Understand Database Migration for Umbrella Roaming Client Management Service

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Introduction

This document describes an upcoming maintenance activity (updated 11 Aug, 2023) for the Cisco Umbrella Roaming Client Management Service.

Maintenance Schedule

- **Date:** August 26, 2023
- **Start Time:** 04:30 UTC
- **End Time:** 08:30 UTC
- **Duration:** 4 hours
- **Components Affected:** Roaming Clients
- **Regions Affected:** All

Summary

The Cisco Umbrella Roaming Client Management Service is undergoing a migration to a more advanced and scalable infrastructure. This migration ensures better performance and disaster recovery capabilities for the service. During this migration, some functionalities for Roaming Clients could be temporarily affected. Here is what you need to know:

- **New Roaming Client Registrations:** New registrations during the maintenance window is temporarily unavailable.
- **Configuration Changes:** Any configuration changes made before the maintenance window synchronizes with roaming clients. However, any new config changes made during the impact interval only takes effect after the maintenance window.
- **Dashboard Changes:** Certain dashboard operations, including SWG (Secure Web Gateway) override settings and bulk operations for SWG override & roaming client deletions, are not accessible during the migration.
- **Admin View:** Admins see the previously configured values for Roaming Computers, such as identity names. Changes to these values cannot be made during the maintenance window.
- **Roaming Client Information:** Information displayed for Roaming Clients on Roaming Computers, Mobile Devices, Chromebook Users, including last sync, identity names, hostname, and status, could not reflect the latest updates.
- **Diagnostics Collection:** Diagnostics collection during the migration period could be subjected to timeouts and failure.

Affected Roaming Clients

- Cisco Secure Client/Anyconnect - Roaming Security Module (Windows, Mac & Android)
- Umbrella Roaming Client (Windows & Mac)
- Umbrella Chromebook Client
- Cisco Security Connector (iOS)

Support Available

For assistance or inquiries, our support team is here to help. Contact us at umbrella-support@cisco.com. We apologize for any inconvenience and appreciate your patience as we work to enhance your experience.