Resolve Umbrella Message, "Error saving this destination list."

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Introduction

This document describes how to resolve the error, "Error saving this destination list. You are not authorized to update this domainlist."

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

When trying to edit an existing allow list or block list, administrators see an error like this:

"Error saving this destination list. You are not authorized to update this domainlist."

Solution

By design, any destination lists, block page settings, or category settings derived from MSP Centralized Settings are not editable at the customer organization level. This prevents users in the customer organizations from making changes to Centralized Settings that the MSP administrators administer directly.

Cause

This issue happens if the destination list was created in Centralized Settings by an MSP administrator. Although such a list is visible in customer organizations, it can be edited only at the MSP Console level.

Additional Information

For complete details about setting up and configuring destination lists, please reference the Umbrella documentation: Add a Destination List