Troubleshoot Umbrella Custom Block Page Bypass or User Code

Contents

Introduction

Prerequisites

- Requirements
- Components Used

Troubleshoot Custom Block Page Issues

- Common Scenarios
  - No HTTPS Inspection Enabled in Web Policy Block Page
  - Custom Block Page Not Linked to the Correct Policy
  - Org ID =0 and Origin ID=30829397 in Diagnostic Info

Troubleshoot Bypass Code or User

- Common Scenarios
  - Error Message: "The bypass Code you entered could not be found"
  - Block Page Does Not Show Administrative Bypass Section for Some Destinations
  - Error Message: "The login credentials you entered were invalid"
  - Error Message: "The bypass code you entered has expired"
  - Page is Not Loading Correctly when I Use the Bypass Code/User
- Block Page Bypass Caveats

Introduction

This document describes how to troubleshoot Cisco Umbrella issues with bypass or user codes on custom block pages.

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.

Troubleshoot Custom Block Page Issues

There are various reasons a custom block page is not working. Some of the common reasons are reviewed in this article.

Common Scenarios

No HTTPS Inspection Enabled in Web Policy Block Page

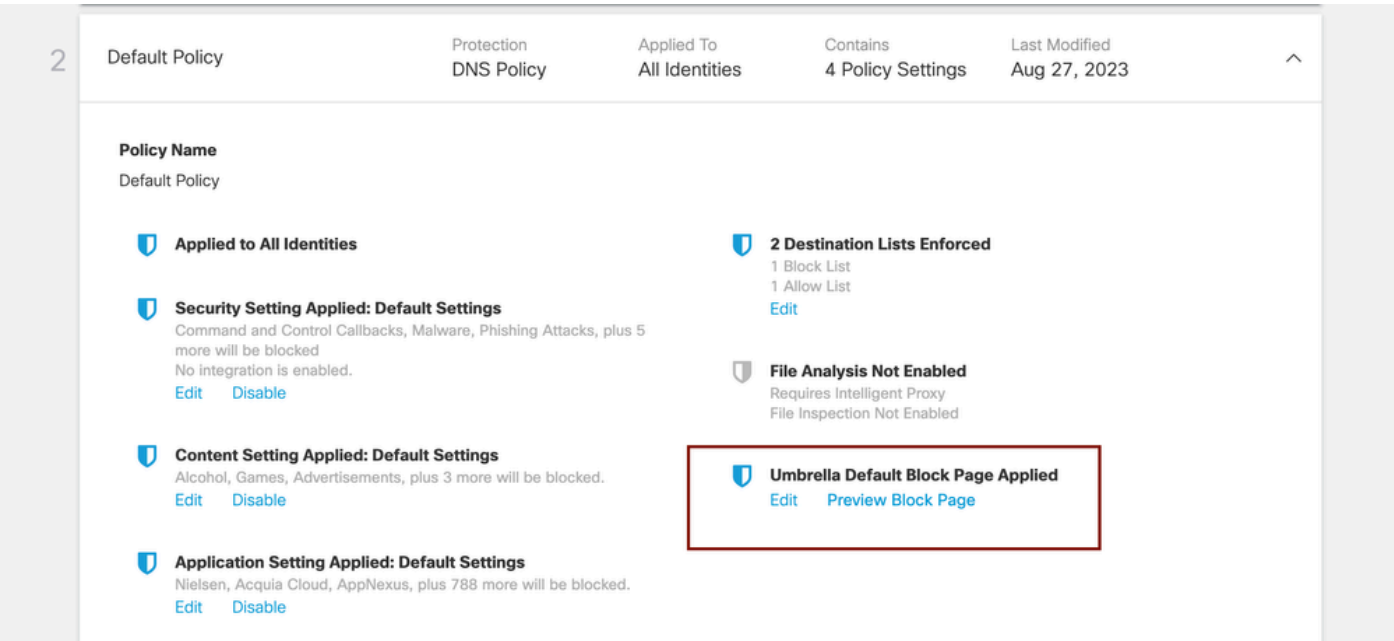
To ensure the functionality of a web policy block, HTTPS inspection must be enabled in the ruleset.

