

Understand when Stats and Reporting Data Appear in Umbrella Dashboard

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Introduction

This document describes when stats and reporting data appear in the Umbrella Dashboard, and how to troubleshoot when they do not.

Overview

Once a network has been registered, you must configure the DNS settings to point to Cisco Umbrella DNS servers. Stats and reporting data is available in the Cisco Umbrella Dashboard generally within one to three hours.

Troubleshooting

If you do not see stats within 48 hours, here are some common reasons why it might not be appearing:

- "Don't Log Any Requests" is turned on within the Policy that your network is receiving.
- The correct egress IP is not configured as a network in your account.
- Your machines are not using our servers for DNS resolution.

Please contact umbrella-support@cisco.com for further assistance if this is not applicable.



Note: Please allow up to three hours for stats to become available after a network has been activated.
