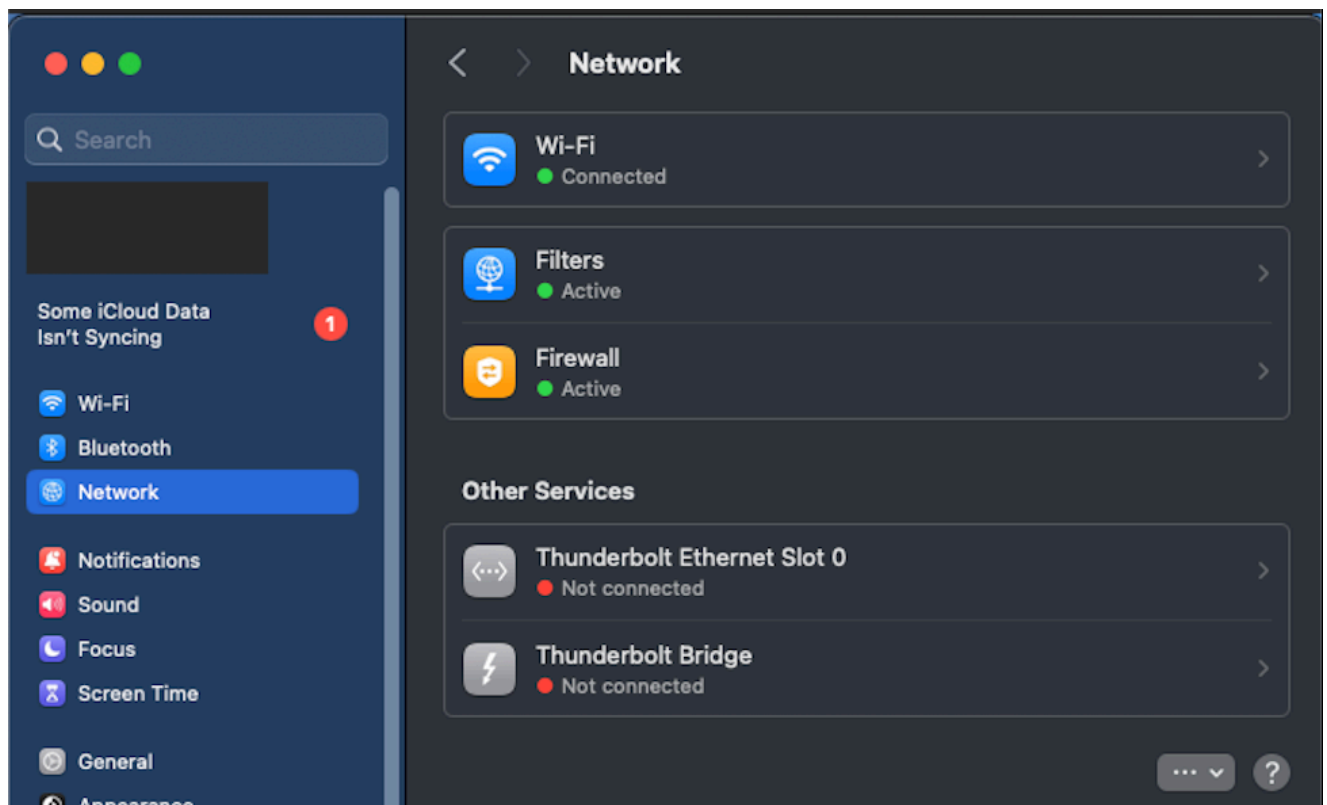
3. Click the **Firewall** tab.
4. Click the lock to authenticate as an administrative user, then click **Firewall Options...**.

5. Uncheck "**Block all incoming connections**" checkbox and make sure "**Automatically allow downloaded signed software to receive incoming connections**" box is checked.

6. Click **OK**.

Shortly after you make these changes, the Cisco Secure Client transitions to a fully encrypted state. If you do not, please escalate to Cisco Support.