Custom Block Page Not Linked to the Correct Policy

After creating your custom block page, ensure that it is linked to the correct policy:

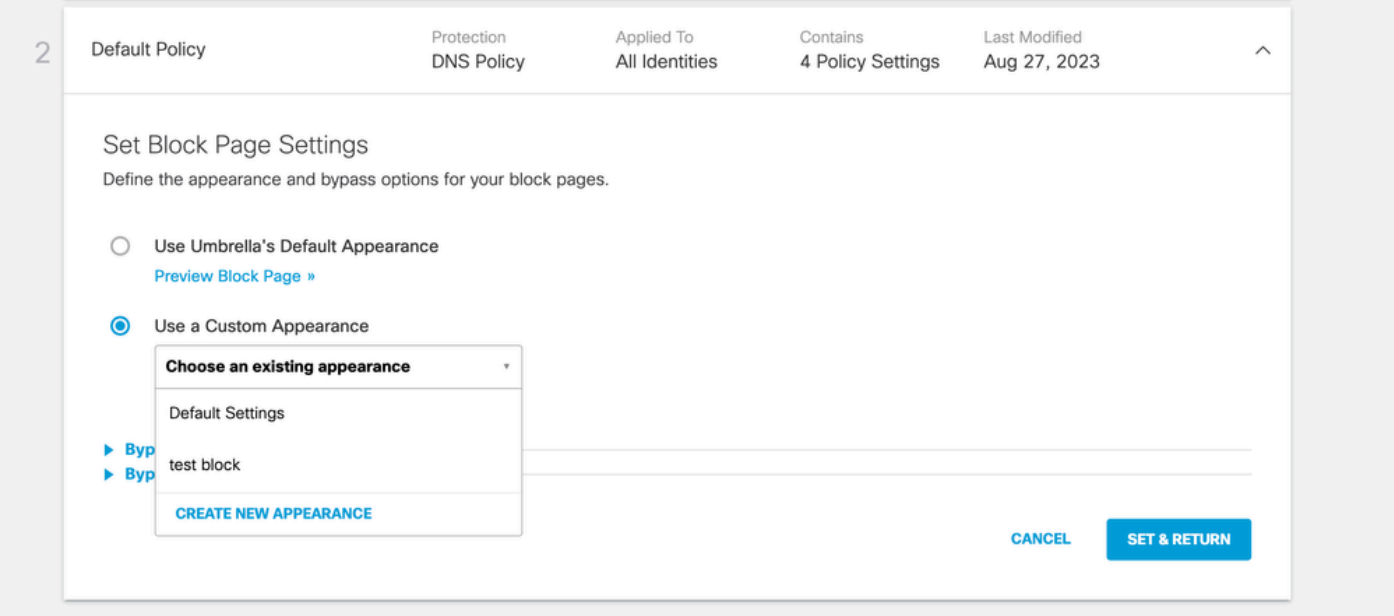
1. Expand your policy.

