Troubleshoot Error "HTTP Response code 401" in CSC SWG Module

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Introduction

This document describes how to troubleshoot "Error: HTTP Response code 401" in the Cisco Secure Client (CSC) Secure Web Gateway (SWG) Module.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the CSC SWG Module.

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 the error "Error: HTTP Response code 401" in the Cisco Secure Client (CSC) (formerly AnyConnect) Secure Web Gateway (SWG) Module.

Solution

If this error occurs, check the last time your device was synced to the Cisco Umbrella Dashboard. The SWG Module syncs every 1-1.5 hours, and the keys are updated.

If the problem persists, please submit a ticket to Cisco Umbrella Support with a description of the problem, any relevant screenshots, and the information from the Policy Debug and Diagnostic Tool.

Cause

HTTP Response code 401 occurs when the keys of the SWG Module are not current.