

Understand Known Issues and Limitations of SWG Chromebook Client

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Introduction

This document describes the known issues and limitations of the SWG Chromebook client.

Known Issues and Limitations

<i>Linux, Android and Chrome apps</i>	The UCC-SWG provides filtering within the Chrome browser only. Android, Linux and Chrome app traffic is not filtered.
<i>Incognito Mode</i>	Chrome extensions are not enabled by default in the incognito mode and filtering are disabled. To mitigate this, settings in the Google Admin Console can disallow incognito mode. For more information, see Google documentation.
<i>DNS Configuration</i>	(Optional) It is recommended that Chromebook DNS traffic is sent to Umbrella DNS resolvers. Using Umbrella for DNS improves the accuracy of detecting the closest Umbrella SWG Data Center. DNS servers on-premise network must forward their DNS traffic to Cisco Umbrella.
<i>Time Sync</i>	The time and date on Chrome OS must be accurate for the Chromebook to authenticate with the proxy. We strongly recommend ensuring Chromebooks are configured to sync the timezone automatically.
<i>UCC DNS client</i>	The Umbrella SWG client can co-exist with the Umbrella DNS client. However, installing both clients adds a minimal amount of additional latency. Some filtering functions are duplicated and the DNS client initiates additional DNS requests to check reputation. It is recommend to install only the Umbrella SWG client for optimal performance.
<i>Umbrella org</i>	Migration of Chromebooks from one Umbrella organization to another organization

<i>migration</i>	is not supported
<i>OS Support</i>	The UCC-SWG Chrome extension shall be configured to run only on ChromeOS. The UCC-SWG extension does not run in Chrome browsers on Mac, Windows, and so on. The extension can still be installed on those browsers through enterprise policy but it does not have any impact.
<i>Kiosk / Public Session</i>	Chromebooks can be configured to run in kiosk mode or in public session. The UCC-SWG client does not support these deployment types.
<i>VPN</i>	Third-party VPN software <i>might</i> interfere with the working of Chrome extension.
<i>Network Pre-Requisites</i>	The UCC-SWG client uses web port TCP 8888 for proxy communication. This port might not be accessible on all networks and protection is disabled when this pre-requisite is not met. Administrators can choose what happens in this scenario by selecting Fail Open / Fail Closed modes in the Google admin dashboard.
<i>Remote Browser Isolation</i>	Chrome browsers are not supported for use with Umbrella Remote Browser Isolation function (Isolate action). Chrome support for the RBI client is being evaluated
<i>Trusted Network Detection TND</i>	The UCC-SWG client does not support TND and/or Virtual Appliances.