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How to troubleshoot web-hybrid synchronization issues?

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Title: How to troubleshoot web-hybrid synchronization issues?

Category / Product:

due to Broken
ciphers and
GUI Service
Failed

GUI UI
version does
not update
after upgrade
of SWG
version

How to
analyze the
dumps

How to
configure
Maximum
Connections
for On-Prem
Proxy
Environment:

How to

Skyhigh Secure Web Gateway

Environment:

On-Prem/Cloud

Summary:

The article aims to provide guidance for TSEs to troubleshoot issues related to web-hybrid synchronization.

Web-Hybrid Synchronization, enables management of policies from a single management console and it syncs the policies from the on-premises SWG to the cloud. We are referring to the new "Web-Hybrid" synchronization issue here not the legacy web-hybrid and UCE-hybrid.

Problem:

Dashboard warnings will show that the web-hybrid policy synchronization is not working. Issues with the web-hybrid policy sync can also be seen in the mwg-saas-connector logs. If the web-hybrid synchronization does not work, the policy synchronization will not be real-time and the cloud policies will not be updated.

Cause:

The problem can be caused due to a plethora of reasons. The most common reasons and solutions are described below:

Some of the common error codes are:

"Starting policy synchronization . Policy synchronization failed: Web Service responds on a version request: Version check failed. Failed to query SaaS version: **401** Canceled synchronization." [401 indicates issues in the access level]

"Starting policy synchronization. Policy synchronization failed: Web Service responds on a version request: Version check failed. Failed to query SaaS version: **503/502/500** Canceled synchronization." [503 idicates service unavailability, 500 indicates internal server error, 502 indicates usage of incorrect FQDN for the sync]

"Starting policy synchronization .Policy synchronization failed: Web Service responds on a version request:Version check failed. **Local version 10.2.0.0.0-37129 is higher than SaaS version 10.1.0.0.0-36009** Canceled synchronization" [on-prem version usability issue with the cloud version]

Solutions:

1. Verify that the customer ID is same for the On-Prem setup, as well as in the SSE cloud.

On-Prem: Configuration >> Appliances >> Cluster >> Web-Hybrid >> Check the customer ID

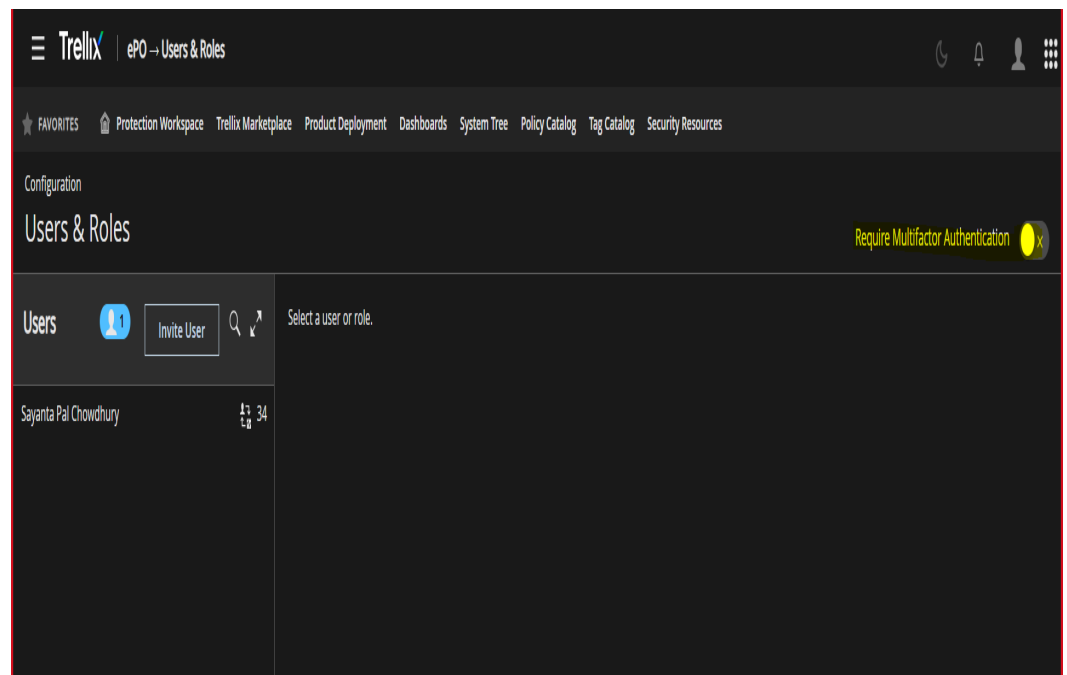
SSE(cloud): Gear Icon >> Infrastructure >> Client Proxy Management >> Global Configuration >> Tenant Authentication

