Understand Umbrella Software Installation and App Restrictions

Contents

Introduction

This document describes Cisco Umbrella software installations having a total failure when application control software is in use.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Umbrella Roaming Client
- Umbrella AD Connector

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.

Overview

This article is targeted at Umbrella software installations encountering a total failure installing the software when an application control software is in use. Umbrella software potentially affected includes:

- Umbrella Roaming Client
- Umbrella AD Connector

Examples of application restriction software:

- Microsoft AppLocker
- White Cloud Security

Read more in this article if you use this class of software.

Software Application Control

Cisco Umbrella requires access to be able to install our software. Some common symptoms of application control include failure of the installer to complete, failure to uninstall software, or failure to perform a software update. Please ensure that the Umbrella software you wish to deploy is permitted to be deployed.

If you use application restriction or control software, please confirm if disabling this software resolves the deployment issue. If so, ensure that Cisco Umbrella software is correctly allowed. Both software types make use of a system user service on Windows.

Secondly, enable any applicable logging functions of the software while troubleshooting the roaming client as this logging can be disabled by default. See this image for an example application installation blocked log in the event viewer from the White Cloud Security software blocking the Umbrella AD Connector installation:
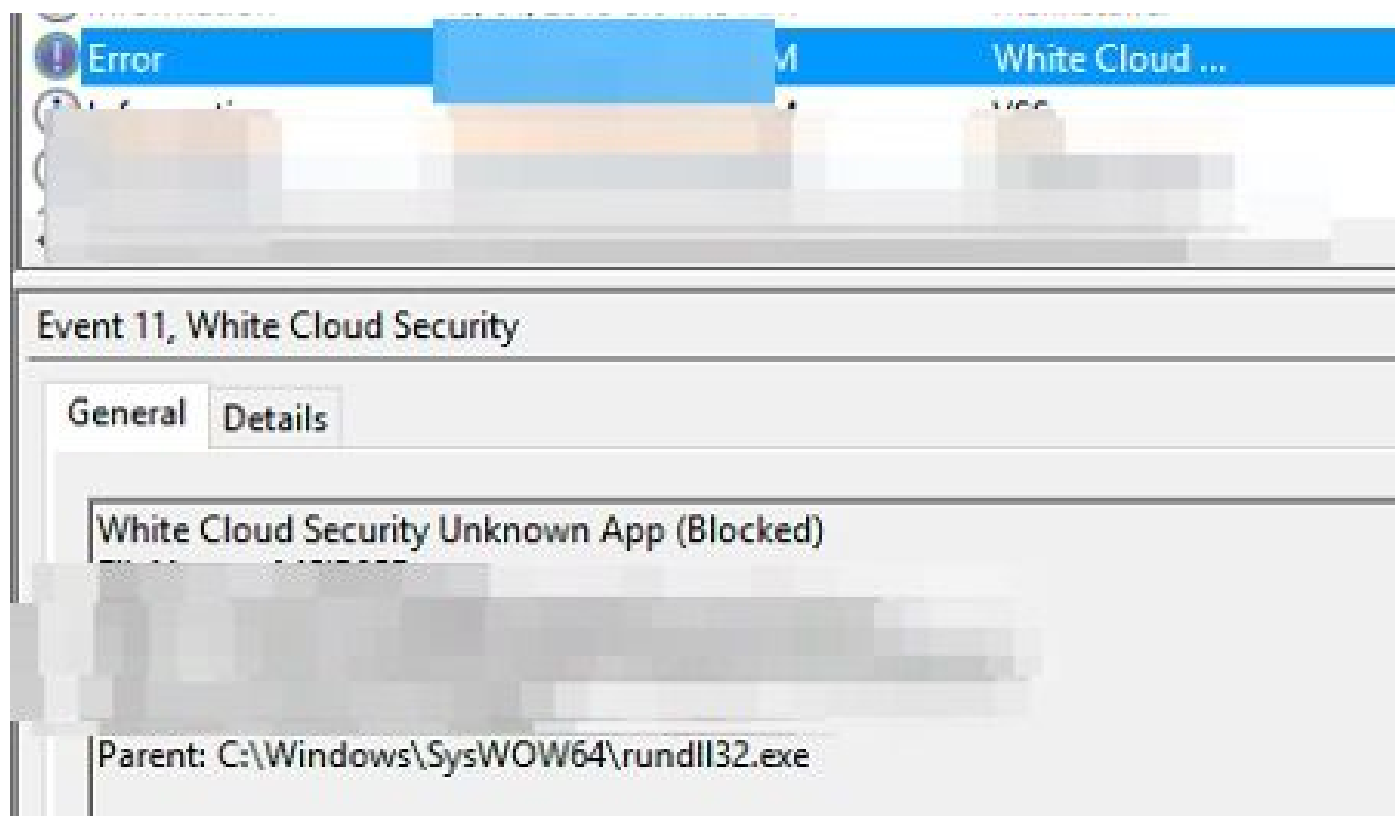
Special Case: macOS Umbrella Roaming Client

There is one special case on macOS where the installer always throws an error if no installation parameters are passed such as the OrgInfo.plist configuration file. This error is expected if no parameters are passed to the installer. Please see the Umbrella deployment guide for full instructions.

Install Umbrella Roaming Client

An error occurred during installation.

- Introduction
- Read Me
- License
- Destination Select
- Installation Type
- Installation
- **Summary**

⚠️

The installation failed.

The Installer encountered an error that caused the installation to fail. Contact the software manufacturer for assistance.

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