Troubleshoot when Documentation is Required to Verify Network Ownership

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Introduction

This document describes what is required in the event you are trying to register a network but receive an error or Cisco Umbrella Support has asked you to provide documentation to verify ownership of a network registration.

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 see either of these errors when attempting to add a network identity:

"Network Already Exists."

"Network is a subnet of an existing closed network."

These errors are a result of the network you are trying to add already being registered to another Umbrella customer. If you see these, errors please contact support.

Required Documentation

Depending on the IP address, Cisco Umbrella Support can require proof of ownership of the network.

Acceptable forms of documentation are:

- A letter from your ISP showing that you have been assigned the IP address. The IP address reflected on the ISP letter must match with the network you are trying to register.
- An original email from your ISP's customer service department confirming that you have been assigned the address you are trying to register.
- A recent invoice from your ISP that shows you have been assigned the address. The IP address you are trying to register must be shown on the invoice.

If you are unable to provide any of the documentation as described in the list, you might not be able to register the IP address under your organization.