Troubleshoot Latency with CSC SWG

Contents

Introduction

This document describes how to troubleshoot latency with Cisco Secure Client (CSC) Secure Web Gateway (SWG).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Secure Client (CSC) Secure Web Gateway (SWG).

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.

Overview

The purpose of this article is to define what is the expectation of throughput when using Cisco Secure Client (CSC) (formerly AnyConnect) Secure Web Gateway (SWG).

Expectations

In most cases, there is no noticeable latency from using Cisco Umbrella SWG, and Umbrella's peering relationships offset and often accelerate the web experience. If the SWG web experience is not acceptable, please contact Cisco Umbrella Support to investigate and troubleshoot specific issues. Since many factors can affect experience, Umbrella's aim when troubleshooting a connection is to investigate every part of the path to see if it can be optimized.

Procedures

Please reach out to Cisco Umbrella Support for assistance. Umbrella can ask for additional details including:

- [Output from the SWG diagnostic tool](#)
- [Policy debug](#)
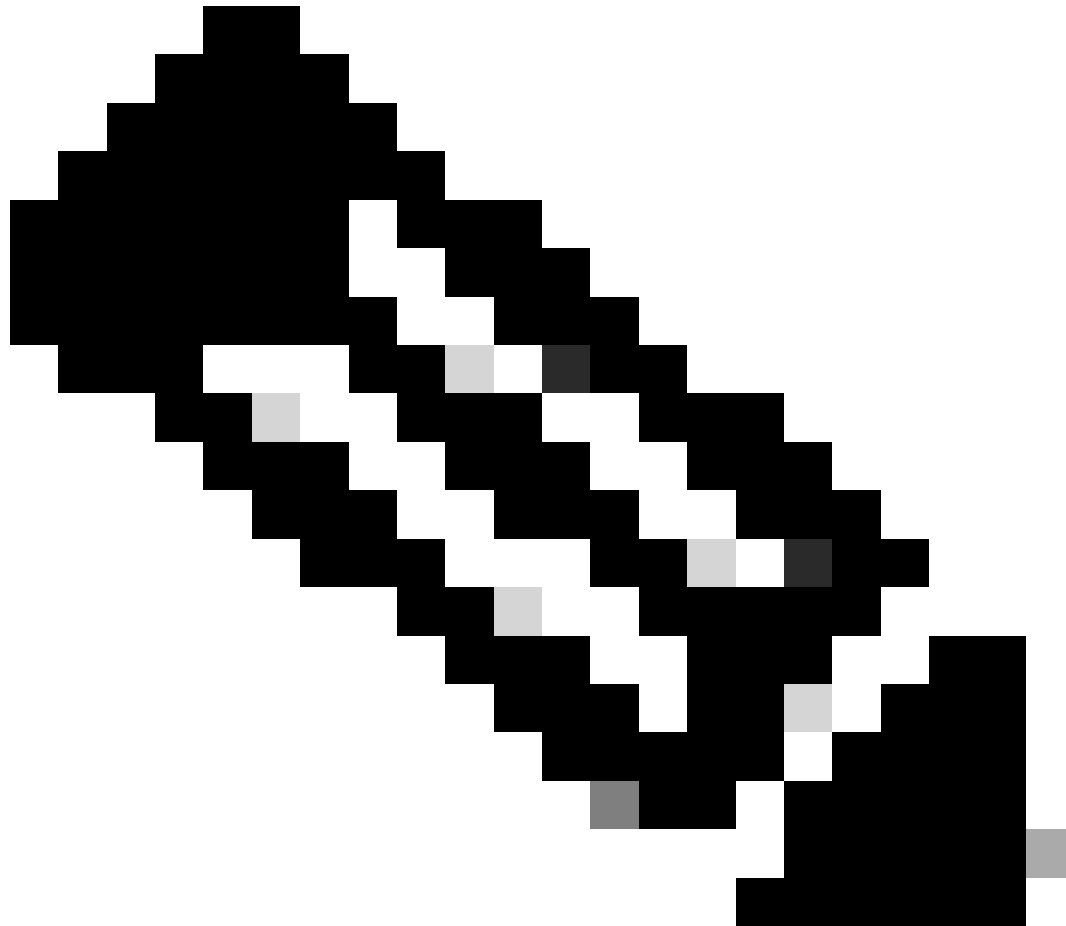
Note: Cisco announced the End-of-Life of Cisco AnyConnect in 2023 and the Umbrella Roaming Client in 2024. Many Cisco Umbrella customers are already benefiting from migrating to Cisco Secure Client, and you are encouraged to begin migration as soon as possible to get a better roaming experience. Read more in this Knowledge Base article: How do I install Cisco Secure Client with the Umbrella Module?