Troubleshoot Secure Client SWG Module Failing to Connect to Umbrella
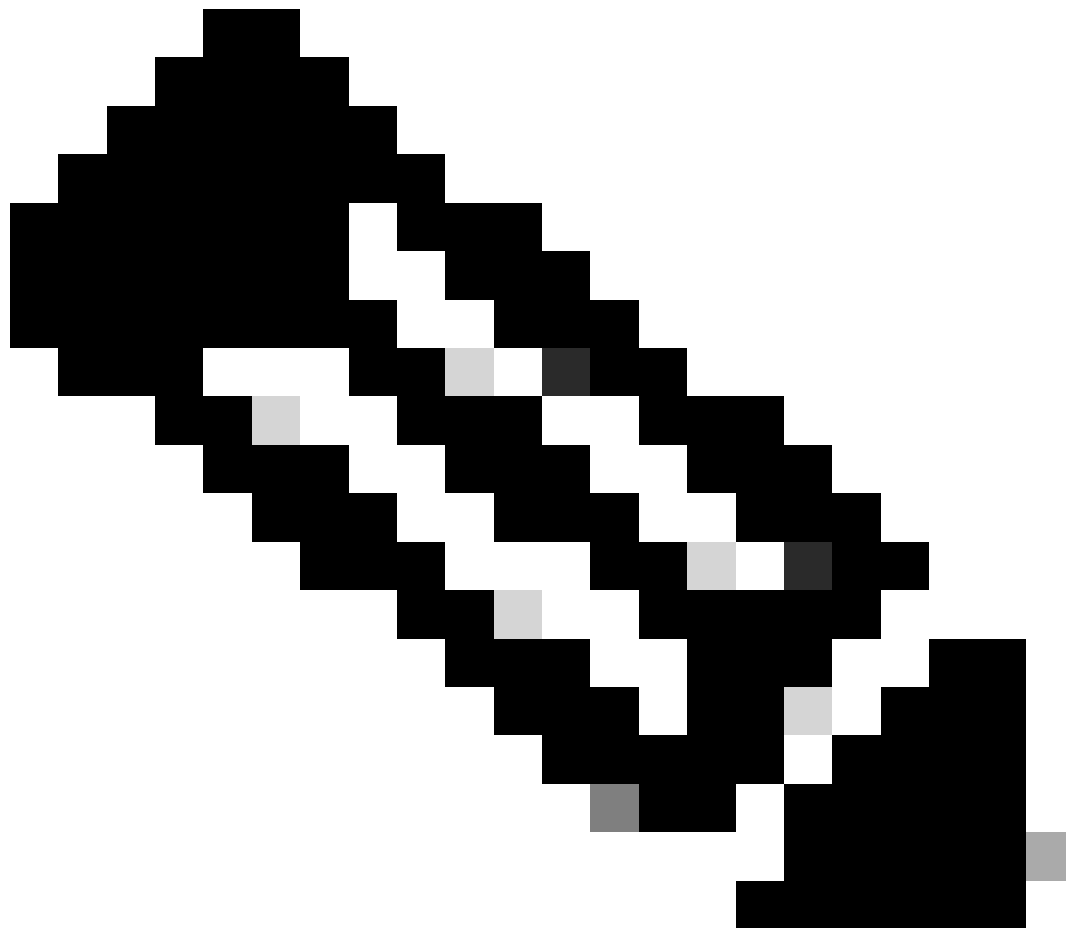
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Introduction

This document describes how to troubleshoot the Secure Client Secure Web Gateway (SWG) module failing to connect to Umbrella.

Note: Cisco announced the End-of-Life of Cisco AnyConnect in 2023 and the Umbrella Roaming Client in 2024. Many Cisco Umbrella customers are already benefiting from migrating to Cisco Secure Client, and you are encouraged to begin migration as soon as possible to get a better

roaming experience. Read more in this Knowledge Base article: How do I install Cisco Secure Client with the Umbrella Module?

Overview

If your Cisco Secure Client (CSC) (formerly AnyConnect) Secure Web Gateway (SWG) Module is failing to connect to Cisco Umbrella (usually indicated by the module remaining in an unprotected state), please check that the firewall requirements outlined in the product documentation are allowed.
These can be found here and is updated as needed:
Cisco Umbrella docs: Prerequisites