Understand Support Model for Umbrella Virtual Appliance and Active Directory Connector

Contents

[Introduction](#)

[Virtual Appliance](#)

[Active Directory Connector](#)

Introduction

This document describes the support model for Umbrella Virtual Appliance and Active Directory connector.

Virtual Appliance

Cisco Umbrella supports only:

- The current major version of the Virtual Appliance and
- The previous major version of the Virtual Appliance – this version is supported only for a period of 90 days post the release of the current major version to the final production track.

For instance, if the most recent major release of the VA made available on the final production track is version 3.3, then only version 3.3.x and version 3.2.x is supported by the Umbrella support team. As soon as version 3.4.x is released to the final production track, support for version 3.2.x is stopped, and support for version 3.3.x is limited to a 90 day period. Customers are requested to ensure that their Virtual appliances upgrade to the latest version within 90 days of this version being released. Cisco does not guarantee that all patches or fixes in the latest version are available on the previous version, so it is recommended that customers upgrade their VAs to the latest major version to receive the latest patches.

Ensure that your Virtual Appliances are able to access disthost.umbrella.com over port 443 TCP in order for them to be able to download the new version. All other pre-requisites as mentioned here must also be met in order for the Virtual appliance to successfully upgrade.

Active Directory Connector

Cisco Umbrella supports only the current major version of the Active Directory connector.

For instance, if the most recent major release of the AD Connector made available on the final production track is 1.11, then only version 1.11.x is supported by the Umbrella support team. As soon as version 1.12 is released to the final production track, support for version 1.11.x is stopped. Customers are requested to ensure that their Umbrella AD connectors upgrade to the latest version as soon as possible. Cisco does not guarantee that patches are released for previous versions.

Ensure that your Active Directory connectors are able to access disthost.umbrella.com over port 443 TCP in order for them to be able to download the new version. All other pre-requisites as mentioned here (for AD connectors deployed with Virtual appliances in the same Umbrella site) or here (for AD connectors deployed without Virtual appliances in the same Umbrella site) must also be met in order for the AD Connector to successfully upgrade.