

End of Life Announcement for Umbrella VA Versions Prior to 3.4.5 - Update

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Introduction

This document describes the end of life announcement for Umbrella VA versions prior to 3.4.5.

Overview

Cisco announces the end-of-life dates for the Umbrella Virtual Appliance versions prior to 3.4.5. Software maintenance support for Virtual Appliance for versions lower than 3.4.5 ends on **May 31, 2024 (updated from March 31, 2024)**, due to a [discontinuation of older DigiCert CA](#).

Background

VA (Virtual Appliances) stopped syncing with Cisco Umbrella (api.opendns.com) in April 2023 after Cisco's rotation of server certificates. The root cause of this issue was the signing of a second generation (G2) DigiCert certificate (DigiCert_Global_Root_CA G2) that was not in the Virtual Appliance trusted CA list. Cisco resolved the issue by rolling back to the former root CA.

However, this solution works only until May 31, 2024, after which certificates are required to be signed by the new root CA (G2). All the DigiCert certificates have been included in the version upgrade 3.4.5, thus the only action required by you is to upgrade Virtual Appliances to version 3.4.5 or above. **If you do not complete the upgrade by May 31, 2024, your Virtual Appliance stops syncing and you are not able to upgrade to a higher version. If you do not complete the upgrade by May 31, 2024, you have to delete and reinstall the Virtual Appliance.**

What Action to Take

Please review your VA version and ensure the auto-upgrade pre-requisite is fulfilled as per [Importance of Running Two VAs](#) and [Networking Requirements](#).

In case technical assistance is required to upgrade Virtual Appliance to version 3.4.5 or higher, please open an Umbrella Support ticket and provide Remote SSH Tunnel.

To open the support ticket you can:

- Send an email to umbrella-support@cisco.com, or
- Submit a support request at <https://support.umbrella.com/hc/en-us/requests/new>

(For more information on creating a support request please visit <https://support.umbrella.com/hc/en-us/articles/360044216911-How-to-Contact-Umbrella-Support->)