

Troubleshoot Roaming Clients in Pending Delete State after Deletion

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Introduction

This document describes why Cisco Umbrella Roaming Clients show a "Pending Delete" state after deletion.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Umbrella Roaming Client.

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.

Problem

The Cisco Umbrella roaming client management page allows for the deleting of single or bulk numbers of roaming clients. In some scenarios in the back end, the state does not completely propagate, and the client can persist for several hours with a cosmetic "Pending Delete" state.

Roaming Information

Device Page

Organization	The Cloud
Status	Open
Last Sync	Apr 25, 2016 12:41:57 pm
Version	2.0.168
Bundle Name	Middle Earth
Settings Name	Middle Earth
Categories Blocked	Adware, Drugs, Gambling, Web Spam

Beacon Settings (View ERC Logs)

	Applied Setting	Device Settings	Org Settings	Default Settings
Upload Logs: Write required	Default	None	None	Off
ERC Writes Logs:	Default	None	None	On
Upload Interval: In seconds	Default	Save	None	900
Logging	Default	Level 2 - Debug	None	Debug
URL For Log Upload:	Default			Save
		(leave blank to use the default) Default: https://beacon.p1.opendns.com/upload		

Telemetry Settings (Visualization)

	Applied Setting	Device Settings	Org Settings	Default Settings
Write telemetry data:	Default	None	None	Off
Upload telemetry data: (Write implied)	Default	None	None	Off

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Solution

Roaming clients displaying a "Pending Delete" status are in one of two states:

- **Pending a delete:** This displays while a bulk deletion action is processing in the background.
- **Awaiting successful propagation:** Once the bulk delete completes, clients can appear in this state for up to 24 hours incorrectly while there is a propagation delay.

All clients in this awaiting propagation state cannot receive policy application as they are deleted. There are two solutions to this cosmetic issue:

- Wait 24 hours.
- Toggle any setting on the roaming client management page, save, then toggle it back and refresh the page.

This then triggers a forced propagation of all settings and clients and clears the "Pending Delete" state.