2. Under **Umbrella Default Block Page Applied**, select **Edit**.



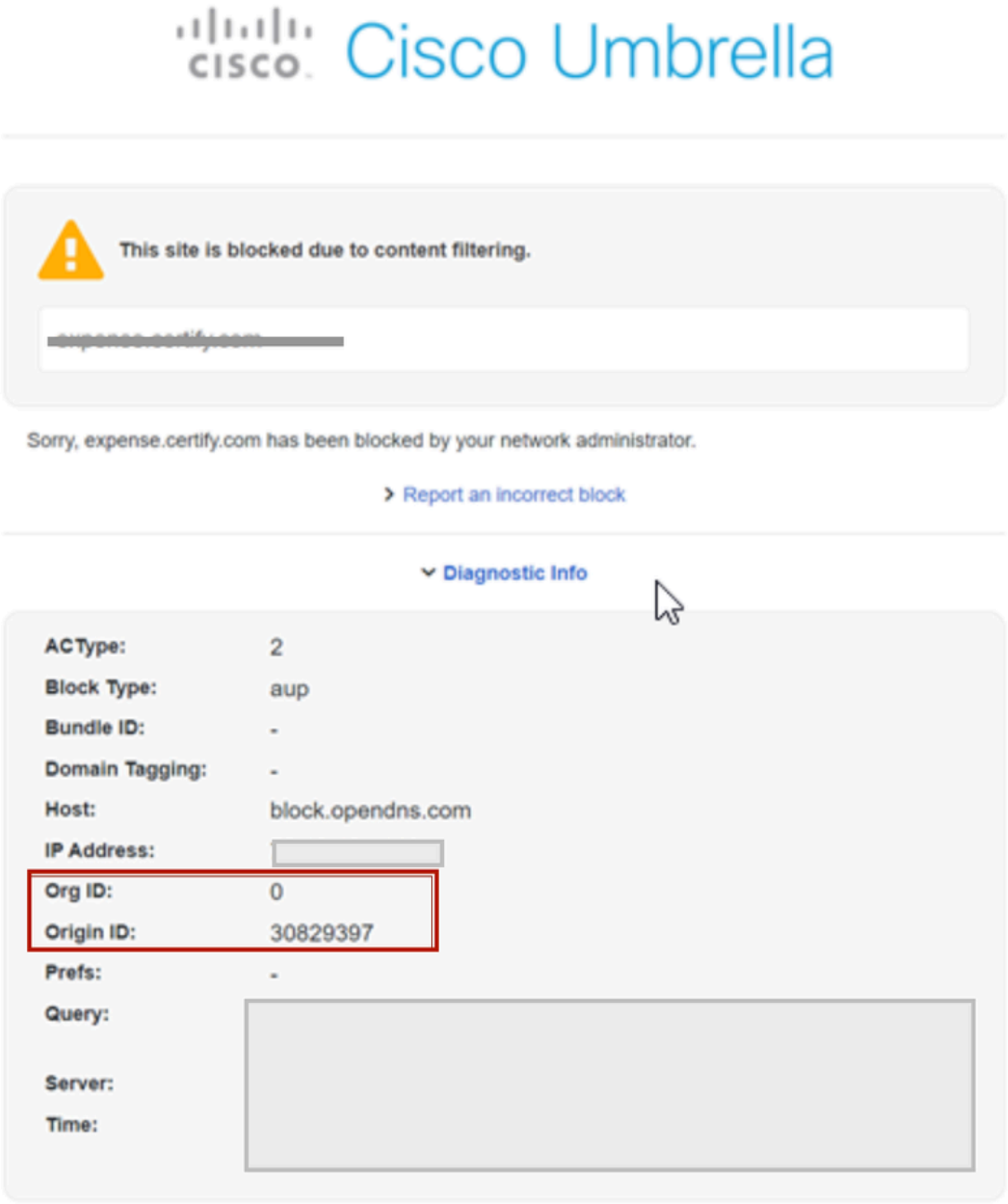
21385636885652

3. Select **Use a Custom Appearance** and select your custom block page form the dropdown menu:



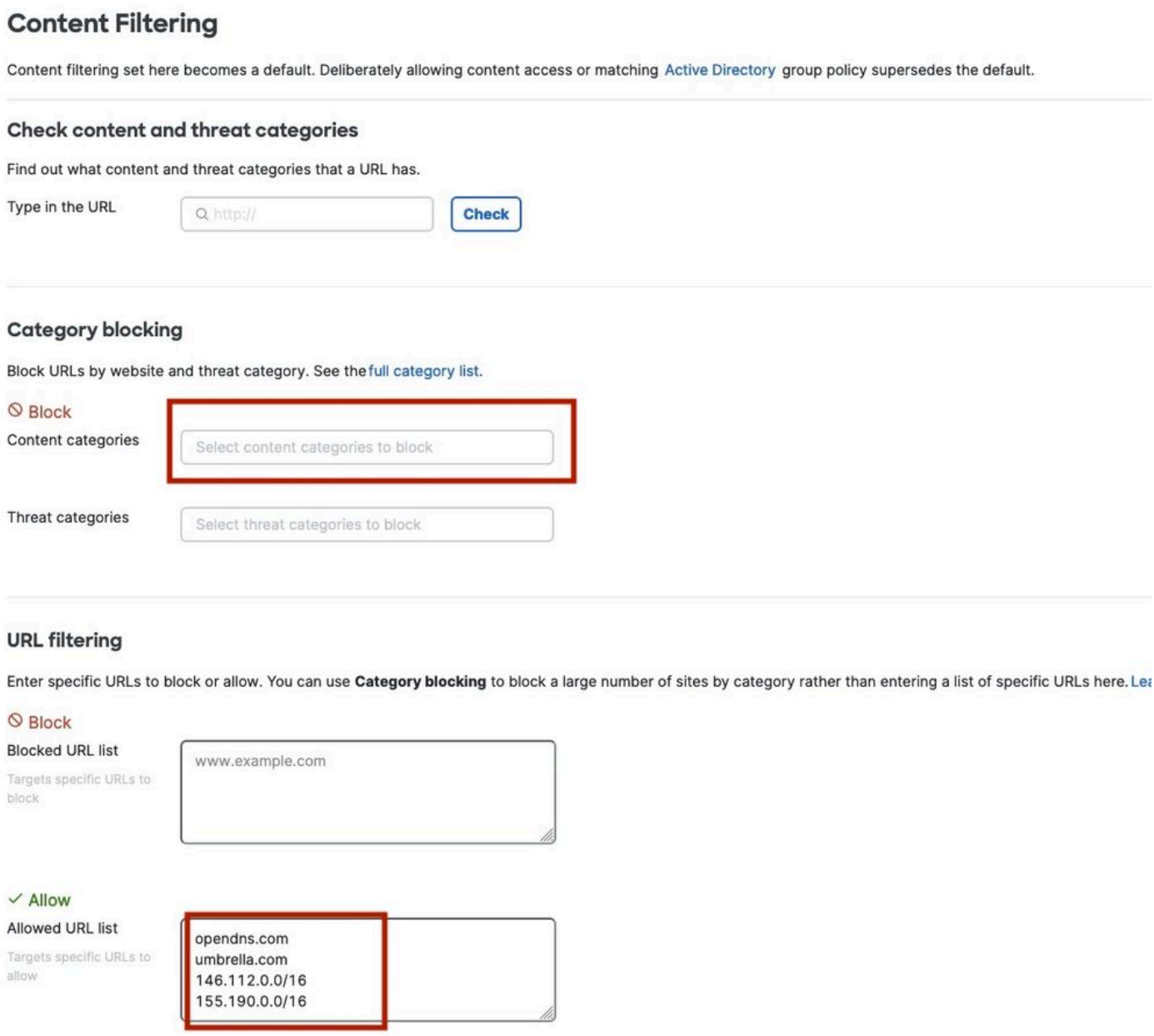
21385636888340

Org ID =0 and Origin ID=30829397 in Diagnostic Info



21386106915476

This issue often occurs due to upstream blocking of Umbrella block page IPs "146.112.0.0/16" or, DoH is enabled on browser settings. If you are using Meraki MX and content filtering is enabled, you can consider disabling content filtering in your Meraki dashboard and incorporating Umbrella block page IPs "146.112.0.0/16","155.190.0.0/16","umbrella.com", and "opendns.com" into your allow/exclusion list similar to this screenshot:



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Troubleshoot Bypass Code or User

There are various reasons why a bypass code or user is not working properly, or you are receiving different error messages.

Common Scenarios

Error Message: "The bypass Code you entered could not be found”

Similar to block page appearance, it is essential to ensure that bypass codes/ users created are appropriately associated with the corresponding policy. If a bypass code or user is connected to a different policy, attempting to use the bypass code or user can result this error message. Read more in the Umbrella documentation:

- Create a Block Page Bypass Code
- Enable Block Page Bypass in a Policy

Block Page Does Not Show Administrative Bypass Section for Some Destinations

If the block page does not display the Administrative Bypass section for specific destinations, it can be blocked by your Application Block settings. The Bypass Code/User only works for Content Category and Block Destination List block types. To resolve this issue, consider removing the application and adding the domain/content category to this policy.

Error Message: "The login credentials you entered were invalid"

