

# Resolve the Error "Not All DNS ok" when Configuring VA

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## Introduction

This document describes how to resolve the "Not All DNS ok" when configuring virtual appliances (VA) in 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

You successfully set up your Virtual Appliances and arranged your local DNS resolvers, and all seems operational. However, you then notice a yellow "Not All DNS ok" or a red "All DNS Fail" alert displayed in the Virtual Appliance console:

## Services

```
forwarder [389]  
sync [386]
```

## Connectivity

```
This DNS Server: DNS ok  
Local DNS Servers: All DNS ok  
Umbrella DNS Servers: Not all DNS ok  
AD Connector: Active  
Remote Support Tunnel: Disabled  
Umbrella Cloud: SSL ok  
Updates: SSL GET ok
```



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## Solution

1. Check to see which of the four Umbrella Resolvers are not being reached. Check your firewall to see if that IP address has been allowed.

- If any are missing, add them and see if the error message goes away. If it does not go away, [contact Umbrella Support](#).

2. Check the [Virtual Appliance Prerequisites](#) and make sure that they are all being met.

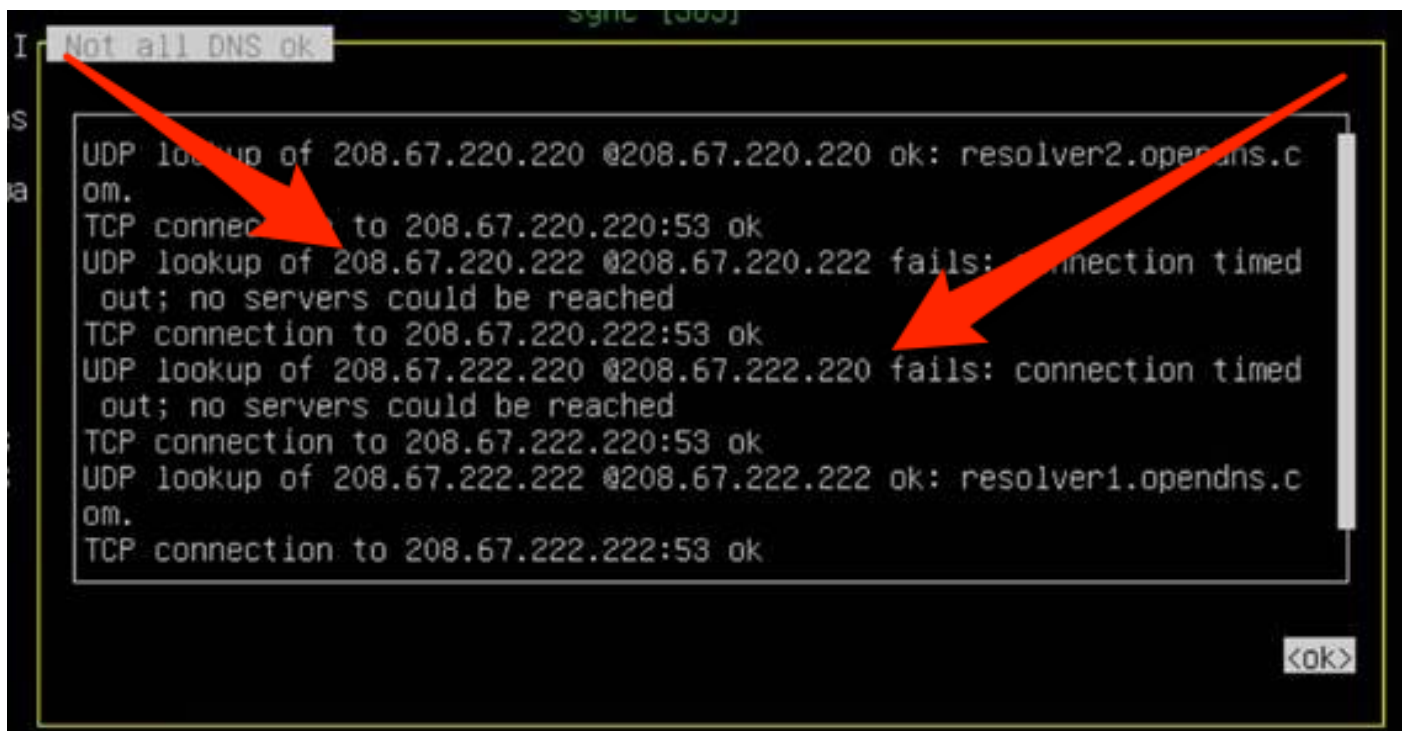
If you have checked all the [prerequisites](#) listed in the Umbrella documentation, added the missing IP addresses (if any), and you are still seeing this issue, please open the On Demand Support Tunnel on the VA in question and reach out to [Umbrella Support](#).

## Cause

"Not All DNS ok" is normally caused by something blocking the communication going from the VA to Umbrella. The block is often caused by a firewall or security appliance stopping the DNS query on Port 53 from getting to one of the four required IP addresses of Umbrella's resolvers:

- 208.67.220.220
- 208.67.222.222
- 208.67.220.222
- 208.67.222.220

In order to see which of these is being blocked, tab over the error message. This opens the expanded message with additional details:



```
Not all DNS ok
I
S
a
UDP lookup of 208.67.220.220 @208.67.220.220 ok: resolver2.opendns.com.
TCP connection to 208.67.220.220:53 ok
UDP lookup of 208.67.220.222 @208.67.220.222 fails: connection timed out; no servers could be reached
TCP connection to 208.67.220.222:53 ok
UDP lookup of 208.67.222.220 @208.67.222.220 fails: connection timed out; no servers could be reached
TCP connection to 208.67.222.220:53 ok
UDP lookup of 208.67.222.222 @208.67.222.222 ok: resolver1.opendns.com.
TCP connection to 208.67.222.222:53 ok
<ok>
```

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In this case, UDP lookup on port 53 failed to connect to 208.67.220.222 and 208.67.222.220.