Troubleshoot AD User Info Not Passing from CSC Module to SWG Proxy

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Introduction

This document describes how to troubleshoot AD user information not passing from the CSC module to the SWG Proxy.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Secure Client and 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

You are running into issues where the Active Directory user information is not passed on from the Cisco Secure Client (CSC) (formerly AnyConnect) module to the Secure Web Gateway (SWG) Proxy, resulting in user identity not being reported to the Cisco Umbrella Dashboard.

Solution

To avoid this behavior, please ensure that only one user is logged in at a time.

Cause

When multiple users are logged in to the CSC SWG module, the module is unable to determine which user

takes precedence over the other, thus none of the users are reported. The acumbrellaplugin.log produces an error similar to this stating:

"There appears to be 2 logged in user(s)."

