Troubleshoot Files on Umbrella Chromebook Client with SWG

Contents

Introduction

This document describes how to troubleshoot file upload and download failure on Umbrella Chromebook Client with Secure Web Gateway (SWG).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Umbrella Chromebook Client.

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.

Background Information

The primary purpose of the SWG extension is to register the client with Umbrella and download the proxy configuration and setup proxy on Chromebook, thus protecting it from online threats.

The proxy that is setup by the SWG Umbrella Chromebook client is at the ChromeOS layer.

Hence, web traffic from the Chrome browser as well any other apps installed on the device get proxied to Umbrella. Also, the UCC for SWG handlest the proxy authentication challenge. However, other apps (like Google Drive) cannot handle the authentication challenge.

Problem

When using Secure Web Gateway (SWG) for Umbrella Chromebook Client (UCC), file upload and

download for applications such as Gmail or Google Drive fail:

1.For example, this is a scenario where you try to upload a non-cached version of a file from Google Drive installed in the Chromebook.
2. Google Drive makes a call to "googleapis.com" to download the file from the remote server. This request gets proxied to the SWG proxy server. Since the auth header, which is cached in Google chrome browser, is not available with the Google drive, the googleapis.com request is sent to SWG Proxy server without auth headers. Because steps 1 through 5 in this diagram did not happen from Google Drive, the request gets rejected with 401 "not authorized" error (marked as step 7 in the diagram).
3. Since the file cannot be downloaded from Google Drive, the file upload from the Google Drive to Gmail fails.
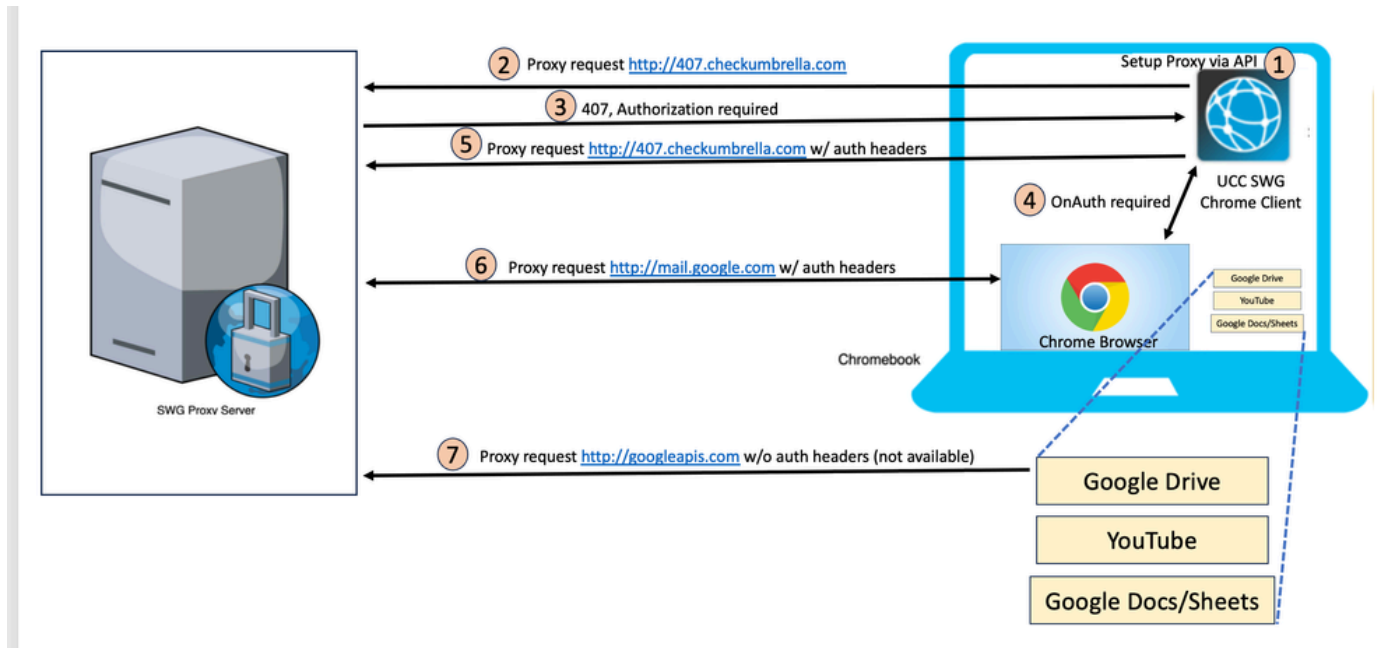
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Solution

To resolve the file upload issue, use external domains management list to bypass the domain googleapis.com.