

# Troubleshoot Redirects to an OpenDNS Page after Umbrella Log in

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## Introduction

This document describes how to troubleshoot redirects to an OpenDNS page after logging into Cisco Umbrella.

## Prerequisites

### Requirements

There are no specific requirements for this document.

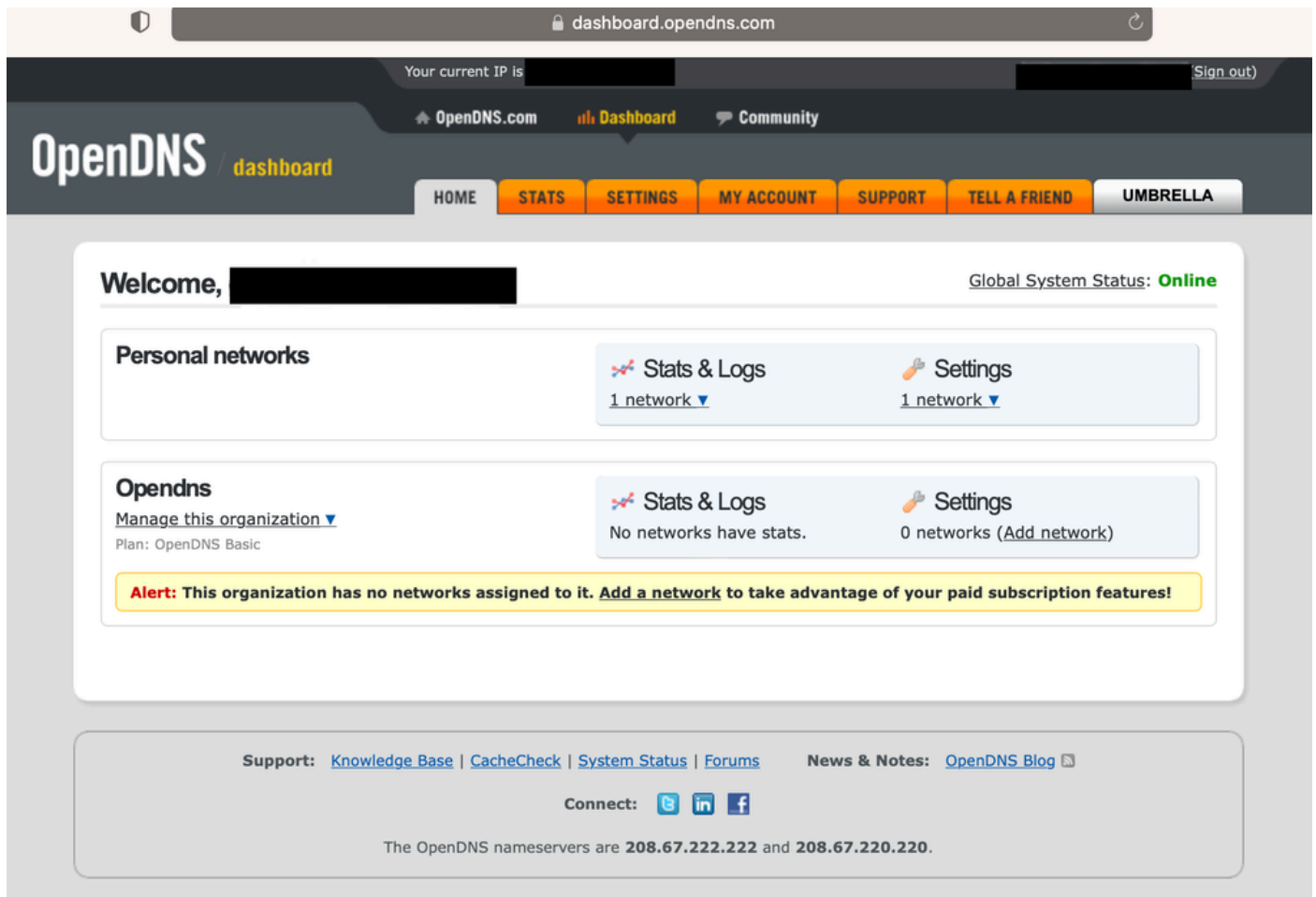
### Components Used

The information in this document is based on Cisco Umbrella.

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

When an Umbrella organization's license subscription expires, this is one possible side effect of the expiry: If you log in to the Umbrella org, you can be redirected to an OpenDNS page.



For other side effects, please see the knowledge base article [What Happens When My Cisco Umbrella Subscription or Trial Expires?](#)

## Solution

If your Umbrella org's license subscription has expired, please reach out to your Cisco Renewals Specialist or Account Manager. If you do not know who that is, please start a new case with Umbrella Support. Please supply this information:

- The email address you use to log in to Umbrella
- Your Umbrella org ID (if known)
- Details about any Umbrella license subscriptions (if known)
- If you have already renewed/purchased a license, provide the Web Order ID and/or subID. In addition, if you purchased an Enterprise Agreement License, please be aware that a provisioning request must be submitted from the EA portal to activate this license.
  - To provision Cisco Umbrella in the EA portal:
    1. Log in to the ELA portal via: <https://software.cisco.com/#>
    2. On this page is a section entitled **License with a Link to Enterprise License Agreement**.
    3. From there, select **Request Provisioning** by the Cisco Umbrella license on your portal.
    4. Fill in any area marked with a red asterisk (\*). This includes your name, title, number, and type of business.

a. Add the number of licenses you purchased.

b. If you are a current Umbrella customer or have a trial account, please add a note in the **Notes** section saying you are currently a customer and include the link to your dashboard.

- After completing these steps, the EA team at Cisco can provision the license. Once requested, the account can become active within 5-7 business days.
- If you have problems provisioning your EA license, please open a case via <https://mycase.cloudapps.cisco.com/case?swl>. Select the categories **Enterprise Agreement (EAWS) > Enterprise Agreement Workspace (EAWS)**, then select **Open Case**.