2. Verify the admin credentials. In the same location, check the cloud administrator account name and details. The account used for the web-hybrid synchronization should have the same credentials for the synchronization to work. So, the account should be able to access SSE with same credentials that is being used for the web-hybrid synchronization. In SSE, the account that is being used for the synchronization, should have the usage analytics role permissions. (Gear Icon >> User Management >> User (to verify permissions))

3. Verify the cloud address for the policy synchronization. The Policysync url needs to be updated from **msg.mcafeesaas** to <https://policysync.skyhigh.cloud:443> . Please verify that the cloud address is correct.

4. The password for the cloud account should not contain special characters like / ? ! etc. (Refer to Jiras) While setting up the password for the cloud portal, it is mandatory to use one special character, please make sure that the user is using just one 'simple' special character. The issue has been fixed and updating the password resolves the issue.

5. Multi-factor authentication should not be enabled for the SSE account. The account that is being used for the web-hybrid synchronization in SSE should not have MFA enabled. If MFA is enabled as a global settings, it needs to be disabled and then the MFA needs to be turned off from the profile section of the user.



Configuration
My Profile

Contact Information	Personal Information	Security
Email Address (Login Name) <input type="text" value="sayanta.palchowdhury@skyhighsecurity.co"/>	First Name <input type="text" value="Sayanta"/>	Change Password <input type="button" value="Change Password"/>
Phone Number United States +1 <input type="text" value="Phone Number"/>	Last Name <input type="text" value="Pal Chowdhury"/>	<input type="button" value="Two-Factor Authentication"/>
	Tenant Name <input type="text" value="SkyHigh Security"/>	
	Tenant ID <input type="text" value="09785C79-94FA-474F-8A8B-413309F1D42C"/>	
	Default Login Tenant <input type="text" value="SkyHigh Security"/>	
	Default Login Tenant ID <input type="text" value="09785C79-94FA-474F-8A8B-413309F1D42C"/>	

6. The BPS account for the user needs to remain unlocked. If the BPS account gets locked, it would cause the web-hybrid policy synchronization to fail.

7 Check the saas-connector service status and restart the saas-connector service. check mwg-saas-connector logs for more information. It is always recommended that we restart the saas-connector after following any of the troubleshooting steps (1 - 5). Using the CLI, the saas-connector restart command is:

service mwg-saas-connector restart

8. Check release notes for known bugs and the service status of our POPs for any incidents. Use the following URL to check the status of our POPs:

<https://status.skyhighsecurity.com/swg/>

9. Lists that are too long can cause issues with web-hybrid policy synchronization(Refer to Jiras).

10. The admin account needs to be associated with only one Tenant. If the admin account is associated with multiple Tenants, the web-hybrid synchronization will fail. If the admin account is part of multiple Tenants, reach out to cloud accounts team. Also verify if Tenant ID to Customer ID mapping is required.

Please follow the link: [Request Tenant ID to WGCS Customer ID Mapping Change - CSP Infrastructure internal - Trellic Confluence Prod](#) for remapping.

11. Verify that the policysync cloud address is reachable from the SWG with the credentials being used. Example: `curl -v https://policysync.skyhigh.cloud * \`

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