Clear Cache on Secure Web Appliance

Contents

Introduction

Prerequisites

- Requirements
- Components Used

Clear DNS Cache

- Clear DNS Cache From GUI:
- Clear DNS Cache From CLI:

Clear Proxy Cache

- Clear Proxy Cache From GUI:
- Clear Proxy Cache From CLI:

Clear Authentication Cache

Related Information

Introduction

This document describes steps to clear Proxy Cache, DNS Cache and Authentication Cache in Secure Web Appliance (SWA).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Physical or Virtual SWA Installed.
- License activated or installed.
- Secure Shell (SSH) Client.
- The setup wizard is completed.

- Administrative Access to the SWA.

Components Used

This document is not restricted to specific software and hardware versions.

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.

Clear DNS Cache

To increase efficiency and performance, the Cisco WSA stores DNS entries for domains to which you have

recently connected. The DNS cache allows the SWA to avoid excessive DNS lookup of the same domains. The DNS cache entries expire according to the TTL (Time to Live) of the record or the DNS configuration in SWA.
However, it is sometimes necessary to clear the DNS cache of entries. Corrupted or expired DNS cache entries can occasionally cause problems with delivery to a remote host or hosts.

Clear DNS Cache From GUI:

Step 1. Navigate to NEtwork

Step 2. Choose DNS

Step 3. Click **Clear DNS Cache**

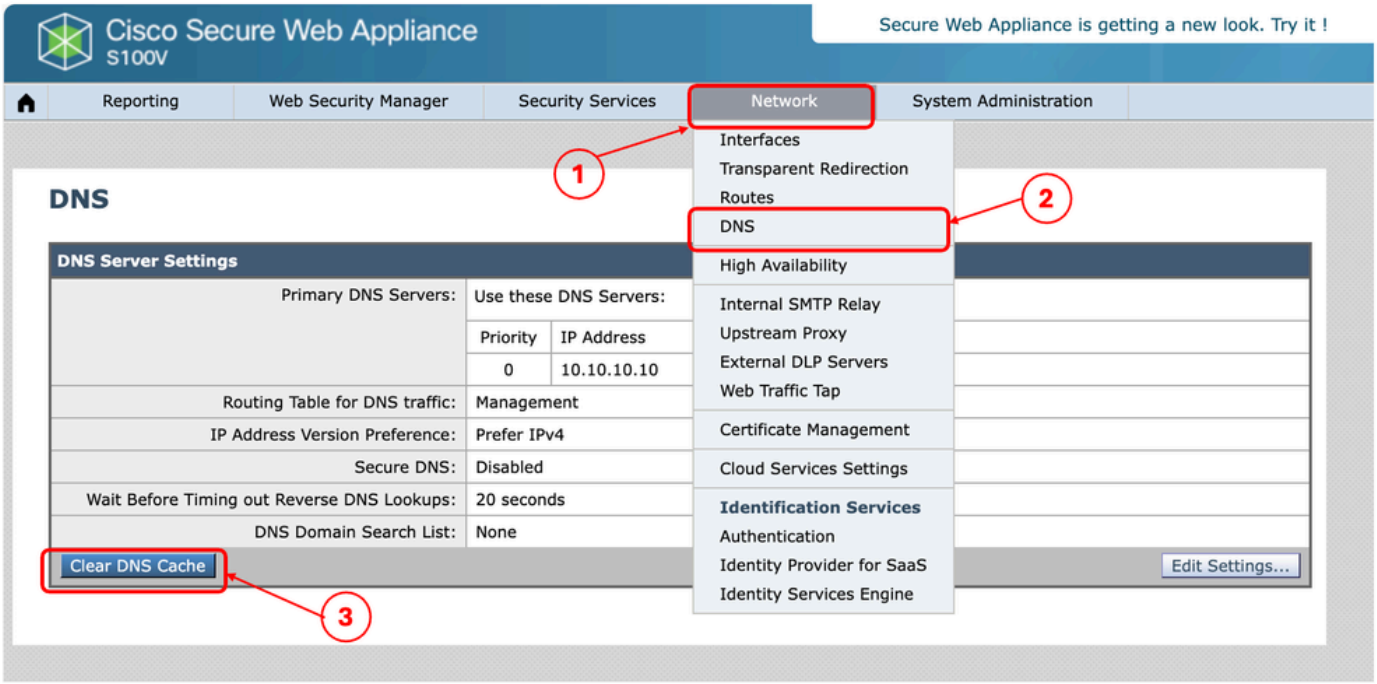


Image- Clear DNS cache

Clear DNS Cache From CLI:

