Resolve Akami Access Denied Webpage when Using SWG Proxy

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Introduction

This document describes how to address access denied errors for certain websites when using Secure Web Gateway (SWG).

Issue

Users of Secure Web Gateway can experience an issue where they cannot reach specific websites and instead receive an access denied page.

The issue appears as users being unable to access the website, receiving an access denied message.

For example, the page displays a block notification attributed to Akamai:



23707019766676



Access Denied

You don't have permission to access "http://example.com/" on this server.

Reference #18.21111d17.1700018419.6e00d43

23709574272276

Cause

The website owner has implemented this block through Akamai CDN, which uses mechanisms to restrict access from Secure Web Gateway IP ranges. Typically, such blocks occur automatically based on Akamai IP reputation mechanisms or other security policies configured by the site owner.

Action

Contact the site administrators and request that they allow access, particularly if a business relationship exists with the site. Because the issue is a 3rd party access denial, Umbrella Support has limited options to assist.