

Troubleshoot Proxy Error "401 Authorization Required"

Contents

[Introduction](#)

[Overview](#)

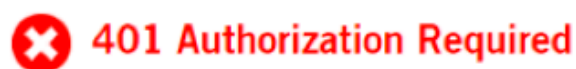
[Solution](#)

Introduction

This document describes how to troubleshoot proxy error "401 Authorization Required".

Overview

Users receive a "401 Authorization Required" error when the source/egress IP is not registered on the Umbrella Dashboard as part of a Secure Web Gateway web policy. This typically happens when a device is taken off-network but the web traffic is still being forwarded to Umbrella using PAC file.



If you believe you are seeing this message in error, please contact your network administrator.

401_screenshot.png

Solution

PAC file deployment is not supported for mobile or roaming devices. SWG for devices off-network must be deployed using the AnyConnect SWG module. You can also manually add the location to your PAC file using this function:

```
isInNet( )(host, pattern, mask)
```

Where:

- *host* is a DNS host name or IP address. If a host name is passed, this function resolves it into an IP address.
- *pattern* is an IP address pattern in the dot-separated format
- *mask* is the IP address pattern mask that determines which parts of the IP address must be matched against. A value of 0 means ignore; 255 means match. This function is true if the IP address of the host matches the specified IP address pattern.

Example:

```
isInNet( )(host,198.95.0.0, 255.255.0.0)
```

More information on customizing PAC file can be found here: [Customize Umbrella's PAC File](#)