To Clear the DNS cache from Command Line Interface (CLI):

Step 1. Log in to CLI

Step 2. Run **dnsflush**

Step 3. Choose "**Y**"

```
SWA_CLI> dnsflush
Are you sure you want to clear out the DNS cache? [N]> Y
```

Clear Proxy Cache

Clear Proxy Cache From GUI:

To clear the Proxy Cache from GUI:

Step 1. Navigate to Security services

Step 2. Choose Web Proxy

Step 3. Click **Clear Cache**

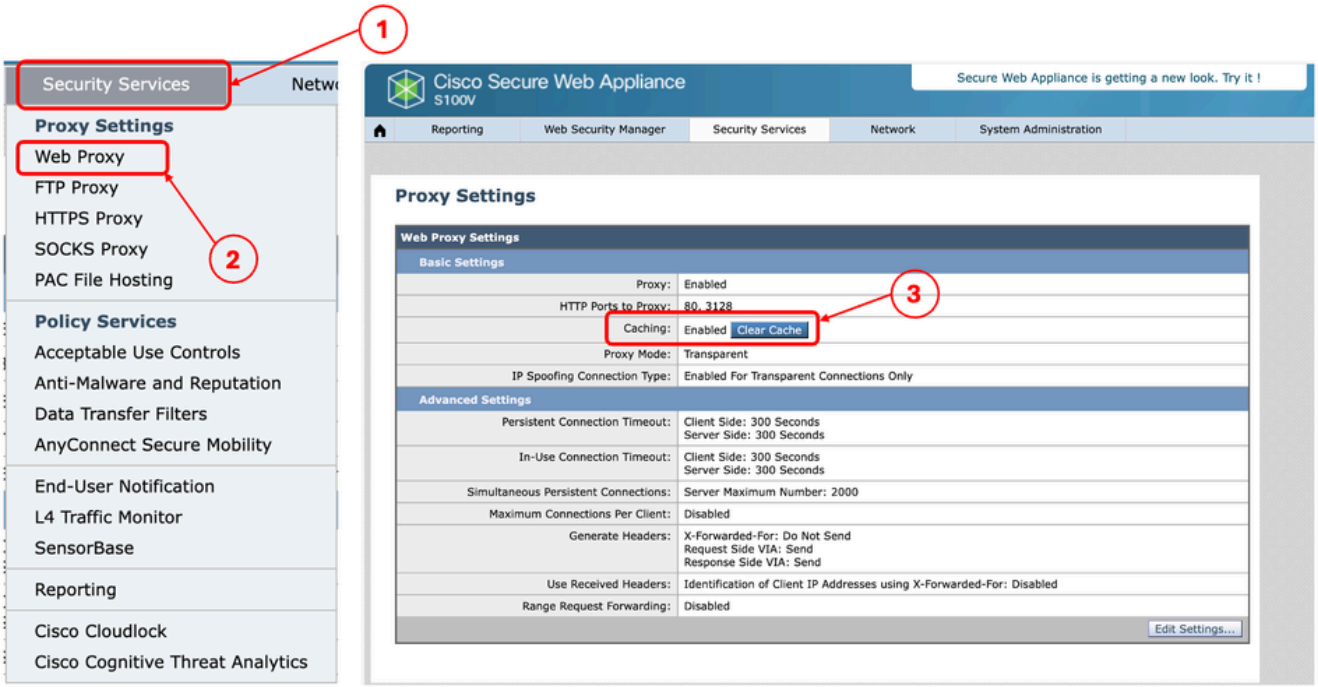


Image - Clear Proxy Cache

Clear Proxy Cache From CLI:

To Clear the Proxy Cache from CLI:

Step 1. Log in to CLI

Step 2. Run **diagnostic**

Step 3. Choose "**PROXY**"

