Resolve Umbrella MSP Console Access to the Umbrella Dashboard Issue

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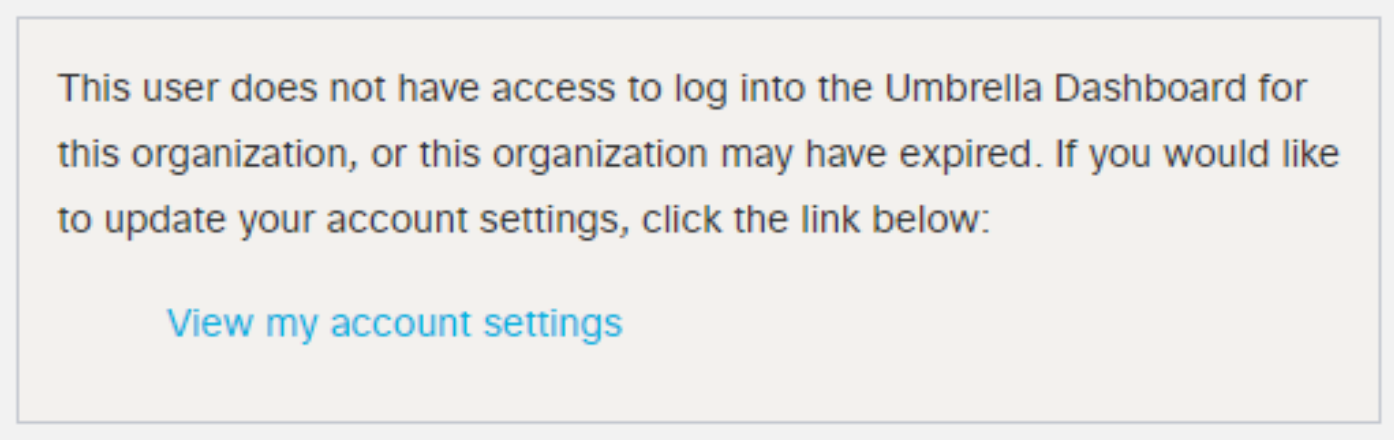
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Introduction

This document describes how to resolve an error to get access to the Umbrella dashboard.

Issue

When the license subscription for an Umbrella MSP expires, admins and other users going into the child orgs of that MSP see this error message:



6165023627540

```
This user does not have access to log into the Umbrella Dashboard for
this organization, or this organization may have expired.  If you would like
to update your account settings, click the link below:

      View my account settings
```

Resolution

Please reach out to your Cisco Account Manager to obtain a new license subscription. If you do not know who that is, please send an email to msp@cisco.com.

If you are using the "Umbrella MSP on MSLA Email Support _ Trial" package or a similar Umbrella package and are seeing this error message in child orgs, please reach out to your Cisco account manager or

to msp@cisco.com to make arrangements to convert the trial to a paid subscription. The general choices are:

- Migrate to the Cisco Secure MSP Centre (for DNS packages only); or
- Migrate to the Cisco Umbrella MSSP Console (with both DNS and SIG packages).

Cisco has extended the trial for all consoles using the "Umbrella MSP on MSLA Email Support _ Trial" package until August 2, 2022.

If you are not sure which package your MSP console is using, please reach out to Umbrella Support. Be sure to provide them with your Umbrella MSP ID. That ID is shown in the URL when you are logged in to the Umbrella console. For example, if the URL is *https://dashboard.umbrella.com/msp/123456789#/reports/overview* then the MSP ID is **123456789**.