

# Troubleshoot the PAC File Download Error: "This site can't be reached"

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## Introduction

This document describes how to troubleshoot the PAC file download error "This site can't be reached".

## Background Information

In some cases, you can receive the error "This site can't be reached" when attempting to download the PAC file from your Umbrella Dashboard's Web policy (Under Deployments > Management > Web Policies).



### This site can't be reached

The connection was reset.

Try:

- Checking the connection
- [Checking the proxy and the firewall](#)

ERR\_CONNECTION\_RESET

Details

Reload

*Screenshot\_2020-02-09\_at\_22.35.14.png*

## Troubleshoot the Error

- You cannot download the PAC file off-network. To download the file, you must be connected to a

network that is registered in the Umbrella Dashboard (Deployments > Networks). The HTTPS egress IP must match the registered network for the PAC file. Check the Egress IP here: [p1.opendns.com/get\\_my\\_ip](https://p1.opendns.com/get_my_ip). If this is a newly registered network, it can take 1-2 hours for the network to become active and for the PAC file to be available.

- The DNS settings in your operating system, hardware firewall or router must point to Umbrella's name server IP addresses 208.67.220.220 and 208.67.222.222. If you are using any other DNS service, the download fails. You can test if you are pointing to Umbrella here: <https://welcome.umbrella.com>.
- The PAC file is hosted in Umbrella's Infrastructure. When utilizing Umbrella's Secure Web Gateway, please allow these IP ranges in your Firewall: Secure web gateway IP list

## Raising a Support Case

If you are raising a Support case with [umbrella-support@cisco.com](mailto:umbrella-support@cisco.com), please provide:

- A screenshot of any errors shown in the Web browser.
- The results of the Umbrella diagnostic tool.