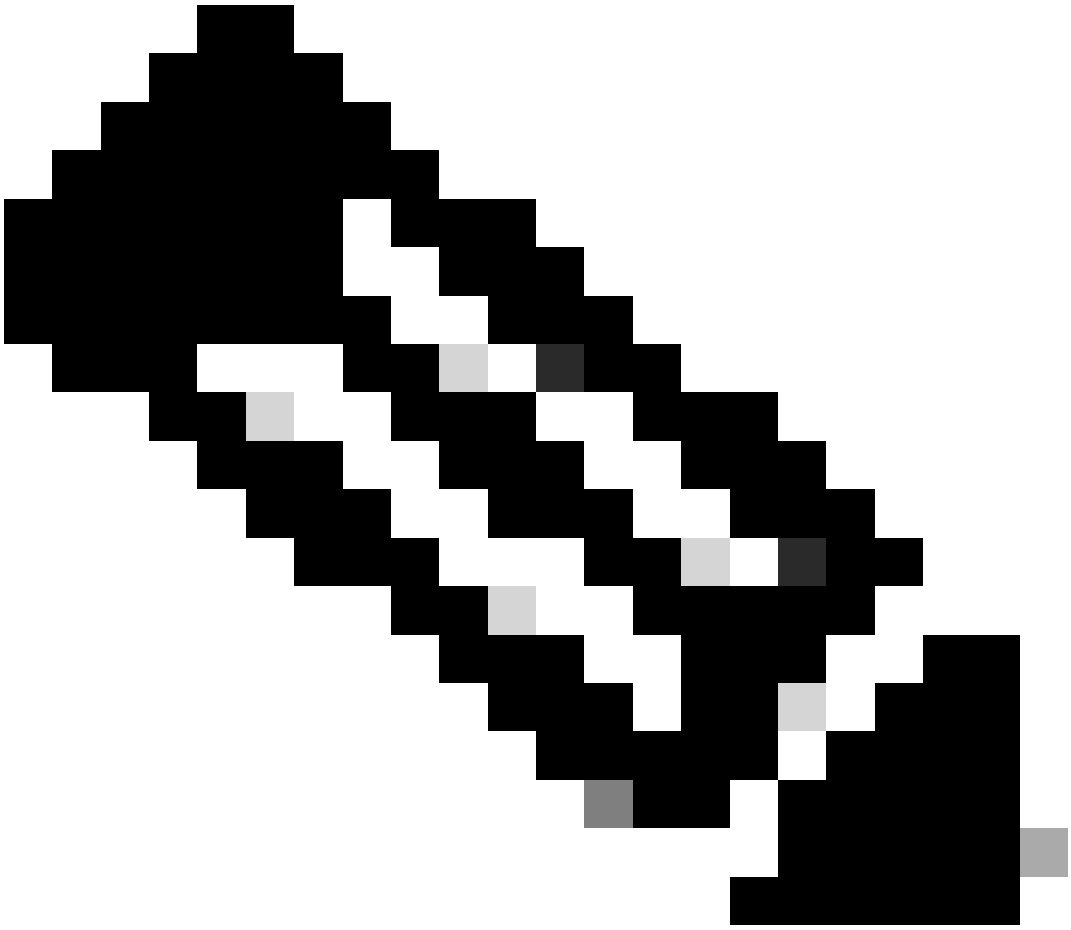
Step 4. Choose "**CACHE**"

```
SWA_CLI> diagnostic

Choose the operation you want to perform:
- NET - Network Diagnostic Utility.
- PROXY - Proxy Debugging Utility.
- REPORTING - Reporting Utilities.
- SERVICES - Service Utilities.
[]> PROXY
```

```
Choose the operation you want to perform:
- SNAP - Take a snapshot of the proxy
- OFFLINE - Take the proxy offline (via WCCP)
- RESUME - Resume proxy traffic (via WCCP)
- CACHE - Clear proxy cache
- MALLOCSTATS - Detailed malloc stats in the next entry of the track stat log
- PROXYSCANNERMAP - Show mapping between proxy and corresponding scanners
[]> CACHE

Flushing Proxy cache, prox PID: 55182
```

Clear Authentication Cache

You can delete a one or all entries (users) from the authentication cache.



