

Resolve Network Tunnel Inactivity On Umbrella Dashboard

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Introduction

This document describes how to troubleshoot network tunnels showing as inactive on the Umbrella Dashboard.

Problem

After adding network tunnels, the tunnels appear on the Umbrella Dashboard as inactive.

Troubleshoot

1. Enable logging for the default Cloud-Delivered Firewall (CDFW) policy to activate network tunnels. Your network tunnels only show as "active" if logging for the default Cloud-Delivered Firewall (CDFW) policy is enabled:

The screenshot shows the Cisco Umbrella Firewall Policy management interface. The left sidebar contains the navigation menu with 'Firewall Policy' selected. The main area displays a table of 7 firewall rules. Rule 4, 'Allow Umbrella Resolvers', is highlighted. A context menu is open for Rule 7, 'Default Rule', showing options for 'Duplicate', 'Logging' (which is currently disabled), and 'Allow'.

Priority	Name	Status	Action	Applications	Protocol	Source Criteria	Destination Criteria	Hit Count	Last Hit
1	Umbrella Branch - App Blocking	Enabled	Block	bittorrent, bittorrent-networking, 3 more	Any	Any IPs, Any Ports	Any IPs, Any Ports	0/24hrs	Jul 18, 2020 - 06:41pm
2	Umbrella HQ - Port Blocking	Enabled	Block	Any Application	Any	Any IPs, Any Ports	Any IPs, 3 Ports	318.0 /24hrs	Jul 21, 2020 - 11:14pm
3	Umbrella HQ - IP Blocking	Enabled	Block	Any Application	Any	Any IPs, Any Ports	1 IP, Any Ports	0/24hrs	Jun 29, 2020 - 06:10pm
4	Allow Umbrella Resolvers	Enabled	Allow	Any Application	Any	Any IPs, Any Ports	2 IPs, Any Ports	25.2 k/24hrs	Jul 21, 2020 - 11:16pm
5	Block SSH to SQL Server	Enabled	Block	Any Application	Any	Any IPs, Any Ports	1 IP, 1 Port	0/24hrs	No Hits
6	Block High Ports	Enabled	Block	Any Application	Any	Any IPs, Any Ports	Any IPs, 1 Port	0/24hrs	No Hits
7	Default Rule	Enabled	Allow	Any Application	Any	Any IPs, Any Ports	Any IPs, Any Ports	14.7 k/24hrs	No Hits

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2. If logging is enabled, run this command on the router where the network tunnels are configured:

<#root>

show crypto ikev2 sa

Ensure that the source IP address is an internal IP address from the user network as per RFC 1918. Check your configuration according to this guide: [Network Tunnel Configuration](#). If the error continues, please create a ticket with the **show crypto ikev2 sa** command along with the CDFW logs to our Support Team for assistance.