

Resolve VA Missing on Dashboard with No Errors Present

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Introduction

This document describes how to resolve an issue where the Virtual Appliance (VA) is missing from the Dashboard.

Problem

- Virtual Appliance is not showing up in Sites & Active Directory. No errors are apparent on the Virtual Appliance Console.
- The Virtual Appliance Console is not reporting errors and is showing the status is ok.
- Devices on your network pointed to the Virtual Appliance are able to resolve DNS queries but your AD policy or Internal Networks policy is not being applied as expected.

Solution

This error is most commonly the result of an Umbrella Administrator in your organization deleting the Virtual Appliances from the Dashboard which results in them running without registration to an organization. This can also be caused by cloning a Virtual Appliance. Registration for the Virtual Appliance is completed on initial deployment. Virtual Appliances that are cloned or left running in an organization does not re-register themselves.

In order to resolve this issue, you are required to re-deploy your Virtual Appliances.



Note: Before proceeding with these steps, please ensure that your DHCP scope is pointing DNS resolution to your local DNS server to ensure that users do not experience a disruption in service!

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1. Power off the Virtual Appliances on your VM Host machine.
 2. Delete the Virtual Appliances from the VM Host machine.
 3. Re-download the Virtual Appliance components from the Umbrella Dashboard.
 4. [Re-deploy your Virtual Appliances](#). As a reminder, use the Admin Audit Log.

Usually, the most common cause of the Virtual Appliance going missing on the Dashboard is due to another administrator mistakenly removing its registration. It can be a good idea to review the [Admin Audit Log](#) to find out if this was the case.