

Troubleshoot Umbrella SWG AnyConnect Agent Configuration

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Introduction

This document describes how to troubleshoot the Cisco Umbrella Secure Web Gateway (SWG) AnyConnect agent configuration.

Prerequisites

Requirements

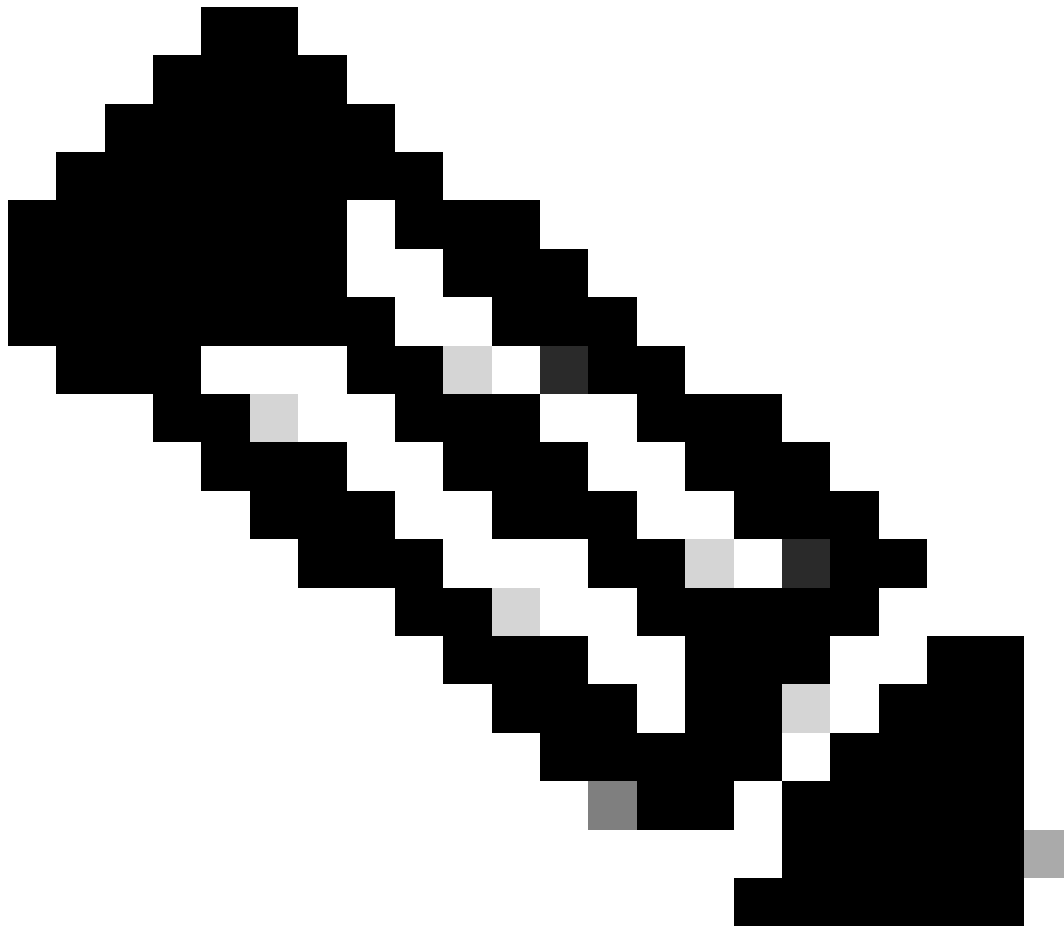
There are no specific requirements for this document.

Components Used

The information in this document is based on Umbrella Secure Web Gateway.

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



Note: This article refers to users of the AnyConnect SWG module with the Umbrella Secure Web Gateway. This article does not refer to DNS layer users.

At times, the SWG agent is not running with the most up to date configuration due to a system issue.

Solution

To resolve an issue with stale or missing configuration, force a configuration update with these steps:

1. Navigate to **Deployments > Domain Management > External domains**.
2. Add a new entry. If you do not wish to add a new entry, add a new entry and then delete it right away.
3. Restart the roaming client service or wait 60 minutes.

In many cases, this can resolve the issue. If the issue persists, please [contact Cisco Umbrella Support](#).