

Troubleshoot Windows Umbrella Roaming Client Crashing in the Windows Event Viewer

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Introduction

This document describes why the Windows Umbrella roaming client crashes with Event 1000, Application Error for dnscryptproxy.exe in the Windows Event Viewer.

Overview

We have received reports of users seeing DNSCryptProxy crashing on Windows machines that are running these Umbrella clients:

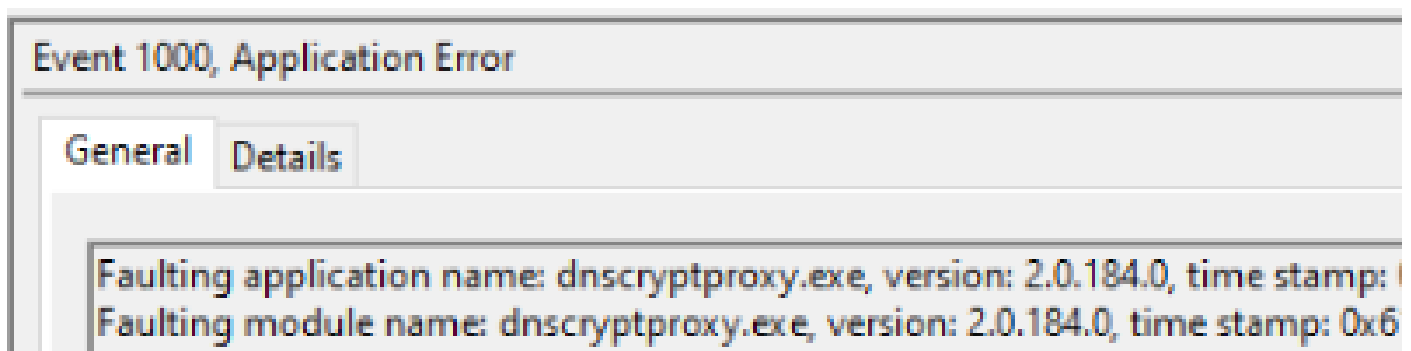
Umbrella standalone client: 3.0.279 and 3.0.335

AnyConnect client: 4.10

Cisco Umbrella engineering teams are working on this issue, and we will update this post once the issue is resolved.

Problem

In Windows Event Viewer you see an **Event 1000, Application Error** for dnscryptproxy.exe.



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Solution

This has been fixed in all production releases of the Umbrella Roaming Client:

- Umbrella Roaming Client for Windows Version 3.0.342 (Hotfix for 3.0.279, 3.0.332)

- Umbrella Roaming Client for Windows Version 3.0.343 (Hotfix for 3.0.335)

The 5.0.01242 version of the Cisco Secure Client also has the fix for this issue:

- Cisco Secure Client 5.0.01242 Release Notes

The 4.10.06090 version of the Umbrella Roaming Security Module has a fix for this issue:

- AnyConnect Roaming Security Module 4.10.06090 (Hotfix for 4.10.06079)