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

Contents

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.

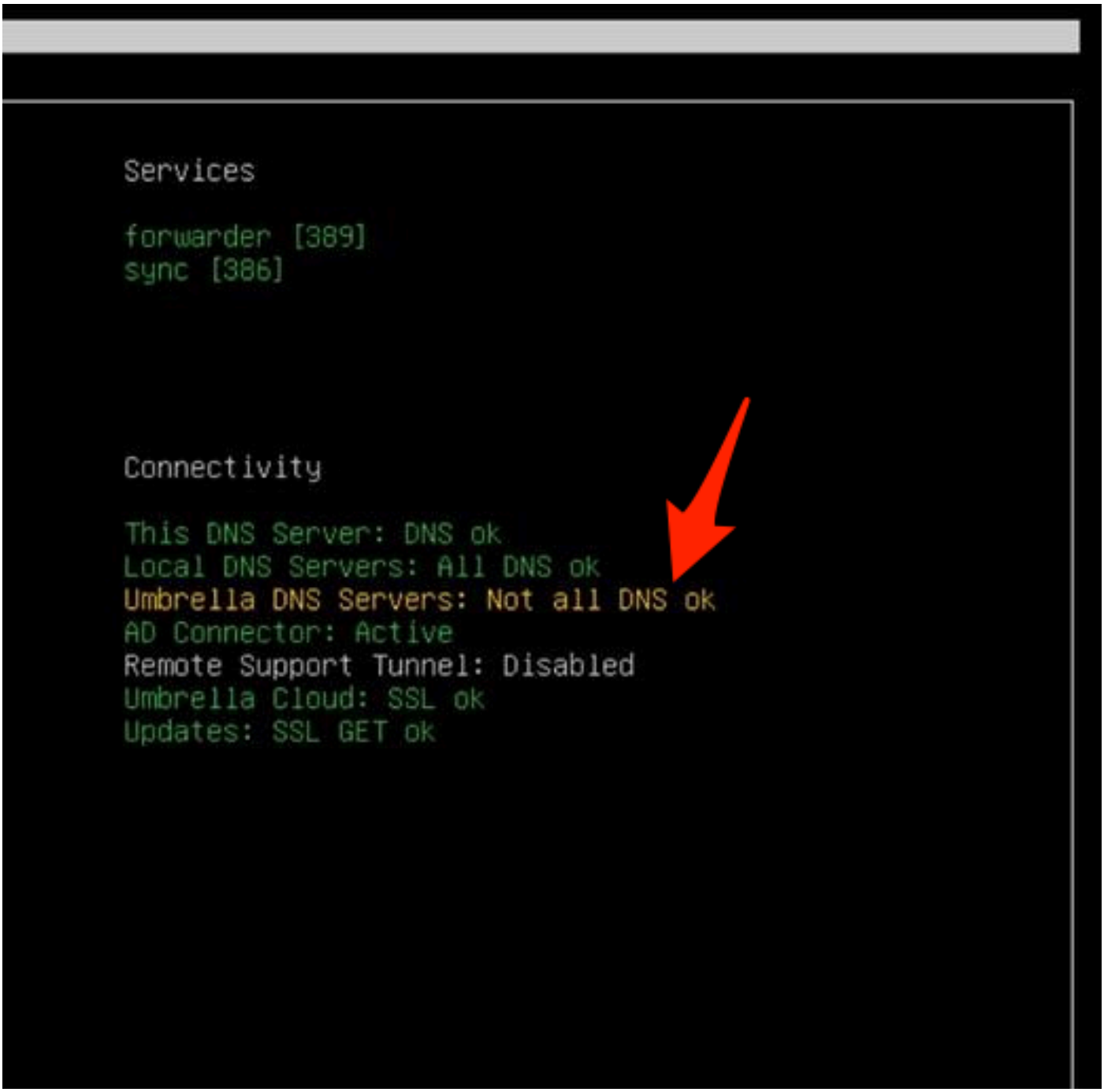
Components Used

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:



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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.

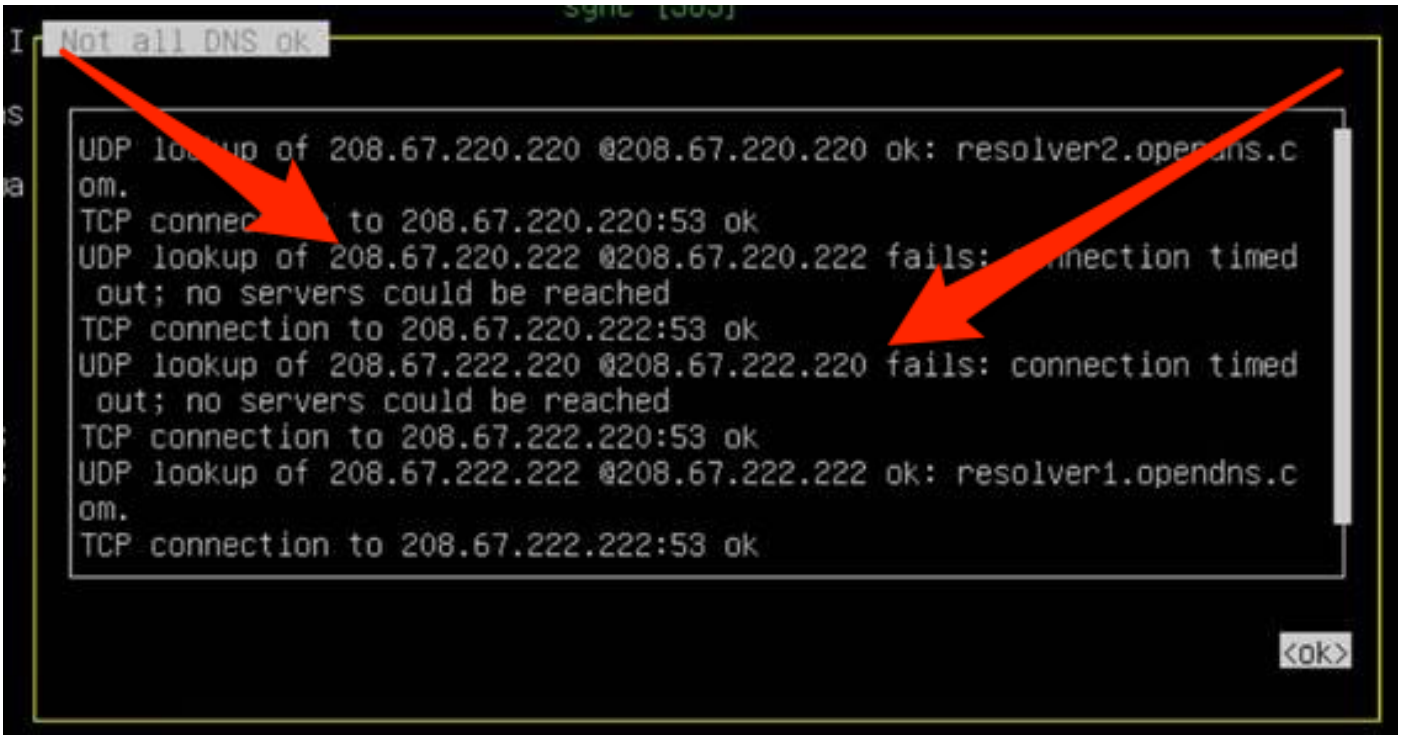
If you have checked all the prerequisites listed in the Umbrella documentation, added the missing IP addresses (if any), and you are still seeing this issue, please open the On Demand Support Tunnel on the VA in question and reach out to Umbrella Support.

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:



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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.