

Resolve Broken Custom Block Page Formatting

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Problem](#)

[Solution](#)

Introduction

This document describes how to resolve broken formatting for a custom block page in Cisco Umbrella.

Prerequisites

Requirements

There are no specific requirements for this document.

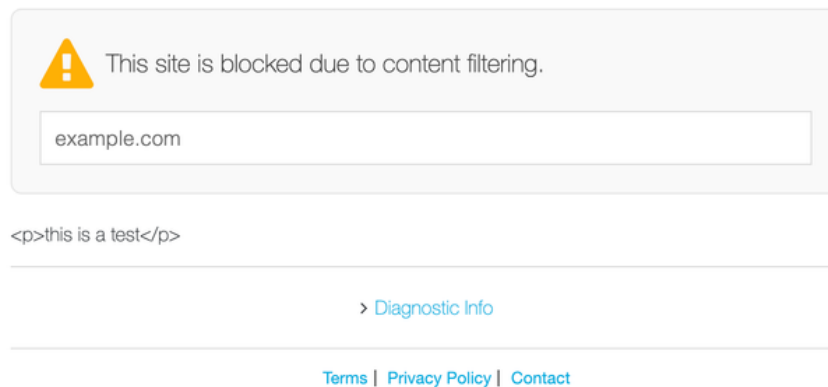
Components Used

The information in this document is based on Cisco Umbrella.

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

You notice that the mark-up on your custom block page is broken, resulting in the formatting displaying as clear-text HTML tags.



Screen_Shot_2021-03-05_at_1.21.37_PM.png

Solution

The bug that introduced this issue has been fixed. However, the block page can still display the error until it is edited by the administrator.

To resolve this issue:

1. Delete the HTML tags from your custom block page.
2. Re-enter your custom message with the appropriate mark up and select **Save**.

Default Settings

Applied To
33 Identities

Requests Treated
The Same

Linked Policies
7 Policies

^

Block Page Appearance Name

Default Settings

[Preview Block Page »](#)

Blocked requests should be treated:

☒ The Same ☐ Differently

☐ Show a block page with the default message:
" Sorry, [domain] has been blocked by your network administrator."

☒ Show a block page with a custom message:

Normal ▼ **B** *I* U [Link](#)

-
-
-
-
-
-
-
-
-
-

This is a test. **Bold mark up.** Underscore mark up.

☐ Redirect users to this URL:
Redirects will be disabled on policies which have bypass users or codes applied to them.

Enter a URL

☒ Allow blocked users to contact an admin from the block page:

user@cisco.com

☐ Show a custom logo on the block page.

CANCEL

SAVE

Screen_Shot_2021-03-18_at_11.58.27_AM.png

3. Once saved, the custom block page then displays correctly without the HTML tags:



This site is blocked due to a security threat.

This is a test. **Bold mark up.** Underscore mark up.

[> Diagnostic Info](#)

[Terms](#) | [Privacy Policy](#) | [Contact](#)