

Troubleshoot Error "Failed to link mdm: 403 - Forbidden" when Configuring Meraki MDM for Umbrella

Contents

[Introduction](#)

[Issue](#)

[Resolution](#)

[Cause](#)

[Additional Information](#)

Introduction

This document describes how to resolve the error "Failed to link mdm: 403 - Forbidden" when configuring Umbrella with Meraki MDM for Security Connector deployment.

Issue

The [Cisco Security Connector \(CSC\)](#) application is deployed via the Meraki MDM with a one-click link from the Umbrella dashboard. This link requires Umbrella to access the Meraki API with the API key provided. When Meraki API IP access restrictions are in place, see this error on the Umbrella Dashboard: "Failed to link mdm: 403 - Forbidden, Please see administrator"

Manage MDMs

Add or manage devices using the MDM of your choice.



Cisco Meraki

[Link MDM](#)



Apple

[Download MobileConfig](#)



Jamf

[Download MobileConfig](#)



MobileIron

[Download MobileConfig](#)



Workspace ONE

[Download MobileConfig](#)

Don't see your MDM?

You can [download our generic mobileconfig file](#) and link the MDM manually.

Failed to link mdm: 403 - Forbidden, Please see administrator [CLOSE](#)

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Resolution

To resolve this issue, temporarily remove access IP restrictions on your Meraki SM API and retry linking the CSC profile to Meraki. This is located under **Organizations > Configure > Settings**. This applies to both the dashboard and API.

Login IP ranges ⓘ

☐ Only allow access to Dashboard from IP addresses in the specified ranges

Enter one range of IP addresses per line.

This computer is using IP address **73.160.12.106**.



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Cause

The CSC link requires Cisco Umbrella to access the Meraki API with the API key provided. This connection is initiated from Umbrella servers to pull and push Meraki configuration settings. Subsequently, the root cause of this error is most commonly a Meraki API access key restriction, which you can identify if it triggers this error:

```
{"errors":["You are trying to access Dashboard from an unauthorized IP address (x.x.x.x). Contact your
```

Additional Information

[Cisco Security Connector - Umbrella Setup Guide](#)