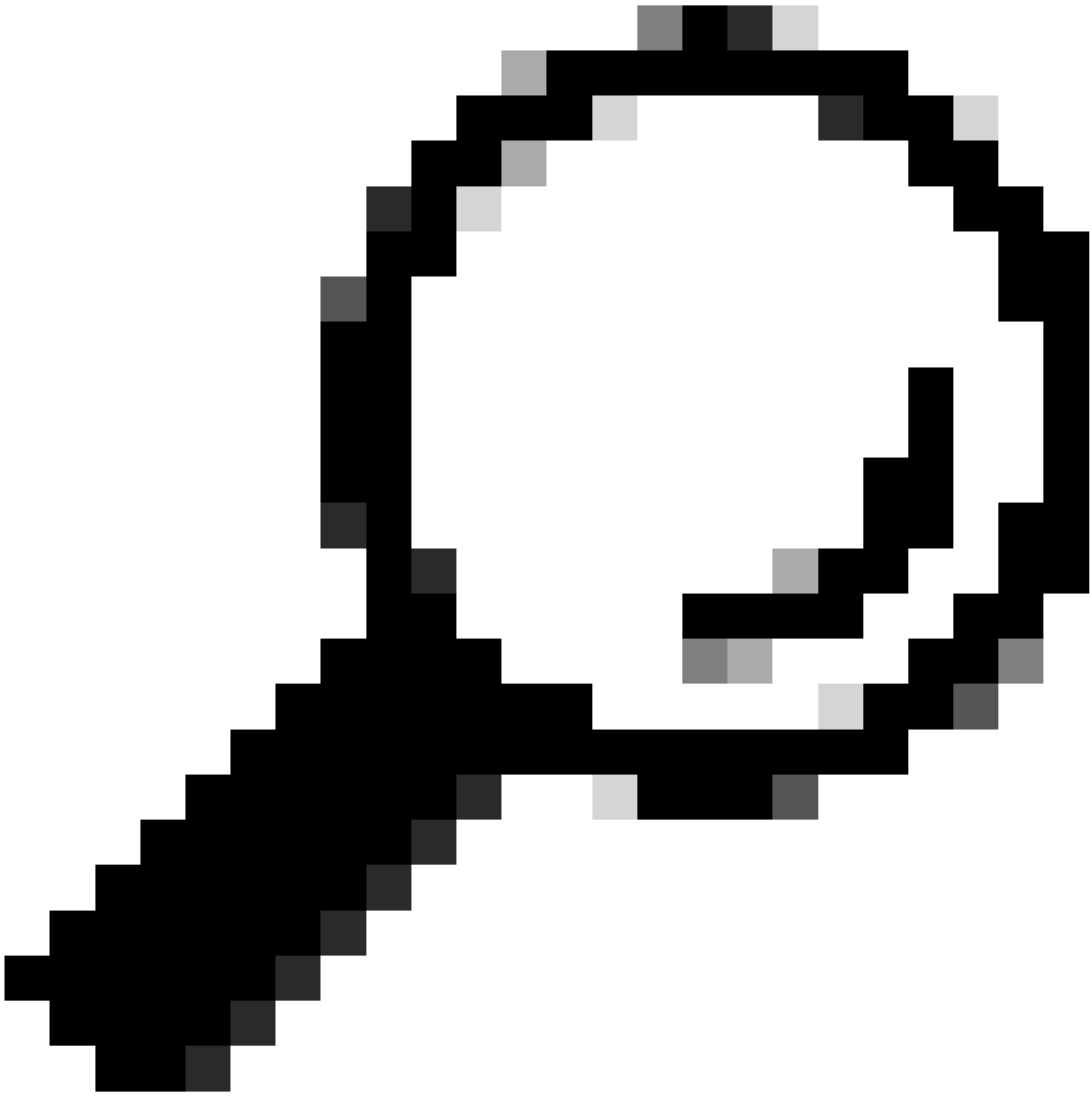
Note: You can also list all users currently stored in the authentication cache.

The Authentication cache can be cleared from CLI.

Step 1. Log in to CLI

Step 2. Run **authcache**

Step 3. Choose "**FLUSHALL**" or "**FLUSHUSER**" depending upon whether you need to clear all cache entries or just a single user.



Tip: To find the correct format of the username you want to remove from cache, choose "**SEARCHDETAIL**" and find the correct username format first.

Related Information

- User Guide for AsyncOS 15.0 for Cisco Secure Web Appliance - LD (Limited Deployment) - Troubleshooti...
- Troubleshoot Secure Web Appliance DNS Service - Cisco