If Dashboard SSO is enabled, it is expected behavior to receive this error while logged in as a bypass user. Block Page Bypass (BPB) Users no longer bypass block pages or authenticate in any capacity to Umbrella. A BPB user is a user just like any other in Umbrella, but because of the way authentication is handled by SSO, it cannot be used to bypass block pages. Instead, you must use BPB codes.

Error Message: "The bypass code you entered has expired”

You are encountering this error message for these reasons:

- The bypass code expired if its expiration date has already passed.
- The error can occur if the bypass code expiration is set to a date beyond 03:14:07 UTC on Tuesday, 19 January 2038.

Page is Not Loading Correctly when I Use the Bypass Code/User

When the user accesses a blocked domain and enters the code to unblock the domain, a cookie is created on the user device with that domain.

For example, if the user is bypassing for YouTube, a cookie gets created for "youtube.com" and only this domain. In this case, the YouTube service requests information from different domains like "youtube-nocookie.com," "ytimg.l.google.com," and "googlesyndication.com," which is not allowed for this user policy. This causes YouTube not to load correctly.

Solution: If you still wish to use the Bypass Code/User, you can add all the domains the page relies on to retrieve this information to the allow list. You can find the most used service in this article: Add Required Domains to Allow List for Block Page Bypass and Allow-Only Modes

Block Page Bypass Caveats

- If the blocked content is something **embedded in the page** (like Image, Stylesheet, Script) the user cannot see the BPB page to enter the code (even though Umbrella tries to display it).
- BPB codes can be configured to **only unblock certain categories or destinations.** This can lead to problems where part of the page is unblocked but embedded content is not. If in doubt, try to test with a "bypass everything" code.
- BPB is heavily affected by the Content Security Policy on websites which can block Umbrella's cookies and therefore prevent BPB working for embedded content. You need to whitelist some of these embedded domains to get it working. See Add Required Domains to Allow List for Block Page Bypass and Allow-Only Modes.
- BPB bypass events are currently not logged in Umbrella reports.