

Troubleshoot Incompatibility Issues Between Meraki MX Content Filtering and Umbrella

Contents

[Introduction](#)

[Issue](#)

[Solution](#)

[Root Cause](#)

[Alternative Causes](#)

[Example: Policy-Debug](#)

[Example: Intelligent Proxy](#)

[Example: Block Pages](#)

Introduction

This document describes how to troubleshoot incompatibility issues between Meraki MX content filtering and Umbrella.

Issue

When using [Meraki MX Content Filtering](#) Powered by Cisco Talos, customers can face inconsistencies with some Umbrella DNS filtering features.

- Incorrect block page (custom block pages not applied)
- Block page bypass feature not displayed
- "401 Unauthorized" error for sites using Intelligent Proxy
- [Policy-Debug](#) tests show incorrect Org / Origin ID/ BundleID

Solution

Exclude this domain from Meraki MX content filtering feature using the "Allowed URL" list on the Meraki Dashboard.

`id.opendns.com`

The content filtering is configured in these places on the Meraki Dashboard:

- In **Security & SD-WAN > Content Filtering** (Global settings)
- In **Network-wide > Group policies** (Policies that can be assigned to users or SSIDs)

Content Filtering

Content filtering set here becomes a default. Deliberately allowing content access or matching [Active Directory](#) group policy supersedes

Check content and threat categories

Find out what content and threat categories that a URL has.

Type in the URL

Category blocking

Block URLs by website and threat category. See the [full category list](#).

☒ Block

Content categories

Threat categories

URL filtering

Enter specific URLs to block or allow. You can use **Category blocking** to block a large number of sites by category rather than entering a

☒ Block

Blocked URL list

Targets specific URLs to block

☒ Allow

Allowed URL list

Content Filtering is Enabled

Exclude "id.opendns.com"

21399526244628

Alternatively, disable Meraki content filtering completely (remove all category blocks) to use Umbrella filtering only.

Root Cause

Cisco Umbrella uses a globally unique redirect to http://*.id.opendns.com when traffic first arrives at our Block Page Landers, Intelligent Proxy, or Policy-Debug sites. This redirect is required to generate a globally unique DNS lookup. This unique DNS allows us to authenticate traffic at the DNS layer and in turn determine the correct user/device/network identity.

[Meraki MX Content Filtering](#) performs its own reputation checks. When the http://*.id.opendns.com is visited the Meraki MX content filtering can generate duplicate DNS lookups for the same domain which breaks this authentication process. Therefore, Cisco Umbrella is unable to determine the correct user/device/network identity.

This problem does not prevent Cisco Umbrella enforcing content/security blocks but does prevent the correct block page text/logo/customization from being displayed.

Alternative Causes

This behavior can also be caused with on-premise HTTP web proxies or web filters. Mandatory configuration steps are required for Using Umbrella DNS with a HTTP proxy.

Example: Policy-Debug

An indicator of this issue is when the information on the <https://policy-debug.checkumbrella.com/> shows an incorrect Org ID. The ID can be displayed as '0', '2', or an ID which is not associated with the expected org.

<#root>

[GENERAL]

Org ID: 0. <<<<<. Incorrect Org ID

Bundle ID: XXXX

Origin ID: XXXX

Other origins:

Host: policy-debug.checkumbrella.com

Internal IP: x.x.x.x

Time: Fri, 29 Sep 2023 16:16:22.182335 UTC

Example: Intelligent Proxy

An indicator of this issue is when the iproxy server returns an unexpected '401' for some sites (including <http://proxy.opendnstest.com>) even when the customer is licensed for Intelligent proxy. The error is returned from server.



Note: Intelligent Proxy is only used for some sites that have a 'grey' or suspicious reputation so the issue only appears in specific circumstances.

Example: Block Pages

An indicator of this issue is when the block page does not display any org-specific customization. The block page is still displayed but contains the default 'Cisco Umbrella' branding instead of custom logos/text. Block page bypass users/codes is missing.



Cisco Umbrella



This site is blocked.

www.888.com

[> Administrative Bypass](#)

Sorry, www.888.com has been blocked by your network administrator.

[> Report an incorrect block](#)

[> Diagnostic Info](#)

[Terms](#) | [Privacy Policy](#) | [Contact](#)

21399518458644

<script id="extension-end-user-informaion-tmp-script" type="text/javascript" src="moz-extension://6ec76