Contact Umbrella Support

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Introduction

This document describes how to contact Umbrella support.

Background Information

Note: If you are experiencing P1 Outage please call in to our support number that can be found on the licensing page in your dashboard.

On August 9, 2025, Cisco Umbrella Support transitions our technical support platform to align with Cisco's standard support tools and processes. This change is aimed at ensuring a seamless and consistent experience across Cisco products and services, now including Umbrella. More details can be found here.

Template to Use for Support Cases

When opening a support case with Umbrella, please copy and paste and then fill out the template below:

- Issue & Symptoms (briefly describe the issue you are experiencing along with any notable symptoms):
- If you have previously reported the issue to Umbrella Support, the previous support case number:

Priority

How many users are affected? What is the business impact?

- Timeline (When did you first notice or become aware of the issue? How long has it been going on?)
- Environment (Were there any network or system changes done to possible cause the issue?)
- Workaround (Have you identified a workaround? If so, state mitigation steps.)
- Dashboard information (Permission to access your dashboard? Umbrella Org ID?)
- Evidence (Attach https://policy-debug.checkumbrella.com results, relevant logs, diagnostics, screenshots, PCAP files, and so on. Specify where the attachments were taken from.)

What to Check before Contacting Support

There are some easy troubleshooting steps we recommend before opening a support case:

Take a quick search through our deployment documentation as well as this support portal before opening a case. Often the answer is in one of these articles.

- If you are having issues with Active Directory, check out these prerequisites.
- If you are having issues with Virtual Appliances, you can find some helpful troubleshooting steps in our troubleshooting guide.
- If your issue is regarding Umbrella Cisco Secure Clients, check the troubleshooting guide before opening a support ticket.
- Are you having trouble with policies? See our Best Practices for Policy Creation.

Lastly, we recommend checking the status portal for all of Umbrella. Here you find:

- Current status information of all our core services, including APIs, DNS, Dashboard, Investigate, Umbrella Cisco Secure Clients, Security Services, and Virtual Appliances.
- Simple color-coded availability information
- Regional status information
- Historical status timeline

How to Open a Support Ticket

You have several options when it comes to contacting Cisco Umbrella Support:

- The Umbrella Dashboard, which you currently use, is still be available and can redirect you to your Support Case Manager (SCM).
- Open an SCM case directly.
- Use self-service through Cisco Support Assistant (CSA).

Through CSA you can:

- Get the status of a service request.
- Update your cases and upload attachments.
- Modify case severity, or escalate or close cases.
- Subscribe for case summary and status and severity updates.
- Get contextual proactive TAC (Technical Assistance Center) alerts on topics such as trending issues and tool and article updates.

For more information, please see the Umbrella documentation on opening a ticket with Cisco Umbrella Support.

What to Include in a Support Case

Support Case Template

Our support team needs as much detail as possible in order diagnose and resolve the issue you are experiencing. This includes screenshots of the behavior and detail so we can replicate what is happening in your environment. Please also ensure you clearly explain when this issue started, as well as how many people are being affected by the problem. The details in this section elaborate on why we are asking for the information in the template.

Useful details can be gained from answers to questions like:

- When did the problem first start?
- Was it ever working and stopped at some point?
- Does it align with any changes or updates?
- Does it impact all users or a specific subset (Windows or Mac users, Linux machines, and so on)?
- What are the OS, browser and software versions involved?
- Is it reproducible at-will or sporadic?
- If another vendor was contacted about this particular issue what was the response?

Diagnostic and Log Information

This piece of your support case is crucial. We need to know the technical details of what is happening, and that requires running the diagnostic on an affected machine. We have written a comprehensive guide for the diagnostic tool which includes clear instructions for running the diagnostic. Please only put the URL of the diagnostic, do not copy and paste the entirety of the results.

For DNS diagnostics, reference this article.

If you are using our Secure Web Gateway (SWG), there is a separate diagnostic tool that we need you to use. The linked article includes troubleshooting steps as well as our diagnostic tools that we need for SWG specific issues.

For SWG diagnostics, reference the article Troubleshoot Umbrella SWG: Policy Debug and Diagnostic Tests.

In addition, we would like this information depending on how your SWG is connected.

IPSEC Tunnel

- Your Organization ID
- Tunnel ID
- Tunnel Name
- SIG DC IP and Location
- IPsec Egress IP
- IPsec Client Device and Version number
- Date and time the issue(s) occurred

AnyConnect Roaming Security Module with SWG

The module includes:

- Diagnostic and Reporting Tool (DART)
- Date and time the issue(s) occurred
- A packet capture as well as max debug Dart bundles logs can also be requested later on as troubleshooting advances.