Resolve Website Display Issues after Warn Page

Contents

Introduction

Prerequisites

- Requirements
- Components Used

Problem

Solution

Cause

Introduction

This document describes how to resolve webpages displaying incorrectly or not fully loading after you selected **Continue** in response to a Warn page.

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

Webpages are displaying incorrectly or do not fully load after you selected **Continue** in response to a Warn page being shown.

Solution

To resolve the issue, you need to identify the blocked or warned requests that are key to allowing the Warn page to display. You can add them to a **Destination Allow List** to allow them to be accessed, or change the policy which is causing them to be blocked or warned. You can examine your **Activity Search** and look for URLs with the **Blocked** or **Warned** action to determine which URLs were blocked at the same time which caused the webpage to display incorrectly.

Cause

When opening a webpage, a browser typically makes multiple HTTP requests through the Umbrella proxy. Each request is independent and processed and categorized separately by Umbrella and can match against different policies and rules.

If the webpage being Warned is powered by other websites for content like images and advertisements, then these can be categorized differently from the website being Warned. If these categories are blocked or warned elsewhere in the rules policy, then that content cannot be displayed. If the content blocked or warned is for key parts of the webpage layout, then the page can appear completely unformatted and broken.